

MSP Name: [Your MSP Name] | Client: [Client Name] | Report Period: [Month Year]

Prepared by: [Name] | Date: [Date]

Value Delivered This Month

Tickets resolved: ____	Incidents prevented: ____
System uptime: ____%	Client satisfaction: ____/10

What this month meant for the client's business: _____

Executive Summary

Two to three sentences written for a non-technical reader. What happened, what was done, and what it means. No jargon.

Service Desk Performance

Metric	This Month	Last Month	Target
Tickets raised			
Tickets resolved			
Resolution rate			95%
Avg resolution time			< 4 hrs
First contact resolution			80%
SLA compliance			98%
Client satisfaction score			8/10+

Top ticket categories

Category	Volume	Trend (Up/Flat/Down)

System Health

System	Uptime	Status (Green/Amber/Red)	Notes
Core infrastructure			
Cloud services			
Backup systems			
Security tools			
Critical applications			

Security Overview

Metric	This Month
Threats detected and blocked	
Patches applied	
Devices fully patched (%)	
Vulnerabilities remediated	
Security incidents	
Phishing attempts blocked	

What it means for the client: _____

What We Prevented This Month

Proactive work that stopped problems before they affected your business.

- [] _____
- [] _____
- [] _____
- [] _____
- [] _____

Proactive Work Completed

- [] _____
- [] _____
- [] _____
- [] _____
- [] _____

What's Coming Next Month

Activity	Owner	Target Date

A Note From Your IT Team

Large text field for narrative paragraph.
