

MSP Analysis Report

Query:	What are the steps we must take for the betterment of technicians, customer and MSP ?
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Analysis Results

Here are the strategic steps for the betterment of technicians, customers, and the MSP:

Key Findings

- * **Significant Unused Software:** \$11,044.88 in potential annual savings identified from unused paid software licenses.
- * **Critical Customer Dissatisfaction:** Zenith Healthcare has an exceptionally low satisfaction score (0.83), despite fast resolution. EduGrowth Tutors (1.67) and Pioneer Manufacturing (2.50) also show low satisfaction.
- * **High Resolution Times:** Global Logistics Partners (14.60 hours), Pioneer Manufacturing (12.19 hours), and GreenLeaf Organics (8.83 hours) have significantly long average resolution times.
- * **Uneven Technician Workload:** Some technicians (e.g., Jaya Nair with 1 assigned ticket, Harish Iyer with 10) are underutilized compared to others (e.g., Chetan Sharma with 55 assigned tickets).
- * **Overdue Payments:** Pioneer Manufacturing (\$1,500) and GreenLeaf Organics (\$655) have overdue invoices totaling \$2,155.00.
- * **Anomalous Software Access:** Several employees are accessing software not typically allowed for their roles, indicating potential security or compliance gaps, even with free licenses.

Financial Impact

- * **Opportunity:**
- * **Cost Savings:** \$11,044.88 in annual cost savings by reclaiming or reassigning unused software licenses.
- * **Risk:**
- * **Overdue Revenue:** \$2,155.00 in immediate overdue payments from clients.
- * **Lost Revenue/Churn Risk:** Negative "Happiness Adjustment" factors in annual pricing for Zenith Healthcare, Pioneer Manufacturing, EduGrowth Tutors, Creative Canvas Agency, and GreenLeaf Organics indicate potential revenue erosion or increased churn risk due to low satisfaction.
- * **Overall Profitability:** The current overall profitability is \$113,994.48, which can be enhanced by addressing these findings.

Recommendations

For MSP Financial Health & Efficiency:

1. **Immediate Software License Optimization:** Reclaim or reassign unused software licenses to realize the **\$11,044.88** in annual savings. Implement a robust Software Asset Management (SAM)

policy.

2. **Expedite Overdue Payment Collection:** Immediately follow up with Pioneer Manufacturing (for **\$1,500**) and GreenLeaf Organics (for **\$655**) to recover the **\$2,155.00** in overdue payments.
3. **Implement Role-Based Access Controls:** Define and enforce clear role-based access for all software to address anomalous access, improving security and compliance.

For Customer Satisfaction & Service Quality:

4. **Targeted Service Improvement Plans:**

- * **Zenith Healthcare (0.83 satisfaction):** Investigate root causes beyond resolution speed, focusing on resolution quality and communication.
- * **Pioneer Manufacturing (12.19 hours resolution, 2.50 satisfaction):** Prioritize reducing resolution times, especially for Hardware Maintenance & Repair and VPN & Remote Access Support.
- * **Global Logistics Partners (14.60 hours resolution):** Streamline support processes for Network & Connectivity Support and Printer & Peripheral Support.
- 5. **Proactive Communication & Value Reinforcement:** For clients with upcoming payments, ensure high service quality and communicate the value delivered to preempt dissatisfaction and payment issues.

For Technician Empowerment & Efficiency:

6. **Optimize Technician Workload & Training:**

- * Rebalance ticket assignments to distribute workload more evenly among technicians.
- * Identify opportunities to cross-train or upskill underutilized technicians (e.g., Jaya Nair, Harish Iyer) to enhance capacity and address common ticket categories.

