

Subject Line: Need more techs—or just better processes?

Hi, [FirstName],

Are you having trouble figuring out if you need another L1, L2, or L3 tech? Are your techs working on the right kind of tickets—or are they drowning in work that doesn't match their skillset? What about your SLAs? Are the numbers not adding up?

These are the kinds of operational headaches that can really slow down your MSP.

But they don't have to.

Next week, our Ops Guru, Dan Martin, is leading a webinar to show you how to implement an "ITIL Lite" approach that makes sense for MSPs. We'll discuss how to fine-tune your PSA structure, define tech levels more effectively, and plan your team's capacity better so the right person is working on the right tasks.

Here's what you'll walk away with:

- Clarity on when (or if) you need to hire another tech and at what level
- Strategies to make sure your techs are working on tickets that match their skills
- Tips on how to streamline workload distribution so your team isn't overwhelmed

It's all about making your operations more efficient, so you can focus on growing your business and keeping clients happy.

You still have time to register if you haven't already!

If you're wondering how to get your techs working smarter, this session will give you the answers.

(I'll send out a recording afterward to everyone who registers, so make sure you're on the list!)

Onward and upward,

[SIGNATURE]