



MSP's Guide to End Vendor Fatigue

Regain control, minimize risk
and maximize efficiency.

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Indroduction

MSPs typically manage too many vendors and sometimes feel overwhelmed by the number of vendors to choose from and the time it takes to vet them all. That's what we call vendor fatigue.

Use this guide to power your MSP by:

- Consolidating your vendor stack.
- Leveraging your account team to vet customized solutions.
- Reducing management stress
- Automating and freeing up bandwidth
- Transforming team skills through education and support.
- Accelerating sustainable, purpose-driven growth

Regain control, minimize risk and maximize efficiency.
See how Pax8 drives MSPs to beat vendor fatigue and thrive.

Vendor Fatigue: The Hidden Strain on MSPs

Some MSPs manage over 15 vendors with separate portals, provisioning and support systems. The result? Less time serving clients and more time managing operational challenges, leading to missed opportunities.

If you believe you're experiencing vendor fatigue, below are the types, signs and symptoms to be aware of.

Types of Vendor Fatigue

Vendor fatigue can be classified into two main roots: Vendor overload and choice paralysis.

1. Vendor Overload

Vendor overload occurs when you manage more vendors than you can keep up with. Simplify by consolidating your list and evaluating vendors who can meet multiple needs.

- **60% of MSPs prioritize reducing vendor fatigue** in the next 12 months.¹
- **60% of MSPs plan to adopt AI** to improve operational efficiency.¹
- **40% of MSPs manage more than 20 vendors**, creating growing challenges around tool sprawl, integration and operational complexity.²

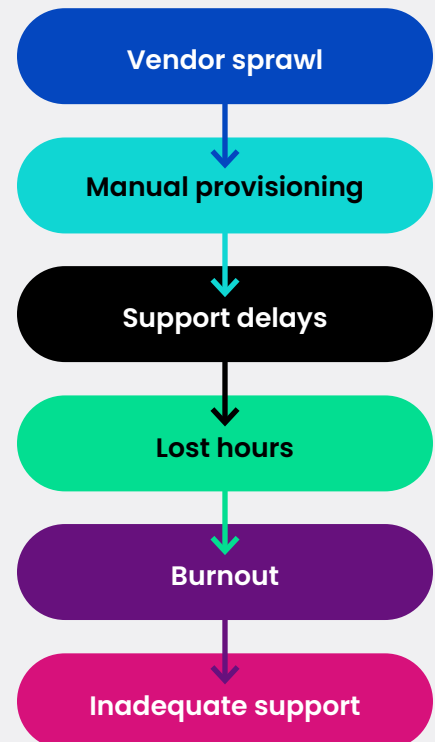
2. Choice Paralysis

Choice paralysis sets in when too many vendors claim to be the best, leaving you overwhelmed and unsure who really fits your needs. Our consultants help you quickly find the right fit without hassle.

- **34% of MSPs cite too many applications** to manage as a top tech stack challenge.³
- **43% of MSPs cite keeping up with new tools** as a top tech stack challenge.³

Vendor Fatigue Signs and Symptoms:

- Incompatible tools and solutions
- Steep learning curves
- More managing than serving or selling
- Poor tech support
- Endless vendor emails and calls



How Vendor Fatigue Is Costing Your MSP

When you manage too many vendors, your clients feel it. Clunky dashboards, slow results, low-quality service and delayed fixes. At its core, vendor fatigue costs you the most in three ways: **Disconnected systems, lack of training and inconsistent support.**

X Disconnected Systems

Manual workflows and disconnected tools continue to slow teams down.

- **33% of MSPs say their solutions are not well integrated**, creating operational complexity across their tech stack.³
- **62% of employees lose six to 16+ hours** every week to manual document work.⁴

Workflow automation eliminates much of that busy work, freeing your team to focus on clients, skill development and driving revenue.

- **99% of organizations report measurable benefits** from technology and privacy investments, including increased operational efficiency and greater customer loyalty.⁵
- **83% of MSPs** say their IT management tools significantly enhance operational efficiency.¹

X Tool Sprawl

Tool sprawl happens when MSPs rely on too many separate tools, creating complexity and wasted time.

- **Around 40% of MSPs manage more than 20 vendor tools.**⁶
- **31% of MSPs cite the cost** of managing too many cybersecurity products as a barrier to security services.¹
- **15% of MSPs waste too much time** switching between applications.¹

X Lack of Centralized Education

MSPs often struggle with underused software and a lack of centralized training, leaving their teams without the knowledge and support to perform at their best.

- **46% of security teams spend more time managing tools** than defending against threats, highlighting the impact of tool sprawl.⁷
- **86% of technology leaders prefer integrated platforms** for better visibility and improved efficiency.⁸
- **16% of MSPs report difficulty finding and hiring skilled technicians.**¹
- **15% of MSPs report challenges** with training and upskilling staff.¹

X Inconsistent Support

Poor vendor support has a damaging effect on MSPs, reducing their ability to provide services, expand portfolios and respond to security incidents.

