

FABRIC IMPLEMENTATION • MANAGED IT SERVICES

Modernising service delivery reporting for Blackbird IT

ConnectWise service data and SmileBack feedback unified in Microsoft Fabric, retiring BrightGauge along the way.

ENGAGEMENT

Fabric implementation • Power BI modernisation

INDUSTRY

Managed IT services • managed service provider

TECHNOLOGY

Microsoft Fabric, Power BI, ConnectWise, SmileBack

CONTEXT

Client zero • partnership exploration

EXECUTIVE SUMMARY

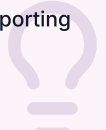
One dashboard replaced, one data platform gained

Blackbird IT, a managed service provider running ConnectWise and reporting through BrightGauge, elected to become "client zero" while exploring a strategic partnership with DataMust: using its own environment to assess a Microsoft-native data platform. The immediate priority was replacing the service delivery dashboard, where BrightGauge could not meet more nuanced operational requirements around ticket performance, ageing work, SLA risk and customer feedback. DataMust implemented Microsoft Fabric and Power BI, bringing ConnectWise and SmileBack data together. Blackbird IT retired its BrightGauge subscription and now has a central platform that can expand as reporting, automation and AI requirements mature.

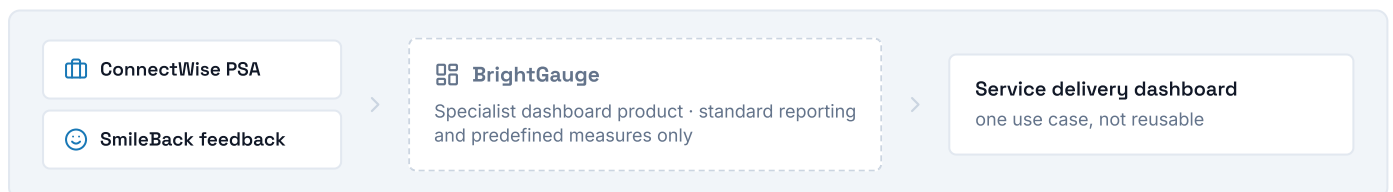
THE CHALLENGE

- Visibility needed into open, ageing and stale tickets
- Work approaching SLA thresholds surfaced before breach
- Customer feedback from SmileBack alongside service data
- A live view suitable for display on an office dashboard
- Standard dashboards and predefined measures not flexible enough

The engagement was not simply a dashboard replacement. It established a reusable data foundation that Blackbird IT can extend across future operational and management reporting use cases.



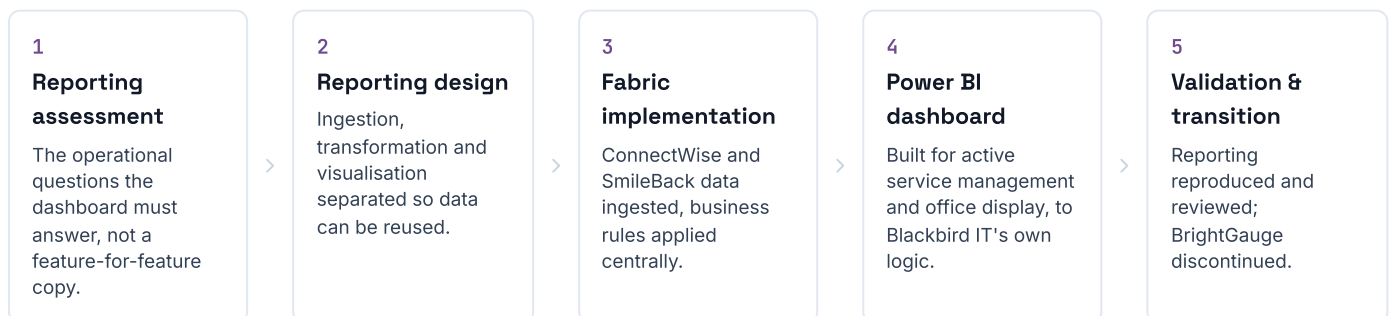
CURRENT STATE • REPORTING BEFORE THE PLATFORM



WHAT THIS MEANT × Predefined measures only × Sources viewed separately × Hard to extend × No reusable data asset

