

ES Systems | Success Story

"If a customer adds a service or changes the seat count, CloudBlue Rev works that out. That's the main thing—we know we're not going to make a mistake."

*Clare Fieldhouse,
Head of Purchasing and
Accounts, ES Systems*

Results:

- ES Systems now uses CloudBlue Rev to place orders, help customers adjust their seat count, add new products and collate their clients' monthly bills.
- The provider experienced an increase in customer and billing accuracy.
- ES Systems now automates multiple processes that used to be done manually and with a high degree of accuracy.

About ES Systems: ES Systems is an MSP that specializes in Microsoft technologies.

Challenge:

As a reseller of Microsoft products, UK provider ES Systems required a system that keeps their clients billing up to date and accurate.

Before changing suppliers to Ingram Micro, all of ES Systems' 365 billing was done almost entirely manually. This meant that any seat or subscription changes on a customer's account resulted in manual updates on an invoice line.

Conclusion:

Increased Automation

Fieldhouse agrees that CloudBlue Rev offers huge savings in time and simplifies several straightforward processes by "giving you the information that you need at a click of a button."

New Products And Services

ES Systems made a smooth transition to Ingram Micro and immediately formed a stellar relationship with their new supplier. Whereas before they felt like they were left in the dark, ES Systems now feels that they are constantly informed about new products and services, and that has helped them get to the place they are today.

Staying One Step Ahead

The provider anticipates that CloudBlue Rev will only continue to add value as Microsoft makes changes to its billing and licensing in the coming years. "Had we not gone down this path in advance, we'd be in for a headache with the way we've been doing things with the new billing models," said Richard Akers, Technical Operations Lead at ES Systems.

Solution:

Manual updates are a thing of the past thanks to CloudBlue Rev. ES Systems uses the solution to automate billing reconciliation, generate quotes and manage contracts, and simplify provisioning.

Clare Fieldhouse, Head of Purchasing and Accounts, noted that CloudBlue Rev is now automating key elements of her day-to-day tasks. "It was really attractive because I knew that it was going to help me out with my job."

Success Overview

ES Systems can easily place orders and assist customers to adjust their seat count

CloudBlue Rev automates manual processes to increase customer and billing accuracy

CloudBlue Rev streamlines processes and saves employees time