MESH

ABOUT
Founded in 2004, Cortec IT has established itself as a leading provider of IT Support and Managed IT Services to businesses in the South East and London.

HEADQUARTERS
London, UK

EMPLOYEES
16

REVENUE
£1.5 million

BUSINESSES SUPPORTED
120+

MESH'S PRECISE BILLING MAKES A WORLD OF DIFFERENCE EVERY MONTH

- Duncan Brown, Operations Manager @ Cortec IT

OVERVIEW

Cortec IT have provided email security services to their clients for over a decade but as their client base continued to grow, managing billing became more challenging.

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> *Our old solution consumed hours every month just trying to work out what to bill our clients, who would regularly dispute the user counts. It was a very manual process and as our client base grew, it became an even bigger headache.*

OBJECTIVE

They began searching for alternative solutions that could help reduce the burden on their finance department and simplify billing reconciliation every month.

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> *We were searching for a solution that could significantly reduce our involvement when it came to billing and license management - automation was going to be key to this, and that's when we discovered Mesh."*

EVALUATION

Duncan contacted Mesh to arrange a demo, which was followed by a trial on their own domain - allowing them to test everything before onboarding their clients.

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> *We were immediately impressed by Mesh's MSP-centric approach. They were really easy to work with and made us feel looked after from the start. We trialed the product internally for a month and everything was just so easy. We love how Mesh syncs licenses from 365, which means when we bill our clients, license numbers for Mesh and Office 365 are always the same, simplifying reconciliation and preventing disputes. Mesh's precise billing makes a world of difference every month.*

RESULTS

✓ HOURS SAVED EVERY MONTH

Time spent on billing reconciliation every month has been greatly reduced because Mesh licenses numbers are in sync with 365 - dynamic and precise.

✓ HAPPIER CUSTOMERS

Cortec IT received lots of positive feedback from their client base after the migration, with end-users noticing improved detection accuracy and a more intuitive experience.

✓ MORE PROFITABLE

Less time spent on admin and billing, combined with an overall happier end-user experience has made email security a much more profitable service for them.

OUTCOME

Not only have Cortec IT reduced the amount of resources needed to manage email security, they've also increased their margins, while delivering a solution that has made their clients happier and more secure.

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> *Although rarely needed, support has always been excellent, both in terms of response times and resolutions, which is a massive improvement over other providers. This is a key reason why Mesh is one of our favourite vendors to work with.*

Duncan Brown
Operations Manager

Learn more at
www.meshsecurity.io