

MSP Analysis Report

Query:	what are your suggestions to do good ?
Generated:	2025-10-30 05:08:51
Complexity:	COMPLEX
Agents Used:	license_audit_agent, msp_insights_agent, company_specific_ticket_agent, financial_agent

Analysis Results

As a financial analyst for your MSP company, here are strategic suggestions to enhance performance and profitability:

1. Key Findings

- * **Significant Cost Leakage:** Over \$11,400 in annual costs are tied to unused software licenses.
- * **Revenue & Cash Flow Risks:**
 - * \$2,155.00 in payments are overdue from Pioneer Manufacturing and GreenLeaf Organics.
 - * An additional \$3,714.00 is pending collection from Global Logistics Partners, Zenith Healthcare, and EduGrowth Tutors.
 - * One client (Starlight Hotels Group) paid 7 days late, incurring a payment delay penalty.
- * **Sub-optimal Client Satisfaction:** The average employee satisfaction score is moderate at 3.40, leading to "Happiness Adjustments" (reductions) in proposed annual price revisions for five clients.
- * **Operational Inefficiencies:** High-volume support categories, particularly Application Performance Troubleshooting (63 tickets), Printer & Peripheral Support (42 tickets), and Hardware Maintenance & Repair (39 tickets), likely contribute to the 5.60-hour average resolution time.
- * **Security & Compliance Gaps:** Instances of anomalous software access by employees (e.g., UI/UX Designer using MySQL Workbench, HR Manager using Slack) suggest a lack of proper role-based access control.

2. Financial Impact

- * **Cost Savings Opportunity:** Immediately realize **\$11,464.88** in potential annual cost savings by eliminating unused paid software licenses.
- * **Immediate Revenue Recovery:** Collect **\$2,155.00** from overdue invoices and **\$3,714.00** from pending invoices, totaling **\$5,869.00** to improve immediate cash flow.
- * **Revenue at Risk:** The "Happiness Adjustment" leading to price reductions for multiple clients indicates a direct financial impact from lower satisfaction, potentially hindering future revenue growth and contract renewals.
- * **Operational Cost Impact:** Inefficient resolution of high-volume tickets contributes to higher operational costs and lower client satisfaction, indirectly affecting profitability.

3. Recommendations

- * **Optimize Software Licensing & Costs:**
 - * Conduct an immediate audit to verify and then cancel/downgrade all identified unused paid software licenses to achieve **\$11,464.88** in annual savings.

- * Implement a continuous license management process to prevent future waste.
- * ****Strengthen Revenue Collection & Cash Flow:****
- * Prioritize aggressive follow-up for overdue payments from Pioneer Manufacturing (\$1,500) and GreenLeaf Organics (\$655).
- * Establish proactive communication with clients for pending payments (Global Logistics Partners, Zenith Healthcare, EduGrowth Tutors) to ensure timely collection.
- * Review and consistently apply payment delay penalties as outlined in contracts.
- * ****Elevate Service Delivery & Client Satisfaction:****
- * Analyze root causes for high-volume tickets in Application Performance Troubleshooting, Printer & Peripheral Support, and Hardware Maintenance & Repair.
- * Implement targeted process improvements, automation, or training to reduce the 5.60-hour average resolution time.
- * Focus on improving the average employee satisfaction score (currently 3.40) to mitigate negative "Happiness Adjustments" and enhance client retention.
- * ****Enhance Security & Compliance Posture:****
- * Immediately investigate and rectify all instances of anomalous software access to ensure strict role-based access control is enforced, even for free tools, to minimize security risks and maintain compliance.
- * Implement regular access reviews and policy enforcement.

