

CASE STUDY

The logo for HostedBizz features a stylized cloud icon in a light green color. To the right of the cloud, the word "Hosted" is written in a grey sans-serif font, and "Bizz" is written in the same light green color as the cloud icon.

HostedBizz

The logo for cloudmore consists of the word "cloudmore" in a white, lowercase sans-serif font. To the right of the text is a square icon containing a stylized white dot and a curved line, resembling a network or data symbol.

cloudmore



The Client

HostedBizz is a full-service public cloud provider with data centers in Eastern and Western Canada. The Ottawa based company provides an integrated suite of cloud products that are sold by 250+ Managed Service Providers (MSPs) across North America and Europe.

HostedBizz is also a Microsoft CSP partner, offering channel partners Office 365 in addition to the company's own range of cloud services.

The Challenge

HostedBizz contacted Cloudmore after extensively researching and trialing a number of automation platforms to streamline and manage their Office 365 provisioning and billing.

As a company supporting more than 250 MSPs and thousands of end customers, HostedBizz was keen to find a CSP solution that would guarantee 100% billing and automation accuracy for every business tier, including HostedBizz, each MSP and every one of their customers.

“We looked at different platforms and conducted detailed evaluations of two automation solutions for several months but couldn't get the full feature set and billing accuracy that we needed,” says HostedBizz's Senior Systems Engineer, Patrick Valade.

During the proof of concept studies, HostedBizz discovered that the billing numbers in the

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platforms they tested were not reconciling, and it was too easy to create scenarios where mistakes could be made, such as; inadvertently creating the end customer as a reseller in the system, or assigning licenses based on the wrong client.

“We needed accurate billing as a priority, as well as easy deployment and a simple and intuitive platform,” explains HostedBizz's co-founder, Jim Stechyson.



Why Cloudmore?

“Cloudmore’s solution is perfect for Microsoft CSPs, unlike the other platforms that we tested, which were really built for other purposes,” says Valade.

Cloudmore was developed to support cloud subscription management and billing. The platform has been widely adopted by CSPs because of Cloudmore’s extensive experience working with Microsoft, and the CSP program more recently. Cloudmore’s innovation-driven team of developers make it a priority to keep Cloudmore at the cutting edge of industry changes to ensure that accuracy and an easy user experience are maintained.

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Launching Office 365

HostedBizz put the Cloudmore platform through its first paces by taking advantage of the company's free 30-day proof of concept which comes with full onboarding support from Cloudmore's customer success team.

"We were able to set up all of our clients for all of our resellers very quickly. The reporting, which was critical to us, and the billing elements were easy to use, and it did it 100% accurately," says Valade.

Satisfied with the platform, HostedBizz migrated thousands of end customers within the first two months of operation. From a deployment perspective, Valade discloses that "everything is running as it should. It's performing the way we expected."

The reaction from HostedBizz's channel partners was also positive. "Our partners found the Cloudmore platform easier and more intuitive than platforms provided by other CSP distributors," says Stechyson.

Channel partners appreciated the synchronization with Office 365 making it easy to update price lists, reconcile supplier costs and view margins at a service and customer level. "Channel partners also like that we [HostedBizz] have added other catalog items like hosted anti-spam and O365 backup enabling partners to order these services at the same time as they provision an e-mail account or an additional tenant within their environment," says Valade.

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Jim Stechyson

The Results So Far

“We have achieved significant time savings in billing Office 365 services compared to other platforms,” says Valade. “Previously, we had to manually pull reports and put them into a format that our accounting department would be able to use. The billing reports that we can export from Cloudmore make this process much easier. Cloudmore is the first that I have seen that works as it should for Microsoft billing,” says Valade.

In terms of determining the exact ROI, “it is still early days” Stechyson says “however, with the billing efficiency alone our month-end billing timeframe has been reduced by 60-70%. Without a doubt, there is already an ROI in those terms.”

The Next Step

Moving forward, Stechyson explains that the company plans to have a web portal that allows customers to access all of the products that are offered on the HostedBizz platform, including third-party solutions such as VMWare and backup platforms such as Veeam.

“Our goal is Office 365 to start. Ideally, we would love to use a platform like Cloudmore, not only as a billing platform but as a full orchestration solution for other products and services. These are discussions we plan to open sometime in the future,” says Stechyson.

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UK Hub
East Belfast Enterprise Centre,
68-72 Newtownards Road,
Belfast, BT4 1GWNA

(+44) 203 535 8600
sales@cloudmore.com

web.cloudmore.com