

Why ITSupportPanel™ Should Replace Email

We believe ITSupportPanel is the next evolution of IT Support and your clients and their staff are waiting for you to deliver a better experience. It's an app economy, people love using apps, so why are we stuck in the past?

#1 - Email is hard to remember

How do you ensure EVERY person you support knows your email address? The reality is they don't which increases calls.

#2 - Email increases calls

The reason most MSPs get a lot of phone calls is because the end user doesn't know your email address. It's that simple. An App solves that problem.

#3 - Email is a waste of productivity

When you get an email in your PSA, it doesn't come with all the ticket fields completed which incrementally wastes Engineer productivity doing admin.

#4 - Email ends up in double handling

It is very common that end users don't provide you with all the information via email so you end up having to go back and forward to get this info.

#5 - Email isn't a great customer experience

Email is not a great way to wrap your brand. Neither are stickers, mouse pads or squeeze balls. A beautiful App, that's easy to use, on every device is better!

#6 - Email adds no value

With ITSupportPanel you can customize the app for your clients requirements via custom buttons & ITAppsPanel which makes accessing their apps easy!

#7 - Emails doesn't help you communicate

Email is the common form to communicate to your clients BUT it's usually only to the main contacts. ITSupportPanel means every user sees your news!

#8 - Email isn't sticky

When you have an App on their desktop it becomes part of their business process and if it's customized to them it is a very sticky tool for your services.

#9 - Email doesn't promote your brand

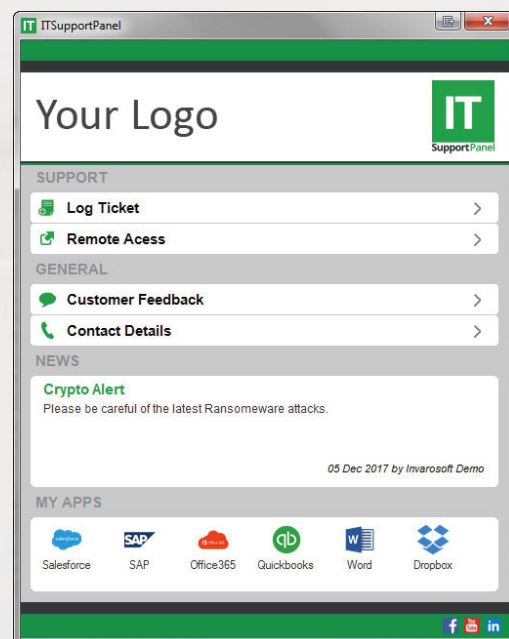
Being able to digitally wrap your brand over every device, Windows, Mac, iOS and Android it a wonderful way to promote your brand.

#10 - Email is not a differentiator

When you are selling your services ITSupportPanel provides a visible difference and added value which clients love. You'll win more monthly support deals!



VS



The Result

Better Customer Experience
Improved Engineer Productivity
Reduced Support Calls
Win New Support Deals

(Improved NPS & CSAT Scores)
(Time Saved)
(By Up to 50%)
(Differentiate & More Referrals)

