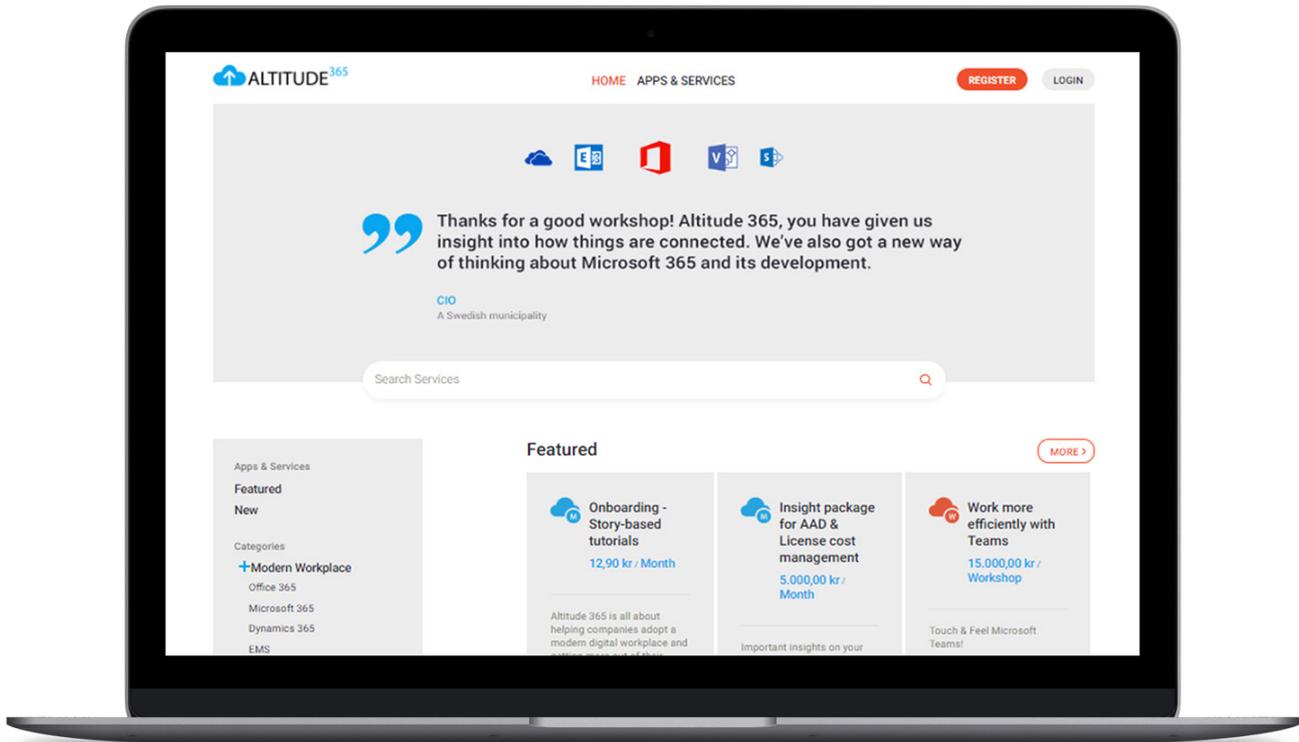




How interworks.cloud helped a leading cloud service player boost its pipeline and slash its administration costs.





SUMMARY

A year after joining the Direct Microsoft CSP Program, Swedish cloud-services leader, Altitude 365, realised it needed to rapidly identify an automation solution, if it was to handle its growing business and cut the time spent on low-value tasks. Its experienced team scoured the market for a trusted and user-friendly solution—finally choosing interworks.cloud’s award-winning platform. In place rapidly, with the help of interworks.cloud’s Customer Success Team, within months, Altitude 365 had accomplished its initial objective of simplifying the consumption of Microsoft Cloud Services—provisioning over 20.000 seats. Most importantly, it had simplified invoicing procedures using the powerful interworks.cloud billing engine—easily creating, billing, and provisioning cloud products and services.

