

 POCKET GUIDE

MSP Manager

Your Ticket to Managed Services

INTRODUCING MSP MANAGER

Good management is the key to growing your MSP business successfully—so you can deliver prompt, proactive service, allocate resources effectively, and bill accurately for the time you put in. And the key to good management? Having the right tools to support you.

With basic help desk solutions lacking core business functionality, and with full-scale professional services automation (PSA) solutions often too complex, small- and mid-sized MSPs' choices of tools have been limited.

Until now.

SolarWinds® MSP Manager™ is a cloud-based service management platform with everything small and mid-sized MSPs need to deliver exceptional service, streamline processes, and make informed, strategic decisions to grow their business.

WHAT YOU CAN DO WITH MSP MANAGER

MSP Manager provides an agile, comprehensive suite of tools to create tickets, schedule technicians, and bill customers—for a streamlined way of managing your business.

- » Help improve service delivery for all your customers.
- » Understand what is going on in your business. Are customers being supported? How many billable hours have you accumulated? How profitable are you?
- » Create invoices easily, bill customers consistently, and export directly to your accounting software.
- » Make informed, strategic decisions for your MSP. How can you refine your processes? Where are your skill gaps? What are your specialties?



HELP DESK

Create and update tickets in seconds and assign the best technician for fast and effective service.



SERVICE MANAGEMENT

Synchronize and organize your teams, helping to ensure they have the knowledge they need to maximize their efficiency.



BILLING

Create accounting-integrated invoices, tailored to each customer's needs.



DASHBOARDS

View dashboards and reports that give you a snapshot of the overall health of your business.

MOBILITY IS THE NEW AGILITY

The ability to support your customers on the go is a powerful differentiator for today's MSP.



The MSP Manager mobile app puts the power to quickly open and manage tickets, access all customer information, and easily track time and expenses, literally in the palm of your teams' hands. Arm your technicians with the ultimate tool to delight your customers.

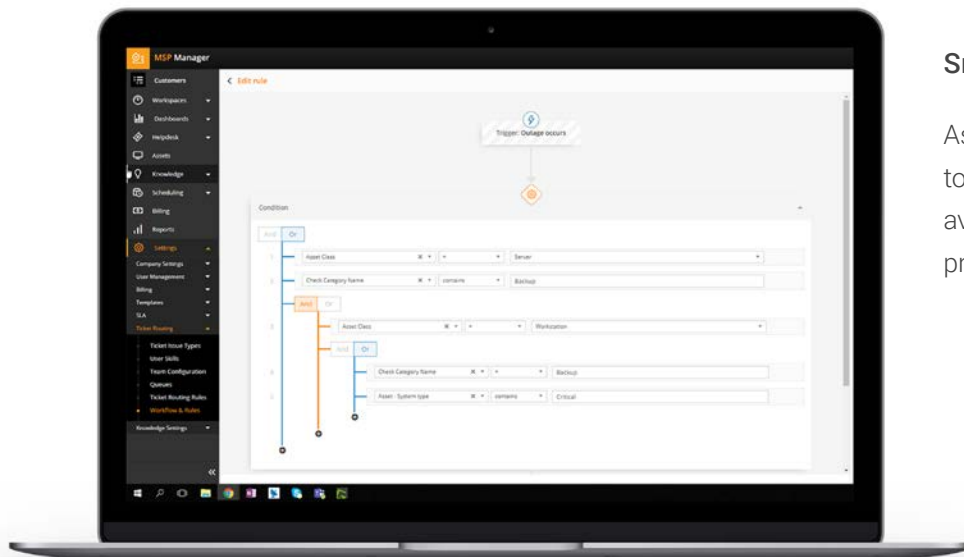
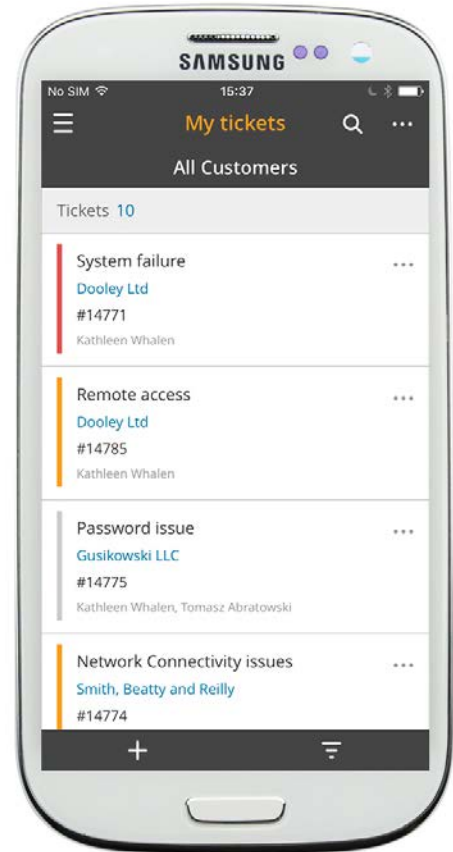
HELP DESK

