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## IT Service Provider Metrics to Track Daily to Streamline Your Business

Growing your MSP business requires streamlining your operations and running your processes efficiently. To reach a high level of efficiency, you need to identify the problematic areas in your business and rectify them quickly.

Out of the numerous possible KPIs, four IT service provider KPIs deserve your daily attention so you can stay on top of problematic areas in your business and pivot quickly, if needed, to achieve your business objectives.

### 1

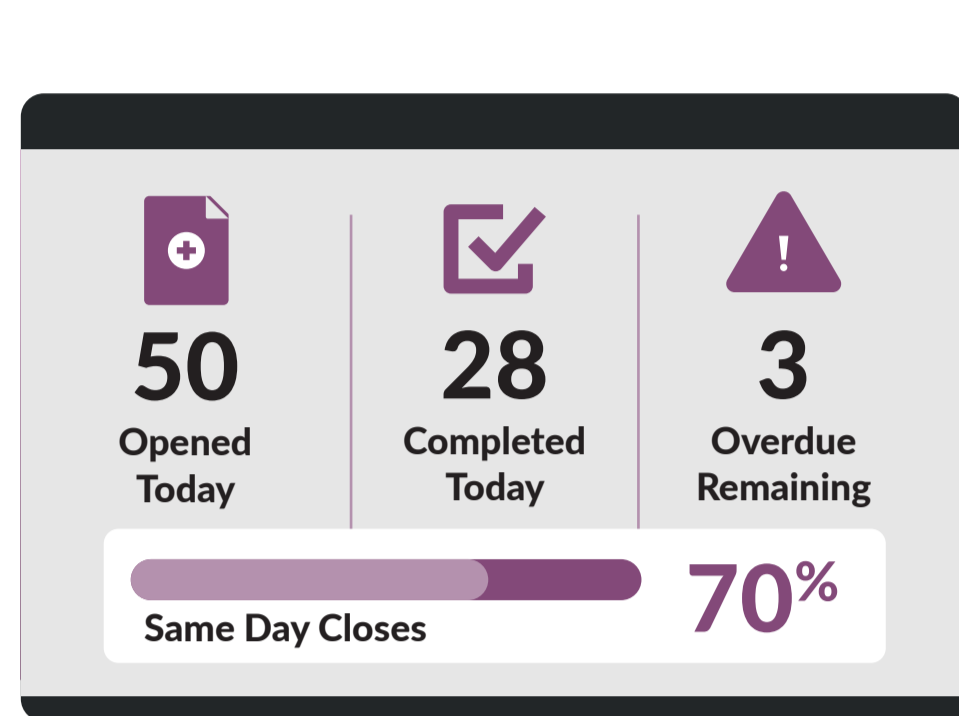
#### SAME DAY CLOSES

- This daily KPI helps you quickly adjust your service desk operations rather than waiting for weekly or monthly results.
- MSPs should aim to close at least 70% of their tickets on the same day.



##### WHY IT'S IMPORTANT:

A same-day ticket closure rate of over 70% indicates a healthy MSP. This means you have adequate resources (knowledge and capacity) to resolve tickets as quickly as possible.



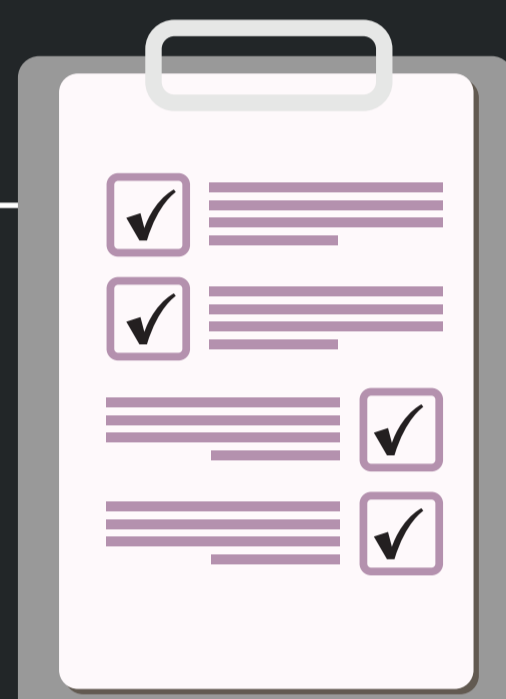
##### PICANOMICS™ TIPS TO ACHIEVE AT LEAST 70%.

- Set up your SLA-defining escalation after "X" number of hours.
- Cross-reference open tickets with documentation. If there's no documentation for an open ticket, establish a list of documentation to be created (can prioritize through checklist).
- Properly route your tickets to the right technicians by matching the tickets with their skill sets.

