



Streamline your **MSP delivery** with our **all-in-one platform**



Problem

For Managed Services Providers (MSPs), the integration of Asset Management, IT Service Management, and Security Compliance is pivotal. Engaging with various stakeholders and steering the strategic roadmap are crucial components. However, the prevalent approach—relying on spreadsheets, Word documents, PowerPoint presentations, SharePoint, and Teams—poses significant hurdles:

- ◆ Lack of visibility
- ◆ Inconsistent data
- ◆ Inadequate technology foundation
- ◆ Delayed response

Solution Overview

Our platform revolutionizes the Managed Service Provider (MSP) model with a technology-driven solution that integrates asset management, IT service management, and security compliance on a single platform. It provides centralized visibility across all management areas, simplifies complexity, and supports informed decision-making by consolidating data sources into a unified truth, thereby improving data integrity.

Advanced analytics enable proactive decision-making and strategic planning, while our streamlined processes facilitate rapid response and effective communication among stakeholders. This comprehensive approach empowers organizations to continuously monitor, improve efficiency, engage strategically, and confidently drive their roadmap.



15–25% effort reduction in time to remediate and respond

Key Benefits

- ◆ Streamlined managed services operations—from onboarding, steady-state management, and continuous improvement programs, to driving strategic roadmap
- ◆ Comprehensive 360-degree view
- ◆ Automation through continuous risk analysis and collaboration
- ◆ Reduce support and management user licenses on existing IT software systems

How It Works

SmarterD serves as a centralized platform that integrates seamlessly with information sources like ServiceNow, Qualys, and other major sources to provide a comprehensive view of your IT landscape.



1. **Centralized Information Management:** SmarterD provides a unified platform for managing and tracking information across service delivery, highlighting data interconnections with a click of a button for swift, informed decisions.



2. **Comprehensive View:** Support engineers and management can now leverage SmarterD for immediate insights into their IT and Security ecosystem.



3. **Automation:** Leverage AI/ML, Rules, Workflows, and data correlation to understand exposure and respond proactively to potential risks.



4. **Collaboration:** Built-in collaboration tools—alerts, reminders, task management, and meeting management—help facilitate delivery team and stakeholder communication.



5. **Management Dashboard:** A comprehensive dashboard offers a snapshot of the IT health, execution status, and facilitates strategic planning and investment decisions.

SmarterD supports seven key workflows that are critical to delivering and managing service delivery:



In essence, SmarterD elevates managed services by providing a robust next-gen foundation for data integration, risk management, and strategic planning, ensuring your organization is well-equipped to handle the complexities of today's IT environments.

Testimonial

Bahwan CyberTek (BCT), a global digital transformation solutions provider, leveraged SmarterD to build digital value, strengthen core security, and implement risk-aware frameworks for clients. As Balaji Sundaram, COO at BCT, states, "Managed services is a high growth initiative. We want to grow the managed service practice and revenue. What we've been able to achieve in the last 18 months is a good indication." Manoj Raj, SVP at BCT adds, "SmarterD helps us take managed services to the next level."

For more details, visit www.smarterd.com or send us an email at info@smarterd.com.