

How better knowledge management positions your MSP for growth

Knowledge management is always important, but in today's remote working world, more and better options to document processes is no longer a nice-to-have but a necessity to prevent inefficient business.

Australian MSPs must be resilient to stay in business, especially as the economy emerges from the COVID-19 crisis.

But what are your MSP business' biggest barriers to profitability in this new climate? Are you struggling to document customer IT use? And what's holding MSPs back now that remote working is being called "the new normal?"

To find out, CRN and IT documentation software provider IT Glue asked Australia's channel leaders about the state of the industry and the challenges they will face in 2022.

The research found that knowledge sharing and communication is the top factor that makes a successful MSP relationship, according to 76% of MSP leaders. And all (100%) say improved IT documentation can help their organisation – from better service delivery to support and innovation.

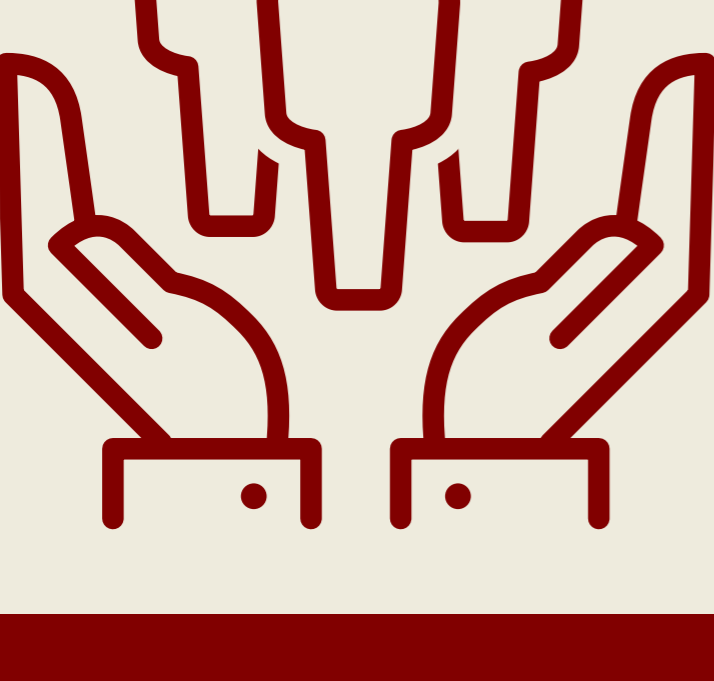
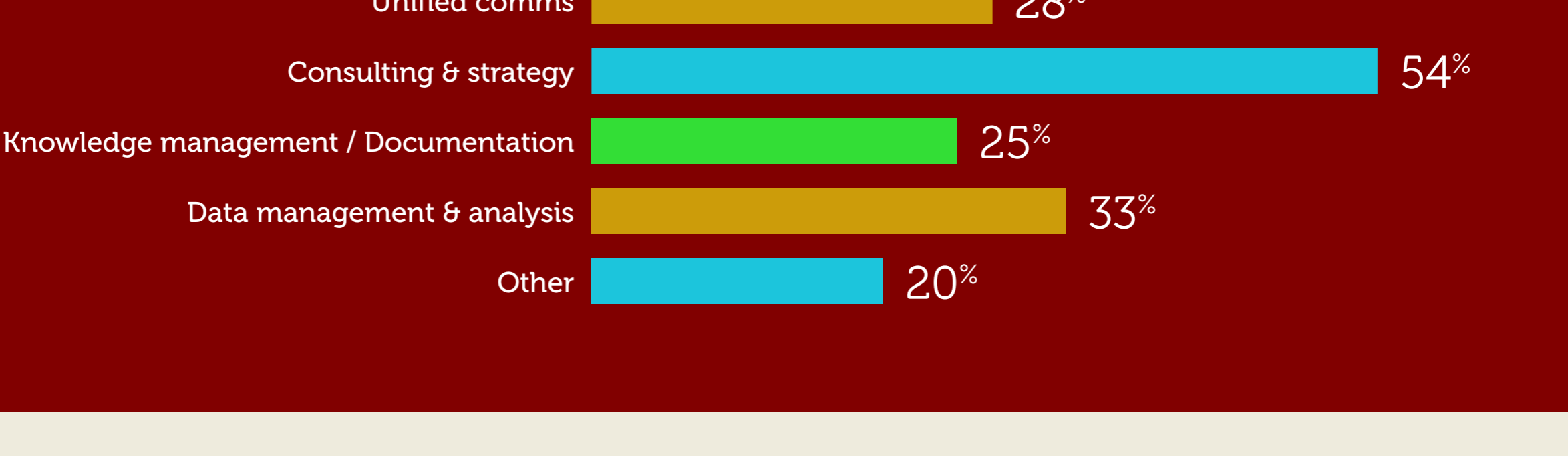
With the right suppliers, MSP managers can adapt their service portfolios and deliver comprehensive knowledge management that positions them for growth.

