

MSP Analysis Report

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

Here's a strategic analysis of customers that may not be optimal for the MSP:

1. Key Findings

- * **Overdue Payments:** Two customers, Pioneer Manufacturing and GreenLeaf Organics, have overdue payments.
- * **Delayed Payments:** Starlight Hotels Group has a delayed payment, incurring a penalty in their annual pricing.
- * **Customer Dissatisfaction (Negative Happiness Adjustment):** Five customers show negative happiness adjustments, indicating potential service satisfaction issues. These include EduGrowth Tutors, Creative Canvas Agency, Pioneer Manufacturing, Zenith Healthcare, and GreenLeaf Organics.
- * **Combined Issues:** Pioneer Manufacturing and GreenLeaf Organics exhibit both overdue payments and negative happiness adjustments, making them high-risk customers. Starlight Hotels Group has delayed payments and a payment delay penalty applied to its revised pricing.

2. Financial Impact

- * **Immediate Revenue at Risk:** A total of **\$2,155.00** is currently overdue from Pioneer Manufacturing (\$1,500.00) and GreenLeaf Organics (\$655.00).
- * **Delayed Revenue:** An additional **\$750.00** from Starlight Hotels Group is delayed.
- * **Revenue from Price Adjustments:**
 - * Customers with negative happiness adjustments are projected to contribute an additional **\$11,033.01** annually in revenue through revised pricing (EduGrowth: \$1,528.86; Creative Canvas: \$1,540.80; Pioneer: \$2,835.00; Zenith: \$3,969.00; GreenLeaf: \$1,159.35). This increase could be at risk if dissatisfaction leads to churn.
- * Starlight Hotels Group's delayed payment resulted in a 0.46% payment delay penalty, contributing to its **\$1,526.58** projected annual cost increase.

3. Recommendations

1. **Prioritize Debt Recovery and Payment Terms Review:**
 - * Immediately engage **Pioneer Manufacturing** (\$1,500.00 overdue, 15 days) and **GreenLeaf Organics** (\$655.00 overdue, 10 days) to recover overdue amounts.
 - * Review payment terms and collection processes for these clients, and potentially for **Starlight Hotels Group** to prevent future delays.
2. **Address Customer Happiness Proactively:**
 - * Initiate targeted outreach to **EduGrowth Tutors**, **Creative Canvas Agency**, **Pioneer

Manufacturing**, **Zenith Healthcare**, and **GreenLeaf Organics** to understand and address their negative happiness adjustments (-0.75% to -0.45%). This is critical to mitigating churn risk, especially for customers facing significant price increases.

3. ****Strategic Client Evaluation:****

* For **Pioneer Manufacturing** and **GreenLeaf Organics**, given their dual issues of overdue payments and dissatisfaction, a comprehensive review of their profitability and long-term viability as clients is recommended. Consider if the projected annual increase justifies the operational overhead and financial risk.

Detailed Agent Data

License Audit Agent

■■■ Error generating pandas query: 429 You exceeded your current quota, please check your plan and billing details. For more information on this error, head to: <https://ai.google.dev/gemini-api/docs/rate-limits>. To monitor your current usage, head to: <https://ai.dev/usage?tab=rate-limit>. * Quota exceeded for metric: generativelanguage.googleapis.com/generate_content_free_tier_requests, limit: 10 Please retry in 38.583084191s. [links { description: "Learn more about Gemini API quotas" url: "https://ai.google.dev/gemini-api/docs/rate-limits" } , violations { quota_metric: "generativelanguage.googleapis.com/generate_content_free_tier_requests" quota_id: "GenerateRequestsPerMinutePerProjectPerModel-FreeTier" quota_dimensions { key: "model" value: "gemini-2.5-flash" } quota_dimensions { key: "location" value: "global" } quota_value: 10 } , retry_delay { seconds: 38 }]

Msp Insights Agent

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Company Specific Ticket Agent

