



Everything You Need to
Optimize Your **MSP Business**

FINALLY, A BUSINESS MANAGEMENT SOLUTION FOR TODAY'S MSPs

Pulseway PSA is a next-generation business management solution built specifically to help MSPs spend more time selling and delivering services, and less time on non-revenue-generating tasks like billing and project management.

PSA SCALABLE, OPEN, CLOUD-BASED ARCHITECTURE MEANS YOU CAN:

- ✓ Define and deploy new services rapidly
- ✓ Manage client IT projects effectively
- ✓ Monitor service delivery with 360-degree visibility
- ✓ Maximize profitability

REDUCE YOUR OPERATIONAL COSTS

Let's face it. Back-end capabilities, like CRM, service desk and billing, are critical to monitor the pulse of your company, but they don't drive any revenue or new services.

Pulseway PSA is so cost-effective that you will dramatically reduce operational costs right away. At the same time, its intuitive interface makes it easy for your employees to learn and use, and it simplifies tasks so that all departments work more efficiently together.



Everything you need to run your business, and nothing you don't
- all at one low price



SERIOUSLY, WHAT'S NOT TO LOVE?

Pulseway PSA is the most functionally rich business management solution on the market today, to support all your business back-end requirements. It includes:

- ✓ Service Desk
- ✓ Customer Relationship Management
- ✓ Finance
- ✓ Project Management and Billing
- ✓ Time and Expense Tracking
- ✓ Inventory Management

FASTEST IMPLEMENTATION, EASIEST TO USE AND WITH MINIMAL INVESTMENT

Pulseway PSA is built on a modern mobile platform that provides:

- ✓ Fast deployment of new services
- ✓ Web-based access anywhere, any time
- ✓ Virtually unlimited scalability
- ✓ Flexible reporting
- ✓ Open integration with Pulseway RMM and leading accounting systems

Pulseway PSA Product Functionality

Successful MSPs know they need to keep up with changing customer needs. No matter what new services you may offer, Pulseway PSA will get from quote to sell to invoice faster than any other solution in the market.

Service Desk

Spend less time tracking tickets and more time making clients happy with a complete help desk and ticketing solution. Ticketing is now fully integrated with Pulseway RMM, so technicians can manage tickets without switching applications - even on their tablet or smartphone.

Customer Relationship Management System

Maximize your relationships with customers and prospects by keeping track of current accounts, new revenue possibilities, and all past communications in one, simple-to-use system.

Finance and Billing

Simplify billing by automatically creating and posting invoices from time entries and expense reports. Integration with accounting software like QuickBooks® and Xero® is also available out-of-the-box.

Project Management

Effectively manage staff projects and get real-time project status reports, while also improving forecasting through comprehensive project management.



Discover the power of PSA.

Request a demo.

Time and Expense Tracking

Get accurate, real-time data on time and expenses by company, project and employee – no more estimating needed!

Inventory Management

Track inventory, procurement or vendor issues in real-time so you can always stay on top of any issues that come up, as well as make better plans in the future.

A Powerful Combination that works Together

Historically, MSPs have been plagued with disparate solutions. Multiple interfaces, multiple logins and endless clicks. Moreover, there is always this looming fear of data being lost in translation between these tools.

Pulseway provides your MSP business with a complete solution stack to maximize technician efficiency, leading to better customer satisfaction. Combine PSA with our comprehensive RMM solution to get complete control of your business.

Pulseway RMM provides visibility of your clients' networks with full, real-time visibility of workstations, servers, VMs, routers, printers, switches and more. The full function mobile app delivers maximum efficiency by allowing your team to be productive, wherever they are, including full access to PSA ticketing.

Pulseway PSA does not tie down your technicians with linear workflows, and instead allows them to defy the traditional barriers of interface dependency by giving them the freedom to switch between applications how and when they want. No information lost and no workflows broken. Your technicians have all the information they need, when and where they need it, with seamless visibility and functionality for any work stream they are managing.

"We're providing an even broader range of services to an even broader, more diverse range of clients, and the only reason that we're able to do that more efficiently now than we were before, is definitely because of the PSA system that we now have in place."

Business Services Gibraltar Ltd



 **Request a demo today.**

www.pulseway.com