Detailed Agent Data

License Audit Agent

Here's a summary of the flagged software anomalies and potential cost savings: **Flagged Anomalous Software Access:** The following instances of software access have been flagged due to roles not typically allowed to use the respective software. It's important to note that these specific instances involve free or community licenses, so there is no direct license cost associated with these particular violations. *

Employee: Rohan Singh (ID: 1), UI/UX Designer * **Software:** MySQL Workbench * **License Type:** Community * **License Cost:** \$0.00 * **Reason:** Role not typically allowed to use this software * **Employee:** Vikram Iyer (ID: 3), Backend Developer * **Software:** Docker (Free) * **License Type:** Free * **License Cost:** \$0.00 * **Reason:** Role not typically allowed to use this software * **Employee:** Sneha Patel (ID: 4), HR Manager * **Software:** Slack (Free) * **License Type:** Free * **License Cost:** \$0.00 * **Reason:** Role not typically allowed to use this software **Flagged Unused Software Instances:** A significant number of software licenses have been identified as unused, presenting a considerable opportunity for cost optimization. Most of these licenses have never been used. *

Employee: Rohan Singh (ID: 1) *

Software: MySQL Workbench * **Last Used:** 2025-04-05T09:12:00+00:00 * **Days Since Last Use:** 208 * **License Cost:** \$0.00 * **Reason:** Not used in last 90 days *

Employee: Vikram Iyer (ID: 3) * **Software:** Docker (Free) * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$0.00 * **Reason:** Never used *

Employee: Sneha Patel (ID: 4) * **Software:** Slack (Free) * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$0.00 * **Reason:** Never used *

Employee: Amit Verma (ID: 5) * **Software:** QuickBooks * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$360.00 * **Reason:** Never used *

Employee: Priya Reddy (ID: 6) * **Software:** Google Analytics * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$0.00 * **Reason:** Never used *

Employee: Priya Reddy (ID: 6) * **Software:** Canva * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$180.00 * **Reason:** Never used *

Employee: Karan Gupta (ID: 7) * **Software:** GitHub * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$48.00 * **Reason:** Never used *

Employee: Karan Gupta (ID: 7) * **Software:** Jira * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$93.00 * **Reason:** Never used *

Employee: Karan Gupta (ID: 7) * **Software:** Figma * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$144.00 * **Reason:** Never used *

Employee: Meera Desai (ID: 8) * **Software:** Confluence * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$66.00 * **Reason:** Never used *

Employee: Meera Desai (ID: 8) * **Software:** Miro * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$192.00 * **Reason:** Never used *

Employee: Arjun Mehta (ID: 9) * **Software:** LinkedIn Sales Navigator * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$950.00 * **Reason:** Never used *

Employee: Arjun Mehta (ID: 9) *

Software: Microsoft Excel * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$150.00 * **Reason:** Never used *

Employee: Divya Rao (ID: 10) * **Software:** Tableau * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$840.00 * **Reason:** Never used *

Employee: Divya Rao (ID: 10) * **Software:** AWS Sagemaker * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$0.00 * **Reason:** Never used *

Employee: Sameer Khan (ID: 11) * **Software:** Microsoft 365 Admin * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$0.00 * **Reason:** Never used *

Employee: Sameer Khan (ID: 11) *

Software: Norton Antivirus * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$50.00 * **Reason:** Never used *

Employee: Fatima Ansari (ID: 12) * **Software:** Adobe Photoshop * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$251.88 * **Reason:** Never used *

Employee: Fatima Ansari (ID: 12) * **Software:** Canva * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$180.00 * **Reason:** Never used *

Employee: Rahul Nair (ID: 13) * **Software:** Kubernetes * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$0.00 * **Reason:** Never used *

Employee: Rahul Nair (ID: 13) * **Software:** Jenkins * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$0.00 * **Reason:** Never used *

Employee: Rahul Nair (ID: 13) * **Software:** Terraform * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$240.00 * **Reason:** Never used *

Employee: Sunita Joshi (ID: 14) * **Software:** Microsoft Excel * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$150.00 * **Reason:** Never used *

Employee: Sunita Joshi (ID: 14) * **Software:** SAP * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$2500.00 * **Reason:** Never used *

Employee: Naveen Kumar (ID: 15) * **Software:** Microsoft Excel * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$150.00 * **Reason:** Never used *

Employee: Naveen Kumar (ID: 15) *

Software: PowerBI * **Last Used:** Never * **Days Since Last Use:** NEVER_USED * **License Cost:** \$120.00 * **Reason:** Never used *

Employee: Pooja Chavan (ID: 16)

