ITSM - PSA - CRM (Enterprise Platform)

Software that helps MSPs to scale and mature

Elevate your MSP to an enterprise level without the enterprise cost

"80% of I.T. issues originate from immature processes"

"Every Connectwise deployment requires 3-10 add-ons"

"I need something like ServiceNow, I just can't afford it"

Learn more @ www.dreamtsoft.com

The Problem

As Managed Service Providers grow, their world becomes more complex. Their clients are no longer satisfied with simple reactive "fire-fighting" they now expect prescriptive guidance from their provider.

Challenges MSPs are facing

- Tool Sprawl
- Additional Add-ons
- Revenue Leakage
- Reactive Process
- Lack of visibility between teams
- Security breaches

Who is Dreamtsoft?

Dreamtsoft provides a configurable platform for ITSM, PSA and CRM applications that support service provider operations.

What is Dreamtsoft?

ITSM
Dreamtsoft combines traditional ITIL4 practices with agile elements providing Service desks with the flexibility to meet any customer requirements.

CRM
Track your sales from lead through close and quickly convert a sale into an agreement on the same system.

PSA
Service agreements, time tracking, invoicing and billing.

PLATFORM
ITSM, PSA, & CRM all built on the same, enterprise-grade platform.

How do we do it?

CRM, PSA and ITSM applications share an enterprise workflow platform and connect service delivery with business operations.

What are the benefits?

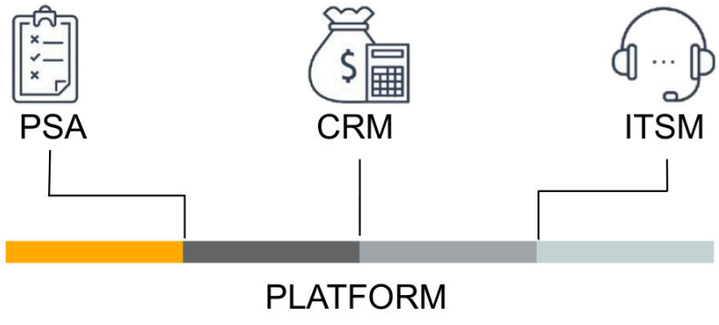
Process - You no longer have to live the firefighter lifestyle. By having a single source of truth you gain insight into your business and can make decisions on trends instead of "fires"

Visibility - Stop revenue leaks and gain an understanding where your time and money are being spent.

Tool consolidation - Stop paying for disparate applications and monthly add-ons. Pay for a system that will do more of what you need.

Affordability - An enterprise system should not cause your prices to triple.

Security - Other tools are scary with their implementation, not knowing where you are exposed. Dreamtsoft's tenant isolation provides a zero-trust architecture that denies any data exchanges unless explicitly allowed.

Who are we looking for?

We are looking for MSPs who have started feeling growing pains. MSPs who are at the point where cobbling together a stack of point solutions no longer works. MSPs who want the maturity an ITIL4 solution provides but don't want to pay hundreds of thousands of dollars for ServiceNow