

MSP Analysis Report

Query:	which customers are not good for us ?
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Complexity:	COMPLEX
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Analysis Results

Based on a comprehensive analysis of payment status, service efficiency, and client satisfaction, the following customers are identified as "not good" for the MSP due to financial risks, high service burdens, and/or low satisfaction.

Key Findings

* **Outstanding Payments:** Five customers have outstanding invoices for October 2025, totaling **\$5,869**. These are Global Logistics Partners, Pioneer Manufacturing, Zenith Healthcare, GreenLeaf Organics, and EduGrowth Tutors.

* **Combined Payment & Service Issues:**

- * **Pioneer Manufacturing** has an outstanding payment (\$1,500), high average resolution time (12.19 hours), and low employee satisfaction (2.50).
- * **Zenith Healthcare** has an outstanding payment (\$2,100) and exceptionally low employee satisfaction (0.83), despite very fast resolution times (0.57 hours).
- * **Global Logistics Partners** has an outstanding payment (\$1,000) and a high average resolution time (14.60 hours).
- * **EduGrowth Tutors** has an outstanding payment (\$614) and low employee satisfaction (1.67).

* **Payment Delay:** Starlight Hotels Group paid their October invoice with a 7-day delay.

Financial Impact

* **Immediate Revenue Loss:** An immediate **\$5,869** in revenue is outstanding from five clients for October 2025 invoices.

* **Annual Revenue at Risk:** The most problematic clients (Pioneer Manufacturing, Zenith Healthcare, Global Logistics Partners, EduGrowth Tutors) collectively represent **\$62,568** in annual revenue, which is at risk due to combined payment and service/satisfaction issues.

* **Increased Operational Burden:** Customers with high average resolution times, such as Global Logistics Partners (14.60 hours) and Pioneer Manufacturing (12.19 hours), likely incur higher operational costs for service delivery, impacting profitability, especially when payments are delayed or satisfaction is low.

Recommendations

- * **Prioritize Collections:** Immediately pursue outstanding payments totaling **\$5,869** from:
 - * Zenith Healthcare (\$2,100)
 - * Pioneer Manufacturing (\$1,500)
 - * Global Logistics Partners (\$1,000)
 - * GreenLeaf Organics (\$655)
 - * EduGrowth Tutors (\$614)
- * **Strategic Client Interventions:**

* **Pioneer Manufacturing:** Initiate an urgent review. Their combination of outstanding payment, high average resolution time, and low satisfaction makes them a high-cost, high-risk client. Explore renegotiation or consider offboarding if issues cannot be resolved.

* **Zenith Healthcare:** Address the exceptionally low employee satisfaction (0.83) as a top priority. Conduct a deep-dive to understand the underlying causes of dissatisfaction, distinct from resolution speed, and secure the outstanding payment.

* **Global Logistics Partners:** Secure the outstanding payment and investigate the consistently high average resolution time (14.60 hours) to improve service efficiency.

* **EduGrowth Tutors:** Collect the outstanding payment and investigate the low employee satisfaction (1.67).

3. **Reinforce Payment Policy:** Follow up with Starlight Hotels Group regarding their 7-day payment delay to ensure strict adherence to payment terms for future invoices.

Detailed Agent Data

Company Specific Ticket Agent

Here is a summary of the requested data for all customer companies: The following table details the resolved ticket counts, average resolution times (in hours), and employee satisfaction scores for each customer company:

Company Name	Resolved Tickets	Average Resolution Time (Hours)	Employee Satisfaction
Innovatech Solutions Pvt. Ltd.	89	2.40	4.50
Global Logistics Partners	25	14.60	4.20
Pioneer Manufacturing	31	12.19	2.50
Creative Canvas Agency	20	0.91	3.90
Zenith Healthcare	38	0.57	0.83
Quantum Financial Services	20	5.37	4.49
GreenLeaf Organics	8	8.83	3.29
Apex Construction	18	7.77	4.10
Starlight Hotels Group	29	1.67	4.49
EduGrowth Tutors	9	1.72	1.67

Key Insight: Innovatech Solutions Pvt. Ltd. stands out with the highest number of resolved tickets (89) and a commendable average resolution time of 2.4 hours, coupled with a high employee satisfaction score of 4.5. Conversely, Zenith Healthcare shows an exceptionally low average resolution time (0.57 hours) for its 38 resolved tickets, but a significantly low employee satisfaction score (0.83), suggesting potential issues despite fast ticket resolution. Global Logistics Partners and Pioneer Manufacturing have relatively high average resolution times (14.6 and 12.19 hours respectively), with Pioneer Manufacturing also having a lower satisfaction score (2.5). This data highlights varying performance across customers, with some demonstrating efficiency and high satisfaction, while others may require further investigation into the correlation between resolution times and employee satisfaction.

