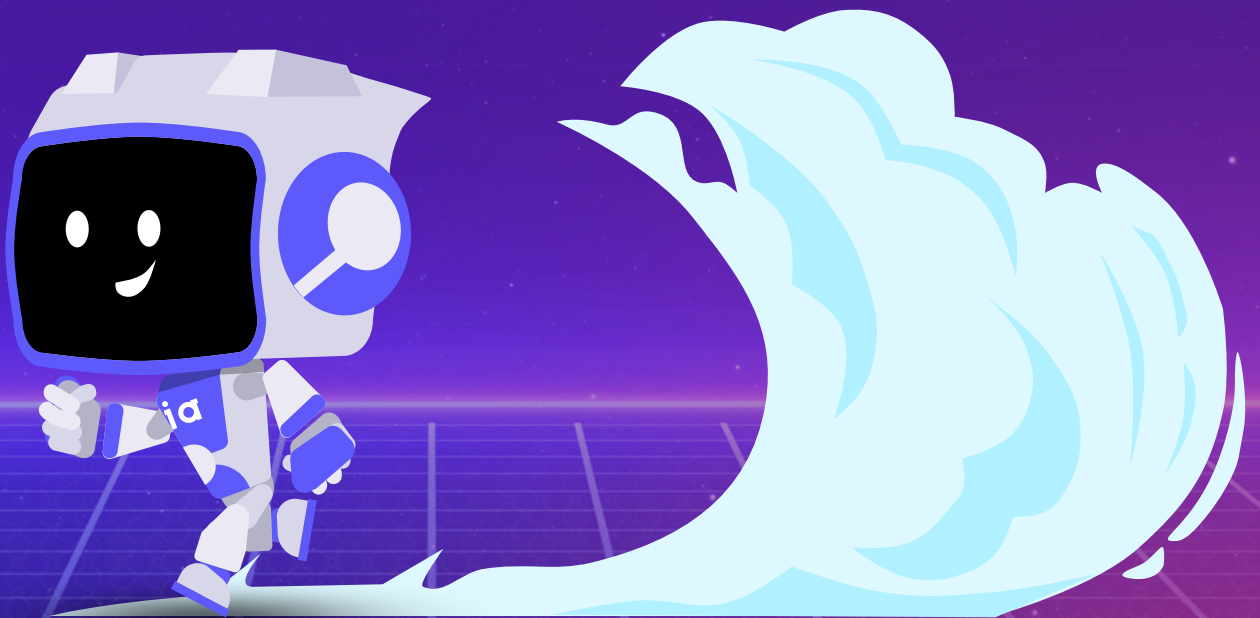


pia

CASE STUDY

How Restech Accelerated MSP Efficiency & Growth with Pia





Company Profile

Established in 1992, Restech has grown to become a premier managed service provider (MSP) committed to empowering small and medium-sized businesses with advanced technology solutions. Serving more than 520 companies across Louisiana, Restech excels in offering customized IT services to various industries, including financial services, legal, healthcare, construction, engineering, and hospitality. With a steadfast dedication to reliability, proactive solutions, and customer satisfaction, Restech has cemented its reputation as a trusted partner in fostering business growth and innovation.

The Challenge



In 2024, Restech faced a significant challenge: the unexpected departure of four level-one technicians due to natural staff turnover. Known for its culture-driven environment, Restech typically enjoyed lower-than-average turnover rates. However, the sudden loss of these team members posed a threat to service continuity. Replacing them presented a considerable financial strain and risked overburdening the remaining staff.

Adding to the difficulty was Restech's dependence on manual scripting tools for ticket resolution. These outdated processes were slow, inconsistent, and resource-heavy, with ticket resolution times averaging between 20 and 30 minutes. It became clear to Restech that continuing with these antiquated methods would stifle growth and hinder customer satisfaction.





The Solution:

After evaluating various AI solutions, James Knowles, Restech's Director of IT Services, discovered Pia aiDesk. He was immediately impressed by its potential to revolutionize MSP operations. The onboarding process began in July and was completed by October, yielding impressive results:

Effortless Integration

Pia onboarding was both simple and stress-free. Featuring over 60 pre-built universal scripts and the capability to detect different environments (cloud, hybrid, or on-prem), Restech's team swiftly incorporated Pia into their workflows.

Automation Features

Pia automated both routine and complex tasks, significantly lightening the technicians' workload. Its AI capabilities empowered even entry-level staff to take on high-level responsibilities, ensuring continuity and efficiency.

Results



Boosted Productivity

Pia enabled Restech to optimize its workforce efficiently. **Instead of rehiring four level-one technicians, Restech replaced them with just two level-zero technicians.** With AI-driven automation handling repetitive tasks, these new hires managed **98 additional tickets per week—work they typically wouldn't have handled.** Despite a smaller team, Restech maintained an impressive **87% billable utilization rate**, proving that AI-led automation drives efficiency without compromising performance



Significant Time Reduction

Ticket resolution times dropped dramatically from an average of 20-30 minutes to just 2-10 minutes. This boost in efficiency not only enhanced operational performance but also improved the client experience by resolving issues more quickly.



