

10 common automation use cases for MSPs

Unlock the power of Rewst with these popular prebuilt automations



Are your technicians spending a large amount of time manually handling processes like user onboarding/offboarding, documentation updates, and password resets? If only there was a way you could streamline your operations, resulting in less time spent on tedious tasks and more on important initiatives. Well, now there is.

Rewst is an automation platform that helps MSPs save time and drive greater consistency, client satisfaction, and scalable growth. Curious about where to start? We analyzed thousands of workflows across our 1,000+ customers to identify the top 10 use cases for MSPs.

1. Onboarding new users:

New hire setups require a long list of repetitive tasks that consume technicians' time. Rewst automates the user onboarding process by provisioning licenses, groups, and users, eliminating the risk of human error. Streamlining the setup of new users saves you time and energy and ensures clients have the necessary resources and access all in one go.

2. Offboarding users:

When employees leave an organization, there is typically a waiting list of IT tasks to go with their departure. With Rewst, you can efficiently offboard users by automating the removal of credentials and necessary resets. Automating offboarding eliminates manual IT tasks and ensures a secure termination process for former employees.

3. Billing reporting:

Leaving money on the table from outdated contracts or missed agent counts? Rewst eliminates the manual effort of gathering licensing and invoicing data across various tools. Many MSPs take this further by customizing a workflow to update contracts in their PSAs, ensuring customers get billed correctly. This workflow helps you maximize revenue while increasing customer trust through greater accuracy.

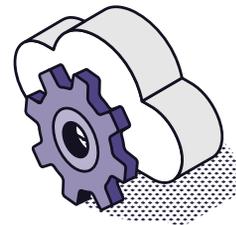
4. Documenting client environments:

Are you tediously documenting and managing users in on-premises environments? Rewst simplifies data management by seamlessly integrating with popular documentation tools like IT Glue and Hudu. Our workflows automatically update the documentation in commonly used PSAs such as ConnectWise PSA and Autotask. This eliminates the hassle of managing user details, licensing, group memberships, and access authorizations. Centralizing data empowers technicians to access critical information when they need it most.

5. Privileged Access Management:

You, your users, and your technicians need elevated access for varying reasons - and Rewst can help automate the tedious and time consuming elements of managing that access. Ensure every endpoint has a controlled, auditable local admin account with Per-Machine Password Rotation, or add out-of-band

identity verification using Duo to your workflows. Rewst automations help streamline control over administrative access, reducing security risks, protecting critical systems, and ensuring stronger security compliance with less manual effort.



6. Security & compliance alerting:

Is your MSP up to date with critical security changes? Rewst integrates with Microsoft 365, Duo, and PSA tools, notifying you via email or ticket of key updates like Conditional Access Policy changes or users in Duo bypass mode. Responding to concerns quickly and efficiently ensures clear audit trails and strengthens your cybersecurity.

7. Password resets:

On average, a manual password reset takes 10–15 minutes. Multiply that by 100 endpoints, and your techs could spend over 50 hours a month on this task. Rewst enables end-users to request resets through a simple form or first login, automatically implementing changes and updating tickets across PSAs like ConnectWise PSA, Autotask, Kaseya, Freshdesk, and HaloPSA. Optimizing password management reduces manual errors and maintains clear compliance while freeing technicians to focus on high-value tasks that improve SLAs and drive better results for your MSP.

8. Microsoft 365 management:

Managing daily Microsoft 365 tasks can be tedious and time consuming. Rewst provides several prebuilt automations to simplify essential processes like out-of-office messages, mailbox permissions, and monitoring mailbox capacity. Easily set and schedule OoO messages for specific users, automate PSA logging, manage 'FullAccess' and 'SendAs' permissions, and monitor mailbox quotas with automatic ticket generation. Optimizing M365 tasks allows you to stay on top of critical administrative functions while freeing up technicians for other customer service initiatives.

9. Detailed multi-factor authentication reporting:

Do you wish there was an easier way to report on enforced policies and users across tools like Microsoft Graph? With Rewst, you can generate a multi-factor authentication report for active users within one organization or an entire client base. Accurate reporting enhances your security while giving clients the accountability they need to remain compliant.

10. AI ticket categorization and prioritization:

Struggling to assign tickets to the right people quickly? Our AI-powered integration automates ticket categorization, priority assignment, and sentiment analysis. Say goodbye to manual sorting and hello to efficient ticket organization within your PSA. This ensures that the right individuals and teams handle high-priority issues promptly. Enhancing tickets with AI technology boosts your operational efficiency and helps you effectively resolve client concerns in a timely manner.

These 10 use cases are available as prebuilt automations to help you unlock immediate value. Rewst also offers the flexibility to build custom workflows to automate virtually any unique process.

By automating processes, centralizing data, and providing valuable insights, we empower you to enhance efficiency, improve security, and deliver a seamless experience for your clients.

Ready to see how Rewst can integrate with your MSP?

Take a look at Rewst's integrations

