CloudRadial

The #1 Account Management Solution for MSPs and Microsoft CSPs.

Sell more, work less and create happier clients.

Key Benefits

Sell More
Make it easier for clients to order online from your service catalog and provide automated business reviews that keep clients up-to-date with critical infrastructure, security and compliance needs.

Work Less
Educate users so they call less, and then when they do, make it easier for them to pre-categorize tickets and provide complete problem information that feeds straight into ConnectWise.

Create Happier Clients
Give your clients a white-labeled solution that gives them the tools, education, support, insight and control they want and need.

Key Capabilities

Client Intranet / I.T. Portal
Provide clients a white-labeled solution for accessing their cloud applications, shared calendars, knowledge-base articles and broadcast messages. Clients can add their own menu items, knowledge-base articles, service requests and training items, along with those that you provide, to create a blended solution to end-user support.

**Policy Monitoring & Opportunity Alerting**
Monitor your clients with a customizable and agreed upon set of policies that track endpoints, servers, domains, software, data, security and compliance issues. Generate opportunities for remediation projects, infrastructure upgrades, data management and compliance services.
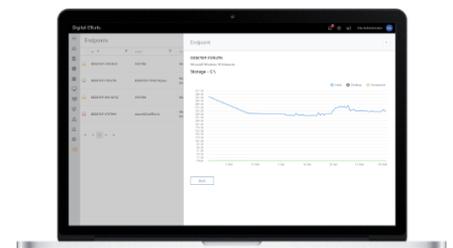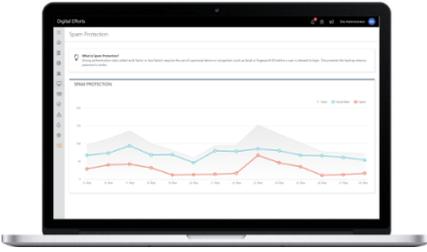
Real-Time Client Reporting

Provide clients complete transparency into their infrastructure, data, security and compliance. Help them make intelligent choices for managing the business policies that affect I.T. management. Plus, provide an easy to access archive of backup and compliance reports for access at anytime.
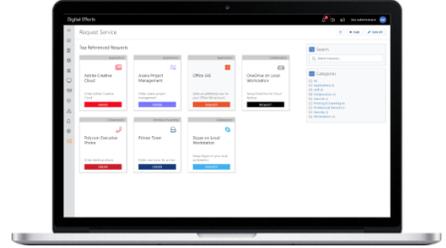
Service Catalog & User Messaging

Let your clients and all of their staff browse your service catalog to simplify the ordering of new equipment, discover new services and start new discussions. Integrated messaging for both account managers and client staff helps connect directly to end-users in your organizations.
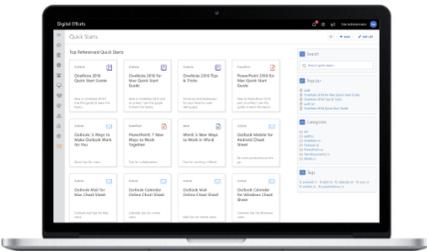
User Training

Provide clients access to quick starts on Office 365 and training courses covering cyber-security and HIPAA. Plus, you or your clients easily add your own quick starts and training courses to help differentiate your solution.
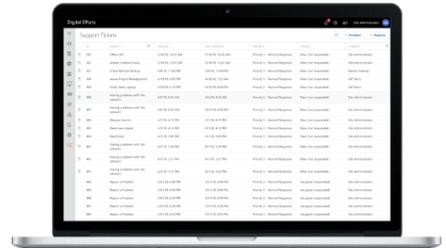
ConnectWise & Office 365 Integration

Keep everything in sync between your users, your PSA and Office 365. Service and catalog requests feed directly into your PSA and continuous synchronization automates contact creation in your PSA from Office 365.

Designed for the Entire Team

Service — Reduces work with pre-written subscription knowledge base content, quick start guides, pre-categorized tickets and users trained to avoid issues.

Marketing — Reaches all the users inside a client to keep them informed about your latest offerings.

Account Management — Monitors client policies and provides opportunity reports that provide a clear picture of aging hardware, security needs and compliance exceptions.

Sales — Differentiates your solution from other providers by allowing you to offer and charge more with advanced tools and capabilities.

Finance — Benefits your bottom line with increased efficiency and expanding revenues.

Start a Trial

There's a lot more to CloudRadial than you'll see here. For the full experience, contact us for free no-risk demonstration or trial at:

www.cloudradial.com

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