

From complex to clear: MSP billing transformation.

How Centaris put an end to billing discrepancies once & for all with CloudOlive.



Centaris is a leading US Managed Service Provider (MSP) with over 145 full-time employees across two offices.

Reselling a wide portfolio of solutions and services, the MSP business found itself grappling with the complexity of tracking recurring product purchases & sales accurately.

Read on to learn how they implemented CloudOlive and instantly discovered (& fixed) anomalies in their billing. This uncovered more revenue, improved margins, and ensures ongoing 100% accuracy month on month.

THE CHALLENGE:

Overbilling AND underbilling

Joe Moore, Partner at Centaris, is happy to share their transformation story so that other MSPs can do the same:

"I started looking internally at a couple of vendors that we resell, and was shocked at how many items that we were not fully recouping. I decided to make this a priority and asked around other MSPs for recommendations."

Centaris' sheer volume of recurring products posed a real challenge. Joe explains, "The inability to track purchases accurately led to both under-billing and over-billing discrepancies, affecting our margins and overall revenue."

Joe was soon recommended CloudOlive by an MSP peer in his ConnectWise Manage cohort group. This was the start of Centaris' quest to streamline monthly operations and enhance billing accuracy.

VENDORS AUTOMATED:



"CloudOlive's ability to support ANY vendor we want to resell is unique."

We've found the product to have a very user-friendly interface that makes it simple to find discrepancies, and put more money in our pocket."

Joe Moore
Partner, Centaris

THE TWO-PART SOLUTION

Not only does Centaris use CloudOlive to reconcile a growing list of vendor charges against their ConnectWise Manage billing, they also use the CloudOlive "Groupings" tool too.

Centaris sell different fixed fee managed service packages to different user levels, such as Desktop and Office Users. CloudOlive allows them to group items within each (such as Microsoft licensing, MDR, and support etc) and then flags to Joe when quantities within each user level group don't align.

This provides ultimate quality assurance, by checking billing from BOTH a client expectation AND vendor lens.

"CloudOlive not only ensures we're being charged correctly and recouping all vendor costs, but also that we're actually billing our clients as we should be. It has been a game changer."

THE OUTCOME

Since adopting CloudOlive in October 2022, Centaris has witnessed a significant impact on their monthly operations and revenue. Joe notes, "Everyone is very excited to use CloudOlive each month, not only to improve margins but, more importantly, enhance billing accuracy."

By uncovering both under-billing and over-billing anomalies, Centaris can now rectify discrepancies promptly and bill with confidence.

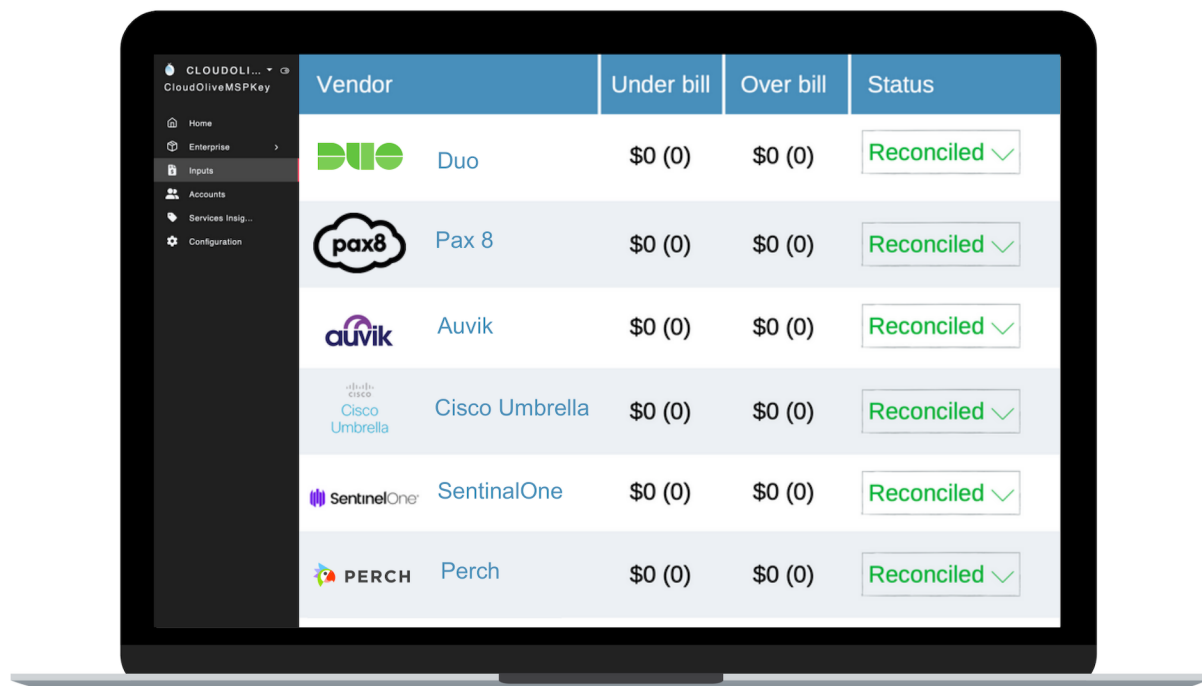
AT A GLANCE BENEFITS

- Time-saving automation of vendor reconciliations against ConnectWise PSA
- Identification of billing discrepancies
- Client service groupings automation
- 100% accuracy
- Quality assurance
- Compatible with any vendor Centaris will resell in the future

"If anyone is not already automating the reconciliation of their invoices to agreements each month, I wholeheartedly endorse CloudOlive."

Working with Adam and the CloudOlive team has been fantastic."

Joe Moore
Partner, Centaris



Vendor	Under bill	Over bill	Status
 Duo	\$0 (0)	\$0 (0)	Reconciled ✓
 Pax 8	\$0 (0)	\$0 (0)	Reconciled ✓
 Auvik	\$0 (0)	\$0 (0)	Reconciled ✓
 Cisco Umbrella	\$0 (0)	\$0 (0)	Reconciled ✓
 SentinelOne	\$0 (0)	\$0 (0)	Reconciled ✓
 PERCH	\$0 (0)	\$0 (0)	Reconciled ✓

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