### 2

#### TICKETS PER ASSIGNEE

- This helps MSPs understand if they are routing tickets effectively.
- To ensure a more informed routing choice, you need to identify the number of open tickets per technician and the priority of those tickets assigned.
- Use the following impact/urgency matrix to assign priority to a service ticket. For instance,
  - o Network outage: high impact and high urgency – Critical
  - o Software installation: high impact and low urgency – Medium



##### WHY IT'S IMPORTANT:

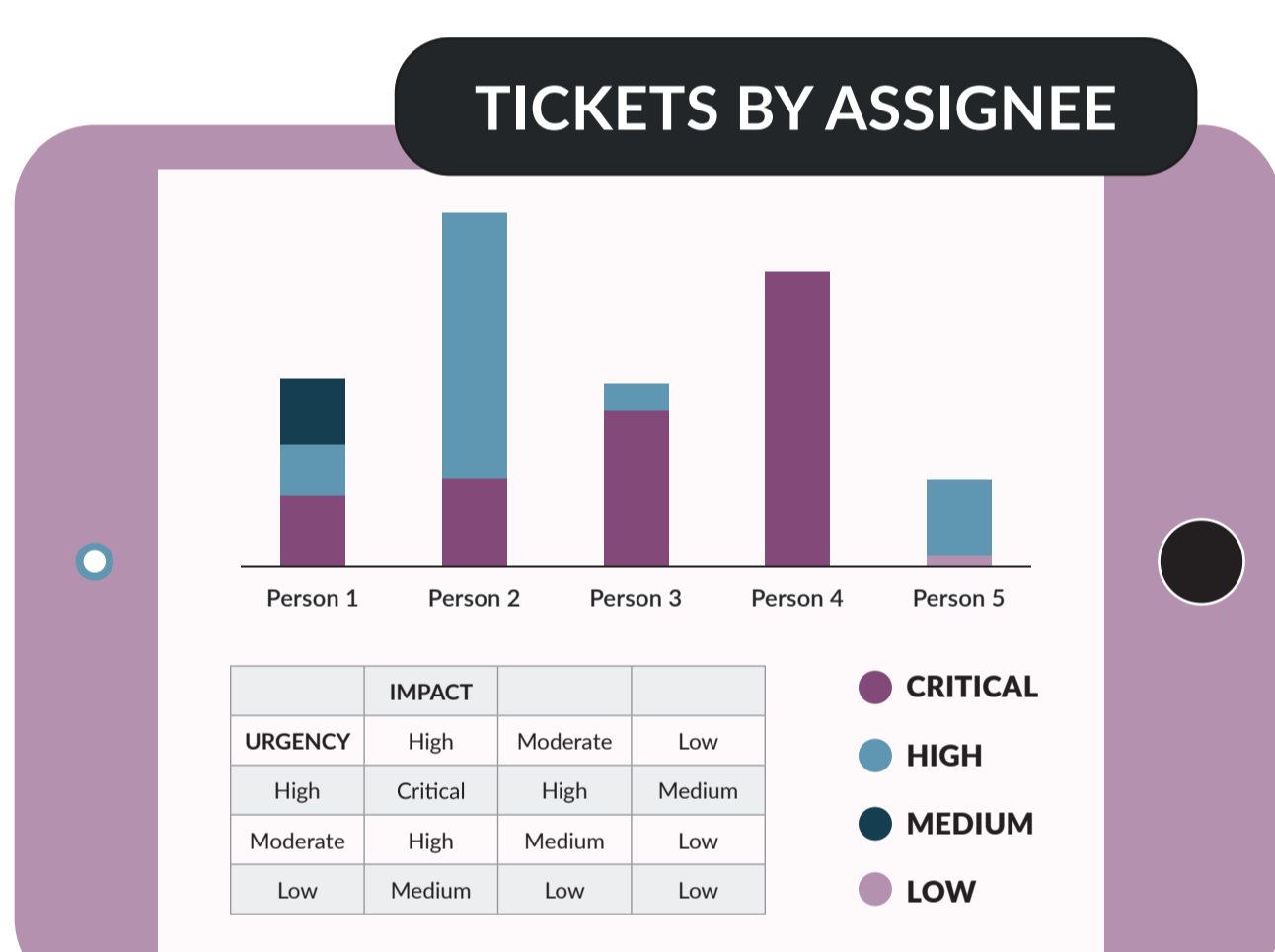
By filtering tickets based on priority and assigning them to the right technician, you can ensure a faster resolution. This also helps you oversee the workload of your technicians and balance their pending tasks.