BETTER, FASTER TICKET MANAGEMENT

Fast, Easy Ticketing

Creating tickets should be easy, yet many technicians spend as much time creating and managing tickets as they do supporting customers.

With the Quick Ticket window, you can open a ticket typically in just seconds, so you can immediately start helping the customer and worry about filling in the details later.

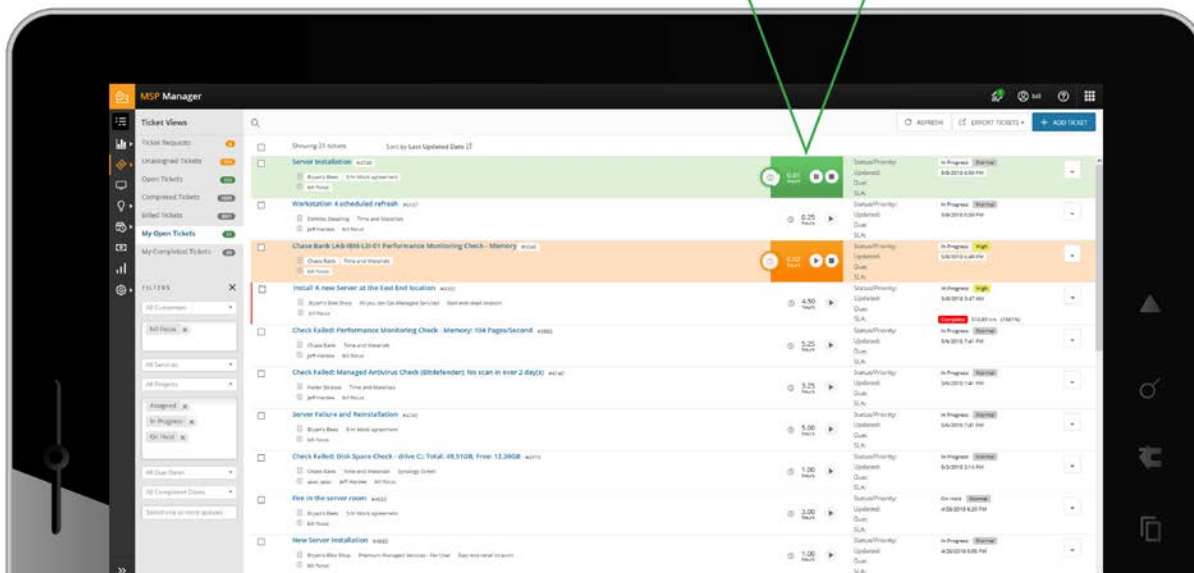
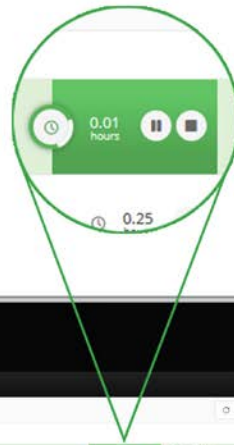
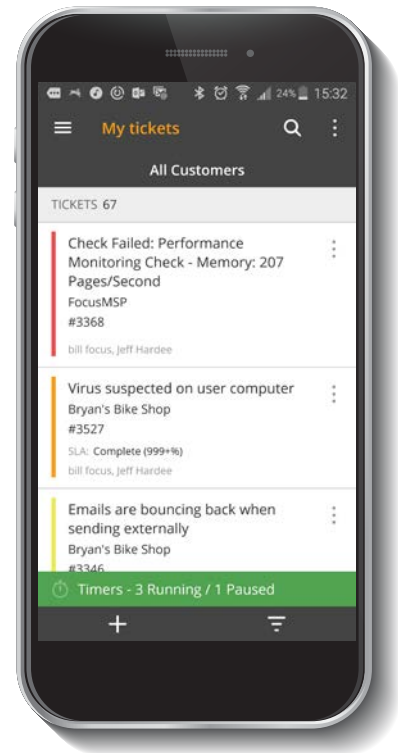


