

## Hotline IT integrates Datagate telecoms billing with Agreements within ConnectWise Manage

“*Datagate automates the uploading of large amounts of data into ConnectWise Manage and ConnectWise Agreements.*”

**Michelle Joosse** | CEO, Hotline IT

**Hotline**IT

IT services provider Hotline IT is using Datagate to automate the uploading of call data into ConnectWise Agreements, giving end customers detailed call analysis and reducing billing time by two thirds.

Australia-based Hotline IT provides telecommunications services and a full suite of IT services and support to customers across Australia and New Zealand. By integrating Datagate with ConnectWise Manage and ConnectWise Agreements, Hotline IT now automatically sends telecoms bills through each customer's ConnectWise Agreement.

Hotline IT views a summary of telecoms charges inside ConnectWise, so staff only need to log into a single system. The company is developing a customer portal to give customers direct access to historical call data so that they can self-serve.

Hotline IT CEO Michelle Joosse says her company is using Datagate to automate the uploading of large amounts of data into ConnectWise Manage and ConnectWise Agreements.

“We now automatically send accurate, detailed telecoms invoices,” she says.

“We were previously having to manually key information into ConnectWise. As there was so much data, we'd only key in an overview. Datagate puts a summary of call data into ConnectWise, broken

down into individual customer sites so customers can easily apportion out their costs to the relevant sites. Our customers are hungry for detail, they want to analyse call costs and apportion them to cost centres. We provide customers with that detail in a highly professional format that reflects on the quality of our systems and services.”

Hotline IT has a portal for internal use which it uses to track 'everything,' says Michelle Joosse.

**“We now automatically send accurate, detailed telecoms invoices.”**

**Michelle Joosse** | CEO, Hotline IT

“We are moving to offer a self-service end-customer portal which will deliver a customised view.”

Hotline IT used to have to create manual records, using the CDRs (Call Data Records) received in CSV format from its telecom carrier, says Nimisha Kalimuthu, Hotline IT's Finance and Administration Manager.

**For more information**

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**Datagate**

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“Now Datagate uploads the CDR data straight into ConnectWise and gives us a report of any exceptions,” she says.

“The ConnectWise customer field synchs across to Datagate and automatically creates a customer record. In the Datagate portal I can then see the customer, and check all the information there. There should be no errors because it pulls information from the API into the system. If the API is right the information is right.”

Any call changes come though automatically.

“You can choose to delete old records or keep the entire history there. It’s very powerful. We don’t have to enter any numbers into the system,” Nimisha Kalimuthu says.



Hotline IT is free to grow. “Datagate has reduced the strain on our accounts team and freed up time,” Nimisha says. “It will take me around the same time to bill five times as many customers.”

Hotline IT will use Datagate ‘wherever we need to get lots of data into the ConnectWise system,’ Michelle Josse says.

“We offer extended hardware warranties for example. Some of our customer have hundreds of sites, so their warranties change every month. We will use Datagate to automate the uploading of all that information into ConnectWise, where we can easily view, invoice and report on it in detail.”

## Highlights

### SUMMARY

Hotline IT is using Datagate to automate the uploading of telecom data into ConnectWise Manage and ConnectWise Agreements. Datagate puts a summary of Call Data Records (CDRs) into ConnectWise, broken down into individual customer sites so customers can easily apportion out their costs to the relevant sites. Customers are easily invoiced through ConnectWise Agreements rather than an external system.

Hotline has cut invoicing time by two thirds. The company can scale up its telecoms business with minimal additional billing and management effort. Hotline IT plans to use Datagate for a range of data uploads into ConnectWise Agreements, including in areas like warranty maintenance.

### BUSINESS BENEFITS

- ▶ Invoicing through ConnectWise Agreements
- ▶ Professional, detailed telecoms bills
- ▶ Billing time cut by two thirds
- ▶ Potential for errors greatly reduced
- ▶ Single bill for telecoms and IT services

### KEY OUTCOMES

- ▶ Automated data uploads into ConnectWise Manage and ConnectWise Agreements
- ▶ Scale up with minimal increase in staff workload

### ABOUT HOTLINE IT

Hotline IT is an Australian owned and operated full service IT management solutions provider. They design customised, cost-effective solutions including flat-rate managed services. Their services include telecommunications, infrastructure protection, 24/7 local support and backup and disaster recovery expertise. Skilled engineers providing enterprise-level IT practices and solutions to businesses at a realistic price – it’s all part of how Hotline IT helps their customers grow, no matter the size of the business or their growth goals.

#### For more information

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