



“CloudBlue PSA is just a great partnership. We work with plenty of organizations, plenty of manufacturers and hands down the relationship we’ve had with CloudBlue has been the best.”

*Stephen Robitaille,  
Director of Sales Operations,  
intlx Solutions*

## Results:

- CloudBlue PSA has helped intlx Solutions save on time and human talent.
- CloudBlue PSA has made possible the merging of multiple different datasets into one platform within one month—and with no disruption to the services that intlx Solutions provides to their customers.
- CloudBlue PSA allows intlx Solutions to automate its day-to-day business, which in turn enables the company to focus on other growth areas going forward.

**About intlx Solutions:** intlx Solutions provides technical consulting services for unified communication solutions.

## Challenge:

“Before CloudBlue PSA, my day was just a lot of pain to get what I needed,” said Stephen Robitaille, director of sales operations at intlx Solutions.

Robitaille explained that it used to take the company two to three days to manually turnaround purchase orders.

In addition, the old system didn’t allow intlx Solutions to track metrics pertaining to service level agreements the way they wanted to. Overall, the old platform resulted in a “scattered” process.

## Conclusion:

### A Simple Transition

Within a month, intlx Solutions was up and running with all the new employees learning CloudBlue PSA. The customers barely even noticed a difference in services, Robitaille said, and that was made possible because of just how easy it is to work with CloudBlue PSA.

### The Ability To Merge Data

As for merging datasets from different companies, Robitaille said that CloudBlue PSA made it very easy for intlx Solutions to migrate multiple different data sets into one platform.

### Open Communication

What Robitaille likes most about his working relationship with CloudBlue PSA is the fact that the team is always listening and wanting to understand what their business needs. Robitaille said that maintaining open communication with CloudBlue has built confidence that they have intlx Solution’s success top of mind.

## Solution:

intlx Solutions made the switch to CloudBlue PSA and Robitaille and his team immediately noticed a difference once they became familiar with the new platform.

“Our ordering time is now instantaneous with CloudBlue PSA. We’ve been able to take multiple different applications, merge it into one platform and it’s just made our lives a lot easier,” said Robitaille.

Further, the young company had also recently acquired two other companies. CloudBlue PSA worked to simplify the migration and merging of the multiple datasets.

## Success Stats

**Instant:**  
Ordering time is now  
instantaneous with CloudBlue  
PSA

**1 Month:**  
Successful merging of  
multiple datasets into one  
platform within one month

**Simple:**  
An easy platform transition  
for employees with no  
disruption to customers