



intrasource.

CLOUDMORE CASE STUDY

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The Client

Intrasource Limited is a UK managed IT services provider, offering a range of IT service and support solutions to a variety of local and national companies, both large and small. They are a Microsoft Tier 1 Cloud Solution Provider and one of their main offerings is fully managed services for Microsoft 365.

Ultimately, the platform wasn't working for them. Intrasource wanted to invest in a solution that would help grow their Microsoft CSP business. To do that, the company needed to provide a platform that ensured accurate billing and an all-round good customer experience. "We wanted to get the right product that would reflect well on our business," confirms David Collings.

The Challenge

Intrasource was already using a platform to manage the sales and billing of Microsoft 365 licenses. But, as Intrasource's Operations Director, David Collings, says, "We found it clunky and awkward to use. It was just not very responsive and was slow to pull back results. It just seemed very inefficient, slow and painful to use."

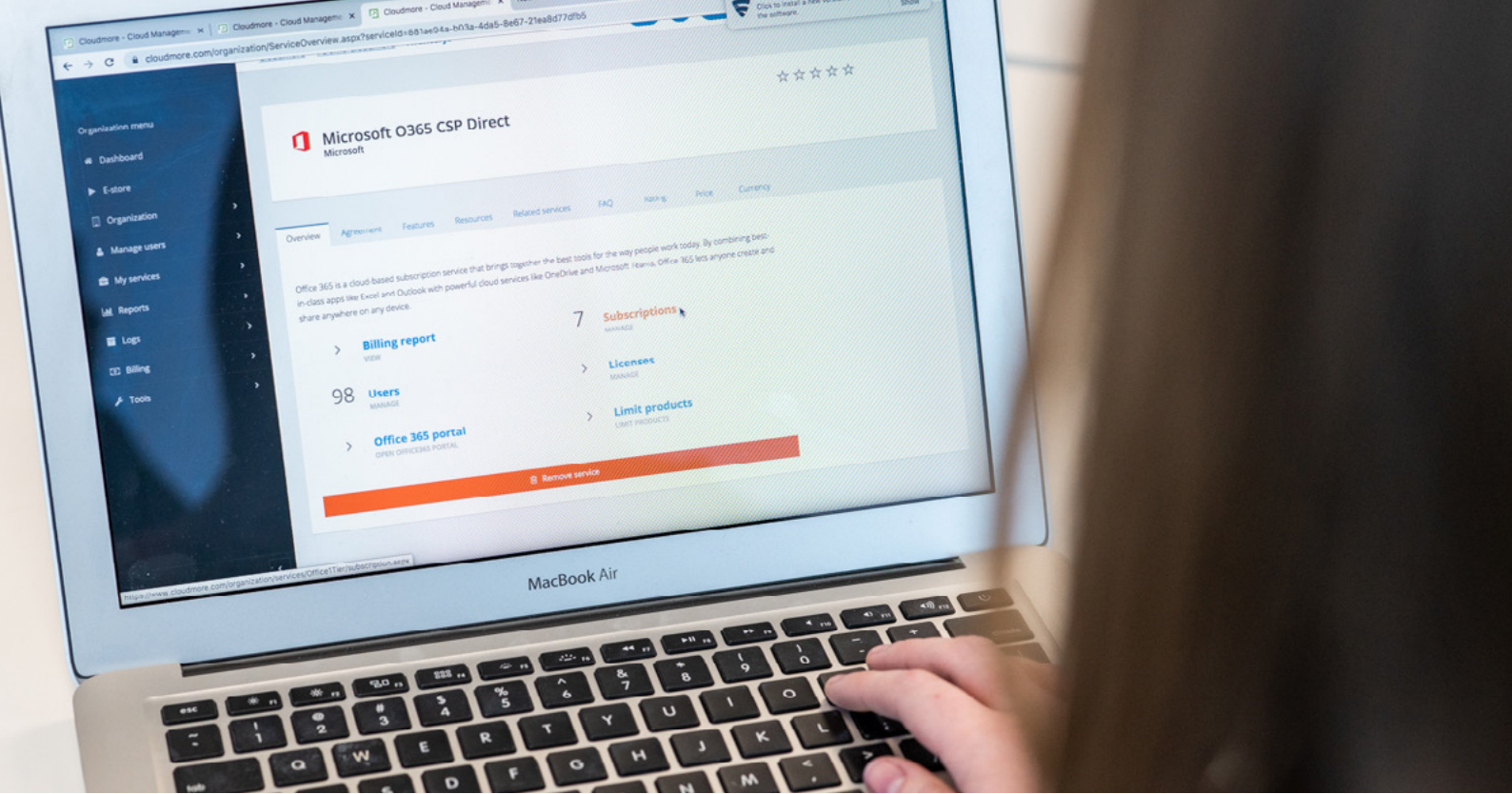
This was all well and good while it was just Intrasource using the platform as they felt they could put up with the challenges that the platform presented. But they wanted to grow the Microsoft 365 side of the business and, as David Collings explains, "It wasn't good enough for rolling out to customers. We wanted something that performed better and gave a better experience for our customers."