1 in 4



channel leaders see knowledge management and documentation as significant growth opportunities for their MSP in 2022 and 4 in 5 believe the economic outlook for 2022 is average to positive

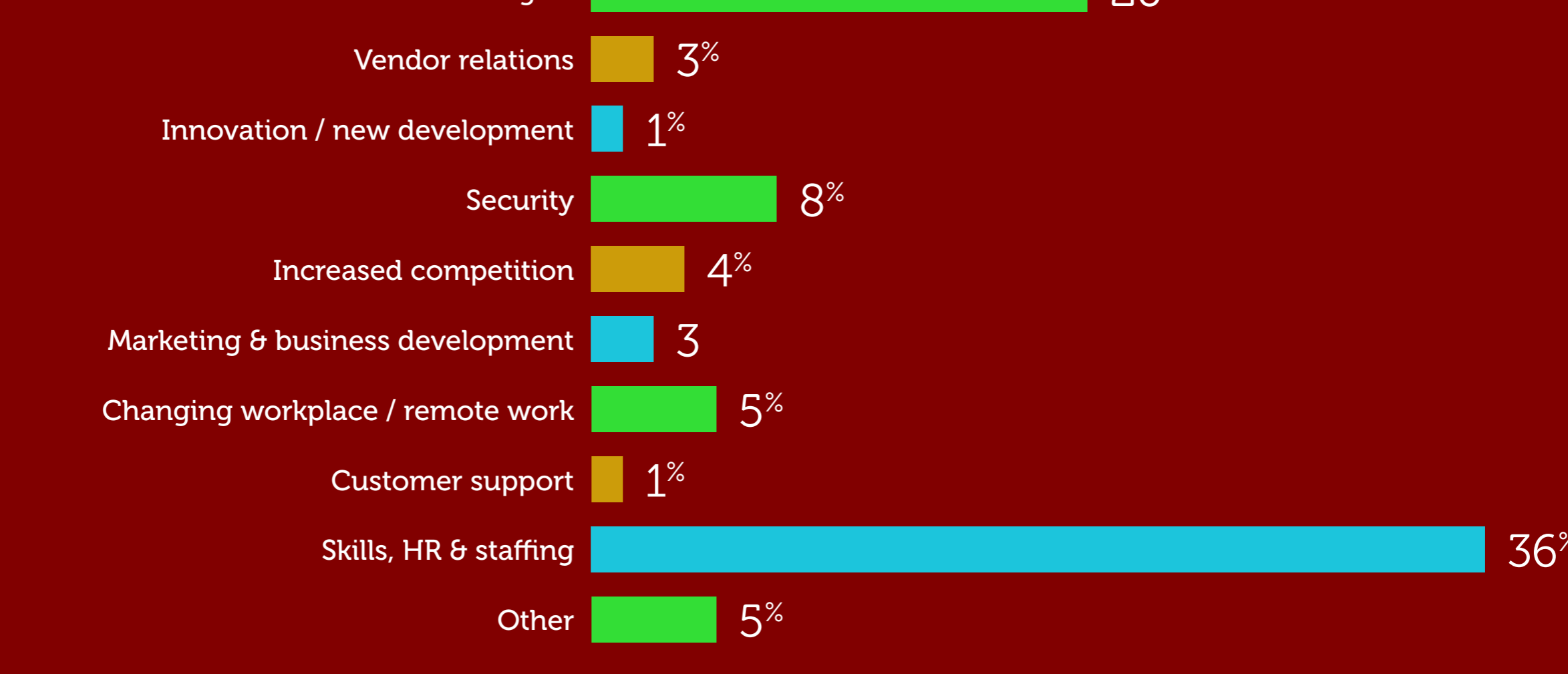
What do you think are the main growth opportunities for MSPs in 2022?



More than 1 in 3

say skills, HR and staffing are expected to be the biggest challenges faced in 2022

What do you expect to be the biggest challenge you face in 2022?

