BitTitan
MSPComplete

# Managed Services Automation for Modern MSPs

Achieving maximum profitability in the cloud era is not easy, especially for MSPs transitioning to reccurring revenue and managed services businesses.

- Launching new services is costly and time consuming
- Service delivery costs are high and unpredictable due to inefficiency

- Lack of change management stunts growth and frustrates teams
- Employee turnover risks loss of intellectual property

In a perfect world, your business is free to grow uninhibited and your people are free to focus on what they do best.

We're building that world with MSPComplete®.

ACHIEVE POWERFUL, SUSTAINABLE, AND SCALABLE GROWTH.
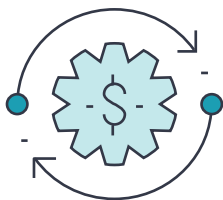
Revenue
Grow sales with turnkey managed services.

Profit
Standardize teams and optimize how people work.

IP
Document, protect, and scale your knowledge.

> MSPComplete is helping us streamline our operational processes so we can focus our time entirely on our clients. We're more profitable, our clients are more successful, and our people are happier at work every day.

Matt O'Donnell
President, Attunix

Powerful delivery is in the details

Optimize every step of your service delivery to use your teams efficiently, reduce costs, and standardize quality.

DASHBOARD
- Project delivery overview
- View active services
- Track progress updates

SERVICE
- Match and assign tasks to staff
- Deliver with prescriptive guidance
- Track task completion down to the second

TEAMS
- Organize functional teams
- Assign tasks to team queues
- Automatically load balance work

FEED
- View personalized notifications and alerts
- Stay on top of deadlines and SLAs
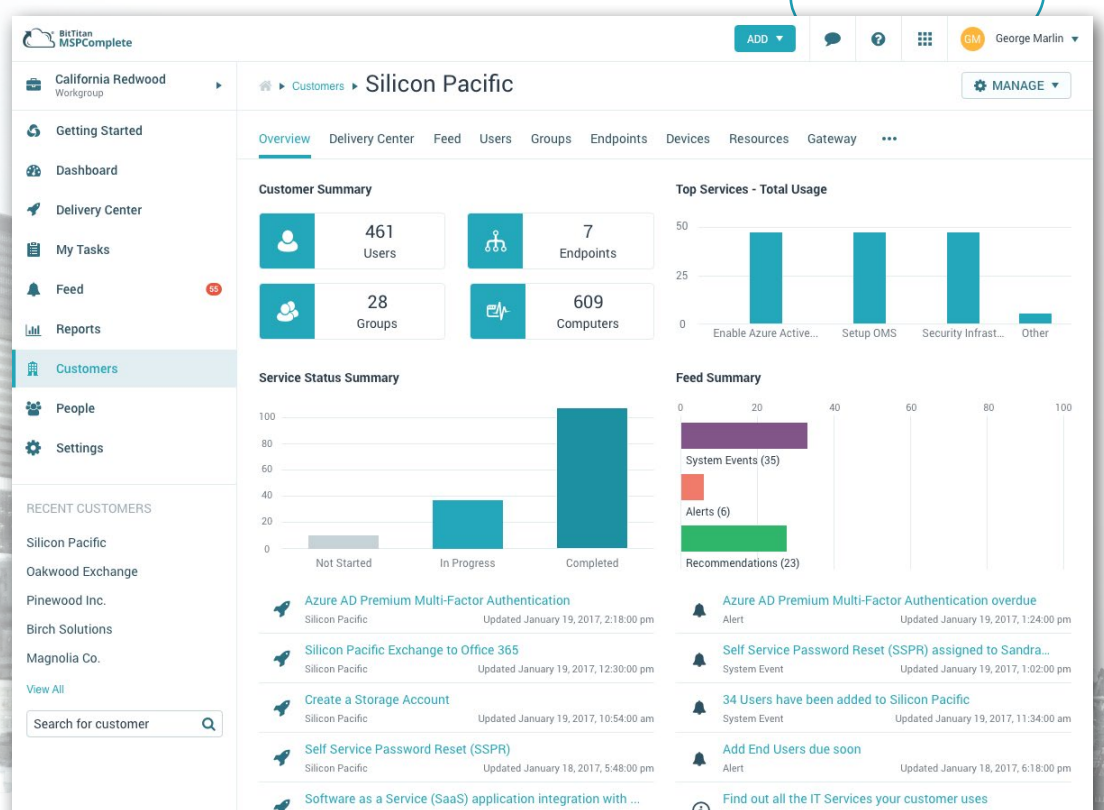- Receive updates on new customers

