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SolarWinds MSP Manager

Your ticket to managed services. The shortest journey from tickets to billing to growing your business.

SolarWinds® MSP Manager™ will help you boost your team's efficiency and easily manage customer service with integrated ticketing, tracking, and billing capabilities. MSP Manager gives you the tools you need to streamline your operations and gain valuable insight into your business, allowing for strategic decision-making without slowdowns or costly features you don't need.

Customers can easily submit a ticket via email or by visiting your branded customer portal. Once a ticket is received, it can be routed to the right team member based on their workload or skill set. And using the MSP Manager mobile application, technicians can instantly receive ticket assignments on their mobile or wearable device. The app enables technicians to view all ticket details and customer information—as well as utilize the centralized knowledge base to access passwords, standard procedures and much more—resulting in fast, efficient issue resolution.

Easily track every billable minute to help ensure nothing falls through the cracks. And when it's time to invoice customers, MSP Manager exports billing and service package data directly to your accounting software so creating batched, professional-looking invoices is fast and easy.

Customizable dashboards provide a comprehensive overview of your business. Drill into individual customers, ticket status, and technician workflow or export to your preferred BI tool. SolarWinds MSP Manager unleashes the power of your data, so you can make informed business decisions and help your business take flight.

KEY BENEFITS

» Single-pane-of-glass experience

» Right-sized for your business

» Every hour easily tracked

» Mobile app improves tech efficiency

» Workflows designed for speed

» Dashboards designed for visibility

» Integrates with accounting software for faster billing

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FEATURES AT A GLANCE

SUPPORT PROCESSES MADE EASY

Forget the paperwork—MSP Manager makes tracking billable time simple. Remove the clutter from support processes and spend more time providing outstanding service.

ORGANIZED CUSTOMER INFORMATION

MSP Manager stores all customer information, including contact numbers, passwords, and procedures, so you can access them at the office or on the go with MSP Manager Mobile.

SUPPORT ON THE GO

Your technical staff will love MSP Manager Mobile. It features an intuitive interface, quick sign-on, ticket notifications, complete customer information, and even location mapping to help reduce site visit travel time.

A BETTER VIEW OF YOUR BUSINESS

MSP Manager offers a panoramic dashboard that makes it easy to organize your team, deliver expert service, and maximize billable time.

BILLING, THE EASY WAY

MSP Manager tracks your team's billable hours and your service items in real-time, so you always have an up-to-date view of your finances. Add time and notes to tickets after the fact for more simple, accurate billing and documentation. Export that information to QuickBooks® Desktop, QuickBooks Online, or Xero®, so you can quickly generate invoices.
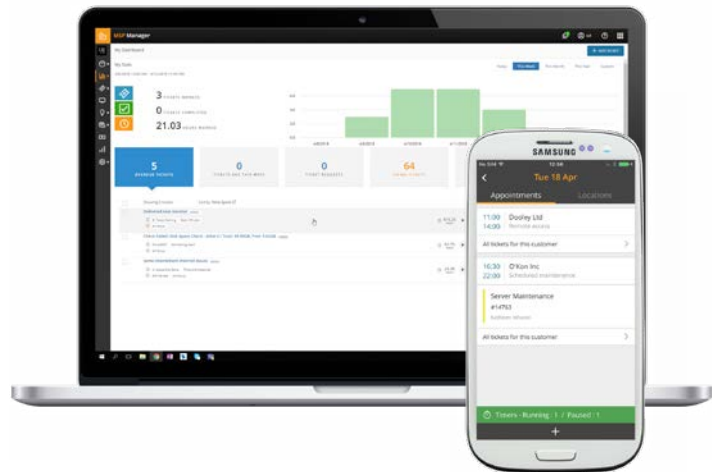
LOW MAINTENANCE

Not only is MSP Manager easy to use, it is also easy to manage because it's cloud-based. Get started generally in just minutes and don't worry about ongoing maintenance.

GLOBAL ACCESS

MSP Manager runs on Microsoft® Azure®, which means you get to leverage its worldwide network to access your information anywhere.

AVAILABLE & BUILT FOR SECURITY

Microsoft's public cloud offering is designed for high availability and compliance with international and industry-specific standards.