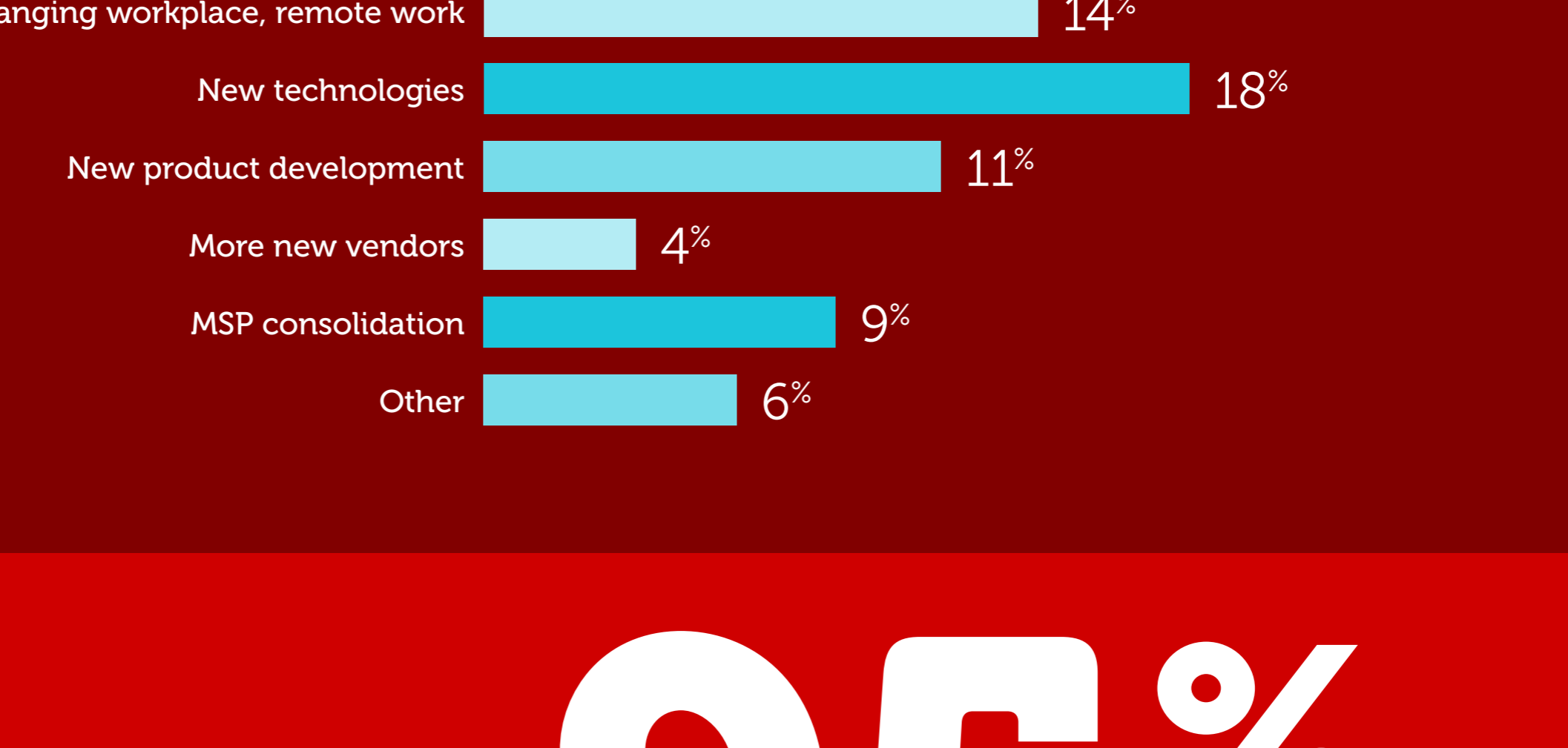


With "adding to the service portfolio" the biggest opportunity in 2022 for

1 in 4

MSP leaders

What do you see as your biggest opportunity for 2022?