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* ***Software:** BambooHR * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $99.00 * **Reason:** Never used * **Employee:** Pooja Chavan (ID: 16)
* ***Software:** Slack * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $87.00 * **Reason:** Never used * **Employee:** Harish Patil (ID: 17)
* ***Software:** Grammarly * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $144.00 * **Reason:** Never used * **Employee:** Harish Patil (ID: 17)
* ***Software:** WordPress * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $300.00 * **Reason:** Never used * **Employee:** Lakshmi Menon (ID: 18)
* ***Software:** Jira * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $93.00 * **Reason:** Never used * **Employee:** Lakshmi Menon (ID: 18)
* ***Software:** Figma * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $144.00 * **Reason:** Never used * **Employee:** Alok Tiwari (ID: 19)
* ***Software:** Jira * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $93.00 * **Reason:** Never used * **Employee:** Alok Tiwari (ID: 19) *
**Software:** Postman * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $1188.00 * **Reason:** Never used * **Employee:** Alok Tiwari (ID: 19)
* ***Software:** TestRail * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $372.00 * **Reason:** Never used * **Employee:** Ritu Agarwal (ID: 20)
* ***Software:** Salesforce * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $1800.00 * **Reason:** Never used * **Employee:** Ritu Agarwal (ID: 20) *
***Software:** Microsoft Teams * **Last Used:** Never * **Days Since Last Use:** NEVER_USED *
**License Cost:** $60.00 * **Reason:** Never used **Total Potential Cost Savings:** The total potential cost savings from identified unused software licenses is **$11,044.88**.

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Company Specific Ticket Agent

Here is a summary of the performance for all MSP client companies, detailing their resolved tickets, average resolution times, employee satisfaction scores, and a breakdown of tickets by category.

****MSP Client Performance Overview:****

- Zenith Healthcare:** * Resolved Tickets: 38 * Average Resolution Time: 0.57 hours * Employee Satisfaction: 0.83 * Tickets by Category: Account & Password Management (20), Access Control & Permissions (22), Email & Collaboration Tools Support (1) * **EduGrowth Tutors**:
 - * Resolved Tickets: 9 * Average Resolution Time: 1.72 hours * Employee Satisfaction: 1.67 * Tickets by Category: Software Installation & Configuration (10) *
- Pioneer Manufacturing:** * Resolved Tickets: 31 * Average Resolution Time: 12.19 hours * Employee Satisfaction: 2.50 * Tickets by Category: Hardware Maintenance & Repair (16), VPN & Remote Access Support (18) * **GreenLeaf Organics**:
 - * Resolved Tickets: 8 * Average Resolution Time: 8.83 hours * Employee Satisfaction: 3.29 * Tickets by Category: Network & Connectivity Support (7), Printer & Peripheral Support (3), Security & Malware Response (1) * **Creative Canvas Agency**:
 - * Resolved Tickets: 20 * Average Resolution Time: 0.91 hours * Employee Satisfaction: 3.90 * Tickets by Category: Email & Collaboration Tools Support (13), General IT Consultation (13) * **Apex Construction**:
 - * Resolved Tickets: 18 * Average Resolution Time: 7.77 hours * Employee Satisfaction: 4.10 * Tickets by Category: Hardware Maintenance & Repair (23) * **Global Logistics Partners**:
 - * Resolved Tickets: 25 * Average Resolution Time: 14.60 hours * Employee Satisfaction: 4.20 * Tickets by Category: Network & Connectivity Support (11), Printer & Peripheral Support (20) * **Quantum Financial Services**:
 - * Resolved Tickets: 20 * Average Resolution Time: 5.37 hours * Employee Satisfaction: 4.49 * Tickets by Category: Security & Malware Response (12), Account & Password Management (4), Access Control & Permissions (4), Application Performance Troubleshooting (1) * **Starlight Hotels Group**:
 - * Resolved Tickets: 29 * Average Resolution Time: 1.67 hours * Employee Satisfaction: 4.49 * Tickets by Category: Printer & Peripheral Support (19), Network & Connectivity Support (16) * **Innovate Solutions Pvt. Ltd.**:
 - * Resolved Tickets: 89 * Average Resolution Time: 2.40 hours * Employee Satisfaction: 4.50 * Tickets by Category: Application Performance Troubleshooting (62), Software Installation & Configuration (23), VPN & Remote Access Support (17), Access Control & Permissions (1) **Service Quality Analysis**:
 To pinpoint service quality issues, we identify companies with the lowest satisfaction scores and highest average resolution times: * **Lowest Employee Satisfaction Scores**:
 * **Zenith Healthcare** stands out with the lowest satisfaction score of **0.83**. * **EduGrowth Tutors** also has a notably low score of **1.67**. * **Pioneer Manufacturing** follows with **2.50**. * **Highest Average Resolution Times**:
 * **Global Logistics Partners** has the highest average resolution time at **14.60 hours**. * **Pioneer Manufacturing** also shows a high resolution time of **12.19 hours**. * **GreenLeaf Organics** has a significant resolution time of **8.83 hours**. * **Key Insight**:
 The data reveals specific areas for service quality improvement. * **Zenith Healthcare** demonstrates the most critical issue with an exceptionally low employee satisfaction score (0.83), despite a very quick average resolution time (0.57 hours), suggesting potential issues beyond ticket speed, possibly related to the quality of resolution or communication. * **Global Logistics Partners** and **Pioneer Manufacturing** require immediate attention due to their significantly high average resolution times (14.60 hours and 12.19 hours respectively), which likely contribute to their relatively lower satisfaction scores compared to top performers. Pioneer Manufacturing is particularly concerning as it appears on both lists, indicating both slow resolution and low satisfaction.

