

MSP CUTS MONTHLY RESELLER ADMIN BY 95%

Saving time, sanity & ensuring accuracy



Huon IT has experienced incredible company growth as a managed service provider, cloud reseller & systems integrator of 30+ years.

They have over 20 different vendors in their reseller portfolio to serve their clients Australia-wide, however that meant that their administration team was inundated each month with vendor invoices to reconcile against client billing.

Read on to learn how they implemented CloudOlive and went from a 5+ hour process to reconcile Microsoft bills each month, to just 15 minutes - an improvement of 95%, total accuracy, and VERY happy staff.

THE CHALLENGE

Reselling so many vendors meant that Huon IT's admin workload around month-end would skyrocket. One of their biggest pain points and time-drains was processing their Microsoft bills, Dawn Wilkinson, Head of Operations explained:

"Our Microsoft invoice alone is always massive – 300 rows in a spreadsheet across 30 clients – easily taking a resource at least 5 hours each month to manually reconcile against client billing in Autotask. Plus all the other vendors and distributors.

While our manual process was accurate because of the painstaking time we put into it, we had no real way of reporting on it and really relied on the good work of our team."

VENDORS INTEGRATED:



"CloudOlive makes the whole process so fast – we upload the vendor bill, review the shortlisted issues it has detected, and with one click we can update it back in Autotask.

We get a lot of reassurance by the way it is all laid out so transparently – there's just no hiding an incorrect billing line in CloudOlive.

Dawn Wilkinson

Head of Operations, Huon IT

THE SOLUTION

"Once we saw a demo of CloudOlive, we knew it was exactly what we needed, and its integration right into Autotask meant it was a no brainer for us," says Dawn.

"CloudOlive makes the whole process so fast – we upload the vendor bill, review the shortlist of issues it has detected, and with one click we can update it back in Autotask."

During onboarding, the first time the Huon team saw the CloudOlive screen as all green for 'reconciled' they literally broke out in applause: *"We also get a lot of reassurance by the way it is all laid out so transparently – there's just no hiding an incorrect billing line in CloudOlive."*

THE OUTCOME

In addition to the time saved, Huon's management team really values the margin reporting in CloudOlive. *"We can see whether our margin % is trending up or down, to help ensure it doesn't get compressed as so often can happen overtime with vendor price changes."*

The onboarding process was also a dream. *"Adam and the team at CloudOlive really know their stuff. They did all the heavy lifting in set up for us, and provided hands-on training to make sure we could get the most out of the platform."*

AT A GLANCE BENEFITS

- Monthly Microsoft reconciliation from 5+ hours down to 15 mins
- 100% accuracy
- Margin tracking
- Management reporting
- Less pressure on a busy administration team around end-of-month
- Compatible with any vendor Huon will resell in the future

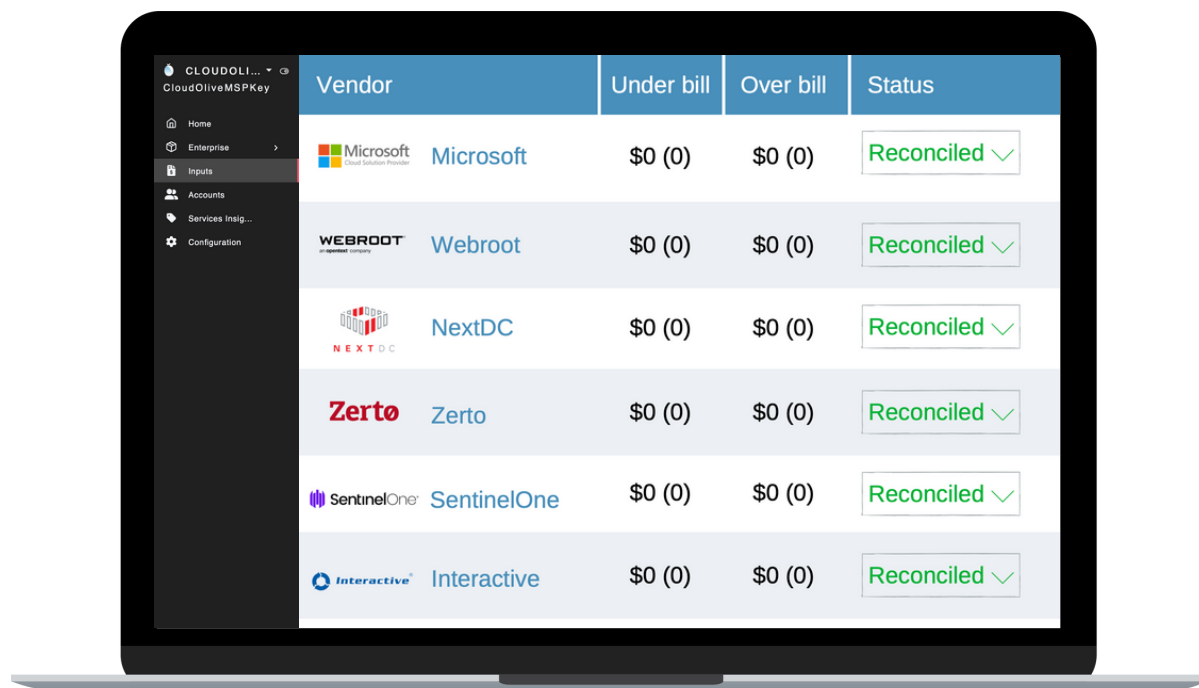
"Adam and the team at CloudOlive really know their stuff."

They did all the heavy lifting in set up for us, and provided hands-on training.

I would highly recommend CloudOlive to any reseller."

Dawn Wilkinson

Head of Operations, Huon IT



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