Smart Ticket Routing

Assign the most qualified technician to each job, routing tickets based on availability and skillset to help ensure problems are resolved faster and better.

Track Time

Track time the easy way with a built-in timer, another great way to help ensure technicians are capturing all of their billable hours. Start and pause time trackers allow technicians to move back and forth between tickets with ease. Timers can be “stacked” if working on multiple issues.





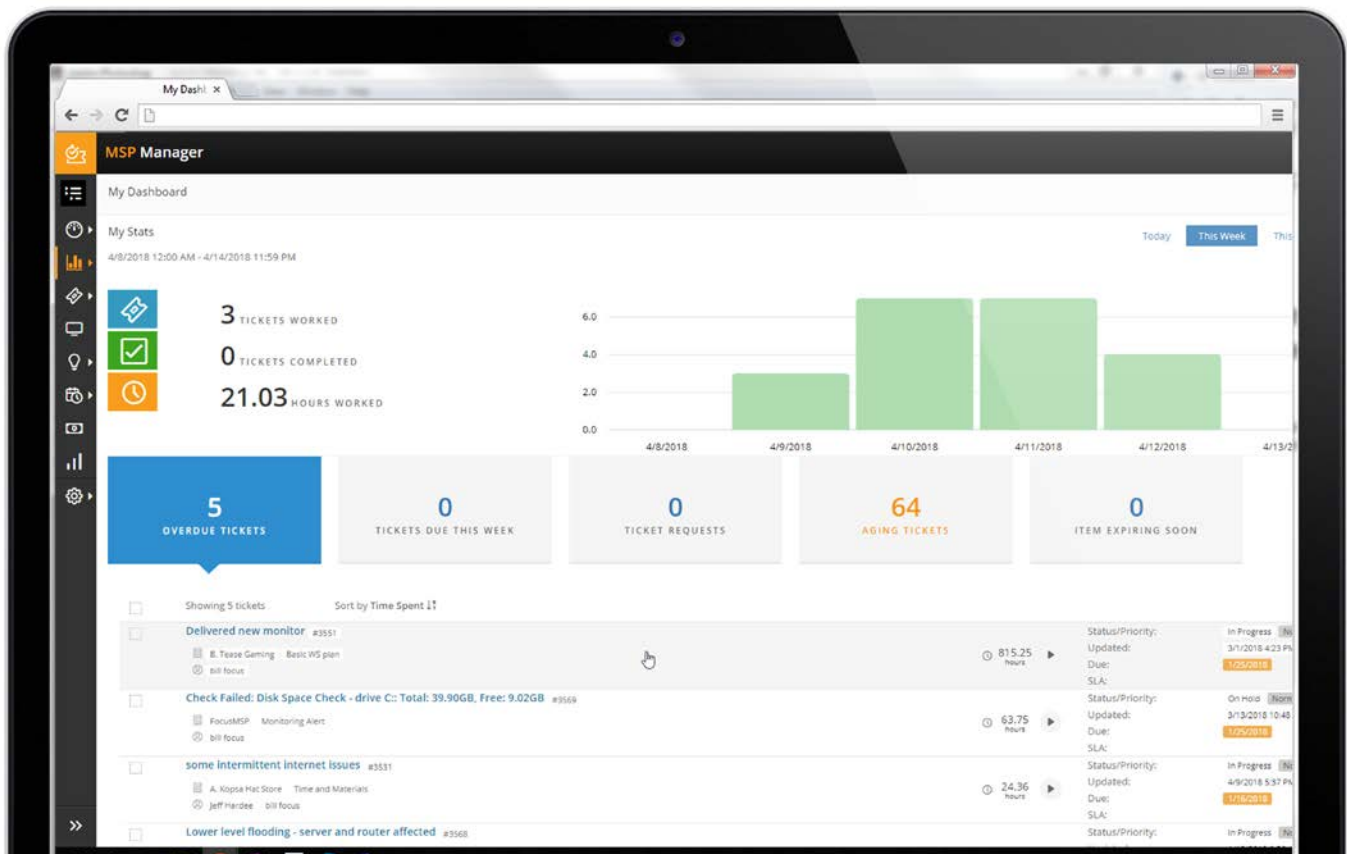
Easy-to-Use Customer Portal

Giving customers easy access to create or view all active support requests shows them how accessible your team is. And you can customize your portal to your company brand to make sure people remember your name after every great support experience.

Work-Enhancing Dashboards

