

MSPBOTS

How CIO Landing
Saved 60+
Hours Per Week
on Ticket Handling
with MSPbots

www.mspbots.ai



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I. Introduction

When businesses finally take off, scalability becomes their next big hurdle. Suddenly, the processes that lead to their success aren't keeping up to the demand.

This was the case for CIO Landing, an IT-managed service provider. With several departments put up to run operations, managing everything simultaneously became difficult.

Fortunately, CIO Landing's "Automation Freak" Mauro Cretari has a hunger for wanting to be free from manual and repetitive tasks. This eventually led him and his team to MSPbots' solutions to address their scalability issues.

With this solution, they were able to significantly improve their response time, save up to 60 hours a week of ticket handling, and boost their productivity altogether.



II. About CIO Landing

The company started out as two separate businesses that merged into one when Juan Carlos Bosacoma met Hernan Silva. By merging their businesses together, they established CIO Landing, which has been running for over 20 years and counting.

CIO Landing provides outsourced CIO supervision (or high-level strategic oversight and guidance), expert solutions, and technical assistance, focusing on small to medium-sized businesses in Chicago and Miami. They help ensure cybersecurity compliance as well as proactively addressing daily IT issues to prevent disruptions to user's workflow.

Mauro Cretari is CIO Landing's Senior IT Engineer. Self-dubbed as the Automation Freak because for anything that must be done, whether at work or personal life, if it can be automated—he will automate it!

He's all about functions for efficiency. And when the company needed it, they found it with MSPbots.



III. Discovery of MSPbots

Mauro was looking for two things: an automated ticketing dispatch tool that could provide alerts like Next Ticket and a platform for MSPs that aggregates data through integrations with other tools.

Luckily enough, the team at CIO Landing frequently crossed paths with MSPbots CEO, Daniel Wang, at events and eventually came to know about the platform and how it has evolved to be one they needed.

“You are focused on MSPs, [...] you have so many integrations with tools that we use on a daily basis, the way that we can aggregate data and react on data, not only just to show a report—which there are a lot of BI tools that can show reports—but to act based on that data,” Mauro listed.

IV. MSPbots Key Features

MSPbots

offers a data-driven automation solution tailor made for MSPs, delivering bespoke business intelligence widgets, dashboards, and advanced apps to simplify day-to-day tasks. It has over 70 integrations with popular MSP platforms such as PSAs, RMMs, financial tools, and others.

Next Ticket Manager

is an auto-dispatch system that triages and assigns tickets using set priority guidelines, reducing errors commonly seen with manual ticket handling by dispatchers and technicians. This system provides measurable metrics and quickly relays messages detailing problems and their solutions. Additionally, it keeps a close watch on ticket rejection and utilization metrics using dedicated bots, offering immediate insights for enhancing operations.



V. Benefits of BI Platform

Operating on Entrepreneurial Operating System (EOS), the management at CIO Landing needs to be able to measure its people. They aren't only looking for hard data like the number of tickets closed, they want to have a more thorough understanding of the process through the aggregation of their data. They want to see how many tickets a certain technician closed, as well as how many days they worked in the last quarter.

"It's not just going to your PSA and getting data, it's aggregating data to make sure you have the right information to make the right decisions," Mauro explained.

The way this works is through MSPbots BI converting intricate data into valuable insights. The platform presents a variety of pre-configured dashboards and widgets that address diverse business requirements with over 1,000 pre-built widgets optimized for all integrations.

To Mauro, MSPbots BI offered "a single pane of glass for visibility."

TOP 3 STRATEGIES CIO Landing Implemented with MSPbots to Save Over 60 Hours

- ✓ Enabled automated notifications for ticket status updates
- ✓ Utilized prebuilt bots to identify time entry discrepancies, reducing the need for manual checks
- ✓ Allocated time to establish tailored priority rules for tickets

VI. Automation Processes with MSPbots: Saving 60+ Hours

As the company started to grow, Mauro and his team found that just having a PSA was no longer enough. “One of the issues that you have is, when you start growing, you start having departments with many people on,” Mauro explained.

With only their PSA, they didn’t have visibility into multi-departmental dependencies; how each department prioritized tickets, or how they were performing.

