D2NA

CASE STUDY

Exertis Cloud offered D2NA extra support that was completely tailored to their needs

The Exertis Cloud platform proved to be a game-changer, making renewing subscriptions, accessing products, and understanding upgrades a breeze.

We were able to offer D2NA a user-friendly portal that's so easy, even non-technical staff can navigate it with confidence, saving a couple of days each month on admin tasks, and allowing them to focus on other priorities.

A couple days a month saved on admin tasks

Overview of D2NA

Company Name: D2NA (D2 Network Associates). For years, DN2A has been a trusted Managed Service Provider (MSP), helping organisations mitigate risk and secure their systems, people, and data. They leverage their extensive experience in infrastructure support to deliver robust cybersecurity solutions and expert guidance.

www.d2na.com

D2NA's goals

- In the past, managing licensing and procurement for products was difficult. D2NA were constantly struggling to simplify the process, especially for non-technical users. Then they came across the Exertis Cloud platform, and it was a game-changer during the demo.

- Their main goal was to be able to quickly and efficiently meet customer's needs.

- Having a responsive team was key to them, they wanted a clear communication thread. Account Managers may have specific product related questions and they have trusted that someone will come back to them quickly, which reduced business down-time for them.

- They wanted to be able to trust that the distributor they worked with completely understanded their needs and their customers' needs, and were keen to help them grow as a business.

Our solutions

- Now, renewing subscriptions, accessing products, and understanding upgrade options is a breeze for D2NA's entire team. Our user-friendly portal makes it so easy that even non-technical staff can navigate it with confidence. This has saved them a couple of days each month on administrative tasks, freeing them up to focus on other priorities.

- This platform allows their teams to be much more responsive to their customers' needs.

- Auto-renewals ensure uninterrupted service, and the flexibility to easily amend subscriptions is perfect for clients experiencing rapid growth. D2NA can now.

- Exertis Cloud have also offered them extra-support, such as their recent end-user marketing campaign, that is completely tailored to their needs.

Benefits of Exertis:

People
A specialist team of real, UK-based people supports you strategically and operationally 24/7 - no unmanaged accounts or offshore support.

Platform
A #1 platform experience that will save you time, energy, and money with automated billing, native integrations and bespoke reporting.

Profitability
We offer enablement designed to help you grow including training workshops, rebate support, lead gen campaigns, free health checks, 365 optimisation, and more.

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> Since switching to Exertis Cloud, the team and I have complete faith and trust in the platform. We need to be able to trust the tools so that we can get on with the job, the platform is a robust system that meets our operational needs and actually helps us win new business. We do a lot of quoting, so being able to get all the correct pricing and see it laid out in a fool-proof way is a huge bonus. Thanks Exertis for all the support you've provided our business so far!"
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> **Naomi McGregor**
> Procurement Officer, D2NA