Why CloudRadial?

Understanding the benefits and value of a Unified Client Portal™ and Client Services Automation (CSA) platform

Just as you rely on your PSA to help you manage your operations, you need a CSA platform to automate your client engagement.

It's the missing component in showcasing your value and providing exceptional client service.

The CSA platform brings together automation, integrations, and self-service features that empower your clients and their end users to self-triage — **so you can effortlessly scale your MSP.**

For your clients and end users, it empowers them with:

Self-service features—like ticketing, adding new employees, ordering new services, QBR reporting, and training—in an intuitive portal they'll actually want to use.

For your account managers, it gives them:

Automation and simple structuring of client reporting and planning data so they can efficiently communicate and collaborate with clients—and identify growth opportunities.
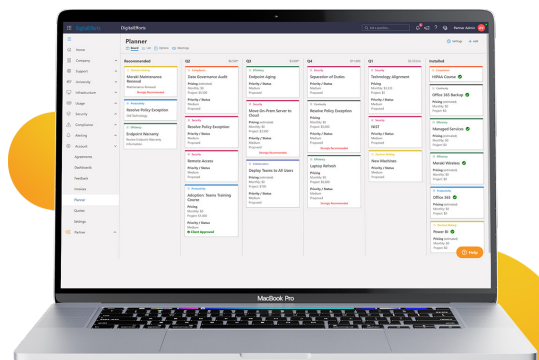
For your service team, their workload will decrease with:

- Smart ticketing, which reduces inefficient back-and-forth and shaves unnecessary time and labor out of problem requests, onboarding new users, and new project requests.
- An easy-to-update knowledge base for clients to access integrated training and find solutions to minor issues.
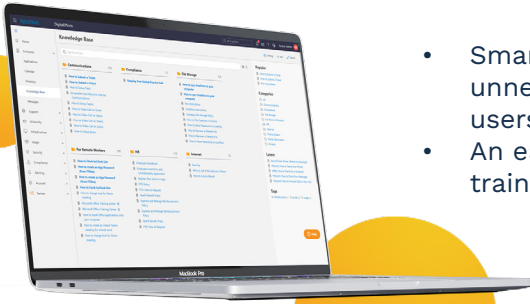
For sales, they'll easily land new clients with:

- A high-impact demonstration that shows the value of your MSP.
- A low-barrier way to show non-technical users your full service offerings in a way that they can understand.
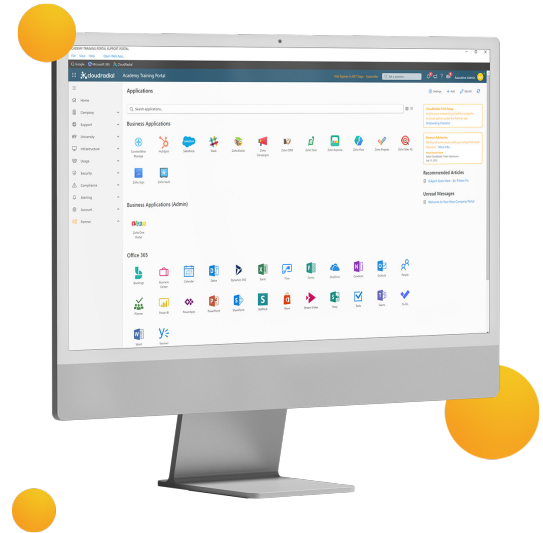
And lastly, for MSP owners, it's a powerful platform that:

Offers a key differentiator that adds value to your MSP, and makes you more professional and mature in terms of your client engagement, which can seriously impact the value of your MSP when it comes time to be acquired.

ABOUT 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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