The technician dashboard gives each team member a complete view of their tasks for the week in one glance. The customer dashboard provides you and your team with a single point of access for all key client information, including customer activity, passwords, notes, and contact information.

Drag-and-drop widgets let you view your data in a way that makes sense for your business.



Help Desk Performance Measurement

Get a complete view of all technician activity, so you can help ensure customers are being supported and your team is maximizing billable hours.

SERVICE MANAGEMENT

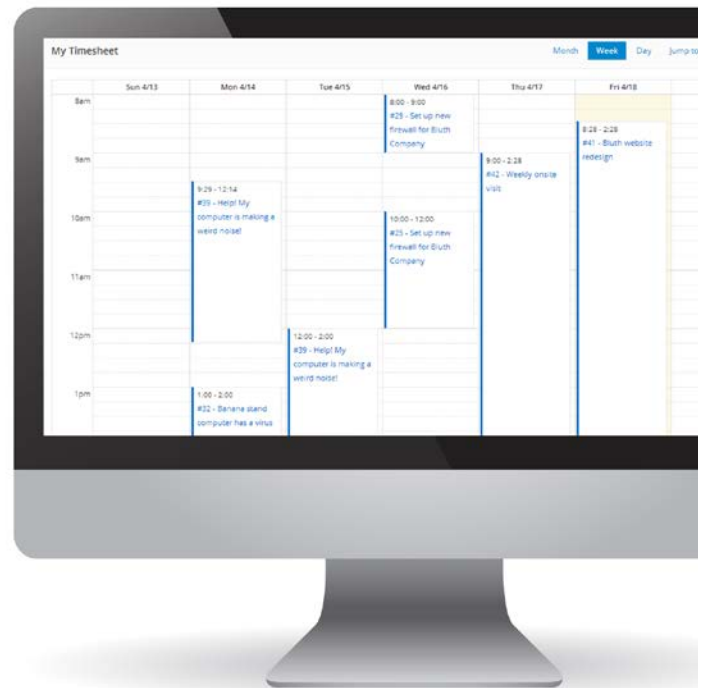
MAXIMIZE TECHNICIAN EFFICIENCY

Easy Activity Scheduling

Finally, you can have a complete view of where your technicians are spending their time and spot any gaps in coverage.

MSP Manager's scheduling allows you to create recurring tickets and site visits. Make the most of your on-site visits by assigning multiple tickets to your appointments.