Detailed Agent Data

License Audit Agent

Here's a summary of the flagged items from your MSP system: The system has identified numerous unused software licenses, potentially indicating areas for cost optimization, as well as a few instances of anomalous access that warrant investigation for security and compliance. **Flagged Unused Software Licenses:** * **MySQL Workbench:** Cost \$0.0, Last Used 207 days ago * **Docker (Free):** Cost \$0.0, NEVER USED * **Slack (Free):** Cost \$0.0, NEVER USED * **QuickBooks:** Cost \$360.0, NEVER USED * **Google Analytics:** Cost \$0.0, NEVER USED * **Canva:** Cost \$180.0, NEVER USED * **GitHub:** Cost \$48.0, NEVER USED * **Jira:** Cost \$93.0, NEVER USED * **Figma:** Cost \$144.0, NEVER USED * **Confluence:** Cost \$66.0, NEVER USED * **Miro:** Cost \$192.0, NEVER USED * **LinkedIn Sales Navigator:** Cost \$950.0, NEVER USED * **Microsoft Excel:** Cost \$150.0, NEVER USED * **Tableau:** Cost \$840.0, NEVER USED * **AWS Sagemaker:** Cost \$0.0, NEVER USED * **Microsoft 365 Admin:** Cost \$0.0, NEVER USED * **Norton Antivirus:** Cost \$50.0, NEVER USED * **Adobe Photoshop:** Cost \$251.88, NEVER USED * **Canva:** Cost \$180.0, NEVER USED * **Kubernetes:** Cost \$0.0, NEVER USED * **Jenkins:** Cost \$0.0, NEVER USED * **Terraform:** Cost \$240.0, NEVER USED * **Microsoft Excel:** Cost \$150.0, NEVER USED * **SAP:** Cost \$2500.0, NEVER USED * **Microsoft Excel:** Cost \$150.0, NEVER USED * **PowerBI:** Cost \$120.0, NEVER USED * **BambooHR:** Cost \$99.0, NEVER USED * **Slack:** Cost \$87.0, NEVER USED * **Grammarly:** Cost \$144.0, NEVER USED * **WordPress:** Cost \$300.0, NEVER USED * **Jira:** Cost \$93.0, NEVER USED * **Figma:** Cost \$144.0, NEVER USED * **Jira:** Cost \$93.0, NEVER USED * **Postman:** Cost \$1188.0, NEVER USED * **TestRail:** Cost \$372.0, NEVER USED * **Salesforce:** Cost \$1800.0, NEVER USED * **Microsoft Teams:** Cost \$60.0, NEVER USED * **Flagged Anomalous Access Instances:** * **Employee Details:** ID 1, Rohan Singh (UI/UX Designer) * **Software Info:** MySQL Workbench (Community) * **License Cost:** \$0.0 * **Violation Reason:** Role not typically allowed to use this software * **Employee Details:** ID 3, Vikram Iyer (Backend Developer) * **Software Info:** Docker (Free) * **License Cost:** \$0.0 * **Violation Reason:** Role not typically allowed to use this software * **Employee Details:** ID 4, Sneha Patel (HR Manager) * **Software Info:** Slack (Free) * **License Cost:** \$0.0 * **Violation Reason:** Role not typically allowed to use this software

