

# MSP Analysis Report

Query:	what customers are not good for us ?
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## Analysis Results

Here's a strategic analysis of customers who are not performing well for your MSP:

### ### Key Findings

\* **Significant Payment Issues:** Five companies have either overdue or pending payments for October 2025, totaling **\$6,269.00** in uncollected revenue.  
\* **Pioneer Manufacturing** and **GreenLeaf Organics** have **overdue payments** of \$1,500.00 (15 days overdue) and \$655.00 (10 days overdue) respectively.  
\* **Starlight Hotels Group** had a **delayed payment** of \$750.00 (7 days delayed).  
\* **Global Logistics Partners**, **Zenith Healthcare**, and **EduGrowth Tutors** have **pending payments** of \$1,000.00, \$2,100.00, and \$614.00 respectively.  
\* **Low Employee Satisfaction:** Four companies exhibit critically low employee satisfaction scores, indicating potential service delivery issues or high resource drain:  
\* **Zenith Healthcare:** 0.83 (lowest)  
\* **EduGrowth Tutors:** 1.67  
\* **Pioneer Manufacturing:** 2.5  
\* **GreenLeaf Organics:** 3.29  
\* **High Resolution Times:** Two companies stand out with exceptionally long average ticket resolution times, suggesting they require more intensive support effort:  
\* **Global Logistics Partners:** 14.6 hours (highest)  
\* **Pioneer Manufacturing:** 12.19 hours  
\* **Low Revenue, High Risk:** **GreenLeaf Organics** and **EduGrowth Tutors** are among the lowest annual revenue clients (\$7,860.0 and \$7,368.0 respectively) while simultaneously showing payment issues and low satisfaction.

### ### Financial Impact

\* **Direct Revenue Loss/Risk:** A total of **\$6,269.00** is either overdue or pending from these underperforming clients for October 2025 alone.  
\* **Increased Operational Costs:** Clients with low satisfaction and high resolution times (e.g., Pioneer Manufacturing, Global Logistics Partners, Zenith Healthcare) likely consume disproportionately more support resources, impacting profitability.  
\* **Future Revenue Potential:** The projected annual cost changes for these problematic clients (Pioneer Manufacturing: \$2,835.00, GreenLeaf Organics: \$1,159.35, Zenith Healthcare: \$3,969.00, EduGrowth Tutors: \$1,528.86, Global Logistics Partners: \$1,980.00, Starlight Hotels Group: \$1,526.58) indicate that while prices are increasing, the underlying issues (payment delays, low satisfaction) persist, potentially eroding the value of these increases.

### ### Recommendations

#### 1. \*\*Immediate Payment Recovery:\*\*

\* Prioritize collection efforts for \*\*Pioneer Manufacturing (\$1,500.00)\*\* and \*\*GreenLeaf Organics (\$655.00)\*\* due to their overdue status.

\* Follow up aggressively on pending payments from \*\*Zenith Healthcare (\$2,100.00)\*\*, \*\*Global Logistics Partners (\$1,000.00)\*\*, and \*\*EduGrowth Tutors (\$614.00)\*\*.

#### 2. \*\*Strategic Client Review (High Priority):\*\*

\* Initiate comprehensive reviews for \*\*Pioneer Manufacturing\*\*, \*\*Zenith Healthcare\*\*, and \*\*EduGrowth Tutors\*\*. These clients combine payment issues with critically low satisfaction scores, indicating a high risk of churn and high cost to serve.

\* Investigate the root causes of \*\*Zenith Healthcare's\*\* extremely low satisfaction (0.83) despite rapid resolution times.

#### 3. \*\*Performance Improvement Plans (Medium Priority):\*\*

\* Develop targeted plans for \*\*Global Logistics Partners\*\* to reduce their average resolution time (14.6 hours), which is a significant resource drain. Address pending payment.

\* Engage with \*\*GreenLeaf Organics\*\* to improve satisfaction and address their overdue payment, considering their low annual revenue (\$7,860.0).

#### 4. \*\*Contract Re-evaluation:\*\*

\* For clients with persistent payment delays (e.g., Starlight Hotels Group, with a 7-day delay already), enforce payment delay penalties as outlined in the price revision recommendations. Consider stricter payment terms or shorter payment windows for these accounts.

\* For clients that remain unprofitable or highly resource-intensive after intervention, consider renegotiating contract terms or, as a last resort, offboarding.

