

Resolve Multiple ITSM Instances with CrushBank

Transform Your Data with CrushBank AI Knowledge Management



The Challenge

When undergoing M&A, MSPs encounter the fundamental issue of whether to consolidate databases or instances and resolve them, or to keep them separate.

Combining databases may seem simple, but traditional methods 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.



The CrushBank Solution

By ingesting all of your data into a single, unified data lake with CrushBank, you can easily resolve multiple instances while keeping historical data and maintaining the value of your acquisition – client data, ticketing history, intellectual property, and more.

Why CrushBank?

- ✓ Eliminate the cost of maintaining multiple instances while keeping your historical data
- ✓ Improve data quality through standardization of historical tickets to match existing tickets and make reporting uniform across your organization
- ✓ Add visibility and make data available, accessible, and searchable in real time through CrushBank's powerful AI Engine
- ✓ Increase efficiency with a single pane view that brings relevant information from every system, database, and platform straight to your fingertips
- ✓ Determine how much historical data to keep, according to your own timeline
- ✓ Reduce search time, drive escalations down, close more tickets per tech, and increase customer sentiment