

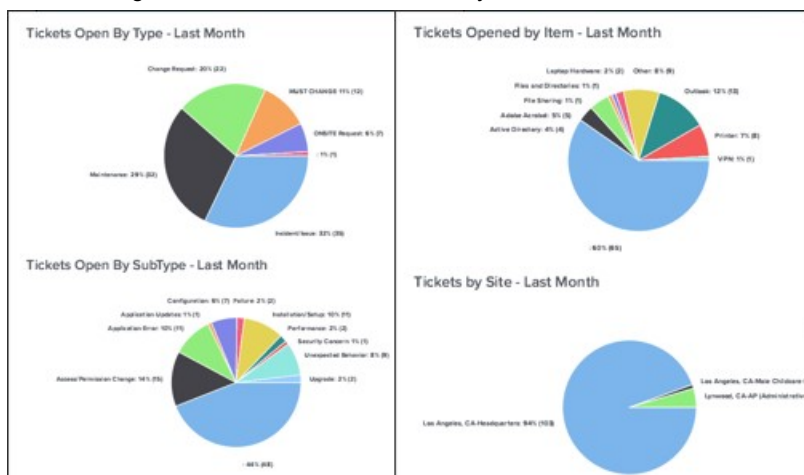
### ProSight Reporting for Ticketing and Monitoring Apps

*In-depth, live reporting for ticketing and monitoring programs such as ConnectWise Manage, ConnectWise Automate, Auvik, and SentinelOne*

## ProSight Reporting In-depth Reporting Platform

*ProSight Reporting* is a growing family of in-depth reporting tools designed to work with the industry's leading ticketing and network monitoring programs including ConnectWise Manage, ConnectWise Automate, Customer Thermometer, Auvik, and SentinelOne (soon). Available as a pay-monthly service, *ProSight Reporting* provides deep and "At-a-Glance" insight to potential problems in your IT environment.

Conventional reporting services for ticketing and monitoring systems offer a wealth of information, but they often require significant time and effort for managers to sift through mountains of data in order to zero in on potential problem areas. *ProSight Reporting* uses Microsoft Graph and color coding to highlight and contextualize critical issues like inconsistent support follow-through or machines with out-of-date AVs. By exposing ticketing or network health problems clearly and concisely, *ProSight Reporting* improves productivity, reduces management hassle, and saves money.



*ProSight Reporting includes standard reports and also supports custom reporting*

#### Standard and Custom Reports

Progent's *ProSight Reporting* services include a set of standard reports appropriate for your ticketing or network monitoring application and also allows custom reports based on your needs. Standard monthly reports for the *ProSight Reporting* plug-in for the ConnectWise Manage ticketing platform include:

- Response/Resolution Times
- Tickets/Open Closed
- "Tickets Closed By" broken down by teams with closure percentages
- Type, Subtypes, and Items
- Tickets by sites
- Survey responses and ratings

#### Current and Available Integrations

*ProSight Reporting* currently integrates with ConnectWise Manage, ConnectWise Automate, Customer Thermometer, and SentinelOne (coming soon). Available integrations include ConnectWise Command, ConnectWise Sell, SmileBack, Datto & Datto RMM, QuickBooks (onprem and online), BMS by Keseya, Veeam, IT Glue, Xero, Liongard, Jamf, SimpleSAT, Autotask, LogicMonitor, Accelo, GitHub, OneDrive, Backup Radar, Webroot, Salesforce, ECI e-Automate, Infusionsoft (Keap), Zendesk, SmileBack, MySQL, SQL Server, PRTG Network Monitor, Dropbox, PostgreSQL, Microsoft Dynamics GP, and many others.

#### Find Out More About ProSight Reporting

For more information, call **800-993-9400** or send email to [information@progent.com](mailto:information@progent.com)



### IN-DEPTH REPORTING

■ **Vital Information At-a-Glance**  
*ProSight Reporting* is a line of reporting plug-in tools for major ticketing and IT monitoring applications and is designed to translate mountains of collected data into actionable reports.

■ **Close-to-Real-Time Reports**  
*ProSight Reporting* is able to deliver close-to-real-time data, providing accurate information on the current state of clients.

■ **Color Coding**  
Color coding makes potential problems or areas of high spending stand out so they can be addressed quickly before they impact service or profit.

■ **Standard Reports**  
*ProSight Reporting* includes standard reports that extract critical information from the ticketing or IT management platform they support.

■ **Custom Reports**  
Progent can develop custom reports based on the particular needs of your organization.

■ **Multiple Integrations**  
The growing family of plug-ins for *ProSight Reporting* support ConnectWise Manage and ConnectWise Automate plus Customer Thermometer. Soon to be supported integrations are SentinelOne, ConnectWise Command, and ConnectWise Sell. Many others are available.

### PROSIGHT SERVICES

■ **ProSight RMM Services**  
The *ProSight* family of remote monitoring and management (RMM) services address key areas such as email content filtering, backup/recovery, and ransomware protection.