Synchronization with Microsoft® Outlook® and a drag-and-drop calendar view of tickets and appointments creates a streamlined way for you to maximize technicians' billable time.



Secure Password Management

Having quick access to customer passwords is key to speedy problem resolution. MSP Manager lets you store all your customer passwords in one secure, easy-to-access location, so your technicians can deliver responsive service and keep your customers satisfied. All passwords are encrypted at rest using AES-256 military-grade encryption. And with three permission levels, you can make critical passwords viewable to only the people you designate.

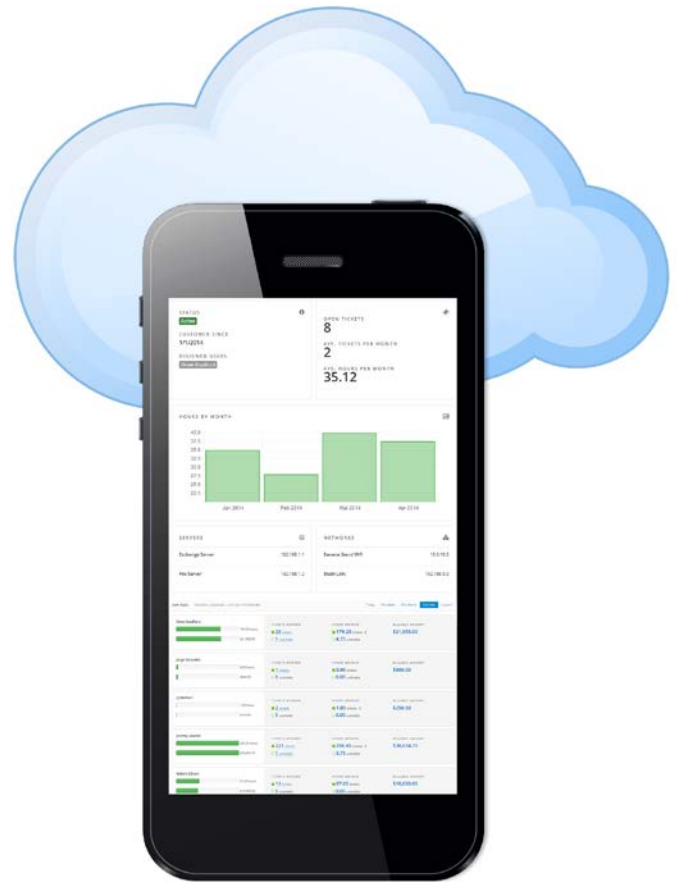
Centralized Knowledge Management

Tell your technicians to stop writing notes on paper.

Many IT service businesses struggle to deliver consistent service to customers because customer knowledge often resides in one technician's head or notebook.

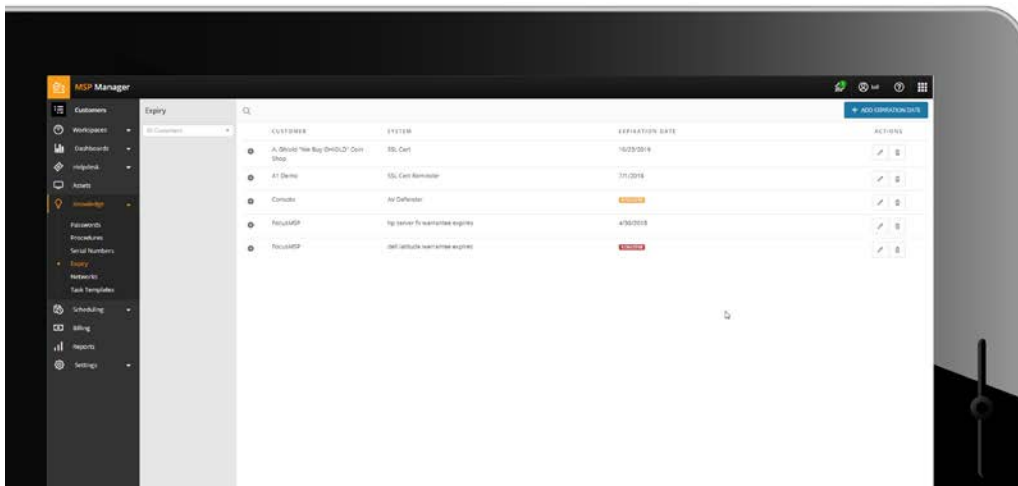
By storing a customer's information in a single place, you spread the knowledge and make it easier to deliver great service.

