

Subject Line: Are your operations scalable?

Hi, [FirstName],

Are you noticing any speedbumps in your systems and processes lately?

Speedbumps like:

- ConnectWise is slowing your team down
- Your KPIs are only giving you half-painted pictures of how your business is actually doing
- Your real profitability is not matching what your ConnectWise data says
- Your employee incentives aren't driving your company goals forward

Whether your MSP is a 5-person or 50-person operation, every growth stage presents new operational challenges. And to be honest, they look a bit different for every MSP no matter the phase or size.

Because every MSP is unique.

But, here's what I know to be true: You CAN create systems and processes that will scale with every new goal and growing pain.

That's why I'm holding a 2-day Operations Lab at CharTec.

At Operations Lab, we'll do a deep dive into what's working and not working in your current operations.

We'll unpack:

- where the time leaks are
- the missing pieces in your unique data puzzle
- Reconfiguring your tools to outlast every growth phase (I'm looking at you, ConnectWise!)

- and the human element of it all—hiring and retaining the right people and getting your teams on board with the right processes, even if they don't love change.

But we won't just unpack it all. We'll actually get to work implementing change during the lab.

You'll leave Operations Lab with an actual course of action, not just directionless information overload.

Does this sound like something that could help your MSP?

If I had you at "Systems and Processes", you can [go ahead and book a call](#) to see if Operations Lab is right for you. This is the first step in securing your seat.

If I've piqued your interest, but you're not ready to book a call yet, no worries. [You can learn a little more here.](#)

More soon...

Dan Martin

Operations, CharTec