RECURSYV

CUSTOMER SUCCESS STORY

e-Coast Systems saves 100 hours a month and protects every billable dollar using RecursyvAI

Learn how this MSSP is using RecursyvAI to audit billing, licensing and service desk data across every client, delivering unparalleled billing accuracy and stopping revenue leakage.

e-Coast Systems is a USA based Managed Security Service Provider (MSSP) specializing in cybersecurity, collaboration tools and system integration. They help their clients stay secure, connected and productive.

100+

hours saved every month on billing and data audits

The challenge: Billing accuracy at scale

For MSSPs juggling security licensing, hardware deliveries, monitoring alerts and hundreds of client records, small gaps add up fast. A missed shipping charge, a licence that no longer matches the invoice or a device sitting on the wrong client can all quietly leak revenue.

For e-Coast Systems, auditing that data across every client meant hours of manual cross-checking between Autotask, invoices and vendor cloud dashboards.

The solution: An AI auditor connected to Autotask

Using **RecursyvAI**, e-Coast Systems connects their corporate AI (in this case Claude) directly to its Autotask service desk. The team can now run audits, triage tickets and surface sales insights across every client through natural-language prompts in their corporate LLM.

They can even upload screenshots of invoices or cloud dashboards and have RecursyvAI audit them against Autotask data across all of their clients, catching billing gaps before they become lost revenue.

See what e-Coast audits with a single prompt.....

RecursyvAI helps e-Coast audit and automate

- **Billing and licensing audits:** Checks licence counts against invoices and vendor cloud dashboards uploaded as screenshots, across every client.
- **Delivery and shipping charge audits:** Finds unbilled deliveries in seconds. *"Check all delivered items for the last 60 days and list the tickets without a shipping charge."*
- **Smarter ticket triage:** Merges monitoring alerts for the same issue, such as a firewall and access point offline, and assigns them to the right client instead of the internal e-Coast account.
- **Cleaner client data:** Confirms configuration items are active and on the right client, flags CIs with a missing or incorrect device type and combines redundant contacts.
- **Instant cross-client search:** Answers questions that span account hierarchies. *"Search any client with parent organization X and find any tickets related to Y."*
- **Stock and marketing insights:** Suggests stock minimums from last quarter and year-over-year sales, and which products and services to market this quarter.

The results: Unparalleled visibility of enterprise data

By turning hours of manual cross-checking into a handful of prompts, RecursyvAI is helping e-Coast Systems bill accurately for every licence, delivery and site visit, avoid revenue leakage, keep client data clean and plan stock and marketing from real sales history.

THE CLIENT'S VERDICT

"Recently I have been using it to do many different types of audits, from configuration items being active and on the right client, to billing audits for licensing. Honestly the time savings are tremendous!"

Ryan Fogarty - Director of Operations, e-Coast Systems

RecursyvAI — Talk to your enterprise data. Get the work done.

RecursyvAI connects MSPs' service desk, ITSM and CRM data to their corporate AI (Copilot, Claude, ChatGPT etc), enabling any user in the business to generate and schedule reports, analyse and automate operations - simply by using prompts in their preferred LLM.

Billing accuracy. Revenue protection. Cleaner data. More time for your customers.

Discover RecursyvAI