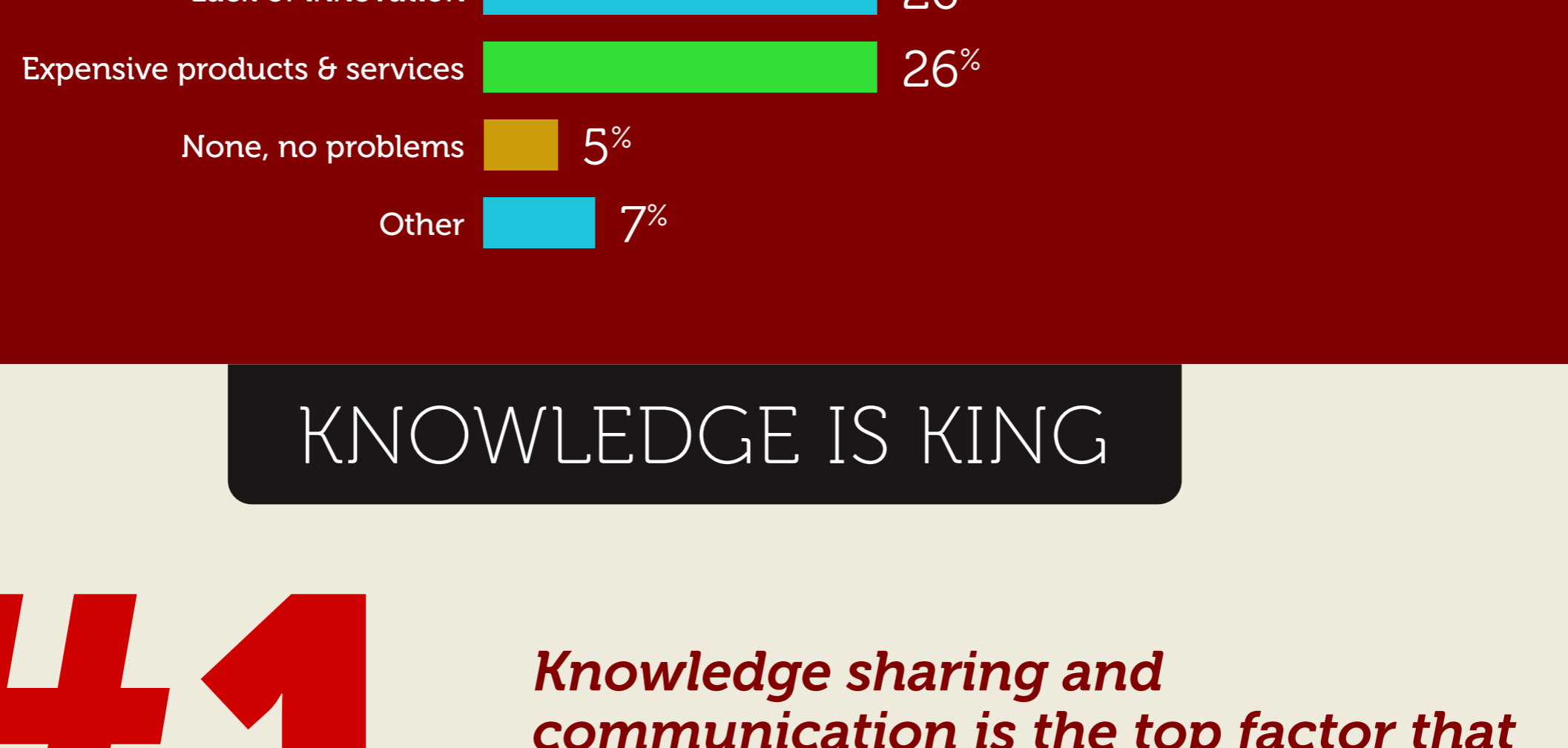


A very high rate of MSP leaders -

95%

experience at least one problem with their vendor partners. With low margins 66% and competing on deals 42% the top challenges

What are some of the challenges you have with your vendor partners?