REPORTS
- Measure and track delivery costs
- Benchmark services profitability
- Leverage insights to make strategic decisions

> "Standardization is the key to profitability for MSPs. MSPComplete is a game-changer. We didn't have anything like it at New Signature."

Chris Hertz
Former CEO, New Signature

BitTitan MSPComplete

ADD ▼   George Marlin ▼

California Redwood
Workgroup

🏠 ▶ Customers ▶ **Silicon Pacific**   ⚙ MANAGE ▼

- Getting Started
- Dashboard
- Delivery Center
- My Tasks
- Feed — 55
- Reports
- Customers
- People
- Settings

RECENT CUSTOMERS

Silicon Pacific
Oakwood Exchange
Pinewood Inc.
Birch Solutions
Magnolia Co.

View All

Search for customer

Overview   Delivery Center   Feed   Users   Groups   Endpoints   Devices   Resources   Gateway   •••

Customer Summary

461 Users
7 Endpoints
28 Groups
609 Computers

Top Services - Total Usage

Enable Azure Active...   Setup OMS   Security Infrast...   Other

Service Status Summary

Not Started   In Progress   Completed

Feed Summary

System Events (35)
Alerts (6)
Recommendations (23)

Azure AD Premium Multi-Factor Authentication
Silicon Pacific   Updated January 19, 2017, 2:18:00 pm

Silicon Pacific Exchange to Office 365
Silicon Pacific   Updated January 19, 2017, 12:30:00 pm

Create a Storage Account
Silicon Pacific   Updated January 19, 2017, 10:54:00 am

Self Service Password Reset (SSPR)
Silicon Pacific   Updated January 18, 2017, 5:48:00 pm

Software as a Service (SaaS) application integration with ...

Azure AD Premium Multi-Factor Authentication overdue
Alert   Updated January 19, 2017, 1:24:00 pm

Self Service Password Reset (SSPR) assigned to Sandra...
System Event   Updated January 19, 2017, 1:02:00 pm

34 Users have been added to Silicon Pacific
System Event   Updated January 19, 2017, 11:34:00 am

Add End Users due soon
Alert   Updated January 18, 2017, 6:18:00 pm

Find out all the IT Services your customer uses

Go to market with confidence

With the MSPComplete Services Library and Delivery Center, you get everything you need to capture your process, create new IP, and quickly launch turnkey services around popular products.

SERVICES LIBRARY

Sell and deliver 100+ turnkey services built by BitTitan experts.

- Launch new services quickly with prescriptive guidance
- Utilize automation for repeatable service delivery
- Add or edit instructions within tasks and services

| Products	Components
✔ Azure IaaS, OMS, & ASR	✔ Assessments & Cloud Readiness
✔ Exchange Online	✔ Migrations & Onboarding
✔ Skype & Cloud PBX	✔ Monitoring & Reporting
✔ OneDrive & SharePoint	✔ Management
✔ Advanced Threat Protection	✔ Incentives
✔ Desktop Hardware/Software	✔ Customization
✔ EMS Intune & AAD Premium	✔ Security
✔ Amazon WorkMail	✔ Help desk

BUILD YOUR OWN CUSTOM SERVICES

Differentiate your portfolio and protect your intellectual property.

- Define, document, and protect your best practices as custom services
- Modify BitTitan service templates to match your preferred process
- Increase the value of your business with a repository of IP

DELIVERY CENTER

Track, manage, and deliver project and management services to users, endpoints, or groups.