Our secure, centralized, cloud-based repository gives you access to customer details, procedures, asset information, and more.



Critical Notifications

Customers are quick to lose faith in an MSP who lets a critical software license or other time-limited IT asset expire. MSP Manager notifies you well in advance of expiring domain registrations, antivirus, spam filters, SSL certificates, and more, so you can proactively renew licenses and avoid disrupting customers' businesses.

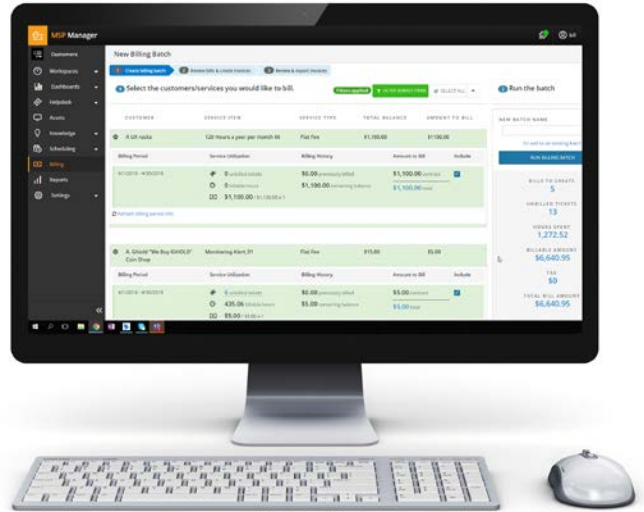


BILLING

CREATE PROFESSIONAL INVOICES IN MINUTES

Flexible Billing Profiles

MSP Manager supports multiple billing models—whether hourly, on retainer, or as fully managed services—so you can bill your customers how you need. Define program levels that combine different service items and billing types into standardized, pre-set packages. This makes it easier to sell your services—and also makes onboarding new customers much faster and more professional.



Effortless Invoice Creation

Monthly invoicing is a nightmare for many IT service businesses. Fortunately, MSP Manager understands all of your services and tracks your team’s billable hours, making it easy to create professional invoices.

< Invoice Detail
Delete Export Invoice

Your Company

BILL TO:
ABC Computers

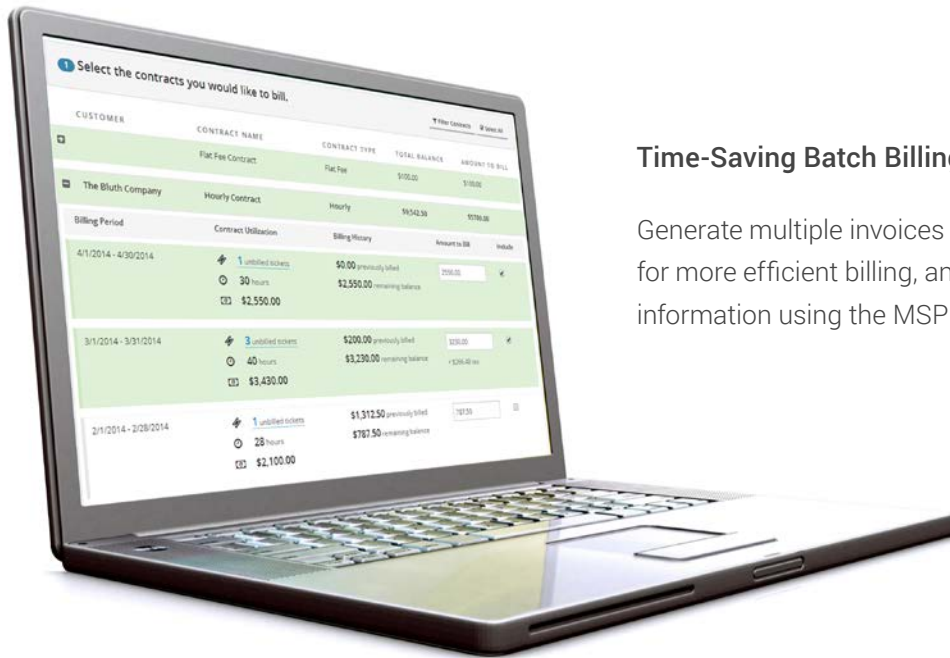
Item	Date
Money Retainer	
Flat Fee	
Flat Fee	6/5/2015
Flat Fee	6/5/2015

