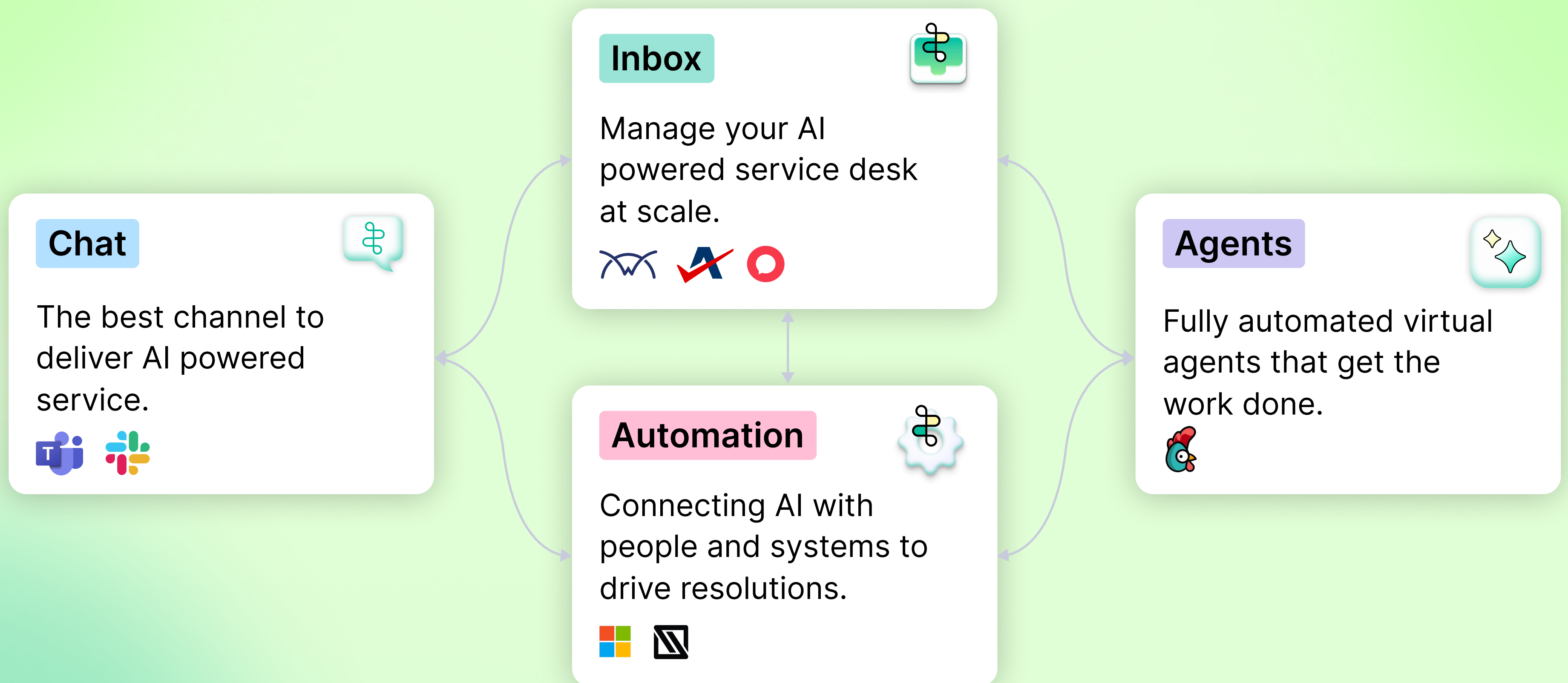




The AI-Powered Service Desk for MSPs



5X

Improvement to response time

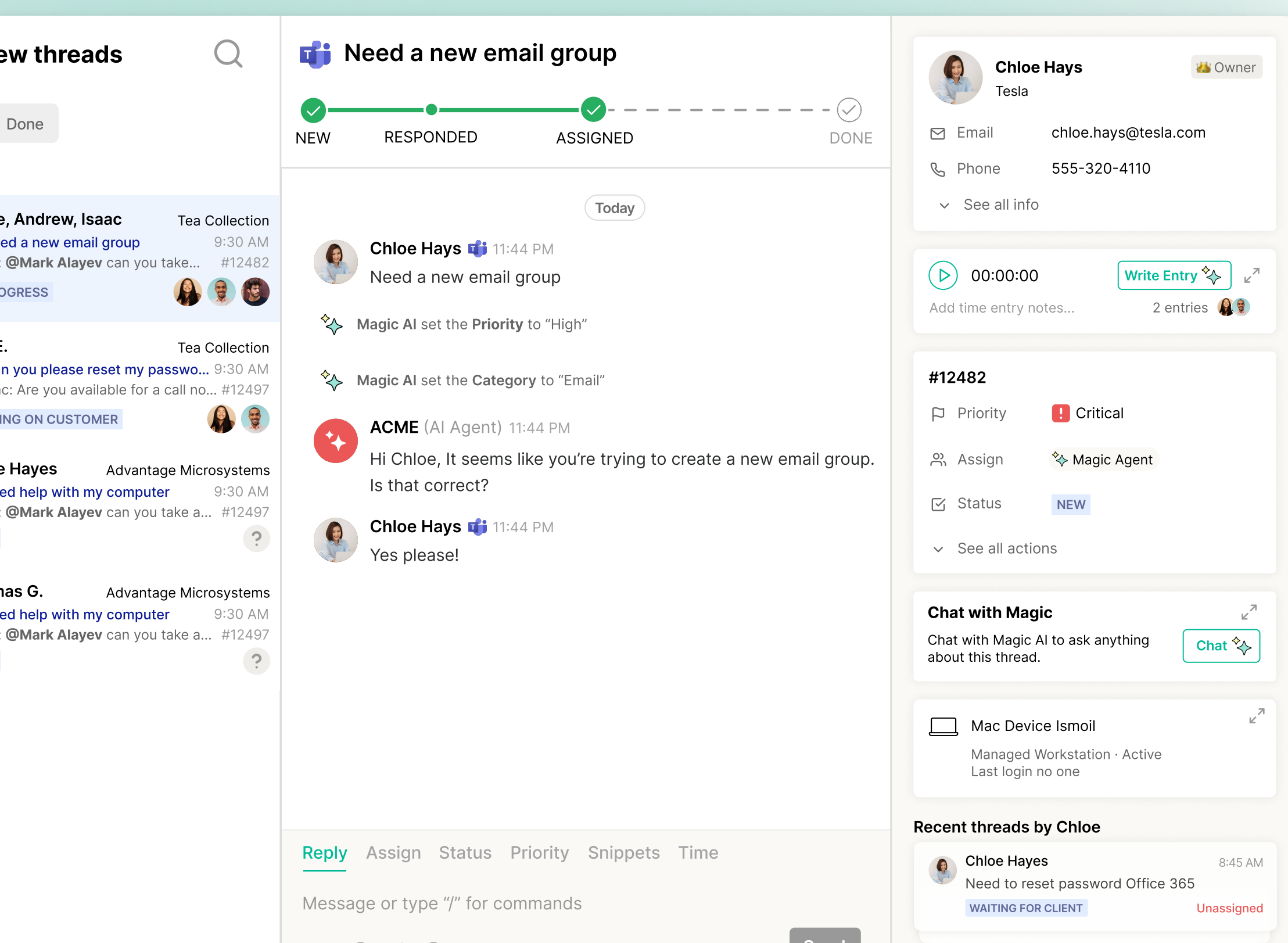
78%

faster resolution time

19_{min}

saved per request

One Inbox to Solve Them All



Every minute counts for your MSP. Say goodbye to PSA refreshes, email folders, documentation searches, and multiple chat windows.

- ✓ Continuously syncs every request to your PSA for accurate billing.
- ✓ Threaded conversations across support channels ensure strict adherence to SLAs.
- ✓ Unified view of all issues, automatically categorized, prioritized, and titled.
- ✓ Integration control center initiates workflows in Rewst, TimeZest, and more.