## Detailed Agent Data

### License Audit Agent

Here is a summary of the flagged anomalous software access based on the provided records. Please note that the data provided does not include specific company names, but rather employee-level details regarding anomalous access within the system. \*\*Summary of Flagged Anomalous Software Access:\*\* The system has identified three instances of anomalous software access. In each case, the access is flagged because the employee's role is not typically associated with the software they are using. All identified software instances are either free or community-licensed, resulting in no direct license costs. Here are the details for each flagged record: \* \*\*Employee ID:\*\* 1 \* \*\*Employee Name:\*\* Rohan Singh \* \*\*Role:\*\* UI/UX Designer \* \*\*Software Name:\*\* MySQL Workbench \* \*\*License Type:\*\* Community \* \*\*License Cost (USD):\*\* \$0.00 \* \*\*Violation Reason:\*\* Role not typically allowed to use this software \* \*\*Employee ID:\*\* 3 \* \*\*Employee Name:\*\* Vikram Iyer \* \*\*Role:\*\* Backend Developer \* \*\*Software Name:\*\* Docker (Free) \* \*\*License Type:\*\* Free \* \*\*License Cost (USD):\*\* \$0.00 \* \*\*Violation Reason:\*\* Role not typically allowed to use this software \* \*\*Employee ID:\*\* 4 \* \*\*Employee Name:\*\* Sneha Patel \* \*\*Role:\*\* HR Manager \* \*\*Software Name:\*\* Slack (Free) \* \*\*License Type:\*\* Free \* \*\*License Cost (USD):\*\* \$0.00 \* \*\*Violation Reason:\*\* Role not typically allowed to use this software

### Msp Insights Agent

Here is a summary of the annual revenue from active contracts and the complete payment history for all companies, specifically for the October 2025 invoices: The data provides a snapshot of annual revenue and the payment status for October 2025 invoices across ten companies. While several companies have successfully paid their October invoices, a significant portion has pending or overdue payments, and one company paid with a delay. Here are the details for each company: \* \*\*Innovatech Solutions Pvt. Ltd.:\*\* Annual Revenue is \$39,000.0. For October 2025, an amount of \$3,250.0 was due and paid on October 28, 2025, before the October 31, 2025 due date, resulting in 0 delay days. \* \*\*Global Logistics Partners:\*\* Annual Revenue is \$12,000.0. For October 2025, an amount of \$1,000.0 was due. No payment has been made, and the status is 'Pending'. \* \*\*Pioneer Manufacturing:\*\* Annual Revenue is \$18,000.0. For October 2025, an amount of \$1,500.0 was due. No payment has been made, and with a due date of October 15, 2025, the status is 'Overdue'. \* \*\*Creative Canvas Agency:\*\* Annual Revenue is \$9,600.0. For October 2025, an amount of \$800.0 was due and paid on October 25, 2025, before the October 31, 2025 due date, resulting in 0 delay days. \* \*\*Zenith Healthcare:\*\* Annual Revenue is \$25,200.0. For October 2025, an amount of \$2,100.0 was due. No payment has been made, and the status is 'Pending'. \* \*\*Quantum Financial Services:\*\* Annual Revenue is \$13,788.0. For October 2025, an amount of \$1,149.0 was due and paid on October 31, 2025, on the due date, resulting in 0 delay days. \* \*\*GreenLeaf Organics:\*\* Annual Revenue is \$7,860.0. For October 2025, an amount of \$655.0 was due. No payment has been made, and with a due date of October 20, 2025, the status is 'Overdue'. \* \*\*Apex Construction:\*\* Annual Revenue is \$10,800.0. For October 2025, an amount of \$900.0 was due and paid on October 29, 2025, before the October 31, 2025 due date, resulting in 0 delay days. \* \*\*Starlight Hotels Group:\*\* Annual Revenue is \$9,000.0. For October 2025, an amount of \$750.0 was due and paid on October 28, 2025. With a due date of October 21, 2025, this payment was 7 days delayed. \* \*\*EduGrowth Tutors:\*\* Annual Revenue is \$7,368.0. For October 2025, an amount of \$614.0 was due. No payment has been made, and the status is 'Pending'.

