

Ten tools, one platform, and Claude doing the work in between.

How ITPartners+ built **Current**, a projects, sales, and insight platform for Managed Services Providers, and used the Anthropic API to take the slowest work in an MSP from hours to minutes.

90%

less time to prepare a Strategic Business Review

85%

less time to build a project plan

1 day

quote-to-project kickoff, down from five days to same day

\$7.3M

per month of unsold services found at one MSP

01 · THE CHALLENGE

The work that keeps an MSP alive lived in ten places.

ITPartners+ runs managed IT and cybersecurity for businesses in 39 states. Like most MSPs, the team ran on a PSA for tickets and billing, a quoting tool, a CRM, a reporting product, a project planner, and the spreadsheets that glued them together. Ten tools, each holding part of the truth.

The cost showed up in the highest-value work. A Strategic Business Review for one partner took five to seven hours to

assemble. Dashboards needed a consultant to set up and still gave three answers to one question, so nobody trusted them.

Revenue leaked in the handoffs. Engineers heard the same request in ticket after ticket and never relayed it to sales. A won quote sat for days while a project manager re-typed the SOW into a PSA project module built as a task list wearing a Gantt chart. Kickoff slipped and hours went unbilled.

PARTNER

ITPartners+
Grand Rapids,
Michigan

PRODUCT

Current
[current.day](#)

AI

Claude
via the Anthropic API

WORKS WITH

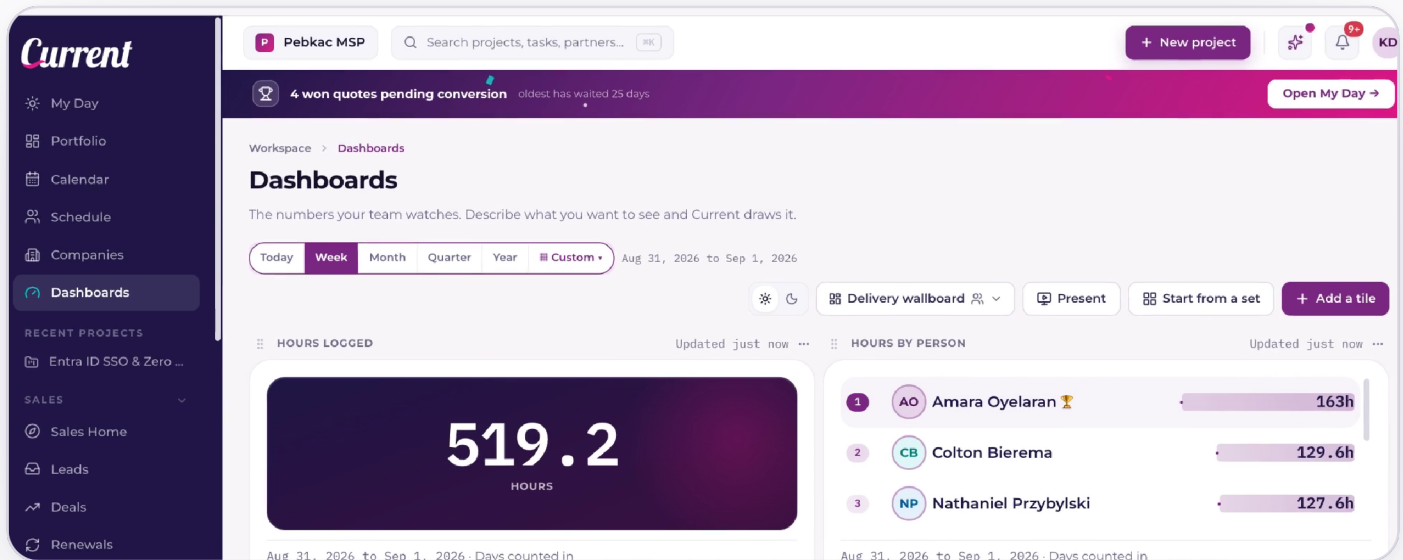
Autotask · ConnectWise · HaloPSA
ScalePad Quoter · HubSpot

02 · THE APPROACH

Build the platform we wished a vendor had sold us.

Rather than buy an eleventh tool, ITPartners+ designed Current as the layer that sits on top of the PSA an MSP already owns. The PSA stays the system of record for time and billing. Current syncs two-way with Autotask, ConnectWise, and HaloPSA and does the work those tools never did: dependency-aware projects, a sales pipeline that reads the service desk, a client portal, and one definition per metric.

AI was designed in from the first sprint. Every place a person used to read, summarize, or re-type, Current calls Claude through the Anthropic API on the MSP's own PSA data, then writes the result back where the team already works. The model never becomes a separate destination. It shortens the step you were already taking.



