

datto

SUCCESS STORY

ITECH Solutions Triples Sales Pipeline with Datto Commerce





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MORE WITH LESS.**

Brian Weiss
CEO of ITECH



ITECH Solutions is a managed service provider (MSP) with 12 employees based in San Luis Obispo, California that provides fully-managed and co-managed information technology and consultancy services to more than 60 clients. ITECH was founded 15 years ago and partners with clients and their internal IT staff as a virtual CIO, identifying areas where hardware and software can improve workflows and security, and helping to keep their clients running at peak performance.

After Datto announced the acquisition of quoting and procurement tool Datto Commerce, ITECH, a Datto partner since 2016, was interested in learning more. Brian Weiss, CEO of ITECH, had been unhappy with their previous quoting tool and was looking for ways to automate the quoting process to save time. Weiss had handled most of the sales responsibilities for ITECH, but as CEO, he realized his time could be focused on bigger picture business tasks, and didn't want to hinder the sales process due to his time constraints. Putting together quotes with their old tool was time-consuming and they encountered issues with the integration into Autotask PSA. Weiss needed a solution that would help speed up, automate, and ensure consistency throughout the quoting and procurement process, so he reached out to Datto for a demo of Datto Commerce.

Weiss found Datto Commerce's modern and intuitive interface appealing, as well as the efficient quote creation functionality. Professional-looking quotes that used to take an average of 15 minutes to create now take ITECH only a minute. Even complex quotes that previously took up to an hour can now be completed by ITECH in about five minutes. Datto Commerce was so easy to use that ITECH's service staff were able to learn it quickly to help quote and sell.

Following the rapid adoption of Datto Commerce by his team, Weiss was able to implement an incentive and commission structure for his service staff. The decision to implement Datto Commerce also provided Weiss with the ability to monitor his new quoting and procurement processes, with visibility into how frequently his clients view a quote to help gauge their level of interest, and insight into his sales pipeline. Datto Commerce has enabled ITECH to quote more, triple their sales pipeline, and double their product sales in less than six months.

In addition to profitability, another key benefit ITECH has experienced by implementing Datto Commerce was driving efficiency through the sales and procurement process. "Datto Commerce is so automated you can really do more with less when it comes to the resources it takes to get quotes out, to procure equipment, and communicate with my vendors," said Weiss. It gave me the ability to quote more without having to increase my sales force."



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The digital acceptance has helped speed up the approval and selling process for ITECH Solutions, and automating the procurement process has improved the accuracy of transactions. POs are auto-generated with all the information in it, helping to speed up the process with vendors. In the past, entering product data was a manual process for Weiss's team, and information went out of date quickly. Datto Commerce's live feeds into their vendors helps ensure accurate pricing and inventory data, cutting down on rework by at least tenfold to improve operational efficiencies significantly.

"The thing that I love about Datto Commerce is that it helps solve issues I didn't know I had, and added efficiencies I didn't know I could add. It has delivered far more value than I ever expected out of a quoting system."

Learn more about how Datto Commerce can help you drive efficiency with quoting and procurement.

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