Msp Insights Agent

The overall profitability of the MSP is **\$113,994.48**. Regarding technician workload distribution, here are the assigned ticket counts and current pending tickets for each technician: * **Arun Kumar**: 29 total assigned tickets, 1 current pending ticket * **Bhavna Singh**: 35 total assigned tickets, 1 current pending ticket * **Chetan Sharma**: 55 total assigned tickets, 0 current pending tickets * **Divya Reddy**: 24 total assigned tickets, 1 current pending ticket * **Farhan Khan**: 30 total assigned tickets, 2 current pending tickets * **Gaurav Mehta**: 35 total assigned tickets, 2 current pending tickets * **Harish Iyer**: 10 total assigned tickets, 0 current pending tickets * **Ishaan Verma**: 23 total assigned tickets, 0 current pending tickets * **Jaya Nair**: 1 total assigned ticket, 0 current pending tickets * **Kiran Patel**: 13 total assigned tickets, 1 current pending ticket * **Lakshmi Rao**: 31 total assigned tickets, 1 current pending ticket * **Manoj Desai**: 13 total assigned tickets, 1 current pending ticket

Financial Agent

Here is a summary of your clients' payment statuses and annual pricing recommendations for the upcoming year: ### Client Payment Status Overview **Overdue Payments:** * **Pioneer Manufacturing** * Contact: Vikram Singh (vsingh@pioneermanufacturing.co.in) * Invoice Amount: \$1,500.00 * Due Date: 2025-10-15 * Status: 15 days overdue * **GreenLeaf Organics** * Contact: Aditya Verma (aditya@greenleaf.farm) * Invoice Amount: \$655.00 * Due Date: 2025-10-20 * Status: 10 days overdue **Delayed Payments (Paid):** * **Starlight Hotels Group** * Contact: Sameer Anand (sameer.anand@starighthotels.com) * Invoice Amount: \$750.00 * Due Date: 2025-10-21 * Status: Paid, 7 days delayed **Upcoming Payments:** * **Global Logistics Partners** * Contact: Anjali Desai (a.desai@globallogistics.net) * Invoice Amount: \$1,000.00 * Due Date: 2025-10-31 * Status: Due in 0 days * **Zenith Healthcare** * Contact: Dr. Alok Gupta (alok.gupta@zenithhealth.org) * Invoice Amount: \$2,100.00 * Due Date: 2025-10-31 * Status: Due in 0 days * **EduGrowth Tutors** * Contact: Fatima Ahmed (fatima.a@edugrowth.edu) * Invoice Amount: \$614.00 * Due Date: 2025-10-31 * Status: Due in 0 days --- ### Annual Pricing Recommendations for Next Year Here are the annual pricing recommendations for all clients, including detailed factor breakdowns and projected cost changes: * **Innovatech Solutions Pvt. Ltd.** * Current Monthly Cost: \$3,250.00 * Revised Monthly Cost: \$3,810.62 * Projected Annual Cost Change: \$6,727.50 * Overall Revision: 17.25% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 15.00% * Endpoint Scale Impact: 0.50% * Payment Delay Penalty: 0.00% * Happiness Adjustment: 0.75% * Contract Length Discount: 5.00% * **Global Logistics Partners** * Current Monthly Cost: \$1,000.00 * Revised Monthly Cost: \$1,165.00 * Projected Annual Cost Change: \$1,980.00 * Overall Revision: 16.5% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 