Pegasus: Solving the MSP Scalability Issue

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Pegasus: Tokenization of Labor Resolves Scalability Issues

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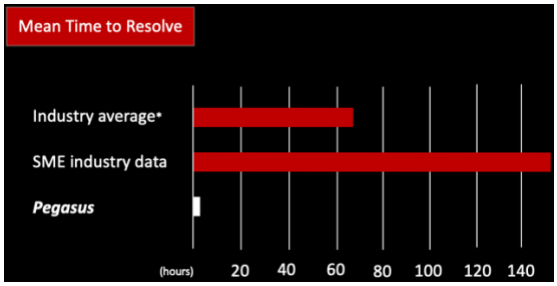
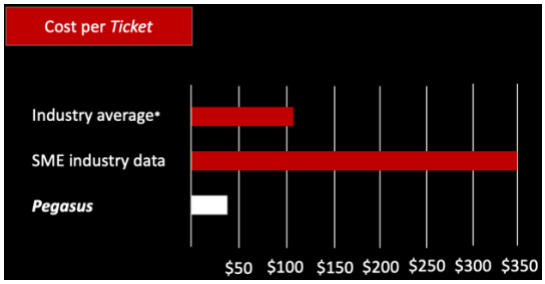
Abstract. A transactional, freelance approach to IT through tokenized labor will solve the IT industry problem of scalability. We see the scalability issues clearly by knowing that the number of MSPs (managed service providers) in the US alone is 40,000. We also see that small and medium businesses (SMBs) are suffering the most with a very high cost per ticket of over $300/ticket and long mean-time-to-resolve (MTTR) of 72hours. We propose disrupting the current managed service provider (MSP) model with a specialized, remote and burstable labor force model with immediate payment processing as tickets are successfully resolved. Our methodology will greatly increase worker incentives while significantly reducing the SMB's IT ticket cost and ticket MTTR which will greatly improve productivity. By tokenizing each individual task, we can transactionalize each task and assign it the proper cost/price. In this environment, technicians can specialize and choose to complete only the specific task that they want to complete. More difficult and time consuming tasks will command a higher fee and payout to the technician. Each IT task, tailored to the specific company environment, will exist as a discrete labor token to be resolved by a technician qualified to resolve that specific labor token. End user or enterprise requests for support will be processed in the Pegasus web3 platform and assigned the appropriate labor token. The labor token then passes to a labor token pool where qualified technicians with the appropriate proof-of-knowledge token will acquire the token and complete the task. Each labor token has a specific price assigned to it, to be immediately paid to the technician only upon verified successful completion. Each technician has the ability to complete as many tokens as they desire and can also complete additional training to improve their skills and complete other token types which may have higher rewards. Through the use of tokenized labor, we estimate a cost savings approaching 70% for most SMBs as well as significant productivity improvements due to a greatly reduced MTTR from 72 hours to <1 hour. Technicians will not need access to system passwords as they will be provided access tokens that are time limited for that specific task.

1. PROBLEM

Small and medium businesses that use Managed Service Providers (MSP's) for their IT support are suffering from high costs for basic service and also from long resolution times which leads to loss of productivity. MSPs will have many clients who have long term contracts and who pay a monthly fee to the MSP which will simply get them into the MSP's queue for eventual help. Businesses will be required to pay this monthly fee even if they do not receive any support. If

we were to take the standard monthly fee and divide the number of requests, or tickets into it, the average cost per issue is over $350. Likewise, the average resolution time (MTTR – mean time to resolve) is well over 100 hours.





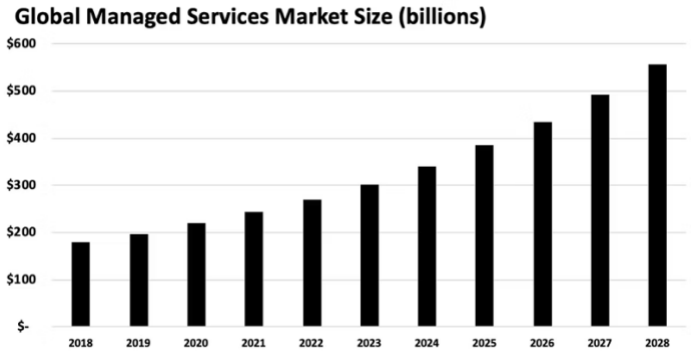
*data per MetricNet

The reason that standard service is so expensive and so inefficient, is that the current method that IT support is done is ***not scalable***. It is quite inefficient and the fact that in the US alone there are over 40,000 MSPs shows how fragmented and unscalable the traditional IT business model is.

