Case Study: Hilltop Consultants

Pax8 makes integration easy for the HTG community

Abstract:
Utilizing Pax8’s ability to fully integrate with the ConnectWise platform, Hilltop Consultants are cashing in.
“Pax8 does all the billing for us, even partial monthly billing, enabling us to retrieve all of our outstanding revenue. Plus, with Pax8, licensing takes substantially less time, meaning we can keep businesses moving. That’s the kind of customer service our clients expect with cloud.”

“ConnectWise integration is exactly what Pax8 said it would be. From the ConnectWise portal, we can purchase cloud products and services directly from Pax8, maximizing our efficiencies and enhancing our ability to automate and deliver cloud to our customers.”

“From our distributor-provider partnership to our mutual involvement in the HTG community, Pax8 fosters the understanding that our success is their success, and they are wholly invested in seeing us achieve our cloud destiny.”

Headquarters: Washington D.C.
Industry: Managed Service Provider
Pax8 Partner: Since 2017
Problem: Hilltop Consultants needed a partner with the integration capabilities to streamline efficiencies, automate processes, and help them capture revenue left behind.
Solution: Pax8, the leading value-added cloud distributor
Result: “Pax8’s got our back. They provided us with error-free integration through ConnectWise that alleviated all of our cloud process headaches, and opened the door to greater efficiencies through automation. Now we can provide an enhanced customer experience and not waste a single dime doing it.”

The Problem
No one likes leaving money on the table. But what do you do when it’s more time consuming, and potentially costly, to try to retrieve that table-top cash? That’s exactly the predicament Hilltop Consultants were in when it came to managing their client’s monthly billing.

“It was more hassle than it was worth. We had tried a variety of solutions to solve this problem, but didn’t know how to efficiently retrieve the revenue we were leaving behind when it came to partial monthly billing.”

In addition to not realizing their full profits’ potential, they were having to waste valuable time as they, and their customers, experienced excruciating delays via their help desk having to wait and wait to get licenses for customers.

“Cloud customers expect cloud speed. It was taking way too long for our team to add users to a client. The licensing lag was slowing our business down, and for a guy who loves automation like me, this was getting to be too much of a headache.”

—Doug Furst, Hilltop Consultants
Benefits

Pax8 Makes ConnectWise Integration Easy

Pax8 is fully integrated with ConnectWise, meaning ConnectWise users can conduct all of their Pax8 business right inside the ConnectWise portal, including placing orders, increasing seat counts, updating agreements, importing customer products, and more.

“ConnectWise integration is exactly what they said it would be. From the ConnectWise portal, we can purchase cloud products and services directly from Pax8, maximizing our efficiencies and enhancing our ability to deliver cloud to our customers.”

—Doug Furst, Hilltop Consultants

The Solution

Pax8 Streamlines Efficiency and Expands Revenue

Hilltop Consultants had known of Pax8 for a while, but it wasn’t until 2017, that they decided to partner with the distributor, in order to relieve their cloud pain points. From the start, they knew they had made the right choice.

“As Pax8 had a team of people walking us through an Office 365 migration for one of our clients, a large law firm in DC. The process went so smoothly that we’re now looking to do more business with Pax8.”

As a born-in-the-cloud distributor, Pax8 was able to understand and provide the simplified integration and support that Hilltop Consultants needed to make their clients happy.

“Now it is so easy to sign up new clients and partial monthly billing is no longer a problem. And ConnectWise integration has streamlined the way we do business and serve our customers. I don’t know why we didn’t do this sooner.”

—Doug Furst, Hilltop Consultants

Taking care of their cloud clients, and running a more efficient shop has never been easier or more profitable, thanks to Pax8, their cloud wingman.

Pax8 is also a Vendor Member of HTG, an international consulting, coaching and peer group organization that supports best practices and helps members cultivate success. A Peer Group member of HTG, Hilltop Consultants value the opportunity of working closely

Case Study: Hilltop Consultants
with vendors, like Pax8, to help ensure success among members in the HTG community.

“From our distributor-provider partnership to our mutual involvement in the HTG community, Pax8 fosters the understanding that our success is their success and they are wholly invested in seeing us achieve our cloud destiny.”

Result

Pax8 is committed to helping MSPs and service providers thrive with cloud. The company achieves this by delivering real value that includes an automated quote-to-cash platform, free marketing resources, high margins, and the most disruptive cloud technologies available today.

“Pax8’s got our back. They provided us with error-free integration through ConnectWise that alleviated all of our cloud process headaches, and opened the door to greater efficiencies through automation. Now we can provide an enhanced customer experience and not waste a single dime doing it.”

—Doug Furst, Hilltop Consultants

About Pax8

Pax8 is the leading value-added cloud distributor offering top cloud products and solutions to the IT channel. The company is driving the business transition to the cloud through its comprehensive enablement and technology. The Pax8 cloud marketplace provides efficient and intelligent cloud product configuration so service providers can easily create and customize bundled solutions for their customers. To fuel partners’ success, Pax8 offers on-demand marketing programs, sales assistance and training, provisioning automation, and subscription billing. As the experts in cloud innovation, Pax8 is well-engineered to sell, assemble, and deliver quality cloud solutions to its worldwide channel of service providers. For more information, please visit www.pax8.com. Follow Pax8 on Facebook, LinkedIn, and Twitter.