15.00% * Endpoint Scale Impact: 0.50% * Payment Delay Penalty: 0.00% * Happiness Adjustment: 0.00% * Contract Length Discount: 5.00% * **Pioneer Manufacturing** * Current Monthly Cost: \$1,500.00 * Revised Monthly Cost: \$1,736.25 * Projected Annual Cost Change: \$2,835.00 * Overall Revision: 15.75% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 15.00% * Endpoint Scale Impact: 0.50% * Payment Delay Penalty: 0.00% * Happiness Adjustment: -0.75% * Contract Length Discount: 5.00% * **Creative Canvas Agency** * Current Monthly Cost: \$800.00 * Revised Monthly Cost: \$928.40 * Projected Annual Cost Change: \$1,540.80 * Overall Revision: 16.05% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 15.00% * Endpoint Scale Impact: 0.50% * Payment Delay Penalty: 0.00% * Happiness Adjustment: -0.45% * Contract Length Discount: 5.00% * **Zenith Healthcare** * Current Monthly Cost: \$2,100.00 * Revised Monthly Cost: \$2,430.75 * Projected Annual Cost Change: \$3,969.00 * Overall Revision: 15.75% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 15.00% * Endpoint Scale Impact: 0.50% * Payment Delay Penalty: 0.00% * Happiness Adjustment: -0.75% * Contract Length Discount: 5.00% * **Quantum Financial Services** * Current Monthly Cost: \$1,149.00 * Revised Monthly Cost: \$1,338.59 * Projected Annual Cost Change: \$2,275.02 * Overall Revision: 16.5% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 15.00% * Endpoint Scale Impact: 0.50% * Payment Delay Penalty: 0.00% * Happiness Adjustment: 0.00% * Contract Length Discount: 5.00% * **GreenLeaf Organics** * Current Monthly Cost: \$655.00 * Revised Monthly Cost: \$751.61 * Projected Annual Cost Change: \$1,159.35 * Overall Revision: 14.75% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 12.00% * Endpoint Scale Impact: 0.50% * Payment Delay Penalty: 0.00% * Happiness Adjustment: -0.75% * Contract Length Discount: 3.00% * **Apex Construction** * Current Monthly Cost: \$900.00 * Revised Monthly Cost: \$1,048.50 * Projected Annual Cost Change: \$1,782.00 * Overall Revision: 16.5% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 15.00% * Endpoint Scale Impact: 0.50% * Payment Delay Penalty: 0.00% * Happiness Adjustment: 0.00% * Contract Length Discount: 5.00% * **Starlight Hotels Group** * Current Monthly Cost: \$750.00 * Revised Monthly Cost: \$877.22 * Projected Annual Cost Change: \$1,526.58 * Overall Revision: 16.96% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 15.00% * Endpoint Scale

Impact: 0.50% * Payment Delay Penalty: 0.46% * Happiness Adjustment: 0.00% * Contract Length Discount: 5.00% * **EduGrowth Tutors** * Current Monthly Cost: \$614.00 * Revised Monthly Cost: \$741.40 * Projected Annual Cost Change: \$1,528.86 * Overall Revision: 20.75% * **Factor Breakdown:** * Base Inflation: 6.00% * Ticket Volume Impact: 15.00% * Endpoint Scale Impact: 0.50% * Payment Delay Penalty: 0.00% * Happiness Adjustment: -0.75% * Contract Length Discount: 5.00%