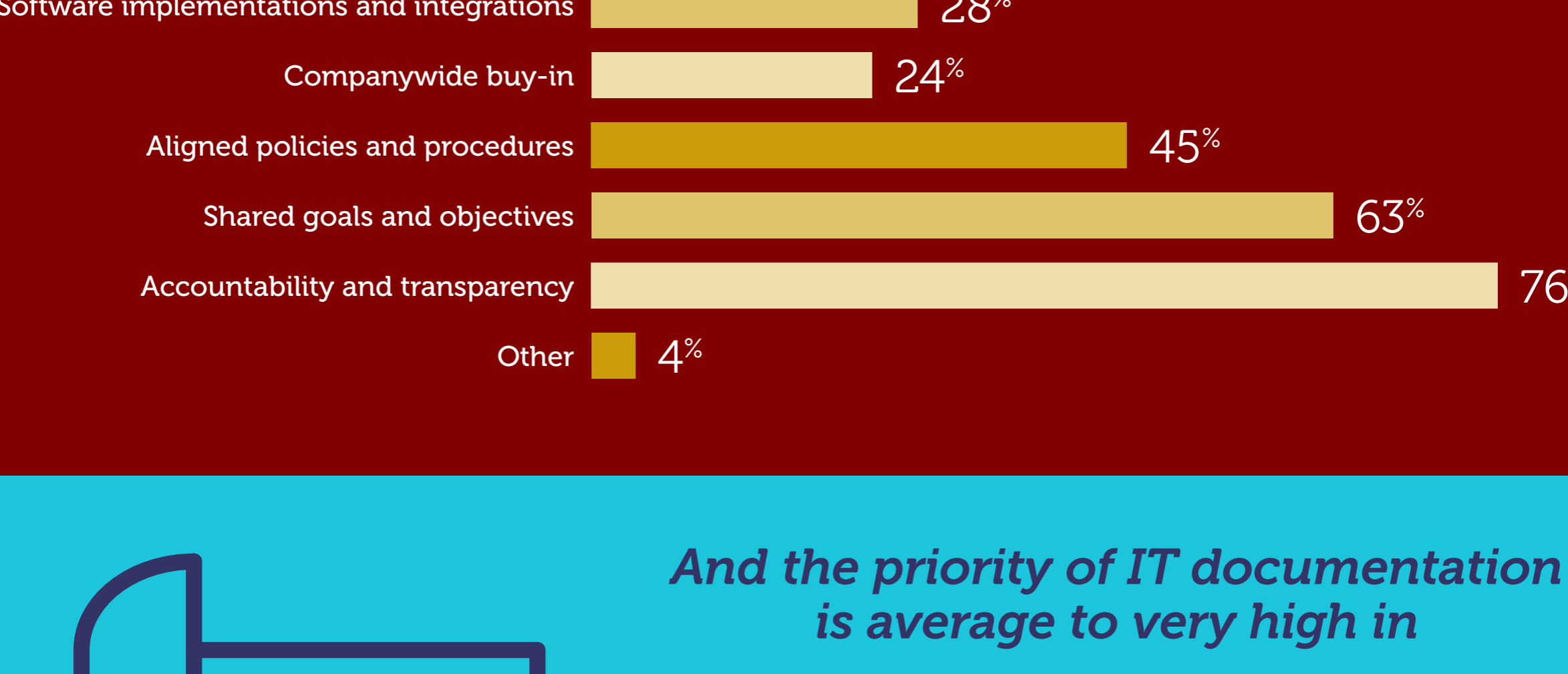


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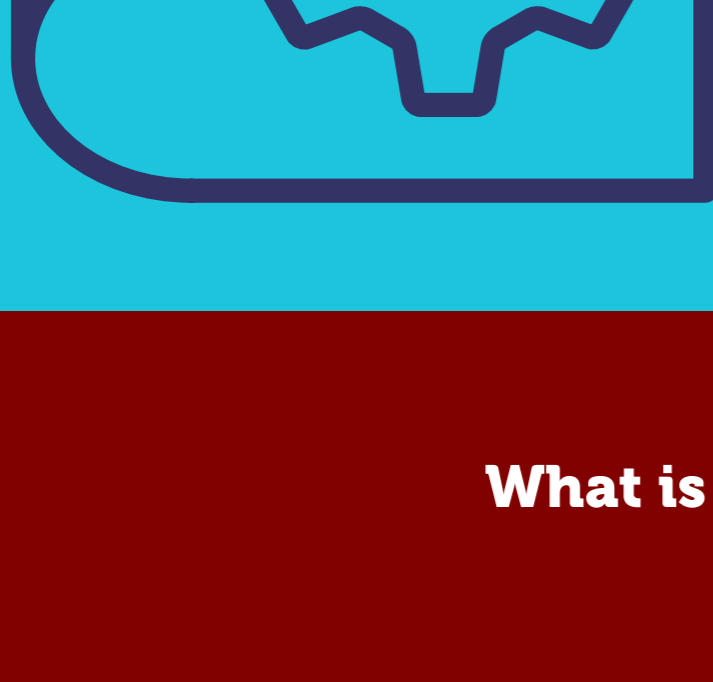
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Knowledge sharing and communication is the top factor that makes a successful MSP relationship according to 76% of MSP leaders

What do you think makes a successful MSP relationship?



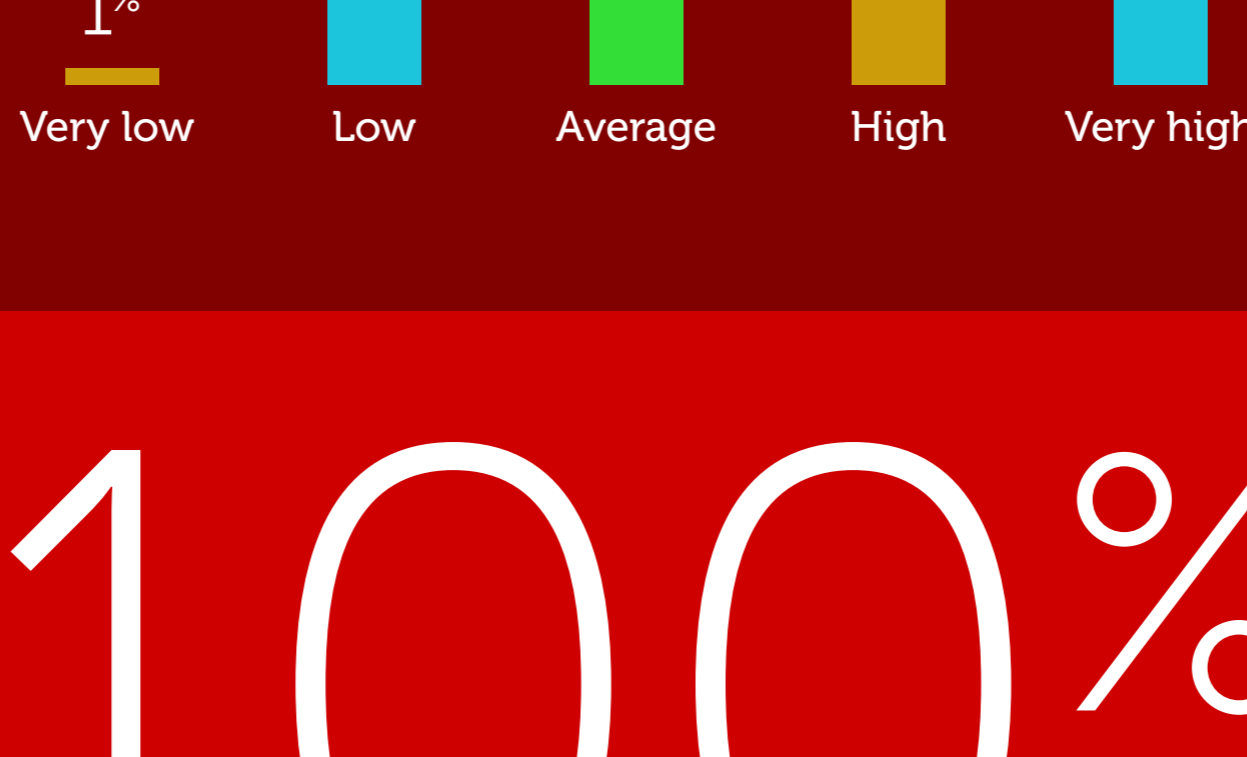
And the priority of IT documentation is average to very high in