Cost Efficiency

Restech achieved notable cost savings by adopting Pia aiDesk. The platform's annual cost was less than the salary of a single level-one technician, yet it delivered the equivalent output of four engineers. Additionally, the reduced need for full-time programmers further cut operational costs.

Results



Elevated Customer Satisfaction

Restech's ability to sustain a 99.2% customer satisfaction (CSAT) score across 33,000 responses highlighted the impact of Pia aiDesk's consistency and accuracy. The platform ensured precise and timely ticket resolution, minimizing human error and bolstering client trust.



Operational Scalability

By automating repetitive tasks, Pia freed technicians to focus on strategic initiatives. The platform's versatility allowed Restech's coordinators—who usually handled phone-based client interactions—to perform tasks like password resets and new user requests during calls, further streamlining processes.





One of the most exciting aspects of Pia is its ability to complement and enhance our engineers' capabilities. While it won't replace engineers, it allows them to focus on higher-value tasks, ensuring a better experience for both clients and staff.

James Knowles,
Restech Director of IT Services

KEY METRICS:

Pia at Restech



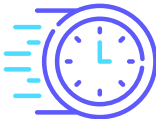
Up to 15x Faster Ticket Resolution

Reduced resolution time from 20-30 min to 2-10 min



50%+ Reduction in Labor Costs

Replaced 4 level-one techs with 2 level-zero techs



98 More Tickets Resolved Per Week

AI automation enabled a Level Zero team to boost productivity



High Customer Satisfaction with Faster Resolution

Maintained 99.2% CSAT score across 33,000+ responses with quicker issue resolution



4x Engineer Output at Lower Cost

Pia costs less than one technician but delivers the work of four

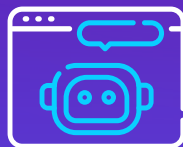
Future Vision

Restech envisions a future where AI and automation are central to their MSP operations. With Pia aiDesk as a cornerstone tool, Restech plans to:



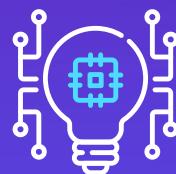
Enhance Employee Skills

Train level-zero employees to become level-two engineers, leveraging AI to manage routine tasks while tackling more complex challenges.



Reduce Routine Hiring

By integrating AI into service delivery, Restech expects to decrease the need for entry-level hires while boosting the capabilities of existing staff.



Improve Service Delivery

Pia's ongoing development of plugins and APIs ensures that Restech can continually expand its automation capabilities, staying ahead of industry trends.



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CASE STUDY: HOW RESTECH ACCELERATED MSP EFFICIENCY AND GROWTH WITH PIA

Conclusion

Pia has transformed how Restech operates, enabling the company to navigate staffing challenges, enhance operational efficiency, and consistently deliver exceptional customer satisfaction. By automating routine tasks and streamlining workflows, Restech has freed up resources for strategic initiatives and empowered employees to excel in their roles.

For Restech, adopting AI is not just about keeping up with the competition; it's about setting a new industry standard. Pia aiDesk exemplifies how the right technology can unlock unprecedented growth and innovation for MSPs, ensuring long-term success in a rapidly changing landscape.



About pia

We know help desks can be... well, a bit of a headache. That's why we built Pia—the ultimate AI-powered automation platform for Managed Service Providers (MSPs)—to deliver unparalleled efficiency, lightning-fast ticket resolution, and outstanding client experiences.

Seamlessly integrated with your PSA, Pia combines out-of-the-box automations, customizable workflows, zero-touch resolutions, and AI-led ticket triage to analyze, route, and resolve repetitive tasks swiftly, empowering everyone, from junior techs to seasoned engineers, to close tickets faster, handle routine tasks like new user onboarding —quickly and accurately every time, and even instantly resolve specific client requests without engineering oversight.

Let Pia do the heavy lifting so your team can scale smarter, effortlessly manage more endpoints, and truly delight your clients.

*To learn more about Pia, why not **book a demo** with one of our expert engineers today?*





Pia is on a mission to revolutionize MSP help desks with powerful AI-driven automation—empowering everyone, from junior techs to seasoned engineers, to close tickets faster, eliminate manual tasks, and dramatically boost the tech-to-endpoint ratio. Purpose-built for managed service providers, Pia combines AI-led ticket triage, zero-touch resolutions, and over 60 ready-to-use automations to effortlessly scale IT operations. The result? Unmatched productivity for technicians, seamless experiences for clients, and unstoppable growth for your help desk.

To learn more about how Pia can transform your help desk operations, visit [**pia.ai**](https://pia.ai)