2. MARKET OPPORTUNITY

The Managed Service Provider (MSP) market is currently valued at $243 billion and is expected to grow at a compounded annual growth rate (CAGR) of 12.6% to $557 billion by 2028 [1].

Current IT MSP support is a standard subscription-based model that is generally locked-in for 1-2 years. This contract will generally carry a 2-3 month cancellation period as well as an early cancellation penalty.



SOURCE: fortunebusinessinsights.com

3. MANAGED SERVICE PROVIDERS – AN INTRODUCTION

As previously stated, there are currently over 40,000 MSPs in the US alone [5], which shows the inability for the current model to scale. In the MSP industry, an established culture of gatekeepers leads to inefficiencies that result in high ticket costs and lost productivity seen in the high MTTR. Both of these metrics suffer due to the misalignment of incentives in the MSP which brings about an unhealthy tension.

An MSP will find itself belonging to one of four types as outlined by IronEdge, a Texas based IT solutions organization [4]. These types range from small "trunk slammer" entities of 2-4 people to very large organizations ("bolt-on MSP's") whose core competencies are not IT, but rather another service such as accounting.

1. Secrets Exposed

Enterprise IT Staffing

In the larger, enterprise IT world (companies with thousands of employees), there are two metrics that CIOs can track to show efficiencies in their departments. These involve money and time.

Large enterprises with full-time IT staff obviously will not suffer from the same inefficiencies that SMBs suffer simply because the techs will have only one environment they work with and will be very familiar with that environment. These enterprises can hire full time employees based on skill as they will track the tickets that usually come into their systems and hire accordingly. They will also track numbers of staff per employee and this will usually be seen to fall into the 80-100+ employees per IT support staff member. These staffs will also have worked out internal processes over time that suit their business case and may have specialty teams for certain applications, such as their ERP (enterprise resource planning) system.

The large enterprise can capture efficiencies from scale, and this is seen in their cost per ticket numbers. Enterprises calculate per ticket costs by dividing staff salary by the tickets closed. This is seen in a current report by BMC which states an average of $15/ticket cost [2].

As far as the resolution time for these tickets, cloud ticketing platform Jitbit captures the true MTTR for enterprises in a report that shows an MTTR of 72 hours [3].

Small and Medium Business IT Support

The above case described for enterprise IT staffing is not the case for SMBs which are dependent on MSP's.

Efficiencies are not captured and complexity of systems could possibly vary from client to client, thus requiring the smaller MSP staffs to learn about issues in multiple IT environments. This will

lead to the longer resolution times as the tech assigned a task may have to research the issue for hours even over a number of days.

Calculating the cost per ticket for any SMB when service is provided by an MSP is accomplished by dividing the number of tickets resolved during a specific month into the service fee for that same month.

Two Metrics NOT Used by MSPs

MSPs will not provide their clients with any cost per ticket, nor mean-time-to-resolve metrics simply because they do not shine a favorable light on the MSP. The metrics would actually only serve for the client to question the value that they are getting from the MSP. Instead, MSPs will rely on generalities such as “security, safety” or even “friendly service.”

We can project the number of tickets a typical SMB will submit by studying existing data provided by various techs to the author. Data analysis from a typical MSP shows a monthly ticket to end user ratio range of .1 to a high of .7 with .6 as the median for SMB’s. This means that a typical office of 100 users will submit a monthly average of 60 tickets.

With current MSP service costs at $100/user/month on the low end [4]. This reveals an average ticket cost of $167 on the low end. Anecdotally, in 2025 we are seeing end user costs approaching $150/user/month according to many MSP employees as seen in Reddit/MSP subreddit. This would of course increase the cost per ticket substantially.

2. Misaligned Incentives

Regardless of the MSP type, three distinct groups have competing priorities (or expectations) causing a misalignment of incentives and eventually tension. These groups include the client, the MSP ownership and the MSP IT techs.

The Client

The expectation of the client and their end users is that the MSP will provide a continuous acceptable level of service and expertise that is professional and timely. They expect to be provided with the best policies and practices in the IT industry to maximize IT confidentiality, integrity and availability.

MSP Ownership

MSP ownership will look for a certain amount of growth that is comfortable for their organization as well as maximizing profits in the long run. The MSP owner is a gatekeeper that creates many of the inefficiencies seen in the industry. Owners look to hire the most experienced employee at the lowest cost. This employee will be pushed to improve their own productivity with very little incentive to do so.

Over time, the MSP will raise their monthly premiums in order to “meet inflation.” The MSP will also attempt to reduce the tech workload by pushing more end user requests to such things as self-help documentation or by forcing a longer MTTR. The MTTR will continue to rise to the point that end users will simply not use the service for any issues that are not access related. Eventually, end user satisfaction will result in pressure for the enterprise to find a new MSP and the entire process starts all over.

