



CloudCockpit provides an excellent customer experience focused on helping Micro Warehouse, and its resellers, to achieve its vision and strategy.

MicroWarehouse needed to find a Partner with knowledge about CSP APIs integration and Platform Development to quickly provide a Platform to its Resellers and be able to support its Business Goals and provide the capability to adapt to Microsoft changes to the CSP Business. CloudCockpit revealed to be a natural choice, due to its fast deployment and cloud-driven globalization, reinforced by modular and extensive ability to integrate with Microsoft but also with other Cloud Solution Providers.

INTRODUCTION

The MicroWarehouse story begins in 1987 - from an office in Rathfarnham. Back then it focused primarily on the Apple Macintosh market providing software and memory products to Apple dealers around Ireland - when the bulk of its storage space was in between desks and stacked up in the hallways.

26 years and a couple of moves later, MicroWarehouse is Ireland's largest Irish owned IT distributor providing software, computer hardware, printers, accessories and more to over 1,200 channel partners in Ireland.

With over €3 million of products in stock in our 15,000 square foot facility in Dublin 12, it can offer next day delivery for almost every order.

Core to its growth and success are its partners.

First, the vendors - Microsoft, Apple, Symantec and many many more. Being the go-to distributor for the biggest names in the IT business has provided Micro Warehouse an unmatched catalogue of brands.

Then, most importantly, its customers. From small retailers to large corporate resellers the breadth of Micro Warehouse customer base ensures that it always attract the best

vendors that in turn provide with the best products and solutions for customers to help grow their business.



THE CHALLENGE

The relationship between Microwarehouse and Create IT started before the existence of CloudCockpit and the goal was to help Microwarehouse adopt an integrated approach for the Microsoft CSP business because without integrations it wouldn't be possible to scale the business fast enough.

MicroWarehouse main goal was to develop a platform that would allow its partners to transact online without Micro Warehouse intervention. A full self-service platform that allows to scale faster and provide a better service to its Resellers and End-Customer.

Micro Warehouse had 5 main goals:

- Allow MicroWarehouse to provide a Platform for its Resellers
- Allow the Resellers to be autonomous in managing their customers and subscriptions
- Automatically provision and apply the changes made by the Resellers to the customers tenants
- Integrate the provisioning information with the Microwarehouse backend systems

- Allow MicroWarehouse to deprecate the direct usage of the Microsoft Partner Center Portal, and only use the Platform to manage Resellers, Customers and Subscriptions in a global way