##### PICANOMICS™ TIPS TO ROUTING APPROPRIATELY.

###### SET UP INTERNAL POLICY:

- Ticket types corresponding to priority.
- Ticket types and priorities corresponding to the skill set of technicians.

Set up workflow based on qualities of tickets (ticket title) to update priority of the ticket



### 3

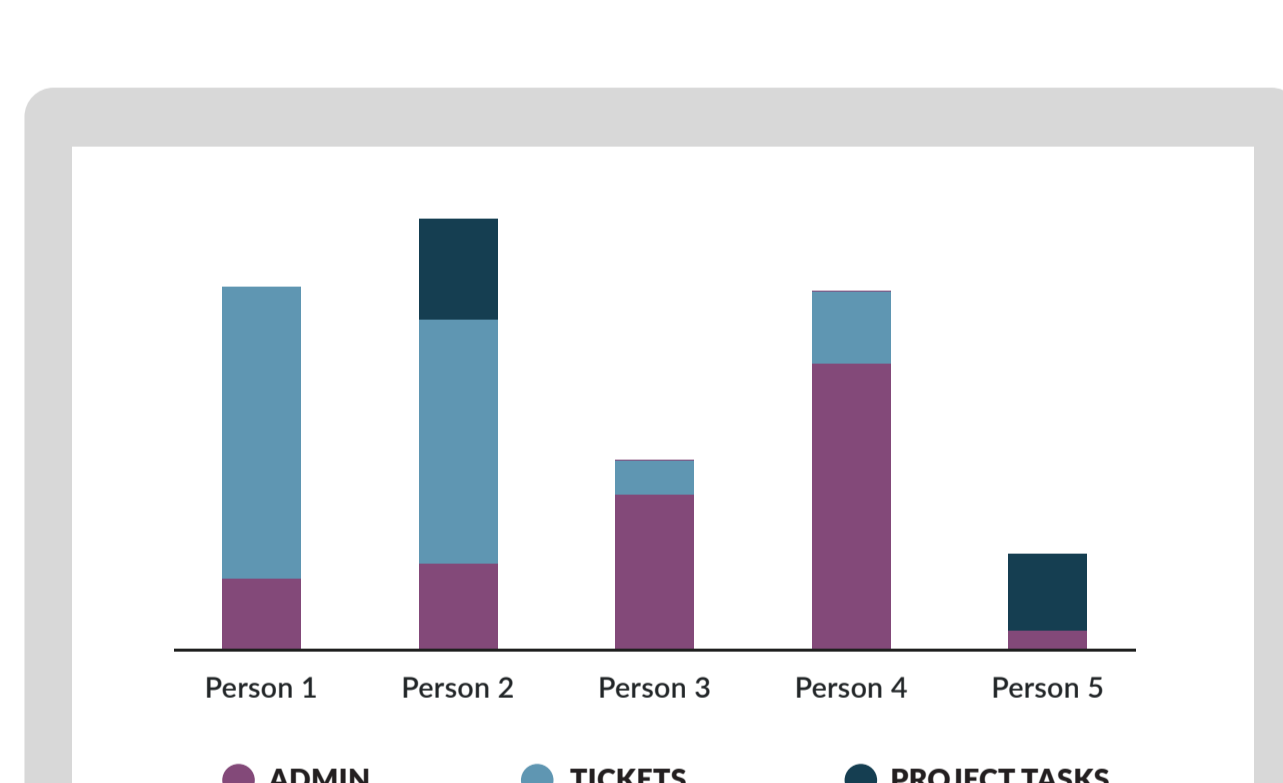
#### TIME LOGGED

- Time tracking helps MSPs measure service desk capacity.
- It also brings to light where your technicians are spending their time to plan for optimization.
- Time tracking also helps MSPs determine their threshold and adjust their internal policy based on roles.



##### WHY IT'S IMPORTANT:

When there is no clear time tracking based on categories, you won't have a clear understanding of the capacity of your service desk based on their roles and functions. With this, you can set goals and expectations for the team to optimize your service desk and adjust capacity as needed.



