



Company
PowerNET

Year Founded
1994

Employees
50

Website
www.power-net.com.au

Challenge
Building efficient processes around an all-star team.

Solution
Replace a home grown system with a best-in-class business management platform.

Results
By implementing ConnectWise, PowerNET gained a tremendous amount of efficiency across four locations throughout Australia and New Zealand.

“Our number one priority was to introduce efficiency into our business. We have some amazing people, but they weren’t as organised as they could have been. Our goal was to take our strength and become a lot more efficient in our service delivery.”

–Daniel Williams, General Manager, PowerNET

Though big changes can be daunting, they can make all the difference to your business. Australian-based IT solutions provider PowerNET knows that to be true because in 2013 it underwent a massive business transformation. An integral part of PowerNET’s plan was to implement a new business management platform to replace its rigid ERP. An integral part of PowerNET’s plan was to implement a new business management platform to replace its rigid ERP.

Creating Profitability Through Efficiency

While PowerNET had reliable staff and a loyal customer base, the company wasn’t realising the growth it desired.

“We were growing in capability, but we weren’t seeing growth on our P&L. We knew we needed to go back to look at some fundamentals for doing our job more efficiently,” explains Williams.

The dispatching and scheduling features in ConnectWise were exactly what PowerNET needed to better manage staff across multiple locations. “We could see what our people were doing, where they were, and on which tickets they were working. It revolutionised the way we managed our support,” says Williams.

This visibility over staff scheduling led to much greater utilisation, which gave PowerNET the profit boost it desired. “After nine or ten months, we started to see the return on our investment with ConnectWise,” Williams recalls.

“Our number one priority was to introduce efficiency into our business. We have some amazing people, but they weren’t as organised as they could have been. Our goal was to take our strength and become a lot more efficient in our service delivery;” explains General Manager of PowerNET, Daniel Williams.

In implementing ConnectWise, PowerNET sought to take its already exceptional service delivery to the next level.





Making Sales Predictable

“We had no sales opportunity tracking process prior to ConnectWise,” admits Williams. By using ConnectWise’s sales opportunity lifecycle management in tandem with [Quosal](#), a quote and proposal automation tool, PowerNET gained the ability to effectively track and manage sales opportunities.

“It was a game-changer for us. For the first time ever, we were able to track, centralise, and pass opportunities between sales people,” explains Head of Business Development of PowerNET Andrew Griffioen. “Now we can see lost opportunities, take actions to intelligently adjust our sales process, and nurture leads.”

“Before ConnectWise, it was all in people’s minds, in spreadsheets, on email, and not in a central location,” says Williams. “Now, they have one central repository for everything.”

Taking it one step further, PowerNET implemented ConnectWise CEO Arnie Bellini’s best practice of *Getting the Red Out* in a weekly Monday morning sales meeting to keep the sales team accountable. ConnectWise and Quosal provide visibility of a company’s pipeline which helps PowerNET manage its business with more confidence.

Capitalising On A Strong Community of Users

One of the benefits of being a ConnectWise partner PowerNET quickly capitalised on was their tight-knit community in Australia and all over the world.

“In Australia, the ConnectWise community is very close. User Meetings provide a great forum through which we can share best practices with other IT solutions providers,” says Williams.

PowerNET also uses the [ConnectWise Marketplace](#) to find integrations and templates shared by other ConnectWise users.

“We really value the ConnectWise Marketplace. It makes finding complementary products easy. With just a quick search, we can find a solution to our problem without us having to reinvent the wheel”, says Williams.

In the MarketPlace, PowerNET found the BrightGauge reporting tool and added it to their existing Quosal sales solution, and Xero accounting solution. With ConnectWise as the central hub, PowerNET continues to enhance internal efficiencies as it expands into new markets.

Reflects Williams, “We wonder how we ever survived before ConnectWise.

About ConnectWise

ConnectWise is a cloud-based business management platform designed for companies that sell, service, and support technology. The platform fully integrates business process automation, help desk and customer service, sales, marketing, project management, and business analytics that organise and streamline a company’s operations. Today, more than 600 IT and technology companies across Australia and New Zealand rely on ConnectWise to achieve greater accountability, operational efficiency, and profitability. ConnectWise also gives its users access to a powerful network of people, ideas, and solutions from across the globe. Based in the US and a veteran in the technology services industry, ConnectWise has been the premier business management platform for technology companies for more than 15 years.

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