MSP IT Techs

IT Techs are expected to have expertise in a wide array of complex issues in multiple infrastructure setups as they may deal with many clients simultaneously. They are also expected to have impeccable customer service skills.

IT techs are hired in three categories or levels of support – Level 1, Level 2 and Level 3 (often abbreviated L1, L2, L3).

A simple description of each level:

- L1 – simple end user support
- L2 – more complex support such as system and network admins
- L3 – network engineers/architects

In general, IT staffs will consist mostly of L1 support personnel. IT staffs will consist of roughly 70% are L1’s, 20% L2’s and 10% L3’s. As with any established hierarchical structure, there is a “pecking order” creating the culture. This entrenched culture in itself is a force to be reckoned with and is another gatekeeper that many times precludes ambitious, inexperienced talent for the sake of “culture fit.”

4. PEGASUS SOLUTION

The Pegasus AI powered platform allows for the use of a global, remote highly trained, tested and certified technical labor force. This is currently not done because of the methodology that MSPs use. MSPs rely on a small number of full-time employees who are required to know almost all issues and are required to have access to all client passwords if any system access is required.

Instead of relying on techs who are “jacks-of-all-trades,” Pegasus will rely on an army of global techs who are highly skilled and who will specialize on a limited number of tasks. Techs will also be paid immediately after each task is successfully completed validated. This will incentivize techs to be efficient and to complete more tasks, something that is not done with the current MSP model of a subscription labor force, who are paid the same regardless of how efficient and productive they are.

Our AI will quickly identify the exact problem that the end user is experiencing and will dispatch the issue to the proper tech who is trained, tested and certified on that specific task. Any

system access by techs is monitored by our visual AI models ensuring only the required task is completed.

The Pegasus model provides four key benefits to the enterprise:

- Immediately available, burstable IT tech capacity and expertise.
- Highly secure environment.
- An incentive structure that only charges the enterprise when the ticket is successfully resolved.
- A system that does not lock-in the enterprise nor require a penalty to unsubscribe.

Additionally, our proposed system opens the door to individuals that have a strong desire to work in the IT industry but have limited experience. Techs only work on items they are certified to resolve, and they only work when they choose to work. This system builds and empowers a new, flexible workforce of motivated, independent techs, and opens up new opportunities for individuals with time constraints that would otherwise isolate them from the IT industry.

1. PEGASUS PLATFORM

The Pegasus platform is a web3 application that all Pegasus team members use to resolve IT related issues. This is an internal facing platform for only developers and techs. In the beginning, issues are submitted to the platform from business member clients via email or messaging application. Member clients are clients that have been onboarded into the system. There will be no monthly subscription cost for this service and all clients are free to leave or stay with the system. Clients will go through an onboarding process in order for us to understand the complete IT environment, to help with troubleshooting issues, and to know the organization chart in the business.

2. PEGASUS AI MODELS

Pegasus will have two main AI models. The first will be at the beginning of the workflow and will quickly identify the problem that the end user is contacting Pegasus about. This AI agent will immediately dispatch the issue to the proper tech for timely resolution.

The second main AI model that Pegasus will deploy is a visual ai security agent that will monitor all access to any client system and ensure that there is no nefarious activity in the server or application that is being accessed by the Pegasus tech. This agent will in effect track all tech activity inside the client application and will know exactly the task that is being resolved. If the tech deviates to a location that should not be accessed to complete the task, the connection is immediately terminated, and Pegasus will be notified. The ticket will be reissued and the tech will be cited and questioned on the reason for the deviation from the standard practice.

3. BLOCKCHAIN

Using the blockchain is by far the most secure mechanism in existence today for many reasons, but we value these three reasons the most,

Decentralization

First, and foremost, the blockchain is decentralized. Blockchain technology, otherwise known as Web3, distributes control across a network of nodes rather than relying on central authorities, which eliminates single points of failure that hackers typically target.

Security

Web3 applications leverage strong cryptographic principles and methods, including public-key cryptography that makes data breaches significantly more difficult. Techs will connect to the Pegasus platform through their crypto wallet, which will ensure security and no user account and password sharing.

Immutability

Blockchain technology ensures that once data is recorded, it cannot be altered retroactively without altering subsequent blocks, providing tamper-resistant record-keeping.

4. PEGASUS BLOCKCHAIN ASSETS

Labor Token

> A labor token is: ***An ERC-1155 token defining a discrete and specific task with clear and predetermined specific steps used to properly complete.***

The Pegasus labor tokens will exist exclusively inside the Pegasus network. Each token will be specific in task and tailored to the specific underlying environment. An example of this might be a Windows environment running on-premises Active Directory, in which the labor token is to create a new user Active Directory account in that environment. This labor token can only be passed down to a tech certified in that specific task, in that specific environment. The token will also have a predetermined cost or price to complete.

