

Why Choose LabTech[®]

REASON #

5

We've Raised the Bar on PSA Integration.

LabTech provides the easiest and most powerful integration into a professional services automation (PSA) solution that's ever been offered. Whether you're an Autotask[®] or ConnectWise[®] user, LabTech's integration takes service management to a whole new level.

Two Solutions Become One

LabTech's deep integration with Autotask and ConnectWise eliminates the delays and inefficiencies associated with email processing of tickets and replaces them with seamless continuity. With LabTech, you can combine the workflow power of your PSA and the visibility of the LabTech RMM platform to create an end-to-end unified solution to better operate and more effectively run your IT services business.

Capture More Billable Time

Add time to a ticket while working on a system or have a script add time for you! This way you don't have to flip back and forth between your RMM and PSA to do simple time entries. Scripts can track the amount of run time and automatically update based on use.

Improve Ticket Management

Create, update, categorize, prioritize and close tickets in your PSA solution. LabTech ticket categories allow for quick and easy mapping of ticket types, as well as the categorization and prioritization of tickets. Don't send every ticket directly to your help desk. Instead, map Exchange server tickets to your Exchange board. Send SQL problems to a SQL alerts board. Get your high priority tickets in front of the experts right away. Every aspect of managing service tickets is customizable for how you work.

Manage Opportunities

Use LabTech to help fill your sales pipeline. Using monitor sets designed for break-fix customers or setting client standards, LabTech can create those all-important opportunities for your sales team to win more business and help you earn more revenue. *(Available with ConnectWise only.)*

Benefits of PSA and RMM Integration

Integrating your PSA and RMM solutions enables you to respond more quickly to client needs, as well as capture and store information to uncover root causes of problems, predict new problems before they occur and simplify troubleshooting for your technicians. In addition, integration enables you to better and more efficiently:

- Manage tickets and tasks
- Capture billable time
- Assign incidents based on devices to the appropriate technicians
- Schedule, automate and track IT tasks
- Identify and manage sales opportunities (*available with ConnectWise only*)
- Report back to clients on service levels and patterns
- Track warranty and agreement expirations
- Maintain accurate client configuration records
- Detect incident patterns within a client or across all clients
- And much more!



“The most tightly connected platforms I’ve seen in the industry.”

George Bardissi, Owner
Bardissi Enterprises

Visit labtechsoftware.com/psa-integration to hear how LabTech’s deep integration with ConnectWise has helped George Bardissi improve processes and capture more billable time in his IT business.

Want to see it for yourself? Get your **FREE LabTech trial** today at www.bluesolutions.co.uk/vendors/labtech/free-trial or call **0118 9898 222** to schedule a live demo.