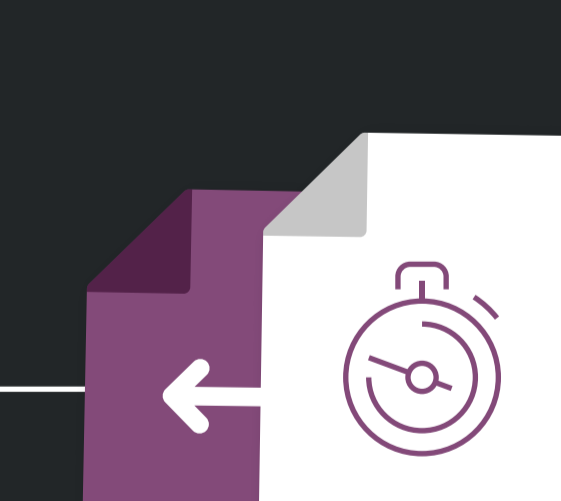
##### PICANOMICS™ TIPS FOR OPTIMIZING TIME LOGGED BASED ON ROLES.

- Technicians: At least 70% ticket tasks and 20% admin (documentation + timesheets)
- Team lead: Configuring PSA/documentation/scripting = 70% admin
- Project management: Tickets + project tasks should be at least 70% and 20% admin

### 4

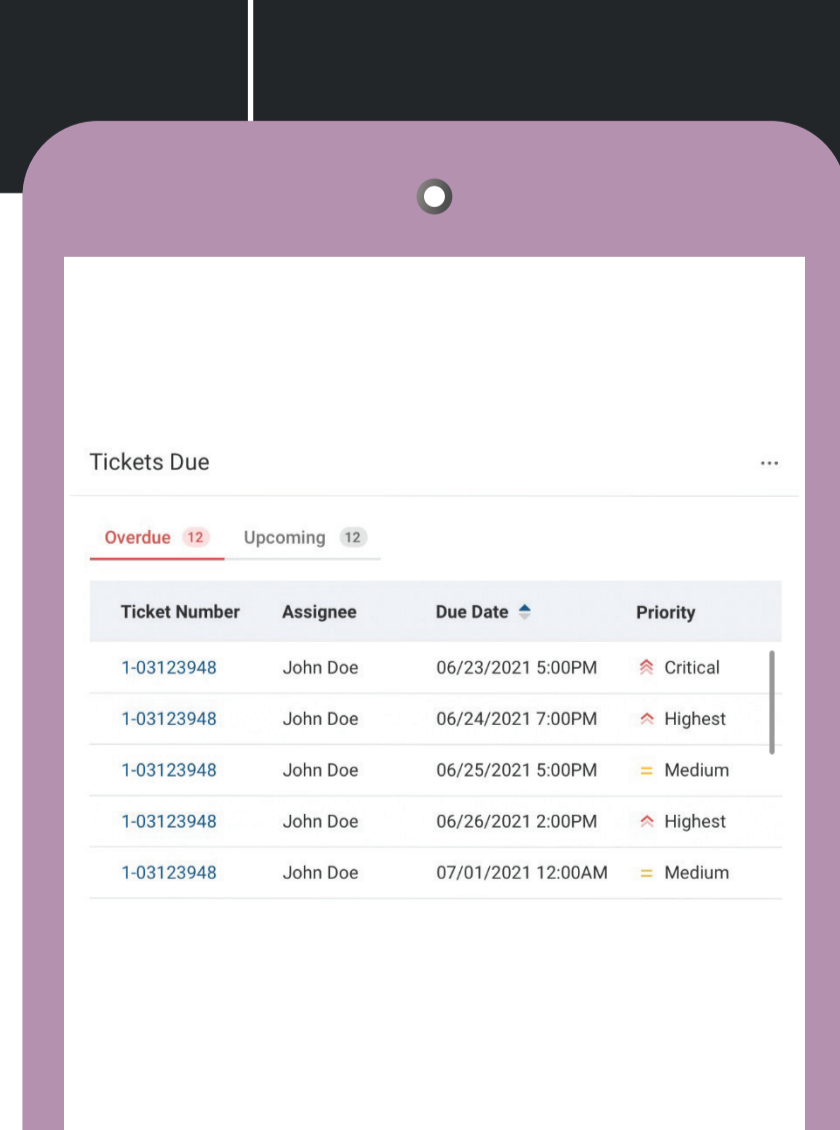
#### TICKETS DUE

- As a policy, you should not have any tickets older than seven days.
- If there are overdue tickets still pending, you need to get to them instantly and assign them the highest level of priority.



##### WHY IT'S IMPORTANT:

A high number of overdue tickets indicate that you have employees waiting in line with unresolved issues. This can significantly affect your customer satisfaction. You need to examine your service desk capacity and escalation policy more closely.



##### PICANOMICS™ TIPS TO AVOID OVERDUE TICKETS.

- Route tickets properly based on skill set and capacity, and make sure your tickets are closed in a timely fashion.

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