

## WaveFly takes care of telecom billing for its resellers

“Datagate on-boarding was easy – I cannot say enough good things about the way this process was managed.”

Lisa Arnold | Chief Administrative Officer, WaveFly

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US telecommunications provider WaveFly is using Datagate to bill all voice services, integrating billing with ConnectWise, QuickBooks Desktop Enterprise, ConnectBooster, CCH SureTax and tax partner CLA.

WaveFly uses its own network to deliver solutions direct and through its wholesale reseller channel.

The company uses Datagate to bill all voice services for both the direct and wholesale sides of the business. WaveFly uses Datagate to manage voice billing for its resellers. This frees WaveFly resellers from having to deal with complicated tax and other billing calculations.

WaveFly offers location billing to its MSP reseller channel. This means MSPs can choose to receive bills for individual locations such as the locations of end customers. Some resellers opt for bills broken down by customer site, others by customer name. Resellers always know exactly what to charge each customer.

Datagate is integrated with ConnectWise, QuickBooks Desktop Enterprise, ConnectBooster for payments, CCH SureTax for tax calculations and tax partner CLA (formerly known as GSA) for strategic advice and filing. The systems work very well together as a complete integrated solution, says Lisa Arnold, Chief Administrative Officer, WaveFly.

“Our tax partner CLA have been phenomenal in their support. They have meshed really well for me. I trust CCH SureTax, I never have problems. I love the entire tax part of our solution, it’s made us more compliant,” she says.

“QuickBooks Desktop Enterprise interfaces great with all our systems. For payments, our clients can sign into the ConnectBooster portal and see their invoices presented

“Datagate billing takes between 15 and 30 minutes per month.”

Lisa Arnold | Chief Administrative Officer, WaveFly

correctly and set up their preferred payment methods. Everything just works and ConnectBooster support is superb.”

On-boarding Datagate was easy, Lisa Arnold says.

### For more information

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**Datagate**<sup>™</sup>

# WaveFly takes care of telecom billing for its resellers

“Lee did an outstanding job with on-boarding us, I cannot say enough good things. Customer service from Datagate has been excellent. They played a crucial role in migrating our company’s previous billing system of eight-plus years with very little hassle.”

Voice billing takes WaveFly between 15 and 30 minutes per month.

“The billing time keeps getting shorter as my confidence in the system grows,” Lisa Arnold says.

**“Datagate’s integrations with ConnectWise, QuickBooks Desktop Enterprise, ConnectBooster, CCH SureTax and our tax partner CLA all work great.”**

**Lisa Arnold | Chief Administrative Officer, WaveFly**

WaveFly differentiates itself from competitors by offering its MSP resellers an extremely high level of service, including access to engineering and support teams. The company works closely with each provider to pick and choose the services they need. WaveFly’s infrastructure is designed to amplify an MSP’s existing service offerings, giving MSPs a new ability to service clients that were out of reach before.

The ability to offer streamlined billing services to MSPs is crucial for WaveFly, says Lisa Arnold.

“It’s very important that we have a product that provides ease of use for our MSPs. Most of the wholesale resellers we service don’t have dedicated personnel for telecoms billing. Datagate meets all of our needs. The support has been excellent and our relationship is very good.”

## Highlights

### SUMMARY

US telecommunications provider WaveFly is using Datagate to take care of invoicing for its wholesale MSP reseller channel, freeing MSPs from having to deal with tax and other billing calculations.

Datagate’s integrations with ConnectWise, QuickBooks Desktop Enterprise for accounting, ConnectBooster for payments, CCH SureTax for tax calculations and tax partner CLA for tax advice and filing have given WaveFly a new level of automation that has reduced billing time to less than 30 minutes per month.

### BUSINESS BENEFITS

- ▶ Integrates with ConnectWise, QuickBooks Desktop Enterprise, ConnectBooster and CCH SureTax
- ▶ Automatic querying by CLA for tax filing
- ▶ Synch from ConnectWise to Datagate populates customer info
- ▶ Synch to QuickBooks Desktop Enterprise from ConnectWise/Datagate powers reporting
- ▶ Easy on-boarding

### KEY OUTCOMES

- ▶ Billing time reduced to 15-30 minutes per month
- ▶ Streamlined billing services for MSP resellers
- ▶ Integrations ‘work great’

### ABOUT WAVEFLY

WaveFly delivers reliable and cost effective VoIP, Internet, Cloud, Web & TV services. WaveFly provides businesses with a multi-cloud environment with carrier-class connectivity between all major cloud providers. Integrations between Amazon, Google, and IBM make WaveFly’s network perfect for medium to large scale enterprises seeking advanced functionality at an affordable rate. Visit [wavefly.com](http://wavefly.com)

### For more information

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