

pax8Academy

OPERATIONS FOR EFFICIENCY AND PROFITABILITY

Syllabus

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Course Overview

Operations for Efficiency and Profitability is a four-week, live-instruction, virtual course that is designed to set your MSP success by learning about operational growth, the building blocks that enable scalable growth, and common struggles that MSPs face. By taking this course you learn certain pain points exhibited by most companies as they reach certain benchmarks, and how to overcome them. Every person working to grow a department, phase out of being the boulder up a department, or feeling that they cannot overcome the chaos, will benefit from this course.

This course is intended to reach those who are looking to scale but feel trapped under the noise of chaos. They might be struggling with lack of traction for movement forward and are aware that the company needs to operate differently than it did before. Our goal is to highlight key tension points of transition and provide the tools of how to overcome them.

This course is designed for:

- Owners and operators from any growth stage
- MSPs that want to get a handle on or improve their operations
- MSPs that want to be more efficient and profitable

What You'll Get

- 4 hours of virtual, interactive, instructor-led content taught by an experienced MSP expert.
- Downloadable videos* of the content you can rewatch at your convenience.
- Downloadable slide decks, handouts, and homework.

Learning Objectives

By attending this course, you will learn:

- The 5 Operational Building Blocks that exist throughout all departments and organizations and learn how they impact each other.
- Get an overview of the 4 MSP Growth Stages and common struggles that MSPs face throughout growth, and strategies for overcoming those struggles.
- Gain clarity into goals of efficiency and standardization and why these are so important to MSPs

*Videos will either be recordings from your session, or they may be previously recorded material in which partner faces and voices have been removed. It is recommended to attend courses live to reap the full benefits of Q&A with the instructor and class.

Schedule of Topics

Session 1: Growth stages of an MSP

- Common symptoms of each growth stage
- Operational Building Blocks Introduction
- 5 Phase Implementation for Operational Success

Session 2: Data and Documentation

- Understanding Metrics and KPIs
- Types of KPIs and Examples for different departments
- Data and Documentation are reliable on each other as operational building blocks
- Different Documentation within an MSP
- Utilizing KPIs for Process Performance Inspection, and Trending for pulse check.

Session 3: Cultivating an Effective Team

- Every team needs focus and direction
- Focus should include Mission, Vision, and Values
- Direction starts with strategic goals or objectives.
- Embracing a healthy internal meeting and check-in cadence
- Structuring for Accountability and cultivating leaders

Session 4: MSP Operational Journey Struggles

- MSP Efficiency and Effective Ratio leverage
- Understanding the term “standardization” and how it helps efficiency and profitability.
- Gaining clarity to the financial operational struggles within an MSP
- High impactors of an MSP to create the best efficiency

Instructor



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Testimonials

“This class was invaluable in assisting MSPs in improving their operational maturity. The short class lengths and active participation during the online instruction was very helpful with engagement and homework to solidify our understanding of the content presented.”

- V. Wukovits, Bayou Technologies

”I found the content to be very relevant and right-on-point for an MSP. The facilitator did a great job explaining the content and topics and made it easy to follow along. The materials were also very helpful. Overall, there's a lot of good information here, packaged in a very concise format.”

- W. Henry, True IT

“The Pax8 course really helped to give insight into areas where I need to focus to make actionable improvements to my business.”

- J. West, West Computers, Inc.

Next Steps

Explore your next step with Pax8 Academy:

- On-Demand Content
 - [Break through your Next Business Plateau](#)
 - [The 4 Levers of Gross Margin](#)
 - [6 Operational Mistakes](#)
- Instructor Led Course
 - [Getting your Finances in Order](#)
- Peer Groups
 - [Join a Peer Group](#)
- Coaching
 - [Sign up for Business Coaching](#)