INVOICE

DATE: 6/19/2015

Select the customers/services you would like to bill.

CUSTOMER	SERVICE ITEM	SERVICE TYPE	TOTAL BALANCE	AMOUNT TO BILL										
<input checked="" type="checkbox"/>	Waterloo Title	Retainer - 60 Hr	Hour Retainer	\$21,700.00	\$21700.00									
<table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th>Billing Period</th> <th>Service Utilization</th> <th>Billing History</th> <th>Amount to Bill</th> <th>Include</th> </tr> </thead> <tbody> <tr> <td>4/1/2015 - 6/30/2015</td> <td> <ul style="list-style-type: none"> 28 unbilled tickets 42.25 / 180 billable hours 1 non-billable hours \$21,600.00 retainer \$100.00 expense </td> <td> <ul style="list-style-type: none"> \$0.00 previously billed \$21,700.00 remaining balance </td> <td> <ul style="list-style-type: none"> \$21,600.00 contracts \$100.00 expenses \$21,700.00 total </td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>					Billing Period	Service Utilization	Billing History	Amount to Bill	Include	4/1/2015 - 6/30/2015	<ul style="list-style-type: none"> 28 unbilled tickets 42.25 / 180 billable hours 1 non-billable hours \$21,600.00 retainer \$100.00 expense 	<ul style="list-style-type: none"> \$0.00 previously billed \$21,700.00 remaining balance 	<ul style="list-style-type: none"> \$21,600.00 contracts \$100.00 expenses \$21,700.00 total 	<input checked="" type="checkbox"/>
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<input checked="" type="checkbox"/>	Waterloo Title	Managed IT	Hour Retainer	\$7,500.00	\$7500.00									
<input checked="" type="checkbox"/>	Home Settlement	30 Hour Retainer	Hour Retainer	\$6,000.00	\$6000.00									
<input checked="" type="checkbox"/>	Okie Oil	10 Hour Retainer	Hour Retainer	\$4,000.00	\$4000.00									
<input checked="" type="checkbox"/>	Knox Systems	BDR	Flat Fee	\$3,900.00	\$3900.00									



Time-Saving Batch Billing

Generate multiple invoices simultaneously instead of one at a time for more efficient billing, and easily update draft invoices with new information using the MSP Manager software’s easy-to-use format.

Seamless Accounting Integration

Billing couldn’t be easier. MSP Manager allows you to create invoices directly in your favorite accounting software, whether that’s QuickBooks®, QuickBooks Online, or Xero®.

One MSP was able to reduce end-of-month billing from four days to four hours.



A SIMPLE SOLUTION YOUR TECHNICIANS WILL WANT TO USE

MSP Manager doesn't burden your technicians with unnecessary administration. Simple and streamlined, it serves up exactly the information they need to get their work done efficiently, meaning they will be motivated to put it to use on the job.



The app supports push notifications, so technicians are alerted about new tickets immediately. Common tasks, like opening tickets or starting timers, can be done in just a few clicks. Notes and expenses can be added easily, and for devices with cameras, photos and videos of configurations or error messages can be attached to tickets.

MSP Manager is not the only tool technicians need to use—but it's the one they'll want to use.

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