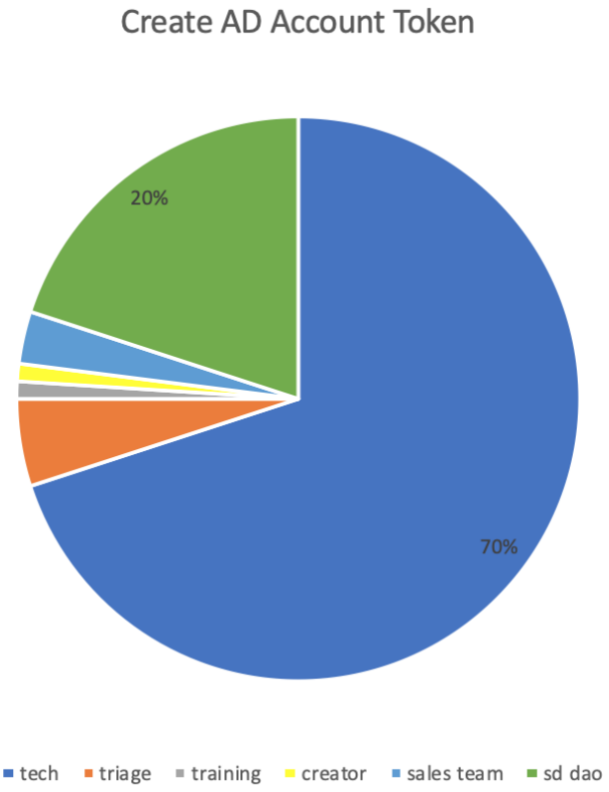
This specific task, in this specific environment, will have best practices applied, and will include the required completion steps. Once the defined issue is completed and validated, the tech will immediately be paid in ETH or WETH.

The Labor Token Incentive Structure

Each labor token will have an assigned price, to be paid by the enterprise. The labor token will also present a unique incentivization structure, providing compensation to the individual completing the task and providing residual percentages to other team members, such as:

- The tag team member who assigned the token
- The person responsible for signing the client
- The task validator (if needed)
- The trainer who created the training materials for that labor token
- The person who created the labor token
- Pegasus decentralized autonomous organization (DAO)

Each labor token created will be approved by the Pegasus leadership or eventually, the Pegasus DAO, as will any incentivization. In the Create Active Directory Account token, the incentive structure would look like the following image:



Proof-of-Knowledge Token

> Proof-of-Knowledge token is: ***An ERC token(TBD) kept in the tech's wallet proving that the tech is qualified to work on a specific Pegasus labor token.***

The Proof-of-Knowledge tokens will be minted and issued by the Pegasus training team and immediately sent to the tech's wallet where it will be used to authenticate that the tech is authorized to work on a specific issue. This token will be non-transferable and if any transfer to an outside address is attempted, will result in a token burn.

Access Token

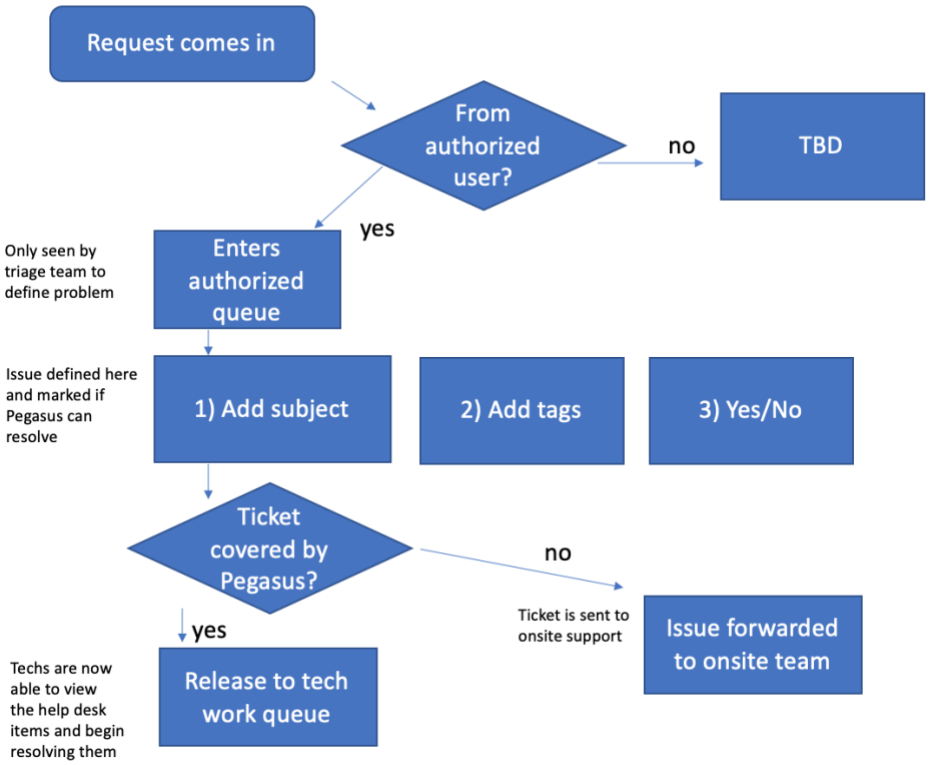
If any system access is needed by the technicians, they will not need passwords, but will instead be provided access tokens that will grant the technician to complete the task, limited access to the required system. This will be time limited for security reasons and if the task is not completed in the allotted time, the tech will be kicked out of the system and the labor token will be marked as incomplete and moved back into the labor token pool.

