

Why You Should Move from Service Desk to N-able MSP Manager

A short journey to growing your IT business

Service Desk is great at keeping IT environments up and running, but it may lack active updates and new feature releases designed to help MSPs to grow their business.

N-able™ MSP Manager is the ticketing and billing solution actively developed by N-able; it offers technically superior functionality and scalability compared to other products in the market. MSP Manager seamlessly integrates with our RMM solution to help provide nearly everything small and medium-sized MSPs need to thrive—while offering prompt and proactive service.

MSP Manager enables MSPs to accomplish more, faster, and helps ensure time spent on customer services are accurately tracked for end of month billing. It exports billing data to either QuickBooks® or Xero® accounting software for faster and accurate invoice creation.

Superior features available with MSP Manager

SSO (single sign-on)—N-able RMM and MSP Manager combine to create a cost-effective, unified, cloud-based IT business solution providing end-to-end customer service. You get remote monitoring and maintenance for ticketing, reporting, and billing—all from a single pane of glass.

Improved user interface—Interactive workspaces allow you to customize your dashboard to suit your workload and create your preferred workspace design.

Real-time ticketing—Tickets instantly display on screen, providing immediate visibility on critical incidents.

User stats and analytics—Technicians can view ticket information, including time spent working on them, for accurate client billing. This also reminds them to mark tickets as billable.

Improved timer workflow—A start/stop timer accurately records billable hours and is available on the dashboard.

Custom knowledge templates—You can set up your IT documentation how you like.

Remote control to the device from MSP Manager via Take Control—Remotely access your customers' devices from your asset list, as well as from workspace pages, so you can perform complex tasks or quickly access advanced features.

Xero integration—Export invoices to Xero accounting platform.

Improved Mobile App—Allow technicians to update tickets when on-site or on-the-go.



Additional reasons to migrate

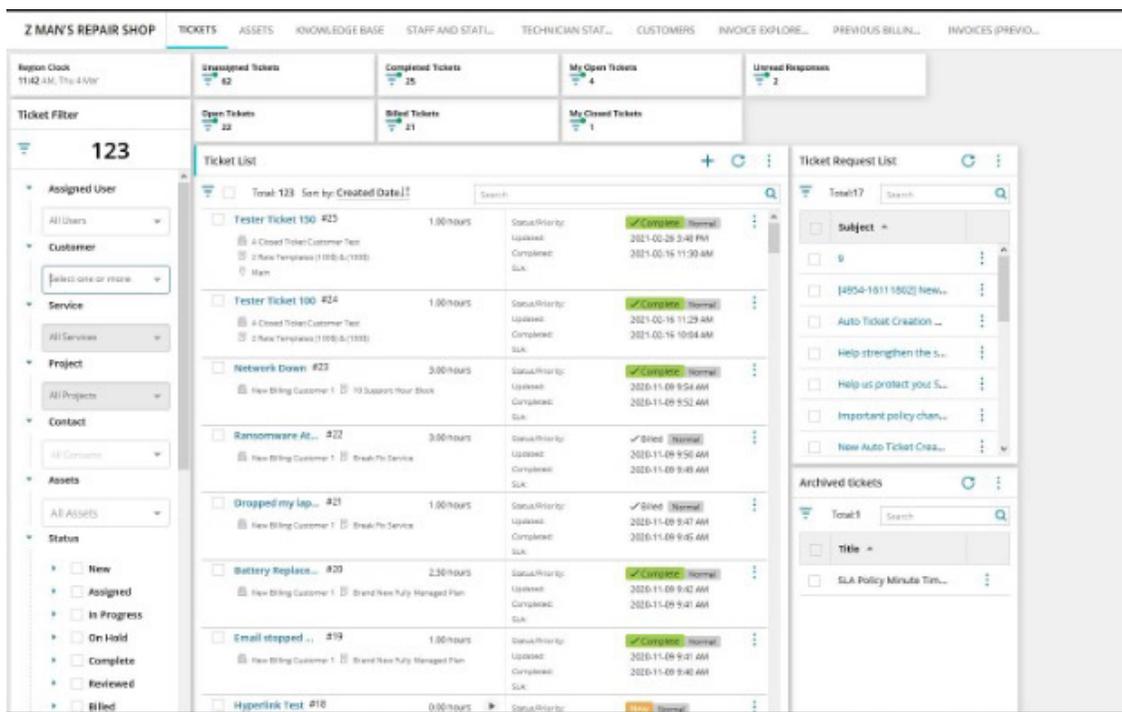
Price—Existing Service Desk partners can upgrade to the superior MSP Manager at the same price they currently pay*.

Migration and onboarding support—A dedicated N-able migration specialist will help you throughout the migration process, from assessing your needs and data to the actual migration and onboarding.

Need more information? Check out our FAQ.

To access your migration offer, please reach out to your account manager or contact us at:

MSPMigrate@solarwinds.com



Help Desk Workspace

*Terms and conditions apply. Offer available until June 30, 2021.