But with MSPbots’ automation, Mauro and his team got an answer. “We found that with MSPbots we were able to solve that. And the way that we do that is: whenever you drop a ticket on another board, we track that change and we have a bot set that notifies that team, that manager’s team, and all the team, because we use Teams and everyone is there, “Hey guys, there is a new ticket in the finance department that requires your attention.”

Mauro stated, “One of the things with MSPbots, you have a set of bots that are already there.” He further elaborated that the platform offered a suite of pre-designed bots that streamline the ticketing process. These bots monitor time entries for errors, like mistakenly inputting 12 hours due to an AM/PM oversight and flag such discrepancies. If errors aren't corrected, managers are notified. This reduces manual oversight and saves significant time.

Additionally, he mentioned how the Next Ticket feature handles ticket prioritization, freeing dispatchers from intensive oversight. The system also sends reminders for upcoming shifts and encourages users to stay within the designated framework, enhancing efficiency and reducing human errors.

“You'll need to invest some time setting up the rules for Next Ticket. There are some default rules that you might tweak up a little bit, but other than that, the bots that you have already in there. They are awesome. They can just be enabled with three clicks, and you have a lot of automation in place that, again, allows you to grow.”

VII. Improvement in Response Time

With MSPbots' automation in place and integrated well into their processes, Mauro remarked that there has been a significant improvement in their response time.

Response time is a crucial KPI for MSPs, reflecting their efficiency and commitment to clients. A quick response indicates that an MSP values its clients, operates efficiently, and effectively manages potential IT crises. Swift response times can differentiate providers and attract or retain clients.

"When you have a manual dispatcher, you are relying on him. So, the response time, which is the first note or the first change on the status of a ticket, you are basically relying on the dispatcher. So, if the dispatcher is not dispatching the ticket, nobody will work on it. So that's the main thing that you have when you have an automated system like Next Ticket."

VIII. Strategies and Best Practices for MSP Integration

Being an automation believer, getting into MSPbots and Next Ticket was fairly easy in Mauro's case. He advised it takes time for a tool to run and it takes a few tweaks for it to work perfectly.

"Whenever you are setting up Next Ticket; Have at least two monitors so you can have your PSA in one monitor, and you can have Next Ticket on the other monitor. Just look at your work and look at Next Ticket, and whenever you find that the prioritization that Next Ticket is showing is not what you want, then go and edit the priority rules."

He explained that users have an option to test specific rules in the system. For instance, if one believes a ticket from the company's CEO should be prioritized, they can adjust the rule that assesses the ticket issuer's title and add more points to it. This specific rule can be tested to ensure the system reflects manual preferences. While initial adjustments and checks might take weeks or even months, eventually, users can be around 80% confident that the system is correctly prioritizing tickets.

Mauro also added, "Have a different set of rules for different boards. And that means for support desk you have a different set of rules."

The importance of a CEO's email backup failing might be treated with higher urgency compared to a failed backup on a workstation used for testing. He also advised that different teams should have tailored rules.

Mauro recognized that the system is transparent about how it prioritizes tickets, with details of why certain prioritizations were made. He also mused at how users can download a PDF or Excel report for comparison with their PSA and identify discrepancies.

Lastly, he commended the dedicated support team ready to assist users in system setup and troubleshooting.

CIO Landing's

Best Practices for Using MSPbots

- ✓ Use dual monitors: display your PSA on one and Next Ticket on the other, adjusting priority rules as needed
- ✓ Implement distinct rule sets for different boards, ensuring support desk and backup alerts have separate criteria
- ✓ Trust the dedicated support team ready to assist in system setup and troubleshooting

The integration of MSPbots, influenced by Mauro Cretari's genuine enthusiasm for automation, has had a discernible impact on day-to-day operations.

A big shout-out to the folks at CIO Landing. Their knack for spotting and embracing cool solutions hasn't gone unnoticed. It's clear they're always on the lookout for ways to up their game, and it's impressive to see how they roll with the times.

With MSPbots in place, previously time-consuming processes have been simplified, leading to noticeable improvements in productivity. It's a clear example of how the right tools, combined with a vision for better ways of working, can reshape the operational landscape of a business.

If there are areas in your workflow that seem repetitive or time-consuming, perhaps it's time to consider how automation could simplify those tasks and foster efficiency. Exploring tools, such as MSPbots, might offer insights into potential optimizations for your organization. If you're curious about the practicalities and benefits, consider signing up or booking a demo.