93%

of organisations

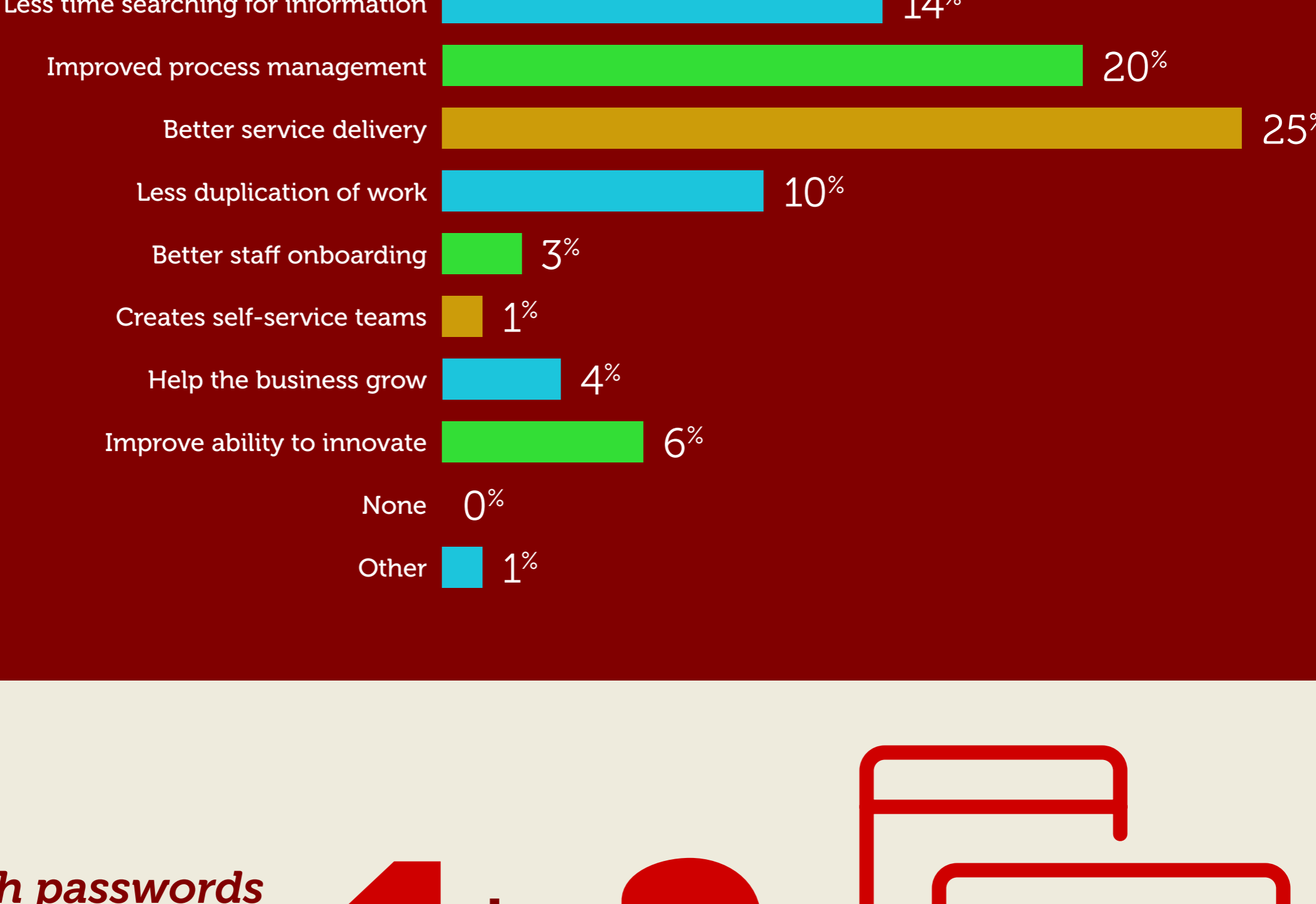
What is the priority of IT documentation in your organisation?