AI dashboards

Describe the number you want to watch and Claude builds the tile from PSA and RMM data, with its definition visible on every metric.

WHERE CLAUDE DOES THE WORK

Quote to project

Reads a won quote line by line and builds phases, tasks, dependencies, and dates around the hours sold, then pushes the plan into the PSA.

Strategic Business Reviews

Drafts the full review pack with insights and industry benchmarks, ready for a human to check and present.

AI dashboards

Turns a plain-language request into a working dashboard tile in seconds, with its data source and definition on every number.

Daily and coaching briefs

Each morning, every tech and account manager gets a short plan drawn from their own tickets, projects, and deals.

Whitespace **PATENT PENDING**

Reads every ticket and email in the PSA and maps what each account keeps asking about against what they buy.

Company insights and help

Account summaries written from live PSA history, plus in-app Ask that answers product questions from the help center.

03 · LIVE AND ADOPTED

In production
September 1,
2026. Paying
MSPs on two
continents
within a week.

Current runs ITPartners+ day to day and is sold to other MSPs at [current.day](#). Eight days after launch, five MSPs in the United Kingdom and the United States were paying for it, and 50 engineers were opening it every morning to get their plan. Every Claude-backed feature on the previous page is live for them today.

5

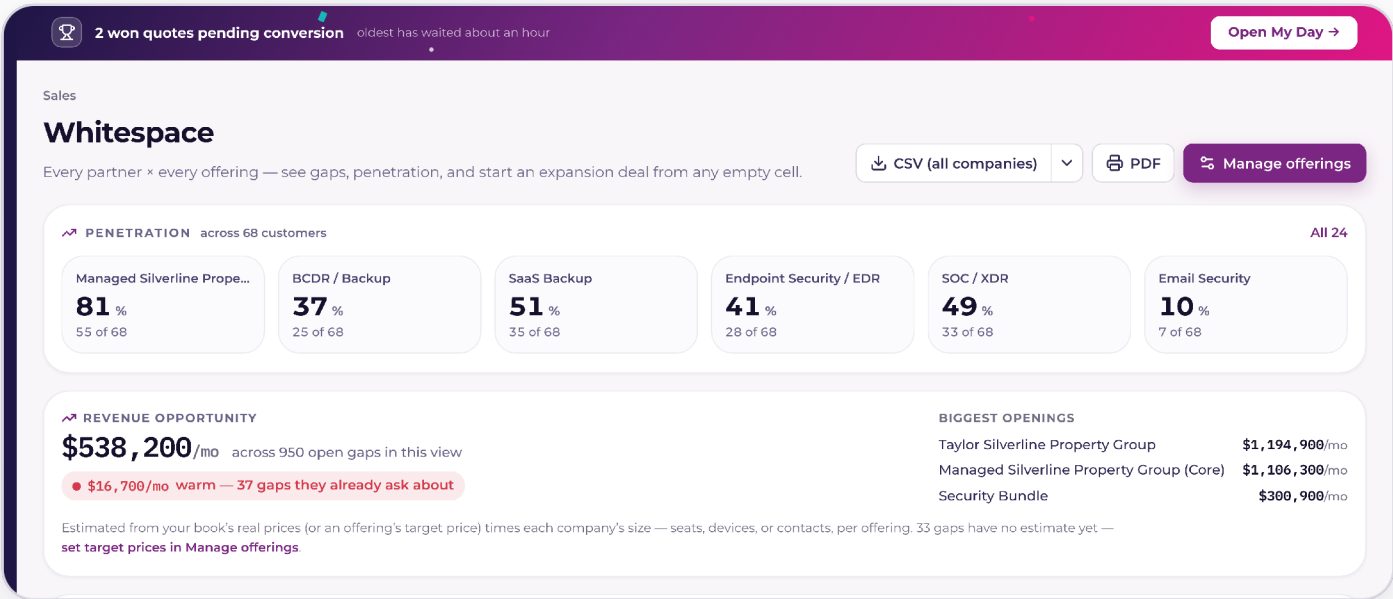
paying MSPs

50

engineers, daily

8

days after launch



Whitespace
PATENT PENDING

Penetration by offering, the revenue sitting in open gaps, and the warm share those accounts are already asking about in tickets and email.

04 · BUSINESS IMPACT

90%

less time to prepare a Strategic Business Review, now with industry benchmarks. Five to seven hours became under one.

85%

less time to build a project, with billing safeguards that catch unbilled hours before they are lost.

0 days

from won quote to scheduled project. Kickoff used to wait five days for a hand-built plan.

20 hrs

a week saved by one project manager on scheduling and project creation alone.

