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CRITICAL
Brute-force login attempts on srv-web-03 (10.2.45.18)

HIGH
Malware Trojan.GenericKD.631025 quarantined on LAPTOP-4521

HIGH
Data spike: 3.2 GB outbound from NODE-4

MEDIUM
Excessive MFA failures from 185.22.14.77.

CRITICAL
12 endpoints missing patch KB5028166.

Executive Summary

The State of MSP Agent Fatigue in 2025

The Problem

> *"Too many tools... I wish we had one solution that does it all."*

That cry from an enterprise MSP managing 10+ security tools sums up what 80 North-American providers told us in early 2025.

The very tools designed to keep clients safe are exhausting the people who run them, eroding security and trust.

Key Findings

56% experience alert fatigue daily or weekly, while **75%+** feel it every month

100% of teams managing **1,000+ clients suffer daily fatigue**

The average MSP uses **5 security tools.** 20% run between **7 and 10 tools,** 12% manage **10+**

Only **11% enjoy seamless integration** while 89% flip between multiple dashboards

1 in 4 alerts is a **false positive**

Just **20% have already consolidated their stack** - and report faster response, clearer visibility and happier staff

Quick Facts

1. **Daily exhaustion is the new normal** – most MSPs start the week already overwhelmed by noise.

2. **Tool sprawl drives burnout** – moving from four tools to seven or more almost doubles fatigue levels.

3. **Integration is the bottleneck** – swivel-chair workflows dominate, with "single-pane-of-glass" still a dream for 9 out of 10 MSPs.

4. **False positives waste time and mask danger** – high FP rates triple the chance of missing real threats.

5. **Business drag beyond security** – billing, onboarding and compliance slow down whenever teams juggle disconnected platforms.

6. **The 20% who consolidate win** – unified platforms cut alert noise, speed response and keep people on the job.

Why It Matters

Fatigued humans are the new attack surface.

When teams drown in noise and context-switching, genuine threats slip through, SLAs break and customer trust evaporates.

More point solutions rarely equal more protection; they more often multiply complexity.

A Path Forward

Priority	Action
Shrink the stack	Audit overlapping tools; aim for ≤ 4 core platforms.
Demand integration	Make open APIs and native connectors contractual requirements
Automate low-value toil	Use SOAR / AI playbooks to triage low-severity, repetitive alerts.
Track fatigue KPIs	Add alerts per person, false-positive rate and overtime to your scorecard.
Phase consolidation pilots	Start with a low-risk client cohort; measure MTTR and person hours saved.

About the Study

Respondents: 80 managed service providers (micro to large) across multiple verticals.

Methodology: 25-question survey + LLM-assisted thematic analysis of 300 free-text answers.

Research period: H1 2025.

BOTTOM LINE:

Agent fatigue is pervasive - *but not inevitable.*

MSPs that streamline tooling, integrate natively and automate intelligently are proving that fewer, smarter tools deliver stronger security and healthier, more resilient teams.

> Download the full report to learn more.

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