5. WORKFLOW

The Pegasus workflow process is key to successful completion of the labor token task. As the diagram below outlines, when an end user submits a help request to Pegasus, a ticket is autogenerated in the Pegasus web3 platform. This ticket is then manually analyzed, defined and assigned by the Triage team. Successfully defining the task is a critical component of workflow optimization. Once this task is defined, the appropriate labor token will be assigned to the task, with additional notes, such as name or due date, etc.

The labor token then passes to the labor token pool, notifying all qualified techs who have successfully completed the task Proof-of-Knowledge requirements, of the opportunity to work on the task.

If the task is not covered by the service level agreement (SLA), the task reverts to the existing enterprise onsite IT staff for resolution by passing it to the enterprise's existing ticketing or email system.



Once the task is successfully completed by the tech, it is audited for approval by a Pegasus validator or by the enterprise end user who submitted the task. The acknowledgement will then trigger the payment to process according to the relevant token incentive structure. Tasks that have not been completed by the tech within a certain time will be resubmitted to the labor token pool. Details of the labor token pool workflow are covered in the Pegasus platform functional specification document.

6. THE PEGASUS COMPETITIVE ADVANTAGE

The Pegasus AI augmented MSP model has major cost saving benefits while having quicker mean-time-to-resolution times. This model and our processes also take advantage of new technologies which ensure higher security than is currently employed in standard MSPs.

There are no long-term contracts, and we rely on techs who can specialize on tasks to ensure greater efficiency.

Pegasus also aligns incentives for the techs, clients, and end users.

5. THE PEGASUS ECOSYSTEM

The robust Pegasus model ensures security and policy compliance. Specialization will prevent the jack-of-all-trades, master of none approach currently prevalent in IT organizations. Techs may be required to go through KYC (know your customer) for tax compliance if no other mechanism exists to capture this. Initially, tech onboarding will consist of two classes – anonymous (to outside enterprises) and non-anonymous (full name is seen by outside enterprises). Anonymous accounts will have restricted access (no passwords or sysadmin work) and will entail basically end user support. Non-anonymous accounts will have access to work in more restrictive environments such as system admin, network admin and password access. All techs will have a rating system. Non-anonymous techs will have the ability for more personalized ratings or even the ability for links to their professional profiles on such platforms as LinkedIn.

All techs will authenticate to the platform by connecting their ERC-20 wallet such as MetaMask or Rainbow wallet. The new ERC Proof-of-Knowledge tokens will also reside inside the wallet to allow the tech to access the corresponding labor token.

All client system access by the Pegasus techs will be evidenced through screenshots and video capture and retained for 180 days off chain. There will be a system of accountability through a staking mechanism which may require the tech to pay a penalty fee if certain conditions are not met such as timeliness, security or professionalism.

The basic work breakdown structure for the ecosystem looks like this:

1. Techs

Technicians complete the IT tasks for the enterprise. They will work directly with end users to resolve their issues. In the traditional world, this would consist of Level I, Level II and Level III techs.

2. Tag Team

During the early stages of Phase I, the Tag Team will be the initial contact point when a ticket or issue comes into the Pegasus system. The job of the tag team is to review the request, then define the underlying issue. They will then assign the appropriate labor token, which describes the ticket request, and finally, they will submit the token into the labor token pool, to be retrieved and resolved by the appropriate tech. Initially, tagging will be completed manually. Eventually, our advanced AI database will be incorporated to quickly identify the issue and remove this manual step.