100%

of MSP leaders say improved IT documentation can help their organisation – from better service delivery to support and innovation.

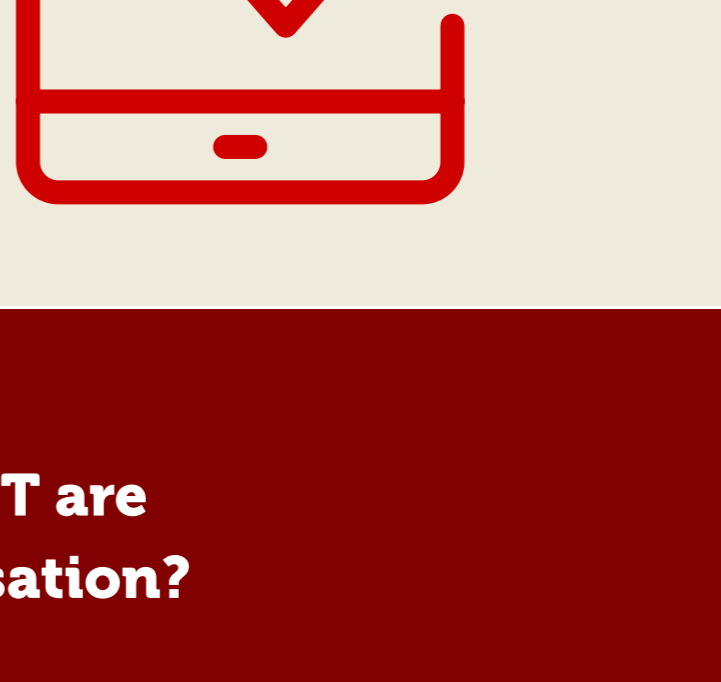
Please indicate how improved IT documentation can help your organisation?



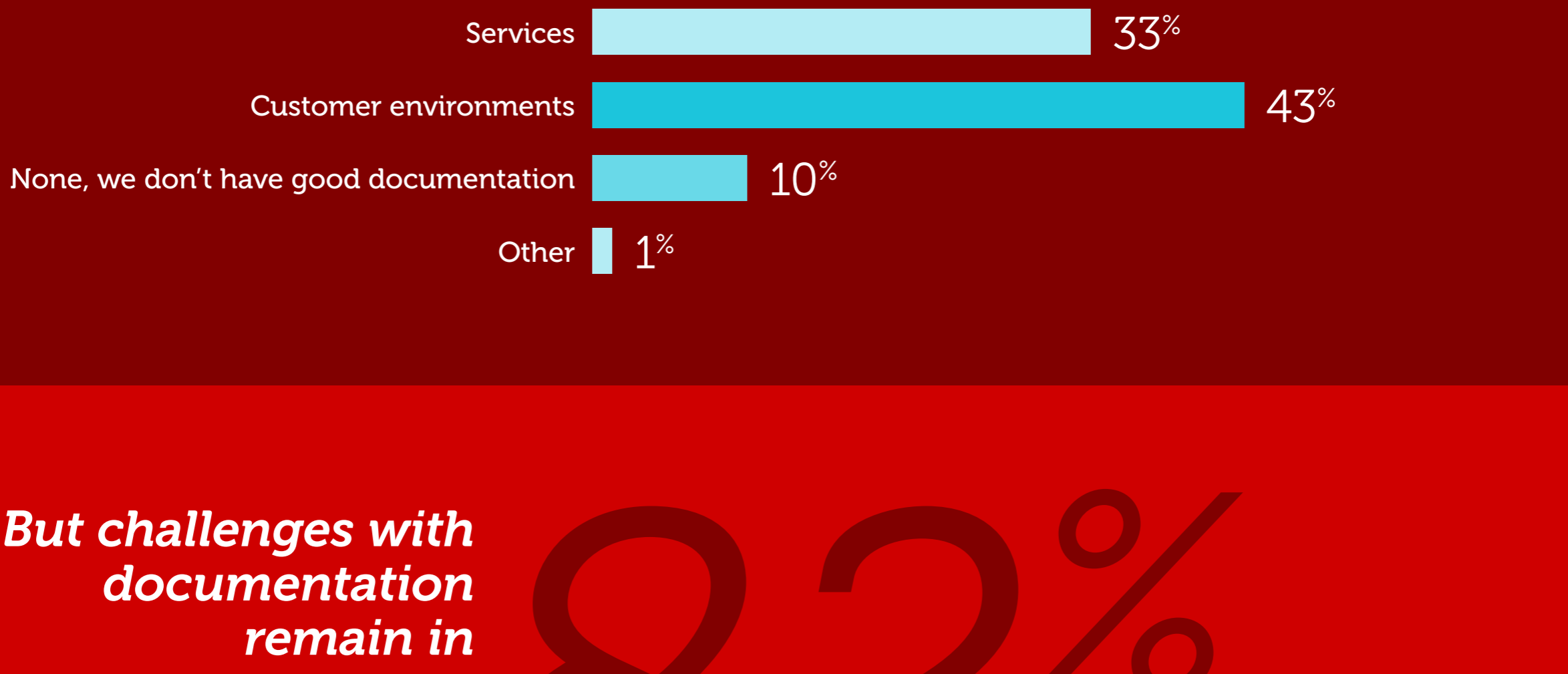
With passwords and devices the best documented in more than

1 in 2

MSPs



Please indicate which areas of IT are well documented in your organisation?

