INTEGRATION DATASHEET

CloudRadial Integration with Bigger Brains

CLOUDRADIAL INTEGRATION CAPABILITIES

CloudRadial currently has a variety of integrations that are dedicated to helping MSPs save time, money, and resources. These integrations enable MSPs to ensure smooth data synchronization, reduce client noise, enhance productivity, streamline workflows, and manage their clients at scale.

WHAT IS BIGGER BRAINS?

Bigger Brains is an eLearning publisher specializing in engaging online business courses. They offer comprehensive Microsoft apps training, including Excel, suitable for all staff levels. Their courses cater to both just-in-time training and deep dives. Mainly serving MSPs and Non-Profits, they provide various training options, from Microsoft 365 to Business professional courses. This caters to individual users and enterprise companies seeking team training programs. MSPs often use Bigger Brains to provide convenient access to training for their clients.

KEY FEATURES

The Bigger Brains integration with CloudRadial offers over 40 courses in the Mastering Office 365 series as part of any subscription. The Premium Course Library has been expanded to include 193 courses as of July 26, 2023. These courses are assigned to companies (not individuals), simplifying the distribution process. With the custom integration into CloudRadial's University feature, users can directly access their Bigger Brains courses within the CloudRadial Portal.

This integration solves common challenges for MSPs. Instead of investing significant time and resources in creating training materials, MSPs can effortlessly provide their customers with Microsoft 365, security, and business best practices training through the CloudRadial portal. This ensures immediate availability of high-quality training for their clients. For more details, the list of courses is available on our website: **Bigger Brains Integration for MSPs - CloudRadial.**

- **Streamline Training:** MSPs can significantly streamline their training processes by leveraging Bigger Brains' pre-created and comprehensive courses. Instead of spending valuable time and resources developing training materials from scratch, MSPs can readily access a library of high-quality courses, allowing them to focus on delivering top-notch services to their clients and less on figuring out how to facilitate effective training sessions.
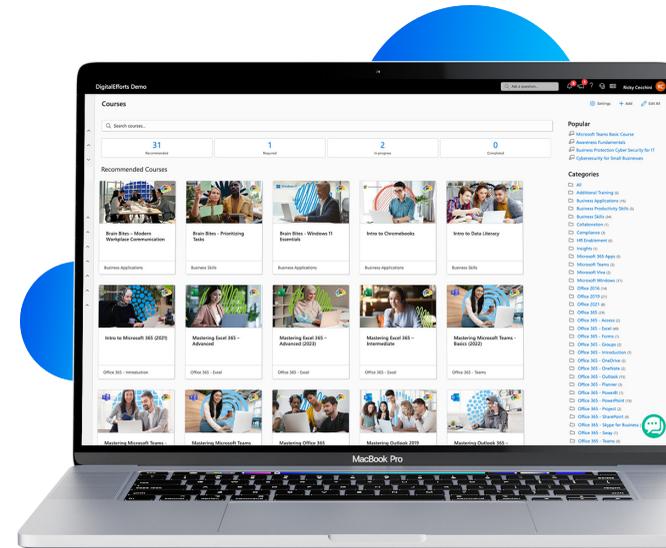
- **Generate Recurring Revenue:** By bundling the content subscriptions with a convenient monthly fee, MSPs can offer their clients continuous access to extensive training materials. This subscription-based model helps MSPs secure monthly recurring revenue and reinforces their role as valuable partners in their customers' growth and success, as they can cater to each client's wants and needs.

- **Enhance Training Options:** This integration enables MSPs to offer diverse training to their customers. By providing a wide array of training options, MSPs can strengthen their relationships with clients, deepen their value proposition, and position themselves as comprehensive solution providers in the highly competitive market.

HOW DOES THIS INTEGRATION HELP MSPS?

By integrating Bigger Brains courses directly into CloudRadial, MSPs can allocate more resources to address their customers' specific wants and needs, reducing the time and effort spent creating custom training content.

Bigger Brains offers diverse training subjects, covering Microsoft 365, essential business practices, and compliance training. This comprehensive selection not only aids IT training but also equips employees at various leadership levels with essential professional skills and best practices to excel in their roles.

The integration also enables MSPs to tailor their customers' portals to suit their unique requirements, ensuring a fully personalized experience. Through the power of self-service, clients can access training materials that will empower them and give them the tools to learn at their own pace. This streamlined approach saves time and resources, ultimately driving greater productivity and success for the MSP and their customers.

PRICING*

The premium library is $40/month for 100 seats and may be purchased and assigned from the CloudRadial portal. Seats are assigned by company, not by individual user.

*Pricing as of July 31, 2023. Subject to change.

SUPPORT DOCUMENTATION

Integrating the Bigger Brains Course Catalog – CloudRadial
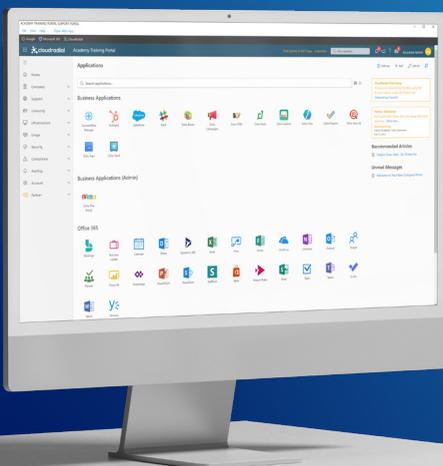
CloudRadial is a Client Services Automation (CSA) platform that provides Managed Service Providers (MSPs) and IT Departments with a comprehensive platform that consolidates all client touchpoints into one single pane of glass.

Working to eliminate client noise though self-service features, powerful automations, seamless integrations and an intuitive client portal, CloudRadial provides optimized service delivery, automated account management, and enhanced client satisfaction, revolutionizing how MSPs and IT Departments manage their clients.

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