RECURSYV

CUSTOMER SUCCESS STORY

Pacific IT Support recovers 200+ hours in two months with RecursyvAI

Learn how this MSP is using RecursyvAI to automate service desk operations, improve ticket hygiene and give its team more time to focus on customers.

Pacific IT is a USA based MSP that specializes in technology, productivity, and process improvement. They help their clients to work more efficiently and deliver powerful outcomes.

200+

hours recovered in two months

The challenge: Keeping the service desk under control

For MSPs managing high volumes of tickets, recurring alerts, SLA deadlines and distributed engineering teams, maintaining clean queues and accurate data can consume hours of valuable staff time.

For Pacific IT Support, keeping service desk operations running smoothly across a dispersed team — with half its crew offshore — meant finding a smarter way to manage the daily workload without constant manual oversight.

The solution: AI-powered automation connected to Autotask

Using **RecursyvAI**, Pacific IT Support connects their corporate AI (in this case Claude) directly to its Autotask service desk, enabling the team with better insight into operational tasks, service delivery and actionable insights through natural-language prompts in an LLM.

Rather than manually monitoring queues, checking tickets and compiling reports, RecursyvAI helps keep service desk operations moving.

Learn the specifics of what was achieved.....

RecursyvAI helps Pacific IT automate

- **Cleaner ticket queues:** Detects spam and duplicate tickets, consolidates recurring alerts into tracked issues and keeps ticket data synchronised.
- **Proactive SLA and queue management:** Checks SLA status throughout the day, flags stale tickets and identifies work ready to close or bill.
- **Better team visibility:** Reviews time-entry accuracy, provides engineer workload snapshots and generates individual reports with dispatch charts and clickable ticket links.
- **Smarter maintenance workflows:** Automatically classifies and dispatches recurring maintenance tickets.
- **Actionable service delivery reporting:** Produces weekly scorecards and time-series reports to help managers monitor performance and prepare team huddles.

The results: 200+ hours recovered in two months

By automating repetitive service desk administration and keeping queues clean, RecursyvAI is helping Pacific IT Support reclaim valuable team capacity, improve operational oversight and reduce the need for continuous manual monitoring.

For a distributed team, this represents more than time saved: it is a force multiplier that helps a small MSP operate more efficiently.

THE CLIENT'S VERDICT

"We were looking hard at efficiency and automation with AI tooling like Claude, and we wanted an AI capability that sits above our stack. It needed to be secure, require no training and not be locked down to one system. RecursyvAI enables that intelligence layer, which we currently focus on our Autotask service desk, but we can add RMM or CRM tools later too. Also, we know the connectivity works with Copilot, ChatGPT and Gemini– so we're not tied down to one LLM. The team at Recursyv have been dealing with MSPs and service desk integrations for over 10 years so we had high trust from the get-go – and we are delighted with the results.

For example, we are recovering at least 200 hours back for a small team in about two months. Given half our crew is offshore and dispersed, this has been a real force multiplier keeping our queues clean without someone monitoring them manually all day."

Erik McFrazier - President, Pacific IT Support

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.

Revenue & Client health insights. Ticket hygiene. Cleaner queues. More time for your customers.

Discover RecursyvAI