

MSP Analysis Report

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Analysis Results

Here's a strategic analysis of your MSP's performance:

Overall, the company shows signs of healthy operational performance and significant financial opportunities, but needs to address immediate cash flow challenges and internal security/compliance gaps.

Key Findings

- * **Positive Revenue Stream:** The company has a substantial annual revenue of \$152,616.00 from active contracts.
- * **Cash Flow Challenges:** There are immediate concerns with \$2,155.00 in overdue payments and \$750.00 in delayed payments. Total outstanding amounts are \$5,869.00.
- * **Strong Potential for Revenue Growth:** Proposed price revisions could generate an additional \$25,324.11 in annual revenue.
- * **Significant Cost Optimization Opportunity:** \$11,044.88 can be saved through license optimization.
- * **Operational Efficiency:** 287 tickets were resolved, with an average resolution time of 5.603.
- * **Generally Positive Employee Satisfaction:** The average employee satisfaction score is 3.397.
- * **Internal Security/Compliance Gaps:** Three anomalous access incidents were flagged, indicating potential misuse or unauthorized access, even if current license costs are zero.

Financial Impact

- * **Immediate Financial Risk:**
- * **\$2,155.00** in overdue payments directly impacts immediate cash flow.
- * **\$750.00** in delayed payments further strains working capital.
- * **\$5,869.00** currently outstanding represents uncollected revenue.
- * **Significant Financial Opportunity:**
- * **\$11,044.88** in annual cost savings from license optimization.
- * **\$25,324.11** in potential annual revenue increase from proposed price revisions.

Recommendations

1. **Prioritize Collections and Cash Flow Management:**
 - * Immediately follow up on the **\$2,155.00** in overdue payments and the **\$750.00** delayed payment.
 - * Implement stricter payment reminder systems to reduce the average payment delay of 1.4 days.
2. **Capitalize on Revenue Growth & Cost Savings:**

- * Expedite the implementation of the **10 proposed price revisions** to realize the potential **\$25,324.11** annual revenue increase.
 - * Actively pursue the **\$11,044.88** in license optimization savings.
3. **Enhance Internal Security and Compliance:**
- * Investigate the three flagged anomalous access incidents (Rohan Singh, Vikram Iyer, Sneha Patel) to understand the root cause and implement corrective actions.
 - * Review and update role-based access policies to prevent future incidents.
4. **Monitor Operational Metrics:**
- * While employee satisfaction is positive, explore ways to improve the 3.397 score.
 - * Continuously monitor ticket resolution time (5.603) and explore efficiencies to maintain or improve service quality.

Detailed Agent Data

License Audit Agent

Here's a summary of the potential cost savings from license optimization and flagged anomalous access incidents: **Potential Cost Savings from License Optimization:** The total potential cost savings from optimizing software licenses is **\$11,044.88**.
Flagged Anomalous Access Incidents: The following anomalous access incidents have been flagged:
* **Incident 1:** Employee ID: 1 * Employee Name: Rohan Singh * Role: UI/UX Designer * Software Name: MySQL Workbench * Software Key: mysql workbench * License Type: Community * License Cost (USD): 0.0 * Reason: Role not typically allowed to use this software
* **Incident 2:** Employee ID: 3 * Employee Name: Vikram Iyer * Role: Backend Developer * Software Name: Docker (Free) * Software Key: docker (free) * License Type: Free * License Cost (USD): 0.0 * Reason: Role not typically allowed to use this software
* **Incident 3:** Employee ID: 4 * Employee Name: Sneha Patel * Role: HR Manager * Software Name: Slack (Free) * Software Key: slack (free) * License Type: Free * License Cost (USD): 0.0 * Reason: Role not typically allowed to use this software

Company Specific Ticket Agent

Here is an aggregated summary of overall service quality and client satisfaction across all client companies: * Average Employee Satisfaction Score: 3.397. This score indicates a generally positive sentiment among employees. * Average Ticket Resolution Time: 5.603. This figure represents the average time taken to resolve client tickets. * Total Resolved Ticket Counts: 287.0. This is the total volume of tickets successfully handled across all clients. These metrics collectively provide a consolidated view of operational efficiency and internal satisfaction, crucial for evaluating overall service quality.

Msp Insights Agent

Here is a summary of the requested financial performance: The total annual revenue from all active client contracts is **\$152,616.00**. Regarding payment performance: * Total amounts paid: **\$6,849.00** * Amounts outstanding: **\$5,869.00** * Average payment delay: **1.4 days** The records used for this summary are: `[{0: 152616.0}, {0: 6849.0}, {0: 5869.0}, {0: 1.4}]`

Financial Agent

Here's a summary of the current financial status and upcoming price revisions: **Payment Status Overview:** * Overdue Payments: There are 2 overdue payment records totaling **\$2,155.00**. * Delayed Payments: One delayed payment record is noted, amounting to **\$750.00**. * Upcoming Payments: There are 3 upcoming payment deadlines, with a combined total of **\$3,714.00** due. **Proposed Price Revisions for the Next Year:** * A total of 10 price revision proposals have been identified. * These revisions project a total annual cost change of **\$25,324.11**.