ABOUT

Altitude 365 is a cloud-oriented IT services company with headquarters in Stockholm, Sweden and an office in Örebro. It has 25 highly-qualified employees and has been in the cloud business since the beginning of 2015. The company has extensive experience and has gained international recognition, boasting multiple MVP awards and masters-level (MCSM) certifications. Altitude 365’s specialty areas include Azure, Office 365, Managed Services, EMS, and Cloud Security, and as both a Microsoft High Touch and Gold Partner, Altitude 365 is considered a leader in cloud services.



Stockholm, Sweden



25 highly-qualified employees



Azure
Office 365
Managed Services
EMS
Cloud Security



OBJECTIVES

- ✓ **To make it easy to consume Microsoft Cloud Services**
- ✓ **To turn employees into productive heroes within customer organizations**
- ✓ **To create a more efficient living with less administration**

As a highly flexible and sophisticated player, Altitude 365's main challenge was to find a trusted, user-friendly solution to facilitate its cloud business.

BUSINESS CHALLENGE

As a Direct Microsoft CSP, only a year after joining the Program, Altitude 365 realized how crucial an automation solution was for the prosperity and continuity of its business.

The search for a solution was brought to sharp focus by increasing demands from customers to migrate from On-Premise to Cloud and shift from the traditional licensing program to the Microsoft CSP Program, a move that would increase the volume of Online Services and Azure being sold.

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The primary focus was to find a solution that could replace the manual ordering and invoicing processes through Microsofts invoicing systems, third parties and emails – the things that the company found time consuming and inefficient.



SOLUTION

After evaluating most competitor's CSP platforms and with a blank canvass in terms of automation solutions, Altitude 365 chose interworks.cloud to help it begin its CSP automation journey. Manually supporting a cloud business, something that involves considerable expertise and effort, meant that the Altitude team was experienced enough to have a very clear view of its expectations for an automation solution. The interworks.cloud Customer Success Department worked closely with the team to configure the platform in a way that would provide a seamless experience to both customers and staff. interworks.cloud was able to meet Altitude's demanding requirements on expertise and its very specific expectations. As a result, the whole process was completed within Altitude 365's strategically aimed deadline! By selecting and implementing a solution based on the interworks.cloud platform, Altitude 365 has boosted sales of its managed services on a first rate Marketplace, while, at the same time, benefiting from advanced billing flexibility and seamless provisioning automation for its customers. Existing Microsoft CSP customers were migrated easily to the new platform, where they benefit from a fast, self-service provisioning facility, and invoicing can now be done immediately.

By implementing the interworks.cloud platform solution, Altitude 365 has boosted sales of its managed services, benefited from advanced billing flexibility and seamless provisioning automation for its customers.

RESULTS

Only a few months after implementing the interworks.cloud solution—and with a brand new Marketplace—Altitude 365 was able to generate an impressive pipeline through its onboarding of new customers on the CSP program. It had accomplished its initial objective of simplifying the consumption of Microsoft Cloud Services and managed to provision more than 20.000 seats. Most importantly though, it had simplified invoicing procedures using the powerful interworks.cloud billing engine to easily create, bill, and provision cloud products and services.



The customer self-service tools in the marketplace along with many other automated back office functions make our day-to-day business run smoothly, without the need for lots of manual input.

Mathias Ahlm, CEO,

Altitude 365 AB, Microsoft Direct CSP, Sweden

"The interworks.cloud solution helped us kickstart our CSP business! It provides us with a back-office tool along with a great marketplace tailored to our business needs. The team is always open to discussion and listens to our needs as well as helping us utilize the systems in the best way. The customer self-service tools in the marketplace along with many other automated back office functions make our day-to-day business run smoothly, without the need for lots of manual input."



We know how to lead you
to your cloud business success!

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