

Name: IT Management Company

Date: 09/08/24

Premium

Plus

Regular

Write down all frictions that you have identified before the masses feel them

- Developing quantum-safe encryption ahead of future cybersecurity threats.
- Implementing AI-driven predictive maintenance to prevent client system failures.
- Building 5G network security solutions before widespread 5G adoption.
- Preparing for cloud sovereignty regulations to ensure data compliance globally.
- Anticipating and integrating autonomous IT management systems for self-healing networks.
- Creating zero-trust architecture to address future security gaps before they emerge.
- Innovating IoT management platforms for connected devices before client demand rises.

Write down all frictions that are identified by common complaints

- Streamlining cloud migration processes to make transitions smoother.
- Improving VPN performance for remote workers facing connectivity issues.
- Automating IT helpdesk tasks like password resets and updates to reduce delays.
- Addressing complaints about outdated software interfaces by redesigning user experiences.
- Enhancing data backup and recovery solutions to meet frequent customer concerns.
- Offering more proactive cybersecurity monitoring based on recurring client feedback.
- Reducing downtime through better forecasting and load balancing based on customer complaints.

Write down all current frictions. *These are fires you are currently feeling the burn from*

- Service outages due to overloaded servers, impacting client satisfaction.
- Client retention issues as some clients leave for cheaper competitors.
- Struggling with cybersecurity threats, requiring immediate system updates.
- Managing increased operational costs that are cutting into profitability.
- Delays in responding to high ticket volumes, causing customer frustration.
- Onboarding challenges with new clients, slowing down implementation.
- Internal resource shortages, preventing us from meeting SLAs.



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