3. Validator

The validator will be necessary in the early stages of Phase I when the development of our visual AI model is underway. The validator team will manually verify that the work has been successfully completed when no end user is involved. Verifying that the task was successfully completed to specification will trigger the payment action. In the example of a ticket requiring a new user to be created in Active Directory (since there is no end user involved) the validator will verify the work and initiate payment to the tech for work successfully completed. The validator and tech will not know each other's identities. Eventually, our visual AI will be incorporated to monitor and validate the task completion.

4. Token Team

The Token Team is a group of experienced IT professionals who are responsible for the basic task completion steps and work breakdown structure (WBS) of each labor token. They will specify all task steps as well as review all training materials for each task.

5. Trainers

Trainers will be responsible for onboarding of all Pegasus team members through our program of Proof-of-Knowledge. They are responsible for all training and testing materials, documents, videos and exams.

6. Onboard Team

The Onboard Team will conduct the enterprise assessment and lay out the client's current environment so the appropriate labor token can be assigned to each task. For example, if the underlying infrastructure is a Windows environment with an on-prem Active Directory setup, the onboard team will ensure that all in-scope systems are covered to include appropriate passwords and network topology.

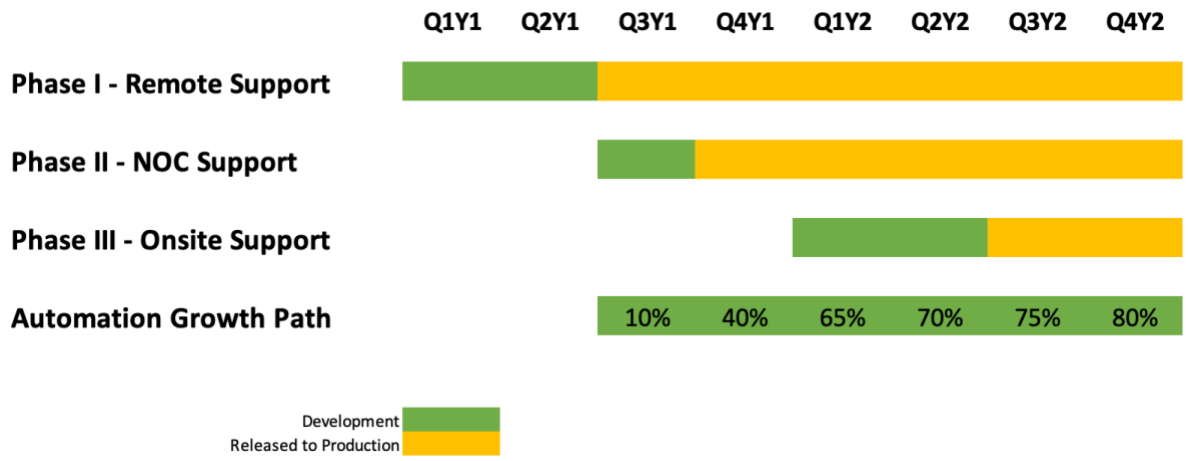
7. Pegasus DAO

As Pegasus evolves, its growing community of software engineers, IT techs and customer service professionals will collaborate to help small, medium and large organizations resolve IT issues and customer support needs. The primary goal will always be to provide secure, effective service and support that ensure quality and efficacy. This will be verified as the average cost per ticket and the mean time to resolve (MTTR) improve. The secondary goal will be to bring new techs into the IT tech world. We will provide training and experience, thus preparing them for empowering work in the IT industry.

Eventually, the centralized nature of Pegasus will transition more into a DAO, to be led by a community of likeminded professionals that will advance the Pegasus mission of providing quality IT service and expertise while focusing on confidentiality, integrity and availability of enterprise resources. We will target this transition to begin within three years of the initial product release. A separate Pegasus DAO whitepaper will cover the creation and governance mechanisms. For the foreseeable future, the Pegasus leadership team will make all key decisions to ensure our vision and mission stays on track.

Finally, the emerging legal questions and issues around doing business with DAO's may need some time and precedent to put enterprises at ease when engaging with a DAO, hence the need to keep the Pegasus leadership team as the key decision makers.

6. PEGASUS MULTI-PHASE ROLLOUT



1. Phase I

Phase I is defined as the development and release of our first product, which will cover basic remote end user support for small businesses. The first 6 months will be development and we will have 3 beta companies signed up to help us with development by providing valuable feedback on our systems.

Phase I Targeted Clients

We target small office environments in Phase I that do not require onsite support and at launch ("D-Day"), we expect to resolve 66% of issues, which analysis shows are access oriented (new accounts, disable accounts, password resets, VPN, etc.). We will target 3 beta clients with all having a Microsoft environment and simple cloud support services such as MS Office 365 and Adobe Creative Cloud, etc. This will enable Pegasus to build out our platform and maintain the main focus on R&D, and not resolving IT tasks at the beginning. We will slowly add these 3 beta

companies, adding 2 each month. The 3 beta client sites will have a user count in the 12-25 range in the beginning. By month 6 we will have a target client in the 100+ end user count with the assumption there will be increased IT architecture complexity, thus expanding our labor token count.

