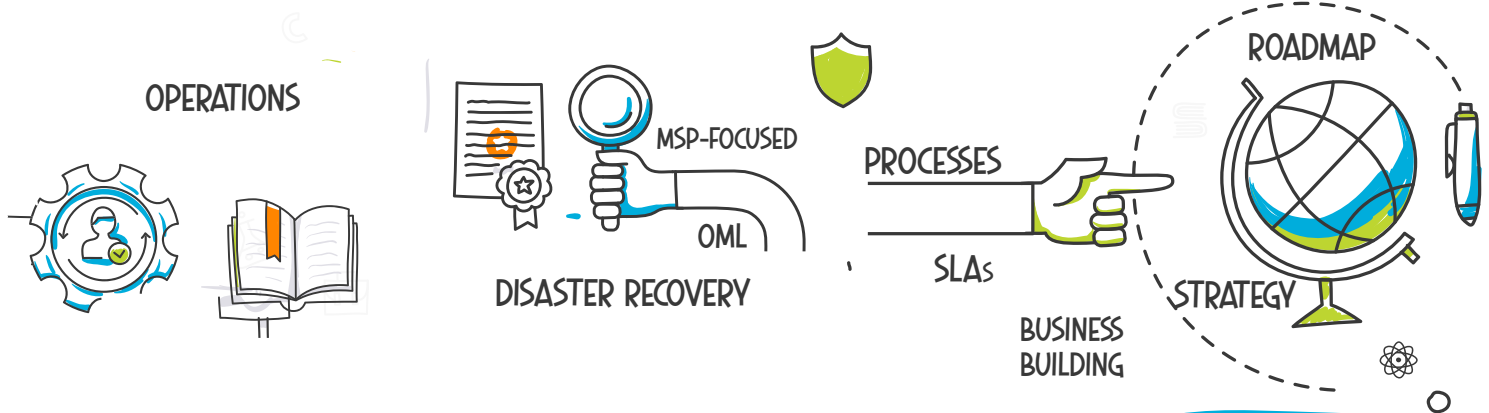# MSP Compass | MSP COMPASS

Transform Your MSP with Virtual CIO

If your MSP is mired in slow-growth mode, struggling to scale or challenged to apply the same levels of tech and operational standardization in-house as you do with your clients—we can help.

To start, our vCIO team gets the lay of the land—assessing your technology and operations status quo. Then we help you design a detailed strategy that optimizes your business resources to better serve your customers. Our MSP Compass service will elevate the operational maturity level (OML) of your MSP, regardless of your current stage of maturity, size, and growth.

OPERATIONS · MSP-FOCUSED · OML · DISASTER RECOVERY · PROCESSES · SLAs · BUSINESS BUILDING · ROADMAP · STRATEGY

Tech Strategy Roadmap

Tactical evaluation of the role of technology in your overall MSP strategy; create a blueprint for how IT drives key business outcomes in the next 3-5 years—for you and your clients.

IT Project Designs, Migrations, and Implementation

Design and implement IT infrastructure upgrades to drive digital transformation.

Disaster Recovery & Business Continuity

Prepare your IT infrastructure and operations to weather an outage; craft, implement and test proven processes and procedures to safeguard mission-critical functions during and after a disaster.

IT Policies & Governance

Put in place best-practice IT policies and governance standards to protect your MSP.

Business Process Optimization

Assessment of current operational tempo, structure, and workflows to improve scalability of clients and engineering resources.

PSA/RMM tool configuration & workflows

Review current PSA and RMM tools for optimal configuration; evaluate efficient usage, security, reporting.

Service Desk Processes

Evaluate processes and documentation of ticket lifecycle, change management and quality assurance.

SLA Management

Full assessment of metrics, processes, response and resolution of SLAs both current and future state

Ready to realize the full potential of your MSP? Let's talk about how MSP Compass can transform your business. sales@itbd.net