Msp Insights Agent

Here is a summary of the annual contract revenue for all client companies and their complete payment history: **Annual Contract Revenue by Client Company:** * **Innovatech Solutions Pvt. Ltd.:** \$39,000.00 * **Global Logistics Partners:** \$12,000.00 * **Pioneer Manufacturing:** \$18,000.00 * **Creative Canvas Agency:** \$9,600.00 * **Zenith Healthcare:** \$25,200.00 * **Quantum Financial Services:** \$13,788.00 * **GreenLeaf Organics:** \$7,860.00 * **Apex Construction:** \$10,800.00 * **Starlight Hotels Group:** \$9,000.00 * **EduGrowth Tutors:** \$7,368.00 --- **Complete Payment History for All Transactions:** 1. **Client Company Name:** Innovatech Solutions Pvt. Ltd. * **Invoice Month:** 2025-10 * **Amount Due:** \$3,250.00 * **Amount Paid:** \$3,250.00 * **Payment Due Date:** 2025-10-31 * **Actual Payment Date:** 2025-10-28 * **Payment Status:** Paid * **Payment Delay Days:** 0 2. **Client Company Name:** Global Logistics Partners * **Invoice Month:** 2025-10 * **Amount Due:** \$1,000.00 * **Amount Paid:** \$0.00 * **Payment Due Date:** 2025-10-31 * **Actual Payment Date:** N/A * **Payment Status:** Pending * **Payment Delay Days:** N/A 3. **Client Company Name:** Pioneer Manufacturing * **Invoice Month:** 2025-10 * **Amount Due:** \$1,500.00 * **Amount Paid:** \$0.00 * **Payment Due Date:** 2025-10-15 * **Actual Payment Date:** N/A * **Payment Status:** Overdue * **Payment Delay Days:** N/A 4. **Client Company Name:** Creative Canvas Agency * **Invoice Month:** 2025-10 * **Amount Due:** \$800.00 * **Amount Paid:** \$800.00 * **Payment Due Date:** 2025-10-31 * **Actual Payment Date:** 2025-10-25 * **Payment Status:** Paid * **Payment Delay Days:** 0 5. **Client Company Name:** Zenith Healthcare * **Invoice Month:** 2025-10 * **Amount Due:** \$2,100.00 * **Amount Paid:** \$0.00 * **Payment Due Date:** 2025-10-31 * **Actual Payment Date:** N/A * **Payment Status:** Pending * **Payment Delay Days:** N/A 6. **Client Company Name:** Quantum Financial Services * **Invoice Month:** 2025-10 * **Amount Due:** \$1,149.00 * **Amount Paid:** \$1,149.00 * **Payment Due Date:** 2025-10-31 * **Actual Payment Date:** 2025-10-31 * **Payment Status:** Paid * **Payment Delay Days:** 0 7. **Client Company Name:** GreenLeaf Organics * **Invoice Month:** 2025-10 * **Amount Due:** \$655.00 * **Amount Paid:** \$0.00 * **Payment Due Date:** 2025-10-20 * **Actual Payment Date:** N/A * **Payment Status:** Overdue * **Payment Delay Days:** N/A 8. **Client Company Name:** Apex Construction * **Invoice Month:** 2025-10 * **Amount Due:** \$900.00 * **Amount Paid:** \$900.00 * **Payment Due Date:** 2025-10-31 * **Actual Payment Date:** 2025-10-29 * **Payment Status:** Paid * **Payment Delay Days:** 0 9. **Client Company Name:** Starlight Hotels Group * **Invoice Month:** 2025-10 * **Amount Due:** \$750.00 * **Amount Paid:** \$750.00 * **Payment Due Date:** 2025-10-21 * **Actual Payment Date:** 2025-10-28 * **Payment Status:** Paid * **Payment Delay Days:** 7 10. **Client Company Name:**

EduGrowth Tutors * **Invoice Month:** 2025-10 * **Amount Due:** \$614.00 * **Amount Paid:** \$0.00 * **Payment Due Date:** 2025-10-31 * **Actual Payment Date:** N/A * **Payment Status:** Pending * **Payment Delay Days:** N/A