We will also begin development of our training and certification programs and will cover this in a separate document.

All tokens will be developed and tested in Phase I, including proof-of-knowledge tokens. During Phase I, we will rely on known, vetted IT technicians to help resolve the issues as our training program develops and matures through Phase I.

Payments will also be enabled. Crypto payments will be made to the technicians from Pegasus. Clients rebalance with Pegasus monthly via fiat payments. Pegasus will convert the fiat to USDT and make the crypto payments to the techs' crypto wallet.

We will engage with patent attorneys to file provisional and full patents on the labor tokens and proof-of-knowledge tokens.

Phase I release will be targeted for Q3Y1. We will have all tokens for a remote resolution percentage of 66%, which will be covering all access privileges for all applications. Any task outside of access will be covered with a "misc" token as we grow our token count. We will train and certify techs in our training program to award them the proper proof-of-knowledge tokens.

2. Phase II

Phase II is defined as the development, training and launch for network operations center (NOC). This is for system admin and network admin support that are standard requests from larger organizations and will include support for servers, switches, routers, etc. This will also include security and data tasks. Q3Y1 will see our first signed client of 100+ end users who will need NOC support.

We will also explore working with existing MSPs since we will add value to them by decreasing their labor costs.

Phase II Targeted Clients

While Pegasus will continue to add clients in the 12-25 range, our focus will be to bring in larger clients in the 50-100+ range of end users. We will then see our Customer Acquisition Cost decrease as the higher the user count, the cost of onboarding is spread out over the increase in users and thus obviously is lower. Also, per ticket revenue will consistently increase as ticket complexity increases.

3. Phase III

Phase III will enable capabilities for onsite tech support scheduling at any company size. This will require a minimum number of hours which is standard in the industry but will adjust accordingly. Techs will provide support at the client site with the main intention to be project based tasks that require them to be present in the company

Development will begin Q1Y2 with an expected release date of Phase III at the beginning of Q3Y2. These will be services that will help us get into larger organizations and build a report with them to grow into end user support services.

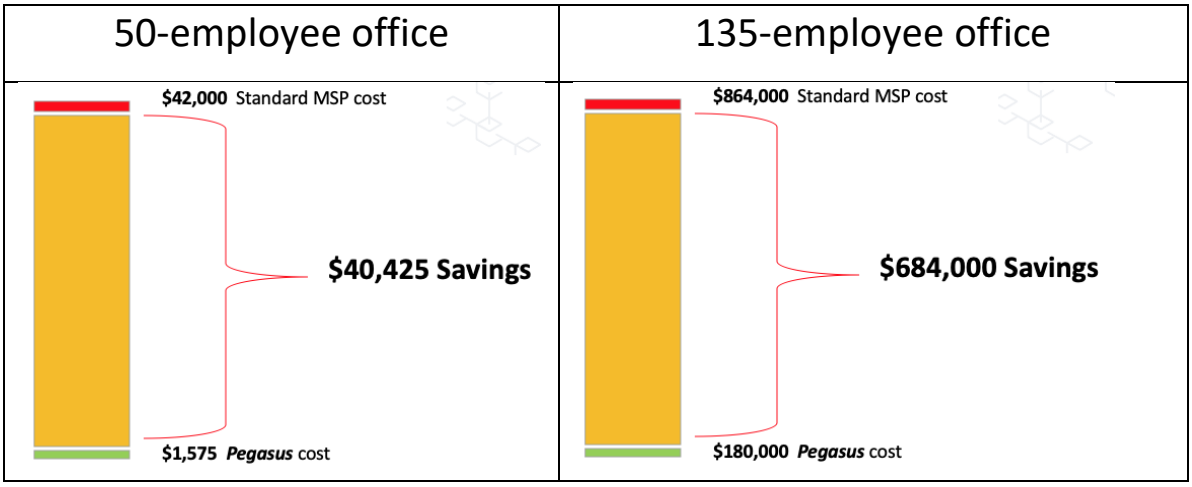
4. Phase IV+

Phase IV+ will bring more product technical support into the Pegasus realm with such things as security related products and services or remote support for any vendor hardware and software products. This could include end user and technician training, or even field service agent (FSA) support.

We see the Pegasus methodology expanding into additional labor markets with specific best practices approaches.