Experience service magic at getthread.com

AI-Powered, Human Approved

The world has evolved. Drone-delivered packages and self-driving taxis are the new normal– as are services powered by software and AI. This allows people to focus on what they do best: **being human.**

Fully-Automated Triage



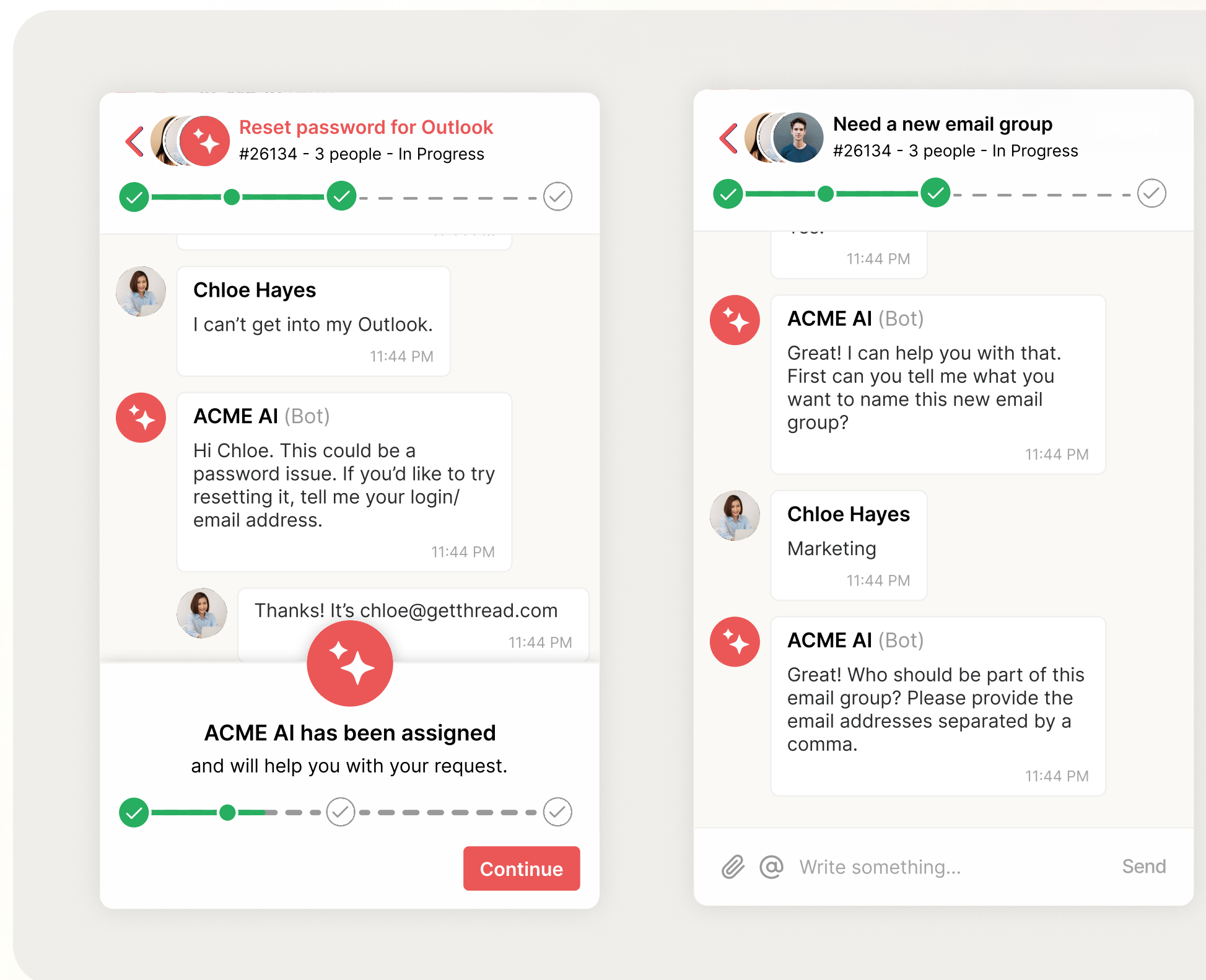
Eliminate discovery ping-pong

Let Magic Agents handle discovery, categorization, and even scheduling so your technicians can focus on solving your clients' hardest problems.

