

The Cortex solution was exactly what they had been waiting for...



For years managed hosting provider Final ASP had been looking for a comprehensive, well designed, cost effective platform to provision its hosted services. They had investigated several options that were on the market, and even considered putting the time into developing their own system. Just when they thought they'd need to sign up to something less than ideal, they discovered Cortex. It was just what they had been waiting for.

Cortex has completely changed the way Final ASP provisions its customers, slashing the time it takes, and reducing the number of support issues staff need to deal with. "Everyone's excited about it," says Casey Condo.

Helping the business to grow

Final ASP is a rapidly growing company that has been established for four years. Prior to implementing the Cortex provisioning platform, support staff provisioned each customer manually. Not only did this take a huge amount of time, but the manual process increased the risk of errors, and meant that customers had to contact the company whenever they wanted to make changes to their accounts, for example changing passwords or setting up new users.

"Cortex had the greatest amount of features, developers who were willing to work with us, and it was the best deal."

Casey Condo, President, Final ASP

In a company that has doubled its number of employees in six months, and with similar ongoing growth in revenue, the time-consuming, manual provisioning was going to restrict opportunities for business growth and success. Now, Cortex can help accelerate the company's plans for growth and profitability. "One benefit is that, because it now only takes a few minutes to provision a customer, we can afford to provide trial accounts for prospective customers, whereas in the past it was very inefficient to do so," says Casey Condo.

Reduced workload, increased profits

The Cortex provisioning platform for hosted services includes a significant component of user self-provisioning, allowing the customer to manage and make changes to their own accounts without needing to contact the service provider.

This also means that Final ASP's resellers can create their own accounts too, without having to contact the company – making processes quicker and more convenient for all parties.

"The time it takes us to provision users has dropped from about two hours to just five minutes."

Casey Condo, President, Final ASP

The self-provisioning ability is an attractive advantage for customers, who can access the easy-to-use control panel for many tasks. Final ASP's customers have been pleased with several Cortex features that save them time, and give them greater control over their accounts. For example, customers can install an auto-scripting program that means they don't have to type in a password with each log-on, and larger companies find that the ability to view mailbox sizes enables them to better manage their users. ▶

The Cortex Platform was exactly what they have been waiting for...

Well supported

Of course, a system such as Cortex also relies on high quality support to ensure success. Final ASP has been impressed with Cortex's support services and development team, who have demonstrated a commitment to providing a timely and customized response to any requests.

"Cortex's support is really good, the development team is outstanding. They are very responsive and work hard to resolve any issues we have."

Casey Condo, President, Final ASP

Final ASP overview

Final ASP is located in Memphis TN, and has been providing their clients with Hosted Microsoft Applications for over four years. Final ASP is currently the largest Microsoft ASP in the region and offers Exchange, Sharepoint, Blackberry, Goodlink, E-mail archival for compliance, and Microsoft CRM. Final ASP currently has hundreds of customers that span the globe, and boasts a 97% customer retention rate. Final ASP also offers 24 hour support to their customers and a 30 day money back guarantee on all of their products. For more information, visit www.finalasp.com. ■

Highlights

Summary

Cortex proved to be the provisioning platform that Final ASP needed to quickly and efficiently provide hosted services to its customers. Cortex has slashed support time and costs, enabling the company to grow. Customers are pleased with the easy to use system that offers lots of features and puts them in control.

Key features used

- Microsoft Hosted Exchange
- SharePoint
- Blackberry

Key requirements

- A comprehensive, efficient provisioning platform for hosted services
- An effective alternative to manual provisioning of customers
- A system that would standardise provisioning procedures
- A cost effective solution

Key benefits

- Quickly and efficiently provisions a range of hosted services
- Greatly reduced provisioning time
- Reduced demand for support services, translating to significant cost savings
- Virtually eliminates the need for validation processes
- Cost effective and scalable to business growth
- Puts customers in control of managing their accounts
- Easy to use interface
- Smooth implementation
- Backed up by professional service

For more information please contact:

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