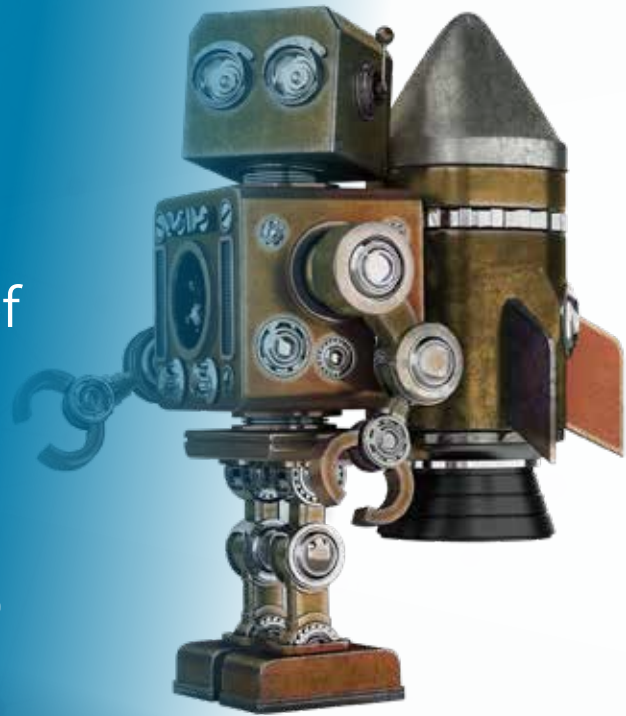


## Devoli and Datagate partner to simplify the provision and billing of telecommunications services

“*Datagate simplifies the billing of complex, usage based telecommunications services, smoothing the path to profitable annuity revenue for our customers.*”

**Brian Evans** | Product Manager, Devoli



# devoli

Fully automated wholesale telecommunications company Devoli has partnered with Datagate to make it easy for managed service providers (MSPs) to provision, support and on-bill telecommunications services.

Devoli provides data, internet and voice provisioning via a single portal, allowing ICT providers and systems integrators real-time access to every major network across Australia and New Zealand.

“We offer the simplest and fastest way to enter the telecommunications market. Our ability to strip out time and complexity is what sets us apart from our competitors,” says Brian Evans, Devoli’s Product Manager.

Devoli has all the key relationships and uses automation technologies for look up, quote, order, provisioning, support, billing and end-user data analysis, to streamline and reduce the cost-to-serve of telecommunications services.

There’s an easy way and a hard way to get started selling telecommunications services, Brian Evans says.

“The hard way is the traditional way – you set up accounts with each individual carrier, learn their portals and bring on new staff with those capabilities. Devoli is the new easy way – we offer a ‘single pane of glass’ with one portal across all telecoms carriers. By using Devoli, service providers don’t have to hire and train extra staff.

“Usage-based billing and end-user data analysis were the next challenges to solve for Devoli customers – how

do we move billing into the ‘new easy way’ of selling telecommunications services,” Brian Evans says.

“Ordering and getting it onsite is the first part. Meaningful annuity billing is the second part and it can be the hardest part to build capability in for our resellers. That’s where Datagate comes in.”

**“Our partnership with Datagate enables New Zealand and Australian companies to expand and differentiate their offerings and claw back profit in what is increasingly a commodity market.”**

**Brian Evans** | Product Manager, Devoli

Datagate allows for the processing of huge amounts of specialised data. The processed data needs to be accurate, well presented and available online. Datagate makes it easy to bill, manage and white label these new streams of recurring revenue.

Datagate connects to Devoli to process the complex Call

For more information

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# Datagate

# Simplifying the provision and billing of telecommunications services across ANZ

Detail Records (CDRs) and data and internet usage statistics to produce bills Devoli’s resellers can read, and to provide portal access to the reseller customer service teams to better enable them to support their customer enquiries and faults.

The Devoli data is also accessible via the Datagate portal for resellers and customers, encouraging and supporting self service and an even lower-touch support framework for these new revenue streams. Datagate automates the entire usage analysis and reporting process, giving the reseller and the end user the information they need when they need it.

Devoli also uses Datagate to offer service providers a connection to internal financial applications via APIs, such as ConnectWise

**“Datagate is a strategic partner in growing our market share. They have always been flexible and gone out of their way to make it easy for us.”**

**Brian Evans** | Product Manager, Devoli

and Xero. Datagate’s connection with these applications lets service providers integrate all of their pay-as-you-go billing into their financial applications.

Brian Evans says Datagate and Devoli offer ‘speed and ease’.

“Service providers want to know what services are available at an address; who has cable in the ground there; pricing; and simplified ordering and provisioning. Devoli automates all of this in the New Zealand market and is completing automation of the Australian market. We use robotic process automation where there are any gaps in full API integration. In a nutshell, we make it simple to know what’s there, price it, install it, support it and bill it. Datagate is a strategic partner in growing our market share.”

## ABOUT DEVOLI

Devoli is a fully automated wholesale telecommunications company that delivers world-class data, internet and voice services via a single portal. It offers full service carrier and telecommunications infrastructure to customers such as system integrators, ICT service providers, cloud specialists, content owners and content distributors. See: [devoli.com](http://devoli.com) for more.

## Highlights

### SUMMARY

Devoli has partnered with Datagate to offer service providers the quickest and easiest way to provision, support and on-bill telecommunications services in the Australian and New Zealand markets. Devoli uses automation technologies – including Datagate for billing and end-user portals – to streamline and take cost out of telecommunications service provision.

Datagate’s connection with key financial applications lets Devoli’s customers integrate all of their pay-as-you-go billing into their financial environment. Devoli is taking market share in Australia and New Zealand by making it easy for service providers to generate new telecommunications service revenue streams, and make existing services more profitable.

### BUSINESS BENEFITS

- ▶ Any carrier, any service, via one portal
- ▶ Automated billing and management
- ▶ Strip out time and cost
- ▶ Automated analysis of spend and consumption
- ▶ Connected to ConnectWise, Xero and other popular software solutions

### KEY OUTCOMES

- ▶ Fastest, simplest way to enter telecommunications market
- ▶ Automation gives competitive advantage
- ▶ Addition of annuity revenue streams

### COMPETITIVE ADVANTAGE

**Devoli’s competitive advantage** delivers one account and one portal to access all major suppliers of telecommunications services across ANZ, in real time (via Devoli’s RPA and API), for quote, order, provisioning and support of voice, data and internet services.

**Coupled with:** Datagate’s annuity-based billing, and real-time analysis of end-user data the billing and reporting portal provides.

## For more information

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**Datagate**