

# The platform for tech service providers serious about EBITDA growth

Powered by ServiceNow

We answer the biggest operational challenges for technology service providers looking to fast track and de-risk their digital transformation in just a few short months.

The POPX platform delivers transformation faster, more effectively and cheaper than any MSP can achieve on their own or with expensive professional services.

## Why choose POPX?

### POPX is faster than you!

Make fast and effective digital transformation a reality for MSPs dedicated to comprehensive cloud services and increasing profitability.

### Dedicated MSP platform

Leverage a fully managed and integrated platform, ready made specifically for service providers, delivered by a team of service specialists.

### Next level service automation

Re-engineer the customer experience to provide the best levels of service in the industry, more efficiently than competitors.

### Increase resource capacity up-to 40%

Deliver success across mission critical Customer Service Systems, Operational Support Systems, and Business Support Systems.

### Integrate & automate everything

Work in ongoing partnership with a team of service specialists dedicated to continuous optimisation of your operations.

### Reward investors

Transform into a Smart MSP, primed for success through organic growth, rollup investment or exit, rewarding investors and owners with higher levels of EBITDA.

- % Increase IT productivity & capacity
- % Lower infrastructure costs
- % Increase uptime
- % Fully automate services
- % Better customer experience



*"By optimising our processes, we are empowering our employees to deliver a superior customer service experience."* **Kevin Paige** - CTO - M247

## Forrester Total Economic Impact Study

### Example MSP

Revenue in millions	\$100m
Customers	3,500
Annual incidents created by monitoring solutions	4,200

### Savings Breakdown

35.7%	Increase IT Operations Efficiency
26.6%	Increase Escalated Support & Field Service Efficiency
20.5%	Rationalise Systems (Redirect Current Spend)
13%	Increase Customer Service Efficiency
4.2%	All other benefits

**\$15,620,112**

Total Annual Value

Increase IT  
Operations Efficiency  
**\$5,583,863**

In Savings

## About POPX

POPX is a fully managed and integrated MSP platform that transforms operations, service and business management functions in a fraction of the time and cost it would take a service provider to do themselves.

By re-engineering the customer experience, Smart MSPs deliver comprehensive cloud services more efficiently and profitably.

## Transform to a Smart MSP

We believe this is a new era of the Smart MSP, where service levels will finally exceed customer expectations.

POPX facilitates this by answering the biggest challenges for service providers looking to fast track and de-risk their digital transformation in just a few short months.

All this is provided as a fully managed service, with fixed subscription pricing, as we continually optimise your operations.

## Our mission

Our mission is to transform technology services with next level service automation, so MSP customers can self-serve in an efficient, zero-touch and scalable way.

We're a UK-based team of MSP hardened technologists and service specialists. What we do is born from a single-minded determination to fix the customer experience.

## Fully integrated & fully managed

The power of the POPX platform means you can integrate internal systems,

service providers, customer data, and third-party solutions, such as CRM, support, finance and billing.

We'll ensure all your integrations, processes, monitoring and reporting needs are automated and fully maintained.

## Next level service automation

POPX delivers complete transparency in procurement, provisioning, support and billing. MSP customers manage all this in real-time from any device via a single portal.

Onboarding has never been easier while existing customers can immediately price and purchase additional services and decommission old ones.

## Is POPX right for you?

Delivering value for our clients is the most important thing and starts at the beginning of the relationship.

To help start in the right way, we have developed a Proof of Value process that quickly allows both parties to make an informed decision about whether there is a good fit.

## Proof of Value

In this simple process we collaborate to understand your key business challenges and goals. From this, we jointly agree what would deliver value for your organisation and map out an agreed way to demonstrate this.

There is no required commitment from you, and at any time either party can stop the process.

## High performance outcomes

Streamline end-user incidents & requests

**66%**

*Reduction in touches*

More efficient IT back-office operations

**20%**

*Improvement in fulfiller efficiency*

Increased time on process improvement

**4X**

*Four days per week Vs one*

## Lower infrastructure costs

Reduce license & maintenance

**66%**

*Annually*

Cost avoidance per upgrade

**\$300k - \$500k**

*No new functionality*

## Fully automated services

Remove human touches from 000s of interactions

**66%**

*Zero touch requests*

## Increased uptime

Reduce P1 incidents

**25%**

*Fewer*

Time to resolve P1 incidents

**2X**

*Faster*

## End user productivity

Save end-users 15 minutes per request

**11,250**

*Hours per quarter*

## Start your transformation journey today!

Once we have completed the Proof of Value process, it is your choice whether to proceed and start the journey of becoming a Smart MSP by adopting the POPX platform.

Rest assured, we'll be with you every step of the way to ensure success.