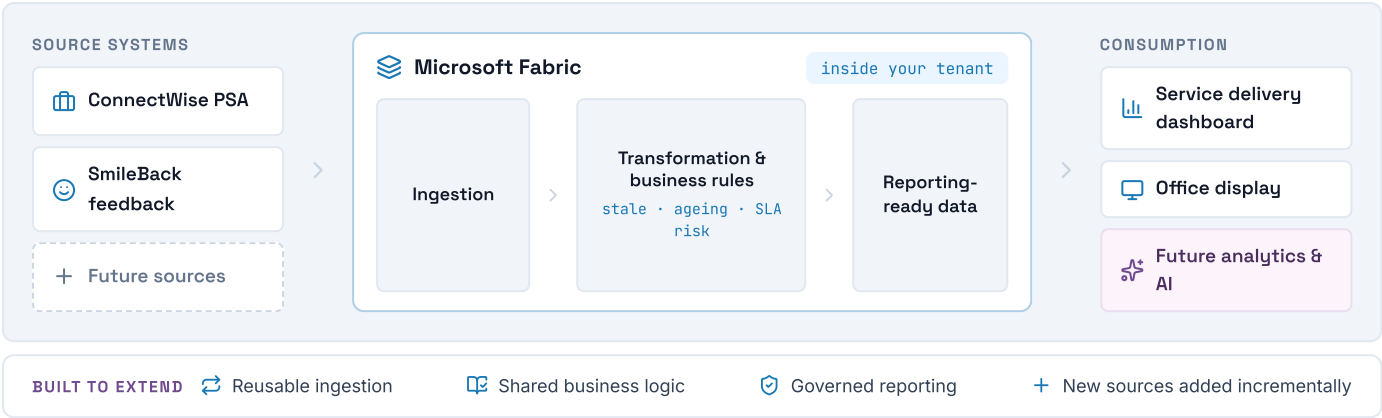
OUR APPROACH

Five stages, from operational questions to transition



THE SOLUTION

A dashboard on top of a reusable data foundation



BrightGauge retired

The required service delivery reporting was reproduced in Microsoft Fabric and Power BI, allowing Blackbird IT to discontinue its BrightGauge subscription and consolidate onto its Microsoft platform.

KEY OUTCOMES

Improved operational visibility

A central view of active, ageing and stale tickets and SLA risk, supporting earlier intervention.

Service and customer data together

ConnectWise operations and SmileBack feedback in one reporting environment, a fuller view than either system alone.

Reporting on their own terms

Full control over measures, transformation and dashboard design, adapted to how the service team operates.

A foundation, and a partnership validated

Client zero proved the Microsoft-native approach in a real MSP environment, ready for analytics, automation and AI ahead.

DELIVERABLES

- ✓ Microsoft Fabric data platform
 - ✓ ConnectWise data integration
 - ✓ SmileBack data integration
 - ✓ Reporting-ready data structures
 - ✓ Power BI service delivery dashboard
- ✓ Ticket ageing & stale-ticket logic
 - ✓ SLA risk indicators
 - ✓ Customer feedback reporting
 - ✓ Office display dashboard
 - ✓ Transition off BrightGauge

BEFORE → AFTER

- ✗ Specialist dashboard product
 - ✗ Predefined measures
 - ✗ Sources viewed separately
 - ✗ Dashboard-only architecture
 - ✗ Another isolated tool
- ✓ Microsoft-native platform
 - ✓ Own reporting logic
 - ✓ One service view
 - ✓ Reusable data foundation
 - ✓ Platform consolidation

WHY THIS MATTERS

Many MSPs run on ConnectWise or similar platforms, and when the built-in reporting falls short, the common response is another dashboard, spreadsheet or tool. That solves the immediate visibility problem but increases fragmentation.

Blackbird IT treated the dashboard as the first use case for a broader platform. The same foundation can support customer profitability, agreement performance, resource planning, customer health and AI-assisted workflows, and gives an MSP practical experience to inform client-facing data services.

DATAMUST PERSPECTIVE

Start with the decisions, not the dashboard

Solve the immediate operational problem without creating another isolated reporting asset. Deliver the use case, build the foundation. Book a 30-minute fit call.

