

**pax8**Academy

# **FINANCE FOR SERVICE MANAGERS**

Syllabus

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## Course Overview

Service Managers have a difficult job. They must weigh how best to staff their departments, decide what metrics to use to measure their team, read the mind of the owner(s) of their company for what they want, and that's before bringing any client interactions into the picture.

One of the best areas for Service Managers to focus on is to control the areas of the financial picture for their department. The problem is most owners of MSPs don't understand finance well enough to teach their Service Managers. Many owners also do not understand why it's important to bring their Service Managers into the fold when it comes to finance.

This course aims to provide Service Managers with the tools they need to understand how finance helps them, the company they work for, and ultimately their staff.

This course will teach Service Managers about finance in a way that is relevant to their role within their MSP, how to weigh the financial numbers against their operational metrics, and how to put this all together to help their MSP succeed.

## What You'll Get

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

## Learning Objectives

By attending this course, you will learn:

- An overview of what MSP/SMB finance looks like, including financial terms and processes.
- How to align financial with operational metrics, and how to leverage both views of the data to make better business decisions.
- How to work with their team(s) to improve the financial metrics in meaningful ways.

\*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:
  - Terms
- Session 2:
  - How other KPIs impact the numbers
- Session 3:
  - P&L Dashboard/Scorecard
- Session 4:
  - Review of the 4 levers of gross margin
- This course also includes optional office hours where you can ask business specific questions.

## Instructor



**Adam Hannemann**  
Sr. Academy Peer Group Program Manager

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## Additional Resources

**The Accounting Game:** Learn the Basics of Financial Accounting - As Easy as Running a Lemonade Stand (Basics for Entrepreneurs and Small Business Owners) by Darrell Mullis and Judith Orloff - <https://amzn.to/45JENjf>

## Next Steps

Explore your next step with Pax8 Academy:

- On-Demand Content
  - [Four Levers of Gross Margin](#)
  - [How to Break through the Next Business Plateau](#)
- Instructor Led Course
  - [Getting your Finances in Order](#)
  - [Leveling up your Finances](#)
  - [Operations for Efficiency and Profitability](#)
  - [Service Management](#)
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- Peer Groups
  - [Join a Peer Group](#)
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