

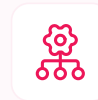
The Ultimate Solution for Managed Service Providers



**Helpdesk
Management**



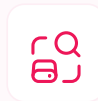
**Client
Management**



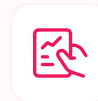
**Project
Management**



**Remote Monitoring
Management**



**Network
Monitoring**



**Reporting
and Analytics**



Customer Support and Onboarding

SuperOps is the top choice for Managed Service Providers (MSPs) looking to streamline operations and enhance client service. It combines all essential tasks into one platform, eliminating the need for multiple tools. This all-in-one system integrates ticketing, project management, team oversight, and remote monitoring with powerful client management features.

The platform's true strength lies in its cohesive ecosystem. This level of integration extends to every aspect of MSP management, from built-in documentation to comprehensive asset management and client portals.



Helpdesk Management

Streamlined Ticketing Process

- Multiple ticket creation channels:
 - Emails for traditional communication
 - Comprehensive self-service portal with process-specific forms
 - System tray icon for quick incident reporting
- Efficient handling of various IT processes with customizable forms for specific needs, allowing users to input necessary information tailored to each process.

Advanced Ticketing Automation

- Runbook Automation
 - Create standardized operating procedures for common processes
 - Simplifies technician onboarding by providing relevant tasks and replies for each problem
 - Automates crucial processes like onboarding, offboarding, and asset requests
 - Significantly improves IT department efficiency.

Side Conversations and AI Features

→ Side Conversations in tickets:

- Enables third-party talks on ticket page
- Improves context and efficiency

→ AI integration:

- Helps frame emails to third parties
- "Get AI Summary" for quick ticket overviews
- Boosts productivity and clarity

→ Monica AI (SuperOps's AI SuperCompanion for Growth):

- Hyper-personalized AI for IT professionals
- Prompt Builder and Rephrase: Customizable prompts for every role and context
- Smart Worklogs: Automated, accurate, and well-formatted worklog entries
- Recommended Solutions: Monica intelligently suggests solutions from similar tickets (across clients) and the web, automatically updating fields to accelerate resolution times.
- Monica identifies past similar tickets from the same client, enabling proactive problem solving and long-term efficiency.



Client Management

Comprehensive Client Portal

- Integrated custom ticket form creation with client-specific options
- Access to knowledge base articles via SuperOps' IT documentation module
- Remote access provisioning for clients through Splashtop's Work From Home licenses
- Fully white-label capacity for consistent branding and user experience
- Tailored access to forms based on client login
- Client SSO support for portal login, ensuring a higher level of security

Time Tracking & Technician Productivity

- Industry-leading time tracking from anywhere (platform, mobile app, Chrome extension)
- Smart tracking features for high-level resource allocation insights
- Crucial for efficient MSP operations, accurate billing, and increased profitability by eliminating time estimation guesswork

Contracts Management

- Streamlined contract creation with customizable templates
- Direct integration of client information and work hours into contracts
- Centralized view of all contract details for easy management and reference

Invoicing and Quoting

- Comprehensive client information dashboard:
 - View client details, payment status, invoices, and conversations in one screen
 - Simplifies client management and improves communication
- Smart invoice revision process:
 - Audit work logs, quantities, and unit prices before finalizing invoices
 - Ensures accuracy and transparency in billing
- Integrated quote management:
 - Create and track quotes from creation to billing and payment
 - Facilitates a smooth transition from proposal to project execution
- Predictable cash flow management:
 - Tools to monitor and forecast financial performance
 - Helps MSPs maintain financial stability and plan for growth



Project Management and Tasks

Integrated Project Management

- Comprehensive project management capabilities within the same platform
- Manage complex projects like O365 to Gmail migration or network infrastructure setup
- Single pane of glass view for all project-related activities
- Efficient task creation, assignment, and tracking



Remote Monitoring and Management (RMM)

Unified and Comprehensive Asset Management

- Covers both reactive and proactive troubleshooting for client networks
- Policy-driven management powered by:
 - Condition-based alerting for timely issue detection
 - AI-powered alerting for predictive maintenance

Advanced Features

- Script-powered automation for routine tasks across client networks
- Third-party software management for comprehensive control of client environments
- Data backup and cybersecurity at scale for robust protection of client data
- Integrated remote desktop functionality for efficient support across multiple clients

Consolidation of Tools

- Eliminates the need for separate tools, addressing common pain points:
 - Unified solution for patching across client networks
 - Integrated software management for multiple clients



Network Monitoring

Centralized Management and Device Information

- Manage all endpoints and network devices from one intuitive interface
- Monitor multi-vendor networks with auto-detection of devices from 250+ manufacturers
- Access detailed, device-specific data tailored for switches, routers, firewalls, and more
- Leverage SuperOps' extensive OID library of 10,000+ devices for automatic detection of device type, manufacturer, and model

Remote Troubleshooting and Flexible Monitoring

- Fix network issues remotely by accessing the terminal of SSH-enabled devices directly within SuperOps
- Choose between ICMP and SNMP monitoring to ensure comprehensive coverage of all devices
- Set up proactive network policies to stay ahead of potential issues and minimize Mean Time to Repair (MTTR)



Reporting and Analytics

Data-Driven Insights with Customizable Dashboards

- Provides actionable insights for informed decision-making across client accounts
- Build unique dashboards tailored to specific organizational, technician, and client needs
- Flexibility to absorb data from multiple sources within the platform

Actionable Reports that Empower IT Teams

- Comprehensive reporting suite designed to showcase team value and outcomes to clients
- Facilitates routine sharing of insights with clients and company leadership
- Various report types are available, including:
 - Performance metrics and SLA compliance
 - Ticket volume and resolution trends
 - Asset health across client networks
- Enables data-backed decision-making for continuous improvement of IT operations



Customer Support and Onboarding

Superior Customer Support

- 24/5 availability across phone, email, and chat
- Quick and efficient issue resolution
- Transparent product roadmap
- Close collaboration with customers for feature development

Seamless Onboarding

- Included in the subscription at no extra cost
- Smooth transition to SuperOps platform

Comparative Analysis

- Other tools rely heavily on community forums, resulting in slower, less personalized support
- Competitors often charge additional fees for onboarding services
- SuperOps offers a more comprehensive and cost-effective support and onboarding experience