Another issue was that the billing data generated in the platform was not accurate. As Intrasource didn't feel committed to this platform, they weren't using it much for billing. Explains Alistair Moore, Cloudmore Customer Support Agent, "Intrasource wanted to solve the CSP billing challenge to make sure all their customers were billed accurately and efficiently, and with minimal effort."

Why Cloudmore?

Intrasource researched the market and narrowed their selections down to a few providers. They had product demonstrations of each of the platforms to assess which was the best fit for the business.

David Collings explains why Intrasource chose Cloudmore. "The reputation that Cloudmore has in the market was a key driver in our choice. But we also felt an initial responsiveness from the Cloudmore team, which has continued into the support side and onboarding process too," he reveals. "Cloudmore's experience of working with Microsoft Direct CSP partners has also helped. They have been able to give us a few pointers and guidance around that," he continues,



The Benefits

Cloudmore has proved successful in addressing the issues that Intrasource had been having with its previous supplier. David comments, “The performance is much improved from the last platform. It has resolved the billing queries as well, meaning we’re now confident about customers accessing it for billing and self-management aspects.”

Feedback from customers who were using the previous system and are now using Cloudmore is positive. David elaborates, “Customers have been pleased with the extra performance, finding it easier to manage and use the self-service function. From that perspective, certainly, the move to Cloudmore has been a good one.”

The self-service aspect has resulted in both time and cost savings for Intrasource. “Where the customer has been able to self-manage its licenses and so on, that’s had a cost saving. With customers initiating changes themselves, it has resulted in far fewer calls to our service desk, eliminating a lot of processing time for our technicians,” David says.

Cloudmore has brought new impetus to Intrasource’s aim to scale its CSP business. David reports, “Cloudmore has given us access to a few customers who were with suppliers that didn’t offer the same kind of self-service functionality. Those customers - who hadn’t bought Microsoft 365 through us - have made the switch to us. That ability to self-manage their accounts through Intrasource’s branded self-service portal has sealed a couple of deals for us.”

David is pleased with how much more customizable the platform is in comparison with others the company looked at. He also praises the support: “I can’t fault the support Allister’s given us, advising us and opening our eyes to the relevance of Cloudmore.”



What's Next for Intrasource with Cloudmore?

David divulges that Intrasource's clients – mainly IT managers – tend to like to retain a level of ownership with these kinds of services. Cloudmore facilitates this, so Intrasource is keen to look at other management aspects that it might include for its customers. David says, “The more management we can push through Cloudmore, I think the better it is for our business processes. It not only reduces our overheads, but also gives our clients that measure of control they want.”

Although Intrasource is only offering Microsoft Office 365 through Cloudmore at present, there are plans to expand the number of services they use it for. David discloses, “From our point of view, Cloudmore has great potential. We had originally only planned to use it for Microsoft 365, but the number of services we can move onto it is obviously far more than that. We'll shortly be offering Microsoft Azure, and over time, we plan to move a significant number of our services onto the platform.”

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