Company Specific Ticket Agent

Here is a professional summary of the aggregated metrics for all MSP client companies: The aggregated metrics across all MSP client companies indicate an **average employee satisfaction score of 3.40** and an **average resolution time of 5.60 hours**. A detailed breakdown of tickets by category reveals the following distribution: * **High Volume Categories:** * Application Performance Troubleshooting: 63 * Printer & Peripheral Support: 42 * Hardware Maintenance & Repair: 39 * VPN & Remote Access Support: 35 * Network & Connectivity Support: 34 * Software Installation & Configuration: 33 * Access Control & Permissions: 27 * Account & Password Management: 24 * Email & Collaboration Tools Support: 14 * General IT Consultation: 13 * Security & Malware Response: 13 * **Zero Volume Categories:** * Network Connectivity Issue: 0 * Hardware Failure: 0 * Software Application Error: 0 * Password Reset: 0 * VPN Access Problem: 0 * Printer Issue: 0 * Email & Collaboration Tool Issue: 0 * Permission & Access Request: 0 * New User Setup: 0 * Virus or Malware Concern: 0 * Software Installation Request: 0 * General Inquiry: 0 **Key Insight for Service Quality Improvement:** To enhance service quality, focus should be directed towards optimizing support for high-volume categories, particularly **Application Performance Troubleshooting**, **Printer & Peripheral Support**, and **Hardware Maintenance & Repair**. Improving efficiency and resolution times in these areas, coupled with proactive measures, could significantly boost the average employee satisfaction score, which currently stands at a moderate 3.40. Additionally, reviewing the efficiency of the 5.60-hour average resolution time against client expectations could reveal further opportunities for improvement.

Financial Agent

Here are the details on proposed annual price revisions and payment statuses for all companies: ### Proposed Annual Price Revisions **Innovatech Solutions Pvt. Ltd.** * **Projected Annual Cost Change:** \$6,727.50 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 15.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.0% * Happiness Adjustment: 0.75% increase * Contract Length Discount: 5.0% reduction **Global Logistics Partners** * **Projected Annual Cost Change:** \$1,980.00 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 15.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.0% * Happiness Adjustment: 0.0% * Contract Length Discount: 5.0% reduction **Pioneer Manufacturing** * **Projected Annual Cost Change:** \$2,835.00 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 15.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.0% * Happiness Adjustment: 0.75% reduction * Contract Length Discount: 5.0% reduction **Creative Canvas Agency** * **Projected Annual Cost Change:** \$1,540.80 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 15.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.0% * Happiness Adjustment: 0.45% reduction * Contract Length Discount: 5.0% reduction **Zenith Healthcare** * **Projected Annual Cost Change:** \$3,969.00 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 15.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.0% * Happiness Adjustment: 0.75% reduction * Contract Length Discount: 5.0% reduction **Quantum Financial Services** * **Projected Annual Cost Change:** \$2,275.02 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 15.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.0% * Happiness Adjustment: 0.0% * Contract Length Discount: 5.0% reduction **GreenLeaf Organics** * **Projected Annual Cost Change:** \$1,159.35 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 12.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.0% * Happiness Adjustment: 0.75% reduction * Contract Length Discount: 3.0% reduction **Apex Construction** * **Projected Annual Cost Change:** \$1,782.00 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 15.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.0% * Happiness Adjustment: 0.0% * Contract Length Discount: 5.0% reduction **Starlight Hotels Group** * **Projected Annual Cost Change:** \$1,526.58 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 15.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.46% increase * Happiness Adjustment: 0.0% * Contract Length Discount: 5.0% reduction **EduGrowth Tutors** * **Projected Annual Cost Change:** \$1,528.86 * **Detailed Factor Breakdown:** * Base Inflation: 6.0% increase * Ticket Volume Impact: 15.0% increase * Endpoint Scale Impact: 0.5% increase * Payment Delay Penalty: 0.0% * Happiness Adjustment: 0.75% reduction * Contract Length Discount: 0.0% reduction ### Overdue and Delayed Payments **Overdue Payments** * **Pioneer Manufacturing** * Invoice Amount Due: \$1,500.00 * Due Date: 2025-10-15 * Days Overdue: 15 * **GreenLeaf Organics** * Invoice

Amount Due: \$655.00 * Due Date: 2025-10-20 * Days Overdue: 10 **Delayed Payments (Paid
after due date)** * **Starlight Hotels Group** * Invoice Amount Due: \$750.00 * Due Date:
2025-10-21 * Days Overdue: 7