

How Octopi Managed Services Saved 7 Hours on End of Month Billing!

Octopi Managed Services experienced a significant reduction in monthly billing cycle hours (8 to 1) when they switched to Syncro!

“Syncro’s billing fit our needs really well. I found with other PSAs that if you didn’t fit their billing model or billing ideals, it was a real struggle to get those bills to go out properly.”



– Trevor Yakel, Director of Managed Services, Octopi Managed Services

Background

Trevor Yakel, Director of Managed Services for Octopi Managed Services, began his career in break/fix and IT management at a law firm and transitioned into the MSP world in 2018. Based out of Winnipeg, Canada, Octopi Managed Services provides a complete approach to IT Support, from Team Management Solutions to Network and Systems Backup and Security.

Challenge

Trevor tried several RMM and PSA products, but Octopi outgrew each one. He found that they weren’t cost-effective for Octopi’s business model. Basic functions, such as SNMP monitoring, weren’t included and drove up operating costs. He ultimately decided to search for a solution with a fully integrated RMM and PSA to streamline Octopi’s billing cycles.

Solution

Migrating to Syncro’s all-in-one RMM and PSA platform produced efficiencies for Octopi’s business processes, especially billing. The **recurring invoicing** feature dynamically counts employees, assets and policies, eliminating manual labor, error and back-and-forth communication. When the tools you use to monitor your clients’ devices and run your business are fully integrated, you can automate time-consuming tasks.

Results After Switching to Syncro



Octopi’s monthly billing cycle hours reduced from 8 to 1 due to Syncro’s **recurring invoicing** system.



The **ticket time-tracking** capability allowed Trevor to easily assess his technicians’ workload and determine whether Octopi could expand the business on current staffing volumes.



Interested in achieving similar results?

Phone: 856-579-6276

Sales: sales@syncromsp.com

Web: syncromsp.com

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