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Calvert Technologies Generates Quotes in Seconds with Datto Commerce

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Mike Reid
General Manager, Calvert Technologies

CALVERT

Calvert Technologies is a managed service provider (MSP) based in Adelaide, South Australia, providing high-quality information technology support and consultancy services to nearly 150 clients. Calvert Technologies was founded 25 years ago and has transitioned from a consultancy-based business model to a managed services model, operating with 12 employees.

Calvert has been partnering with Datto for four years, and utilizes Datto's business continuity solutions, along with Datto RMM, SaaS Protection, networking switches, and access points. Two years ago, Calvert began looking into replacing their existing quoting and procurement tool as they were unhappy with their previous vendor. With an outdated interface, putting together quotes was a time-consuming process that could take hours, particularly if Calvert needed to check prices with multiple suppliers. Engaging with technical support was also a cumbersome process, so Mike Reid, General Manager at Calvert, began searching for a replacement.

After hearing about Datto Commerce at a peer group event, Reid was interested in learning more. What was most appealing about Datto Commerce was the live data feeds into Calvert's supplier base, which would help expedite the process of generating quotes. Datto Commerce also offered a more modern user interface that was simpler and more intuitive than their previous tool. There was initial concern that set up and implementation would be an arduous task as it was with other quoting tools Calvert was considering, however, Calvert Technologies had a free trial with Datto Commerce set up within 2 hours. Reid found the user experience so appealing, that he made the decision to switch to Datto Commerce only two days into the 30-day trial.

Reid selected Datto Commerce because the live data feeds and user interface made it easy to find a product and generate quotes in seconds. The quotes, which are able to be viewed and accepted on any device, enable clients to quickly purchase products, increasing overall transactional product sales for MSPs. In addition, the Datto Commerce platform's intelligence helps increase margins by automatically procuring from the supplier that maximizes margins--even taking shipping costs into account.

"At Calvert Technologies, we've been able to significantly improve the efficiency of the quoting process with Datto Commerce," said Reid. "What took hours in the past can now be done in minutes, or even seconds thanks to the simplicity and intuitive experience of the tool, which enables us to be more responsive to our clients. Our profitability has drastically improved by capturing product revenue that we otherwise would have missed out on with another solution."

Learn more about how Datto Commerce can help your MSP business.