

The State of MSP Agent Fatigue in 2025

When Security Tools Become the Problem They're Meant to Solve

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

Large MSP
10+ security tools



The Problem: Agent Fatigue

Tools meant to protect are overwhelming the people who manage them.

MSPs are burned out, buried in alerts, and losing visibility.



Who We Surveyed

80 MSPs across North America



Client portfolios ranging from under 10 to over 1,000 clients

Company sizes from micro (1-10 employees) to large (500+)



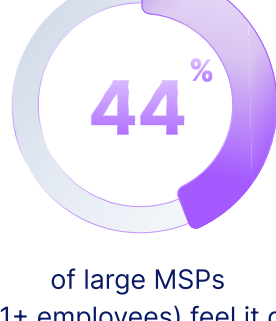
All sectors: finance, education, healthcare, multi-industry

What the Numbers Tell

Alert Fatigue



experience it daily or weekly



of large MSPs (501+ employees) feel it daily



of MSPs with 1,000+ clients = daily fatigue

Tool Sprawl

Average: 5 tools

20% use 7-10; 12% use 10+

7+ tools = 2x more fatigue than 4 or fewer

Integration Breakdown

Only 11% have seamless integration

89% use fragmented dashboards

Top complaint: "Lack of single pane view"

False Positives

1 in 4

alerts is false

High false positives =

3x

more fatigue

Nearly 1 in 3 MSPs report

30+

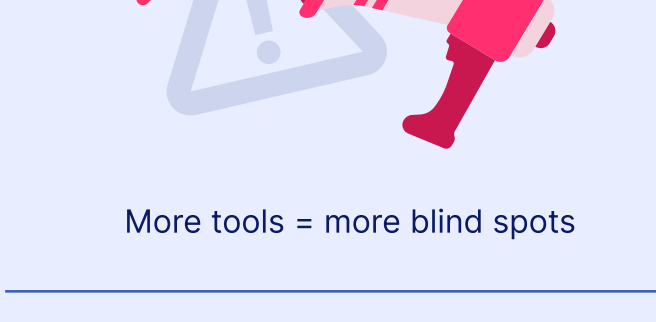
false-positive rates

The Impact

Security Risk



Fatigued teams = more missed threats



More tools = more blind spots

Business Drag

- Complex billing across multiple tools
- Painful onboarding for new clients
- Manual compliance reporting
- Revenue lost to inefficiency



The 20% Who Fixed It

These MSPs consolidated their stack. They report:

- ✓ Fewer alerts & false positives
- ✓ Simpler billing & onboarding
- ✓ Faster responses
- ✓ Healthier teams
- ✓ Better visibility



Why Most Haven't

56%

are "considering" consolidation

Barriers: sunk costs, vendor lock-in, no time



"Too busy fighting fires to replace the fire truck."

The Decision Point

Two paths:

Stay stuck with the

56%

or

Join the

20%

who took control

What to Do Next



Audit your tools



Cut overlap



Consolidate platforms



Phase your migration

Track: alerts, false positives, MTTR



The State of MSP Agent Fatigue in 2025

Download the Full Report

- ✓ Cut complexity
- ✓ Reclaim focus
- ✓ Protect your clients
- ✓ Support your team

Agent fatigue is real. But it's fixable.