- **65% of organizations rely on MSPs** for security and compliance support, increasing demands for expertise and regulatory readiness.⁹
- **38% of MSPs say insufficient staff training** is a cybersecurity services barrier.¹
- **50% of MSPs say cybersecurity product complexity is a top service barrier**, citing the need for vendor guidance, support and simplification.¹

Simplify, Automate, Scale: The PSA Integration Advantage

Automation and integration are key to overcoming common MSP challenges. Pax8 integrates seamlessly with PSA tools like ConnectWise, Autotask and HaloPSA to consolidate billing, automate provisioning, save you time and support workflows.

- Top Pax8 partners **save 7–10 hours** per month on billing alone.¹⁰
- **59% of MSPs** expect AI to eliminate tedious tasks, making operational automation the anticipated business benefit of AI.¹

98.5%

fully automated provisioning

Wait time for manual provisioning
is less than 15 minutes.

Source: Pax8

AI and the Next Era of MSP Growth

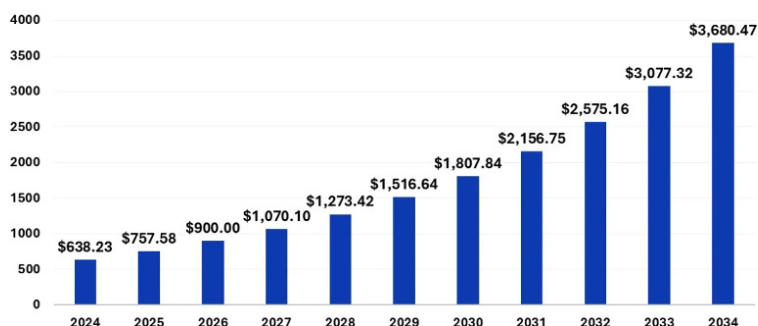
Pax8 invests in AI enablement to help MSPs deliver fast, innovative, secure solutions. From Microsoft Copilot onboarding to AI-readiness playbooks, we're guiding partners into the next wave of AI success.

The global AI market is **projected to reach \$1.070.10 billion** in 2027.¹¹

"As AI starts to really yield its true potential in terms of automation, taking the human out of the equation, it's going to free up managed service providers to be so much more... Ultimately, it's about relationships."

Scott Chasin
CEO, Pax8

Precedence RESEARCH Artificial Intelligence (AI) Market Size 2024 to 2034 (USD Billion)



Source: <https://www.precedenceresearch.com/artificial-intelligence-market>

Pax8 Partner Testimonials

Pax8 transforms partner tech stacks and business goals with expert guidance and AI-driven innovation.



We keep coming back because Pax8 has proven themselves time and time again to offer great systems. They care about partner feedback and constantly involve us in improvements and problem resolution."

Marc Menzies
Chief Executive Officer,
Overview Technology Solutions



Being able to call Pax8 and talk to someone who knows us and our business is an amazing benefit. It's an incredible value not offered anywhere else."

Chris Hurley
VP for Operations, IntelliSystems

Your Strategic Partner Against Vendor Fatigue

With countless cloud vendors to choose from, how they fit your ecosystem matters. Pax8 is more than a Marketplace. We're a partner dedicated to helping you succeed. Experience a curated catalog of solutions and a partnership that vets every vendor for MSP growth.

Beat vendor fatigue with Pax8:

- **Curated Marketplace for vendor management:** One portal, hundreds of solutions. We vet every vendor, so you get the best cloud solutions, all in the [Pax8 Marketplace](#).
- **Tailored partner experience:** Join [Voyager Alliance](#), the innovative partner program built to scale with you and offer tailored support, so you can focus on your skills and success.
- **Pax8 Professional Services:** Big projects? Don't stretch your team. [Pax8 Professional Services](#) handles migrations, implementations and more, while you stay focused on scaling.
- **Team of Solution Consultants:** Get one-on-one personalized guidance on every vendor and solution before you buy.
- **Ongoing support:** The Pax8 Support team makes it easy to get help quickly, resolving tickets without delays or vendor involvement.
- **Pax8 Academy:** Skip building an LMS. [Pax8 Academy](#) keeps your team trained, certified and cloud-ready.
- **Pax8 events:** Take your team further with Security Bootcamps, expert insights and networking [events](#) to take your team further.

Don't let vendor overload weigh you down.
Simplify your choices with Pax8.

Schedule your Pax8 consultation

1. [2026 State of the MSP Report \(PDF\)](#)
2. [How MSPs Can Conquer Vendor Sprawl with Vendor Consolidation](#)
3. [Scalepad 2026 MSP Trends Report](#)
4. [The Gap Between AI Promises and Document Productivity](#)
5. [2026 Data Privacy Benchmark Study\(PDF\)](#)
6. [MSP Industry Trends 2026](#)
7. [SonicWall 2026 Cyber Protect Report](#)
8. [Data Security Index 2026](#)
9. [Flexera 2026 State of the Cloud](#)
10. [Pax8: How It Works](#)
11. [Artificial Intelligence Market Size, Share, and Trends](#)