### Company Specific Ticket Agent

Here is a summary of the resolved ticket counts, average resolution times in hours, and employee satisfaction scores for all companies: \* \*\*Innovatech Solutions Pvt. Ltd.:\*\* Resolved Tickets: 89, Average Resolution Time: 2.4 hours, Employee Satisfaction: 4.5 \* \*\*Global Logistics Partners:\*\* Resolved Tickets: 25, Average Resolution Time: 14.6 hours, Employee Satisfaction: 4.2 \* \*\*Pioneer Manufacturing:\*\* Resolved Tickets: 31, Average Resolution Time: 12.19 hours, Employee Satisfaction: 2.5 \* \*\*Creative Canvas Agency:\*\* Resolved Tickets: 20, Average Resolution Time: 0.91 hours, Employee Satisfaction: 3.9 \* \*\*Zenith Healthcare:\*\* Resolved Tickets: 38, Average Resolution Time: 0.57 hours, Employee Satisfaction: 0.83 \* \*\*Quantum Financial Services:\*\* Resolved Tickets: 20, Average Resolution Time: 5.37 hours, Employee Satisfaction: 4.49 \* \*\*GreenLeaf Organics:\*\* Resolved Tickets: 8, Average Resolution Time: 8.83 hours, Employee Satisfaction: 3.29 \* \*\*Apex Construction:\*\* Resolved Tickets: 18, Average Resolution Time: 7.77 hours, Employee Satisfaction: 4.1 \* \*\*Starlight Hotels Group:\*\* Resolved Tickets: 29, Average Resolution Time: 1.67 hours, Employee Satisfaction: 4.49 \*

**\*\*EduGrowth Tutors:\*\*** Resolved Tickets: 9, Average Resolution Time: 1.72 hours, Employee Satisfaction: 1.67 **\*\*Key Insight:\*\*** The data reveals a wide spectrum of performance across companies. Innovatech Solutions stands out with the highest volume of resolved tickets, coupled with a fast resolution time and high employee satisfaction. Conversely, some companies like Zenith Healthcare exhibit exceptionally fast resolution times but report very low employee satisfaction, suggesting potential areas for further review regarding employee well-being despite operational efficiency.

## Financial Agent

Here is a summary of the requested information from your MSP system: ### Overdue Payments The following companies have overdue payments: \* **\*\*Pioneer Manufacturing:\*\*** Amount Overdue: \$1,500.00, Days Overdue: 15 \* **\*\*GreenLeaf Organics:\*\*** Amount Overdue: \$655.00, Days Overdue: 10 ### Delayed Payments The following company has delayed payments: \* **\*\*Starlight Hotels Group:\*\*** Invoice Amount: \$750.00, Due Date: 2025-10-21, Days Overdue: 7 ### Price Revision Recommendations Here are the price revision recommendations for all clients, including projected cost changes and detailed factor breakdowns: \* **\*\*EduGrowth Tutors:\*\*** \* Projected Annual Cost Change: \$1,528.86 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 15.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.00%, Happiness Adjustment: -0.75%, Contract Length Discount: 0.00% \* **\*\*Innovatech Solutions Pvt. Ltd.:\*\*** \* Projected Annual Cost Change: \$6,727.50 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 15.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.00%, Happiness Adjustment: 0.75%, Contract Length Discount: 5.00% \* **\*\*Starlight Hotels Group:\*\*** \* Projected Annual Cost Change: \$1,526.58 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 15.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.46%, Happiness Adjustment: 0.00%, Contract Length Discount: 5.00% \* **\*\*Global Logistics Partners:\*\*** \* Projected Annual Cost Change: \$1,980.00 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 15.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.00%, Happiness Adjustment: 0.00%, Contract Length Discount: 5.00% \* **\*\*Quantum Financial Services:\*\*** \* Projected Annual Cost Change: \$2,275.02 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 15.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.00%, Happiness Adjustment: 0.00%, Contract Length Discount: 5.00% \* **\*\*Apex Construction:\*\*** \* Projected Annual Cost Change: \$1,782.00 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 15.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.00%, Happiness Adjustment: 0.00%, Contract Length Discount: 5.00% \* **\*\*Creative Canvas Agency:\*\*** \* Projected Annual Cost Change: \$1,540.80 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 15.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.00%, Happiness Adjustment: -0.45%, Contract Length Discount: 5.00% \* **\*\*Pioneer Manufacturing:\*\*** \* Projected Annual Cost Change: \$2,835.00 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 15.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.00%, Happiness Adjustment: -0.75%, Contract Length Discount: 5.00% \* **\*\*Zenith Healthcare:\*\*** \* Projected Annual Cost Change: \$3,969.00 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 15.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.00%, Happiness Adjustment: -0.75%, Contract Length Discount: 5.00% \* **\*\*GreenLeaf Organics:\*\*** \* Projected Annual Cost Change: \$1,159.35 \* Detailed Factors: Base Inflation: 6.00%, Ticket Volume Impact: 12.00%, Endpoint Scale Impact: 0.50%, Payment Delay Penalty Factor: 0.00%, Happiness Adjustment: -0.75%, Contract Length Discount: 3.00%