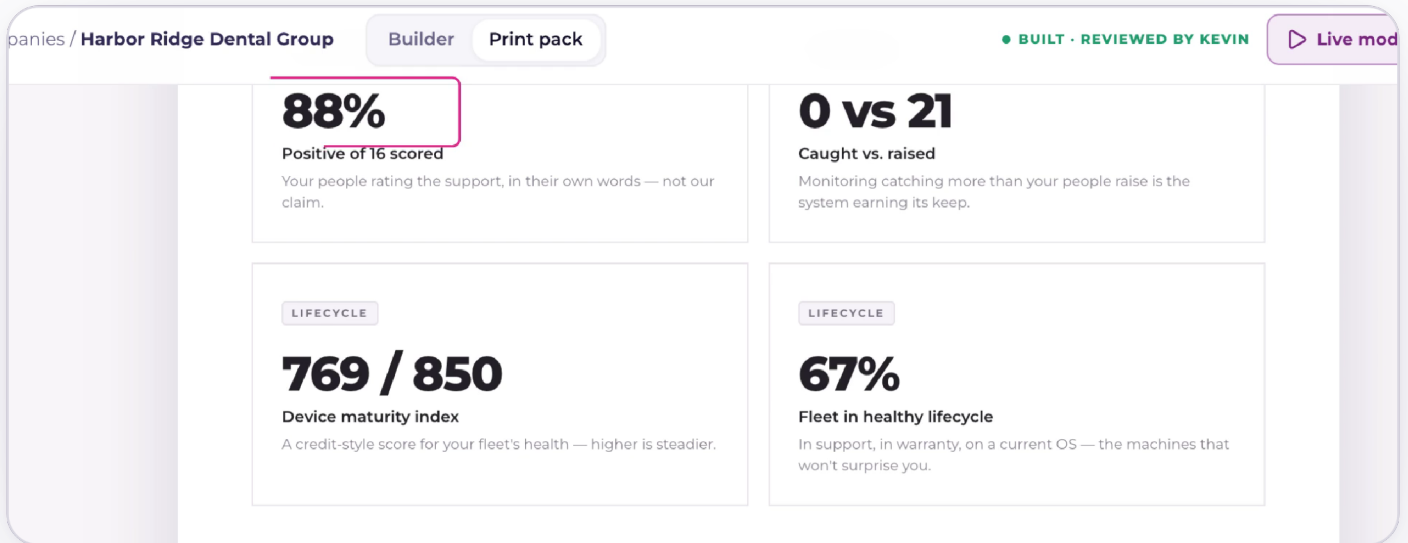
\$7,281,285

per month of unsold services exposed by Whitespace (patent pending) across 18,303 gaps in a single MSP's book. \$597,438 of that is warm: services those accounts are already asking about in tickets and email.

05 • IN PRACTICE

A review that took an afternoon now takes a coffee.

The Strategic Business Review is where an MSP proves its value to a partner, and it was the hardest thing to produce. Current pulls the account's tickets, devices, survey responses, and contract lines, and Claude drafts the narrative and the benchmarks against the partner's industry. An account manager reviews it, edits what needs a human touch, and presents. The pack below was built and reviewed in under an hour.

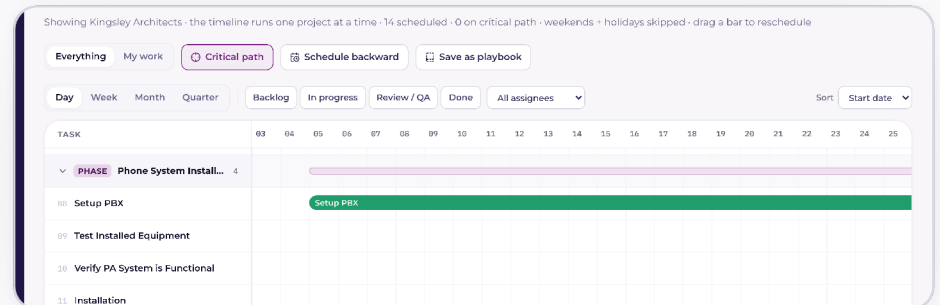


Strategic Business Review

Satisfaction, lifecycle health, and the partner's own survey words, assembled by Claude and reviewed by a person before it ships.

“I used Current through the beta and now the release. As a project manager, I can schedule and build projects in a fraction of the time. It saves me at least 20 hours a week.”

Michael Shields
Project Success Lead,
ITPartners+



Projects. The dependency-aware timeline Claude builds from a won quote. Drag one date and the plan reflows around PTO, tickets, and real availability.

Built by an MSP, for MSPs.

Connect Autotask, ConnectWise, or HaloPSA and see your own whitespace in the first hour. 14-day trial at current.day.

ITPartners+

Current
EVERYTHING YOUR PSA CAN'T DO