

5 PROCESSES TO AUTOMATE TO MAXIMIZE PROFITS

Managed service providers (MSPs) perform a variety of tasks for their customers and face a number of challenges dealing with their complex IT infrastructures. According to a McKinsey report, *45 percent* of current paid activities can be automated by today's technology which is an equivalent of \$2 trillion.¹ Automating IT processes helps MSPs perform operations efficiently, keeping operational costs low and frees up time for technicians to focus on other revenue-generating activities.

Although there is no foolproof way to eliminate all time-consuming and repetitive tasks, leveraging automation for certain processes will deliver a significant return on your investment.

Checklist for Automating Processes to Increase Profitability

Not sure where to get started with automation? These guidelines will significantly reduce your operating expenses and boost your net profits.

PROCESS



NETWORK ASSESSMENTS

1 **GUIDELINE**

Network assessments include scanning of network device configurations to detect violations of internal and external security policies. Automating monthly network assessment of your client's environment can keep your client secure and also help you uncover a new source of revenue.


GUIDELINE

Expand your endpoint monitoring services to include automated configurations of devices, proactive alerting and predictive data analytics.

Increase your team's efficiency by automating network management with automated device configuration. Be proactive and manage your client's alerts before they become aware of issues. Automating alerts by setting policies and baselines enables you to avoid disasters and lose money for unheeded consequences.

Another important monitoring process, patching, is extremely time-consuming and is usually done after office hours. Automating the patching process will not only secure your client's environment but make your engineers happier as they won't have to toil late nights, keeping them refreshed, and allowing them to work on more challenging tasks maximizing your engineer utilization.

PROCESS



ENDPOINT MONITORING

GUIDELINE

Providing only backup services is not enough for business continuity.

3 Avoid downtime and disruption by automating backup and disaster recovery processes. Ensure your Disaster Recovery as a Service (DRaaS) service level agreements are met by automating recovery testing.

Customers have a varied backup and disaster recovery needs depending on strategies and service-level agreements. Leverage a multi-tier strategy to address your customer demands.

PROCESS



DISASTER PREPAREDNESS

GUIDELINE

Increase profits by streamlining inefficient on-boarding and off-boarding processes. Save time by automating user on-boarding processes such as software deployment, documentation, etc. Establish a good relationship with your client by demonstrating faster time-to-value and increased operational efficiency.

PROCESS



ON-BOARDING AND OFF-BOARDING

GUIDELINE

Service desk plays a pivotal role in an MSP's business performance and prospects. Automate service desk functions such as routing tickets, assigning tickets, ticket remediation and tracking ticket responses for improved efficiency.

5 Automating IT documentation maximizes the output of your technicians by providing them information at their fingertips while resolving any ticket. Solving customer issues on time keeps your customers happy and helps you reduce your churn rate.

PROCESS



IT HELP DESK FUNCTIONS

Now that you have a general gist of which IT processes could be automated to maximize efficiency and profitability, the next step would be looking for a solution that fulfills all your automation needs.

For options on efficient IT automation solutions, [click here](#).

Sources:

1. Four fundamentals of workplace automation, McKinsey.