

MSP Analysis Report

Query:	Are we doing good ?
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Analysis Results

Here's a strategic analysis of your MSP's performance:

Overall, the company shows signs of healthy operational performance and significant financial opportunities, but needs to address immediate cash flow challenges and internal security/compliance gaps.

Key Findings

- Positive Revenue Stream:** The company has a substantial annual revenue of \$152,616.00 from active contracts.
- Cash Flow Challenges:** There are immediate concerns with \$2,155.00 in overdue payments and \$750.00 in delayed payments. Total outstanding amounts are \$5,869.00.
- Strong Potential for Revenue Growth:** Proposed price revisions could generate an additional \$25,324.11 in annual revenue.
- Significant Cost Optimization Opportunity:** \$11,044.88 can be saved through license optimization.
- Operational Efficiency:** 287 tickets were resolved, with an average resolution time of 5.603.
- Generally Positive Employee Satisfaction:** The average employee satisfaction score is 3.397.
- Internal Security/Compliance Gaps:** Three anomalous access incidents were flagged, indicating potential misuse or unauthorized access, even if current license costs are zero.

Financial Impact

- Immediate Financial Risk:**
- \$2,155.00** in overdue payments directly impacts immediate cash flow.
- \$750.00** in delayed payments further strains working capital.
- \$5,869.00** currently outstanding represents uncollected revenue.
- Significant Financial Opportunity:**
- \$11,044.88** in annual cost savings from license optimization.
- \$25,324.11** in potential annual revenue increase from proposed price revisions.

Recommendations

- Prioritize Collections and Cash Flow Management:**
 - Immediately follow up on the **\$2,155.00** in overdue payments and the **\$750.00** delayed payment.
 - Implement stricter payment reminder systems to reduce the average payment delay of 1.4 days.
- Capitalize on Revenue Growth & Cost Savings:**

- * Expedite the implementation of the **10 proposed price revisions** to realize the potential **\$25,324.11** annual revenue increase.

- * Actively pursue the **\$11,044.88** in license optimization savings.

3. **Enhance Internal Security and Compliance:**

- * Investigate the three flagged anomalous access incidents (Rohan Singh, Vikram Iyer, Sneha Patel) to understand the root cause and implement corrective actions.

- * Review and update role-based access policies to prevent future incidents.

4. **Monitor Operational Metrics:**

- * While employee satisfaction is positive, explore ways to improve the 3.397 score.

- * Continuously monitor ticket resolution time (5.603) and explore efficiencies to maintain or improve service quality.

Detailed Agent Data

License Audit Agent

Here's a summary of the potential cost savings from license optimization and flagged anomalous access incidents: **Potential Cost Savings from License Optimization:** The total potential cost savings from optimizing software licenses is **\$11,044.88**. **Flagged Anomalous Access Incidents:** The following anomalous access incidents have been flagged: **Incident 1:** **Employee ID:** 1 **Employee Name:** Rohan Singh **Role:** UI/UX Designer **Software Name:** MySQL Workbench **Software Key:** mysql workbench **License Type:** Community **License Cost (USD):** 0.0 **Reason:** Role not typically allowed to use this software **Incident 2:** **Employee ID:** 3 **Employee Name:** Vikram Iyer **Role:** Backend Developer **Software Name:** Docker (Free) **Software Key:** docker (free) **License Type:** Free **License Cost (USD):** 0.0 **Reason:** Role not typically allowed to use this software **Incident 3:** **Employee ID:** 4 **Employee Name:** Sneha Patel **Role:** HR Manager **Software Name:** Slack (Free) **Software Key:** slack (free) **License Type:** Free **License Cost (USD):** 0.0 **Reason:** Role not typically allowed to use this software

Company Specific Ticket Agent

Here is an aggregated summary of overall service quality and client satisfaction across all client companies: **Average Employee Satisfaction Score:** 3.397. This score indicates a generally positive sentiment among employees. **Average Ticket Resolution Time:** 5.603. This figure represents the average time taken to resolve client tickets. **Total Resolved Ticket Counts:** 287.0. This is the total volume of tickets successfully handled across all clients. These metrics collectively provide a consolidated view of operational efficiency and internal satisfaction, crucial for evaluating overall service quality.

Msp Insights Agent

Here is a summary of the requested financial performance: The total annual revenue from all active client contracts is **\$152,616.00**. Regarding payment performance: **Total amounts paid:** **\$6,849.00** **Amounts outstanding:** **\$5,869.00** **Average payment delay:** **1.4 days** The records used for this summary are: `[{0: 152616.0}, {0: 6849.0}, {0: 5869.0}, {0: 1.4}]`

Financial Agent

Here's a summary of the current financial status and upcoming price revisions: **Payment Status Overview:** **Overdue Payments:** There are 2 overdue payment records totaling **\$2,155.00**. **Delayed Payments:** One delayed payment record is noted, amounting to **\$750.00**. **Upcoming Payments:** There are 3 upcoming payment deadlines, with a combined total of **\$3,714.00** due. **Proposed Price Revisions for the Next Year:** A total of 10 price revision proposals have been identified. These revisions project a total annual cost change of **\$25,324.11**.