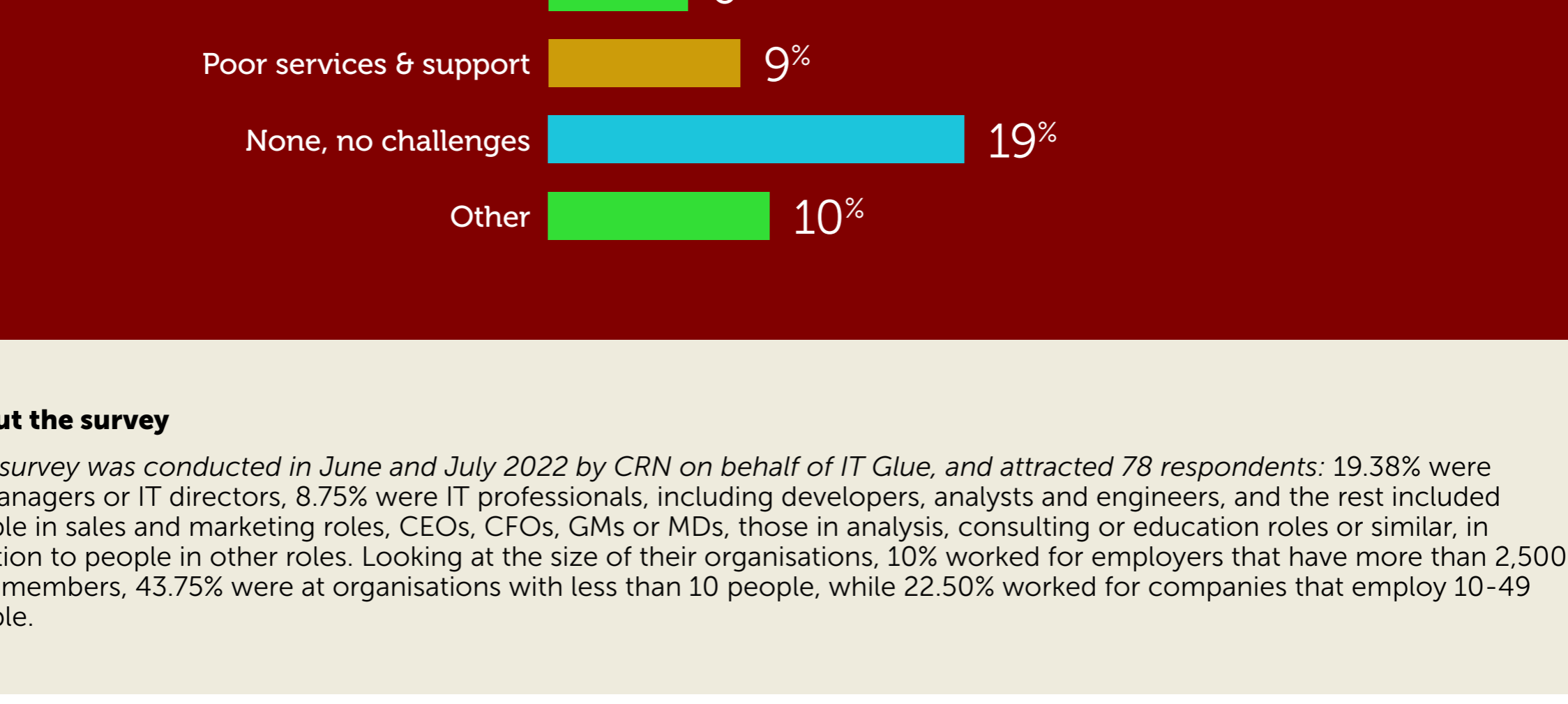


But challenges with documentation remain in

82%

of organisations with poor documentation tools and products the main challenge

What challenges do you have with documentation in your organisation?



About the survey
This survey was conducted in June and July 2022 by CRN on behalf of IT Glue, and attracted 78 respondents: 19.38% were IT managers or IT directors, 8.75% were IT professionals, including developers, analysts and engineers, and the rest included people in sales and marketing roles, CEOs, CFOs, GMs or MDs, those in analysis, consulting or education roles or similar, in addition to people in other roles. Looking at the size of their organisations, 10% worked for employers that have more than 2,500 staff members, 43.75% were at organisations with less than 10 people, while 22.50% worked for companies that employ 10-49 people.