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Financial Agent

Here's a summary of the requested information from the 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 a delayed payment:
* **Starlight Hotels Group**: * Invoice Amount: \$750.00 * Due Date: 2025-10-21 * Days Delayed: 7
Annual Pricing Recommendations
Annual pricing recommendations have been generated for all clients based on client behavior metrics. The recommendations include factor breakdowns and projected cost changes:
* **EduGrowth Tutors**: * Current Monthly Cost: \$614.00 * Revised Monthly Cost: \$741.40 * Projected Annual Cost Change: \$1,528.86 (Increase)
* **Factor Breakdown**: Base Inflation (6.0%), Ticket Volume Impact (15.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.0%), Happiness Adjustment (-0.75%), Contract Length Discount (0.0%)
* **Innovatech Solutions Pvt. Ltd.**: * Current Monthly Cost: \$3,250.00 * Revised Monthly Cost: \$3,810.62 * Projected Annual Cost Change: \$6,727.50 (Increase)
* **Factor Breakdown**: Base Inflation (6.0%), Ticket Volume Impact (15.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.0%), Happiness Adjustment (0.75%), Contract Length Discount (5.0%)
* **Starlight Hotels Group**: * Current Monthly Cost: \$750.00 * Revised Monthly Cost: \$877.22 * Projected Annual Cost Change: \$1,526.58 (Increase)
* **Factor Breakdown**: Base Inflation (6.0%), Ticket Volume Impact (15.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.46%), Happiness Adjustment (0.0%), Contract Length Discount (5.0%)

****Global Logistics Partners**:** * Current Monthly Cost: \$1,000.00 * Revised Monthly Cost: \$1,165.00 * Projected Annual Cost Change: \$1,980.00 (Increase) * ****Factor Breakdown**:** Base Inflation (6.0%), Ticket Volume Impact (15.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.0%), Happiness Adjustment (0.0%), Contract Length Discount (5.0%) * ****Quantum Financial Services**:** * Current Monthly Cost: \$1,149.00 * Revised Monthly Cost: \$1,338.59 * Projected Annual Cost Change: \$2,275.02 (Increase) * ****Factor Breakdown**:** Base Inflation (6.0%), Ticket Volume Impact (15.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.0%), Happiness Adjustment (0.0%), Contract Length Discount (5.0%) * ****Apex Construction**:** * Current Monthly Cost: \$900.00 * Revised Monthly Cost: \$1,048.50 * Projected Annual Cost Change: \$1,782.00 (Increase) * ****Factor Breakdown**:** Base Inflation (6.0%), Ticket Volume Impact (15.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.0%), Happiness Adjustment (0.0%), Contract Length Discount (5.0%) * ****Creative Canvas Agency**:** * Current Monthly Cost: \$800.00 * Revised Monthly Cost: \$928.40 * Projected Annual Cost Change: \$1,540.80 (Increase) * ****Factor Breakdown**:** Base Inflation (6.0%), Ticket Volume Impact (15.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.0%), Happiness Adjustment (-0.45%), Contract Length Discount (5.0%) * ****Pioneer Manufacturing**:** * Current Monthly Cost: \$1,500.00 * Revised Monthly Cost: \$1,736.25 * Projected Annual Cost Change: \$2,835.00 (Increase) * ****Factor Breakdown**:** Base Inflation (6.0%), Ticket Volume Impact (15.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.0%), Happiness Adjustment (-0.75%), Contract Length Discount (5.0%) * ****Zenith Healthcare**:** * Current Monthly Cost: \$2,100.00 * Revised Monthly Cost: \$2,430.75 * Projected Annual Cost Change: \$3,969.00 (Increase) * ****Factor Breakdown**:** Base Inflation (6.0%), Ticket Volume Impact (15.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.0%), Happiness Adjustment (-0.75%), Contract Length Discount (5.0%) * ****GreenLeaf Organics**:** * Current Monthly Cost: \$655.00 * Revised Monthly Cost: \$751.61 * Projected Annual Cost Change: \$1,159.35 (Increase) * ****Factor Breakdown**:** Base Inflation (6.0%), Ticket Volume Impact (12.0%), Endpoint Scale Impact (0.5%), Payment Delay Penalty (0.0%), Happiness Adjustment (-0.75%), Contract Length Discount (3.0%)