- Centralize service delivery
- Manage your service templates
- See service progress across customers
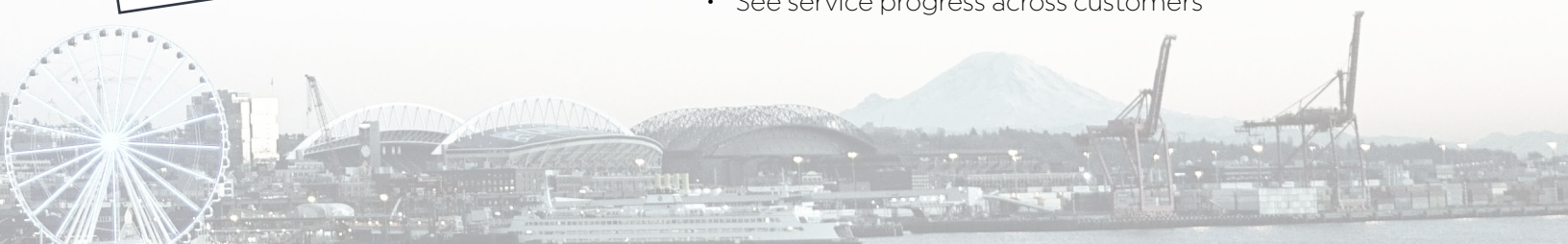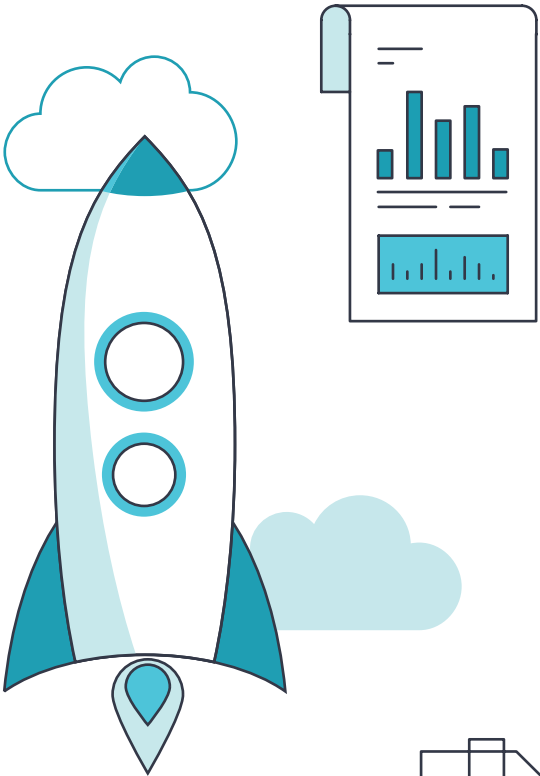
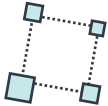# Everyone on your team can reach their maximum potential with MSPComplete.

CEO
Increase your valuation

- Create new intellectual property
- Expand your services portfolio

SENIOR ENGINEER
Love your work

- Eliminate menial tasks
- Focus on complex problems

PROJECT MANAGER
Scale across projects

- Communicate easily, fix problems
- Increase customer satisfaction

JUNIOR ENGINEER
Grow with confidence

- Onboard more quickly
- Learn new skills by doing them

SOLUTIONS ARCHITECT
Focus on what matters

- Launch new services quickly
- Scale best practices

> For us to be able to scale as a cloud business, we need to automate our processes as much as possible. MSPComplete allows us to scale to a level we wouldn't otherwise be able.

Darryl Sicker
Cloud Solution Manager, United Data Technologies

Get started free, take the platform tour, or get a live demo by visiting

www.bittitan.com

About BitTitan

BitTitan is the global leader in Managed Services Automation, transforming technology services providers into modern managed services providers. We create a world where organizations can focus on what they do best; a world where people can focus on what makes them successful. Our MSPComplete® platform empowers organizations to realize their maximum potential through business process automation. Technology is invisible. Companies work better. People are happier.

BitTitan.com

/company/BitTitan

Sales@BitTitan.com

/BitTitanTV

@BitTitan

/BitTitan

MSPC_4PG_DATA_ENG_2017_04
Photos: Romaric Juniet (cover), Melissa Ferrer (interior)