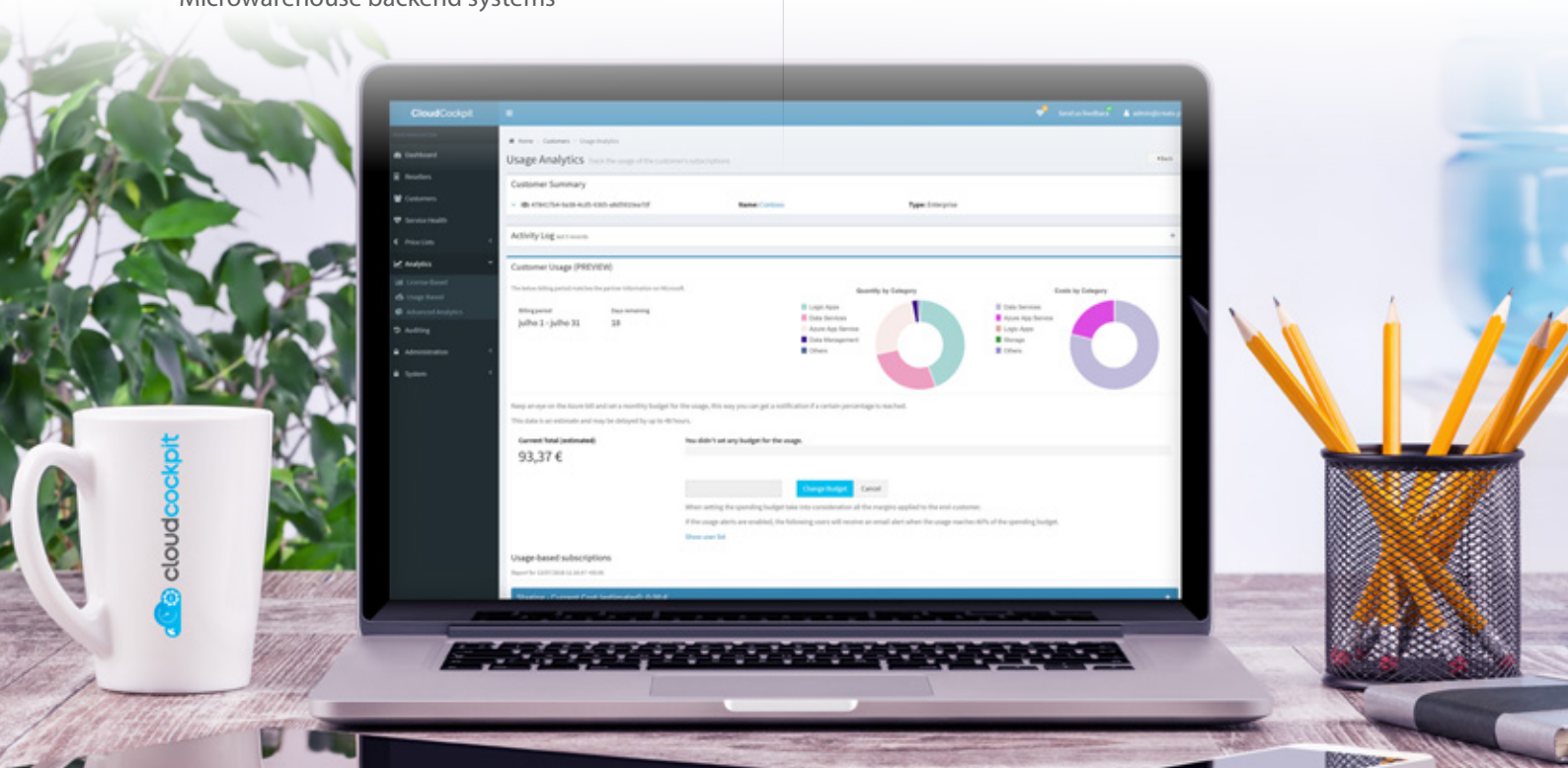


THE SOLUTION

MicroWarehouse needed to find a Partner with knowledge about CSP APIs integration and Platform Development to quickly provide a Platform to its Resellers and be able to support its Business Goals and provide the capability to adapt to Microsoft changes to the CSP Business.

During its search for a partner MicroWarehouse were introduced to Create IT, a Microsoft Gold Partner, by a common friend and their vision for CloudCockpit and its needs made an interesting fit that allowed MicroWarehouse to work together for the last 3 years.

CloudCockpit revealed to be a natural choice, due to its fast deployment and cloud driven globalization, reinforced by modular and extensive ability to integrate with Microsoft but also with other Cloud Solution Providers. The autonomy provided to its users, that rarely require IT support, also played an important part in the process.





THE RESULTS

Since CloudCockpit already had a lot of the feature that MicroWarehouse was looking for the roll-out to production was smooth and quick-passed.

Also important was keeping track of requests and suggestions from the begging. This allowed better decision-making.

In addition to being responsible for the development and commercialization of CloudCockpit, Create IT team is involved with the CSP Community and because of that it allows MicroWarehouse to have business discussions that can help it move faster and CloudCockpit to be prepared for challenges around the CSP Business.

By having a clear Roadmap for CloudCockpit and having the flexibility to receive feedback and incorporate in gives MicroWarehouse the confidence that the Platform will continue to allow it to focus on helping its Resellers to provide a better service and with that to continue growing MicroWarehouse business.



THE FUTURE

Today the success of a business relies in its capability to innovate and create the best experience that add value to MicrWarehouse customers.

Therefore, Microwarehouse will continue to push CloudCockpit to have a convenient and practical solution that enables its Reseller to reach all their potential and with that continue to provide an excellent service to their end customers.

With the future in mind, Microwarehouse is committed to take advantage of CloudCockpit potential to meet our needs and support its vision.



Available in the SaaS model, CloudCockpit is an integrated administration web platform that optimizes and streamlines Cloud Solution Providers operations.



MicroWarehouse is a 100% Irish owned IT distributor. With over €3,000,000 of locally held stock, it ships 90% of orders for next day delivery. Not only it is the only 100% Irish distributor, but also one of the longest established. More info at <http://www.mwh.ie/>

CONTACT US:
<https://cloudcockpit.works/>
hello@cloudcockpit.works

Powered by:
create | |
INNOVATING LIFE