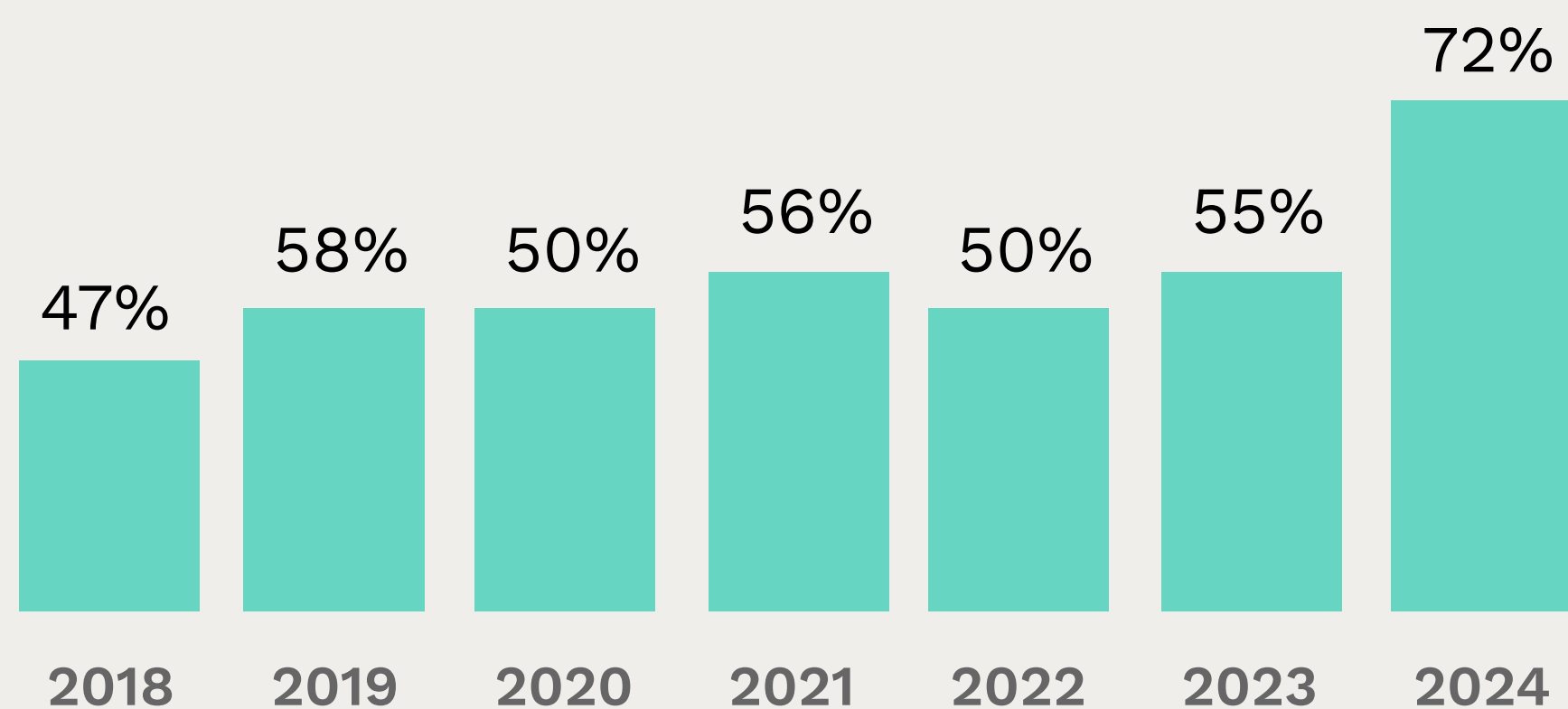


Scale your Business without Hiring

Magic Agents can simultaneously handle discovery, categorization, assignment, and even triggering automations for level one issues so your technicians can focus on solving your clients' hardest problems.



AI adoption in organizations worldwide has increased dramatically.



McKinsey & Company, 2024,
Organizations that have adopted AI in at least one business function

AI is the future. It's here today.

Tickets are dragging you down. You became an IT service provider to be a true partner to your customers, not just to reset passwords and log time entries.

Scale your operations and boost profitability with AI and automation. Thread's AI Service Desk empowers you to enhance capacity and customer satisfaction, enabling you to create a truly magical service experience without added overhead.

"Thread's AI Service Desk has been a massive game changer.

Magic Agents triage the issues and gather key details before a tech even steps in. My team and I love how easy it is to customize, ensuring our techs get exactly what they need as quickly as possible. I can't imagine going back to how we did things before!"

Christi Brown - VP of Operations



Get started today.

Reach out to magic@getthread.com

