

# MSP Analysis Report

<b>Query:</b>	what are your suggestions to do good ?
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## 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 \* \*\*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% increase \* 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