License Audit Agent

Based on the provided records, the customer company information is not available. However, the following employees have been flagged for anomalous software access:

- 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

This report provides an overview of each client company's annual revenue and their payment status for the October 2025 invoice, including amounts due, amounts paid, payment dates, and any payment delays. Here is the detailed breakdown for each client:

- Innovatech Solutions Pvt. Ltd.** * Annual Revenue: \$39,000.00 * Invoice Month: 2025-10 * Amount Due: \$3,250.00 * Amount Paid: \$3,250.00 * Payment Date: 2025-10-28 * Delay Days: 0.0
- Global Logistics Partners** * Annual Revenue: \$12,000.00 * Invoice Month: 2025-10 * Amount Due: \$1,000.00 * Amount Paid: \$0.00 * Payment Date: Not Available (Payment Outstanding) * Delay Days: Not Available (Payment Outstanding)
- Pioneer Manufacturing** * Annual Revenue: \$18,000.00 * Invoice Month: 2025-10 * Amount Due: \$1,500.00 * Amount Paid: \$0.00 * Payment Date: Not Available (Payment Outstanding) * Delay Days: Not Available (Payment Outstanding)
- Creative Canvas Agency** * Annual Revenue: \$9,600.00 * Invoice Month: 2025-10 * Amount Due: \$800.00 * Amount Paid: \$800.00 * Payment Date: 2025-10-25 * Delay Days: 0.0
- Zenith Healthcare** * Annual Revenue: \$25,200.00 * Invoice Month: 2025-10 * Amount Due: \$2,100.00 * Amount Paid: \$0.00 * Payment Date: Not Available (Payment Outstanding) * Delay Days: Not Available (Payment Outstanding)
- Quantum Financial Services** * Annual Revenue: \$13,788.00 * Invoice Month: 2025-10 * Amount Due: \$1,149.00 * Amount Paid: \$1,149.00 * Payment Date: 2025-10-31 * Delay Days: 0.0
- GreenLeaf Organics** * Annual Revenue: \$7,860.00 * Invoice Month: 2025-10 * Amount Due: \$655.00 * Amount Paid: \$0.00 * Payment Date: Not Available (Payment Outstanding) * Delay Days: Not Available (Payment Outstanding)
- Apex Construction** * Annual Revenue: \$10,800.00 * Invoice Month: 2025-10 * Amount Due: \$900.00 * Amount Paid: \$900.00 * Payment Date: 2025-10-29 * Delay Days: 0.0
- Starlight Hotels Group** * Annual Revenue: \$9,000.00 * Invoice Month: 2025-10 * Amount Due: \$750.00 * Amount Paid: \$750.00 * Payment Date: 2025-10-28 * Delay Days: 7.0
- EduGrowth Tutors** * Annual Revenue: \$7,368.00 * Invoice Month: 2025-10 * Amount Due: \$614.00 * Amount Paid: \$0.00 * Payment Date: Not Available (Payment Outstanding) * Delay

Days: Not Available (Payment Outstanding) In summary, for the October 2025 invoices, five out of ten clients (Global Logistics Partners, Pioneer Manufacturing, Zenith Healthcare, GreenLeaf Organics, and EduGrowth Tutors) have outstanding payments, while four clients (Innovatech Solutions Pvt. Ltd., Creative Canvas Agency, Quantum Financial Services, and Apex Construction) have paid their invoices on time. Starlight Hotels Group paid their invoice with a 7-day delay.

Financial Agent

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■■ Error executing pandas query: "None of [Index(['company_id',
'payment_delay_penalty', 'happiness_adjustment',\n'ticket_volume_impact'],\n dtype='object')] are in the [columns]" Code: # Prepare overdue payments data df_overdue = overdue_payments[['company_id', 'company_name', 'contact_person', 'contact_email', 'amount_due', 'due_date', 'days_overdue' ]].copy() df_overdue['payment_category'] = 'Overdue' # Prepare delayed payments data df_delayed = delayed_payments[['company_id', 'company_name', 'contact_person', 'contact_email', 'amount_due', 'due_date', 'days_delayed' ]].copy() df_delayed = df_delayed.rename(columns={'days_delayed': 'days_overdue'}) df_delayed['payment_category'] = 'Delayed' # Combine overdue and delayed payments combined_payments = pd.concat([df_overdue, df_delayed], ignore_index=True) # Prepare price revisions data expanded_factors = safe_json_normalize(price_revisions, 'factor_breakdown') price_details = price_revisions[['company_id', 'company_name', 'annual_cost_change' ]].copy() # Merge price details with expanded factors price_details = price_details.merge(expanded_factors[['company_id', 'payment_delay_penalty', 'happiness_adjustment', 'ticket_volume_impact']], on='company_id', how='left' ) # Merge combined payments with price details using a full outer join result = pd.merge( combined_payments, price_details, on=['company_id', 'company_name'], how='outer' ) # Reorder and select final columns result = result[['company_id', 'company_name', 'contact_person', 'contact_email', 'payment_category', 'amount_due', 'due_date', 'days_overdue', 'annual_cost_change', 'payment_delay_penalty', 'happiness_adjustment', 'ticket_volume_impact' ]]
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