7. REAL-WORLD ANALYSIS

Evaluating actual ticket dumps from MSP clients yielded the comparisons shown below for two small enterprises - 50 employees, and 135 employees respectfully. The costs associated account for Phase 0, I and II services, so onsite support is included in these figures. MTTR is not shown, but for modeling purposes, we've applied the average 72-hour resolution window.



MSP's generally explain the "excess fee" in a number of ways, such as stating that they are paid for their professional expertise. We must remember the 72 hour average MTTR which translates into low customer satisfaction. Some MSP's even have been known to explicitly state

that the excess is what it takes to be in their "queue." In effect, you will not receive service without the premium subscription fee involved.

8. TASK AUTOMATION

Beyond Phase III we will focus more on gross margins by building out full automation for various IT tasks with the help of AI. Currently, this is only feasible to very large enterprises due to the costs associated with this endeavor. More will be written on this in great detail at a later date, but this is our ultimate goal with Pegasus.

9. CLIENT ACQUISITION

Pegasus will conduct initial R&D with the help of 3 beta clients. Full transparency will be provided to these clients in order that expectations are understood. We will be developing the platform and growing the tech training and certification processes. These initial clients will have basic IT environments and will be chosen very carefully using my tight network. In return, we expect that they will be provided free IT support with us for a number of years and perhaps some equity will be provided.

By the end of Q3Y1, we will have 12 full time paying clients onboarded into our platform. Initial customer acquisition will be initiated through trade associations in which we will have a waiting list of clients that has been started prior to funding. Initially, we will work with independents, and in Q4Y1, we will focus more on the

10. AI AGENT PLATFORM – VOICE ENABLED SMB ENTRY STRATEGY

1. Overview

To accelerate market access and build early trust with small and medium-sized businesses (SMBs), Pegasus introduces a set of voice-enabled AI agents as a standalone SaaS offering. This initiative creates an immediate value proposition to SMBs—distinct from IT support—while paving the way for future upsell into our core IT platform.

2. Initial Agent Suite

Pegasus provides an initial suite of six deployable agents, most of which are voice-activated and integrate seamlessly into SMB workflows:

1. **Voice Customer Support Agent** – Handles FAQs, appointment scheduling, and triage.

2. **Voice Client Onboarding Agent** – Guides clients through digital intake and documentation.
3. **Reputation Management Agent** – Automates review requests and flags dissatisfaction.
4. **Outbound Marketing Agent** – Executes email/SMS campaigns, promotions, and reminders.
5. **Client Retention Agent** – Re-engages dormant clients with contextual messaging.
6. **Voice Escalation Agent** – Identifies urgent needs and escalates to a human operator.

3. Technical Integration

Each agent is designed to integrate with systems such as Google Workspace, HubSpot, CRMs, Calendly, and chat platforms (e.g., Telegram, WhatsApp, Intercom). This approach maximizes utility without requiring infrastructure changes.

4. Strategic Entry & Upsell

Pegasus leads with these AI agents to build workflow familiarity and earn early SMB trust. Once embedded, the business is offered the full Pegasus IT ticketing platform—positioning Pegasus not as a replacement MSP, but as a flexible augmentation or alternative. This two-step funnel (AI → IT) reduces friction and increases client stickiness.

5. Pricing Model

- **SaaS Subscriptions**: $99–$599 per month depending on agent bundle
- **Agent Bundling**: Discounts for bundling 3+ agents
- **Custom Integration or Training**: Optional add-on services for advanced use cases

6. Security & Compliance

Voice agents operate within the same visual security compliance model as Pegasus techs. All interaction logs, recordings, and escalation events are retained off-chain for compliance auditing.

11. CONCLUSION

Pegasus is changing how IT support will work in the future. Small and medium businesses are under pressure from costly and unreliable external IT support and the symptoms are showing. Productivity is suffering with an average ticket resolution time of 72 hours. The cost per ticket is also high at $300 dollars.

Pegasus has cracked the code on the scalability issue that all MSPs suffer from. We are able to accomplish all of this by using all available technologies such as artificial intelligence models and the blockchain, which ensure quality, efficiency and unprecedented security.

Subscription labor (salaried labor) has 2 inherent flaws which lead to market inefficiencies. Firstly, the incentive structure is misaligned. The workers do not have the same incentives as management.

Secondly, salaried labor is filled with gatekeepers which do not allow the best workers into the field, but rather the workers that will make the management more happy.

Our proposed system will greatly improve labor efficiency and incentive alignment, while dramatically reducing enterprise IT costs. Enterprises will enjoy flexibility by not being locked into the standard subscription model.

This is a model with clearly outlined processes and procedures that are transparent to the public. It also puts leverage in the hands of all Pegasus technicians who do the work instead of the MSP owners. Clearly outlined incentives with the best training, process and procedures will ensure maximum efficacy, security and satisfaction.

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