

CrushBank for Success With MSP M&A Integrations

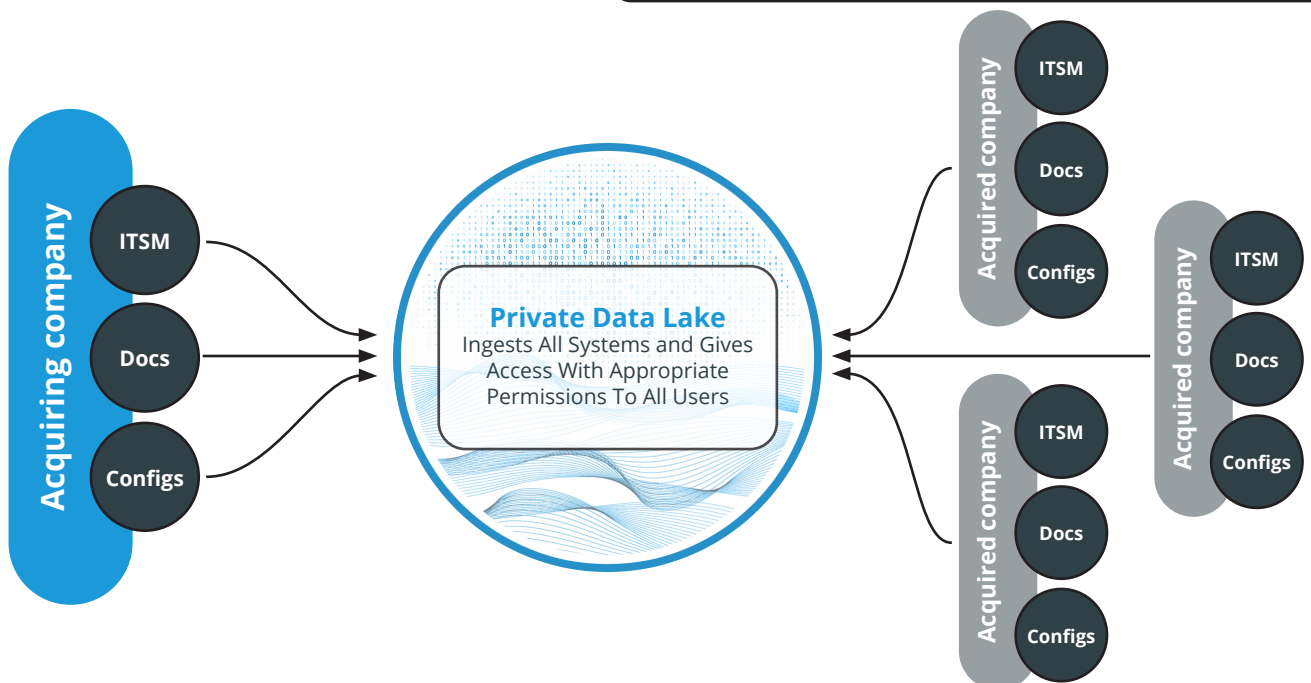
When acquiring or merging with other businesses, MSPs encounter the fundamental issue of whether to consolidate systems or instances and resolve them, or to keep them separate. Combining ITSMs may seem to be the right path, but traditional methods of doing that only allow you to keep a limited subset of your historical data. Keeping instances separate allows you to keep valuable historical data, but maintenance can be a costly endeavor that leaves no room for growth.

CrushBank solves the data aggregation challenge that comes with acquiring other MSPs.

- ✔ Ingest all of your data into a single, unified data lake
- ✔ Resolve multiple instances and keep access to client data, ticketing history, intellectual property, and more.
- ✔ Keep historical data without paying license fees for legacy systems
- ✔ Avoid demotivation of acquired company team members caused by loss of access to familiar data
- ✔ Realize the full value of your acquisition with CrushBank.

Key CrushBank Features For M&A

- ✔ CrushBank Neuro to search for answers across all the systems.
- ✔ SmartClassifier uses your desired model to reclassify acquired company's tickets and help to resolve differences ITSM.
- ✔ Private Data Lake. CrushBank ingests data from all the different systems but doesn't require complex installation work.
- ✔ Data Governance. Foundation for data quality, security, and compliance. Ensures that the data ingested into the data lake is accurate and trustworthy.



Without CrushBank	With CrushBank
<ul style="list-style-type: none"> ✔ Each acquisition brings its own ITSM, document management and internal communications systems. ✔ Each acquisition categorizes data and tickets differently. ✔ Every acquisition adds complexity to the company's total dataset. ✔ Both customers and employees often express concerns during acquisition transitions. Ensuring access to information is crucial for successful integrations and maintaining enterprise value. ✔ There is a strong inclination to cease paying for the licensing of acquired systems, but doing so can result in the loss of data access. ✔ Ultimately, the acquisition may lose value due to the loss of crucial data and access. 	<ul style="list-style-type: none"> ✔ CrushBank brings together all ITSMs, document management and internal communications systems for use in a single place. ✔ CrushBank searches the unstructured data, yet presents the metadata, allowing an engineer to see whether a client calling in is from acquisition A, B or C, thus recreating that intimacy. ✔ With CrushBank Neuro, you can ask questions about clients, documents and configurations and get answers from across all your systems ✔ CrushBank can auto categorize data and ticket types for your core system as well as for the companies you acquire, letting you build a consistent method of categorization, and historically recategorize tickets as well. ✔ Now multiple companies can bring many systems together looking back multiple years with the same standards.

CrushBank serves as the foundation for expanding IT support across states, time zones, and even internationally. Giving IT support teams access to a data lake across multiple systems positions them to maintain client intimacy and make the transition as transparent as possible.