

CASE STUDY:

IT | PARTNERS

CloudOlive's automated reconciliation platform increases NZ MSP's profitability by up to \$10,000 per month

THE CHALLENGE:

IT Partners is one of New Zealand's leading MSPs. Like most, the MSP knew it had gaps in its processes that were costing money and huge amounts of time in the quest for timeliness in getting accurate invoices out the door.

Managing director, Andrew Johnson, addressed the struggle to input and recharge their range of vendor charges from Autotask simply and accurately.

"We have 4,500 managed users, relying on over 20 vendors and in excess of 30 products," said Andrew.

"To grow the business, it was apparent that we had to decrease the time taken in reconciliations, gain insights into discrepancies, and improve our overall data accuracy."

For these reasons IT Partners turned to CloudOlive, and has not looked back since.

**"For us it has simplified our whole world of SaaS
and is helping us to grow the company".**
- Andrew Johnson, Managing Director of IT Partners

THE SOLUTION:

IT Partners engaged with CloudOlive, an online platform empowering MSPs to centrally manage and automatically reconcile all SaaS vendor invoices against client billings, in just one place.

According to Andrew, "Invoices would come in via emails and portals, and we needed to ensure that these aligned with what was in the various PSA contracts. It was a huge job, partly because of the disparate invoice formats, and partly because they all have to be manually entered into spreadsheets."

"CloudOlive overcame all those hassles and all the hours constantly required to enter the data into Autotask. Now it is automated in a way that presents all the information in one standardized format that is easy read and work with," said Andrew.

IT Partner's Account manager, Baylie Gard, also shares how CloudOlive has made her job of reconciling data so much easier.

"I am now saving many days each month in accurately billing clients. The way CloudOlive presents the data simplifies dealing with discrepancies and highlights any missing billing mistakes, which previously would have led to lost revenue," said Baylie.

THE SAVINGS:

3-4 days

per month in vendor reconciliations

\$7,000-10,000

in monthly revenue growth

Less manual workload

"When we lost one employee from our finance team, we didn't have to recruit for a replacement"



“No longer do I have to review hundreds of lines in spreadsheets, because CloudOlive automates that process for me.”

- Baylie Gard, Account Manager of IT Partners

THE RESULT:

“All in all, CloudOlive saves us three to four days a month in reconciliations, and has identified previous under-billing in terms of both volume and margins,” adds Andrew.

“Those missed items had resulted in our billings growth of between seven and ten thousand dollars a month. When we lost one employee from our finance team, we didn’t have to recruit for a replacement, and have actually doubled our growth. That’s how good CloudOlive has been for our business.”

IT Partners can now:

- Answer questions such as; was that bundle sold correctly, or what’s caused that jump in numbers?
- Ensures licence numbers, user numbers and usage numbers are now accurate, for precise billing to clients.
- Understand vendor spend and manage partnership tiers more strategically.

“We are now catching potential billing mistakes early, alleviating the old problem of having to go back to clients with adjusted invoices,” said Andrew.

“For us, CloudOlive has simplified our whole world of SaaS billing end to end, and is helping us to grow the company. We look forward to implementing more simplification as they bring more automated processes to our systems.”

Want to see CloudOlive in action?

[Book a demo](#)