MSP Analysis Report

Query:	Are we doing good ?
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Analysis Results

Based on the available data, here's a strategic analysis of your MSP company's performance:

1. Key Findings

* **Revenue Collection Challenges:** For the current month, only $6,849.00 has been paid against $12,718.00 due, indicating a significant collection gap. There are also 2 overdue payments totaling $2,155.00 and 1 delayed payment of $750.00.
* **Operational Performance:** The average ticket resolution time is 5.603 hours, with 287 tickets resolved. Employee satisfaction is moderate at 3.397 (likely out of 5).
* **Significant Growth Opportunities:** Price revisions are projected to increase annual revenue by $25,324.11.
* **Untapped Cost Savings:** There is a potential to save $11,044.88 annually from unused software licenses.
* **Software Access Anomalies:** Three instances of anomalous software access by employees have been flagged, indicating potential compliance or security concerns.

2. Financial Impact

* **Immediate Revenue Shortfall:** An outstanding balance of $5,869.00 from current billing, plus $2,155.00 in overdue payments, represents an immediate cash flow risk of **$8,024.00**.
* **Annual Revenue Growth Potential:** Implementing recommended price revisions could boost annual revenue by **$25,324.11**.
* **Annual Cost Reduction Opportunity:** Optimizing software licenses offers a direct cost saving of **$11,044.88** annually.
* **Penalty Incurred:** A minor penalty of **$3.46** was incurred due to a delayed payment.

3. Recommendations

1. **Prioritize Revenue Recovery:**
* Immediately pursue collection of the **$2,155.00** in overdue payments and the **$750.00** delayed payment.
* Implement a stricter follow-up process to improve the current month's collection rate and reduce the **$5,869.00** outstanding balance.
2. **Capitalize on Growth & Savings:**
* Expedite the implementation of recommended price revisions to realize the projected **$25,324.11** annual revenue increase.
* Act swiftly to identify and eliminate unused software licenses to capture the **$11,044.88** in potential

cost savings.

3. **Enhance Operational Efficiency & Employee Morale:**

* Investigate the root causes of the 3.397 employee satisfaction score and develop targeted initiatives for improvement.

* Analyze the 5.603-hour ticket resolution time against industry benchmarks and internal goals to identify areas for process optimization.

4. **Address Software Access & Security:**

* Investigate the flagged anomalous software access instances (Rohan Singh, Vikram Iyer, Sneha Patel) to ensure compliance and security protocols are met and to prevent potential misuse or unnecessary licensing.

Detailed Agent Data

Company Specific Ticket Agent

Across all client companies, the overall average ticket resolution time is **5.603 hours**. The average employee satisfaction score stands at **3.397**, and a total of **287 tickets** have been resolved.

Msp Insights Agent

Here is a summary of the requested financial data: The total annual revenue from all active client contracts is **$152,616.00**. Regarding payment records, the total amount due across all payments is **$12,718.00**, with **$6,849.00** having been paid. Here are all the records: * Total Active Annual Revenue: $152,616.00 * Total Amounts Due: $12,718.00 * Total Amounts Paid: $6,849.00

Financial Agent

Here is a summary of the current payment statuses and projected revenue changes: The system currently shows **2 overdue payments totaling $2,155.00**. Additionally, there is **1 delayed payment amounting to $750.00**, which has incurred a penalty of $3.46. Looking ahead, there are **3 upcoming payments due, totaling $3,714.00**. From the recommended price revisions, a significant **projected annual revenue increase of $25,324.11** is anticipated.

License Audit Agent

Here's a summary of the flagged anomalous software access and potential cost savings: **Flagged Anomalous Software Access:** The following instances of software access have been flagged as anomalous, primarily due to the employee's role not typically allowing use of the specified software: * **Employee:** Rohan Singh (UI/UX Designer) - **Software:** MySQL Workbench * **Employee:** Vikram Iyer (Backend Developer) - **Software:** Docker (Free) * **Employee:** Sneha Patel (HR Manager) - **Software:** Slack (Free) **Total Potential Cost Savings from Unused Software Licenses:** The total potential cost savings identified from flagged unused software licenses amounts to **$11,044.88**.