ConnectWise CERTIFIED INTEGRATOR

Datagate

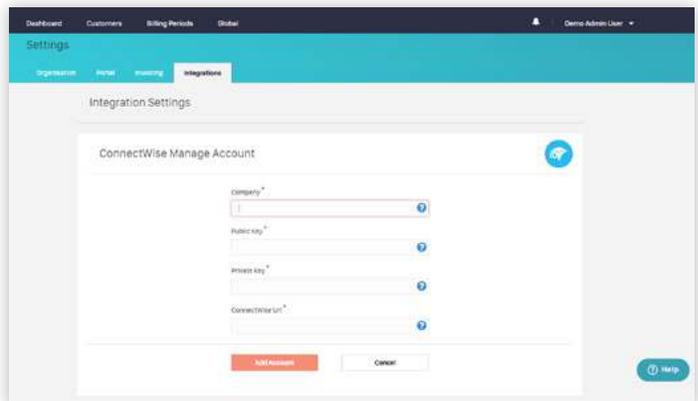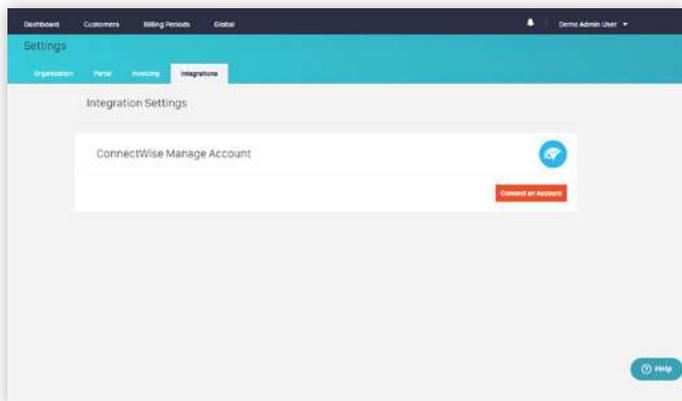# Datagate Certified Integrator Partner with Connectwise Manage

Making telephony billing simple for MSPs

If you're an MSP selling telephony services, Datagate makes it simple to view bills within the ConnectWise environment, send bills automatically into your accounting system, and never re-key customer details and invoices.

Datagate is an online billing portal that enables MSPs to rate and bill telephony services, including unified communications, VoIP, tolls, cellular, data plans and other usage-based services.

Built on the global Microsoft Azure platform, Datagate is available as a SaaS Cloud offering, requiring no hardware investment and only a small configuration process to get started, in most cases.

An optional white-label Datagate end-user portal is also available, which enables the MSP's customers to view their usage data (call details, usage trends etc) as well as their Datagate-generated invoices.

How Datagate Works

For telephony billing, Datagate connects to the MSP's upstream telco provider or PBX/switch to get periodic or real-time access to call details (CDRs) and/or data-usage details. Once this data is received, it is immediately rated (using Datagate rate cards configured by the MSP to define charges and bundles) and then invoiced at the appropriate time. Once invoices are generated, they can be previewed by the MSP before being bulk-emailed to the end customers. Invoice details are then passed through to ConnectWise Manage, so that they can be viewed within the ConnectWise environment and passed through to the MSP's accounting system.

Data sharing between Datagate and ConnectWise Manage

During the Datagate configuration process, a checkbox is added to the ConnectWise customer screen. If this checkbox is checked, then the details of that customer will be replicated within Datagate. Any changes to that ConnectWise account will be copied through to Datagate automatically, without the need for rekeying.

Once Datagate telephony invoices are generated, they can be posted through to ConnectWise as a single line invoice with a hyperlink that enables a ConnectWise user to click and view any Datagate-generated invoice for the customer they are looking at, inside ConnectWise.

Datagate automates communications tax compliance to provide a comprehensive double integration

As well as integrating with Connectwise Manage, Datagate also integrates with tax specialists in the US and Canada, Wolters Kluwer CCHTM SureTax™. This integration achieves a tax calculation solution that accurately determines and tracks tax consequences of transactions and invoices accordingly. Datagate customers can rely on CCH SureTax and associated compliance partners to register them as needed with state and federal authorities, calculate taxes and fees, and provide the necessary reports to regulatory agencies to maintain compliance at the federal level. Datagate selected Wolters Kluwer's CCH SureTax based on its superior tax coverage for the communication industry. It is owned by Wolters Kluwer, a leading global provider of tax, accounting and audit information.

Advantages of Using Datagate and ConnectWise together

Call Details

Datagate

Invoices

Customer Details

ConnectWise®

- **Datagate sharing** – eliminates the need for re-keying customer details and invoices
- **Simplicity** – MSP staff need only use ConnectWise for viewing all customer details