



Decision Inc. uses partnership to deliver value and manage customer cloud spend



Reseller unpacks value of the cloud and helps drive customer success leveraging distributor's tools

Decision Inc. has partnered with chosen value-added distributor Westcon-Comstor to deliver its Microsoft solutions. Within the partnership, Westcon helps drive customer engagement through bespoke marketing solutions while Decision Inc. leverages its digital distribution tools to help provide, monitor and track its customer's cloud usage.

A South-African-based business with a global reach across three continents, Decision Inc. offers technology services that enable its clients to create modern digital businesses that use technology intelligence, leveraging global vendor technologies such as Microsoft.

Delivering to customer needs

Working with its clients, the company formulates and designs technology solutions that help modernise and automate operations, build data driven enterprises, enable people transformation and leverage the cloud. Partnerships with a host of technology vendors are quintessential to its success, which is why the company has partnered explicitly with Westcon as its distributor of choice for its Microsoft solution portfolio.

"Decision Inc. provides clients with services across the entire information value chain.

From source and creation, movement and transformation, enrichment, engagement, reporting and strategy," said Robynne Todd, Business Manager Cloud Enablement, Decision Inc.

"These services span across data and analytics, financial planning and analysis, robotic process automation, business applications, the modern workplace and customer engagement.

"Within this remit, we have partnered with Westcon to gain access to Microsoft 365, Dynamics 365, Microsoft Power Platform, Microsoft Data Platform, Ribbon, and deliver on its CSP and Open Value solutions."

Benefits

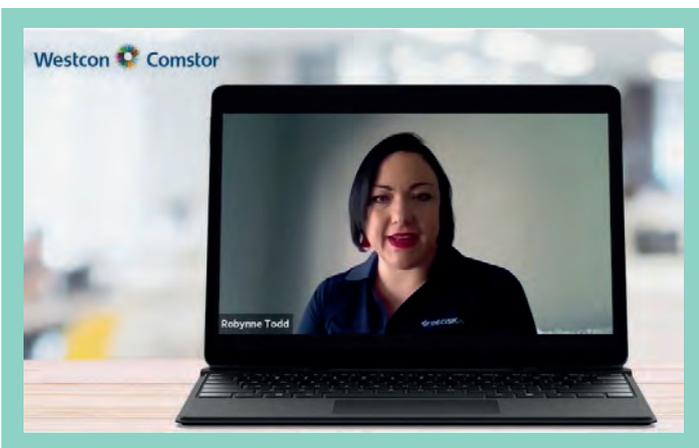
- Marketing-as-a-Service support
- Digital tool usage, with BlueSky and CloudCheckr
- Pre- and post-sales support
- Sales lead funnels
- Cloud usage and expenditure management

Digital partnerships

Through its partnership with Westcon, Decision Inc is currently using the distributor's BlueSky digital distribution platform and CloudCheckr to help deliver Microsoft solutions. With these digital engagement tools in its business arsenal, Decision Inc. is helping its customers by providing cloud solutions no matter where they are and assisting them to better manage their cloud spend.

"These tools are fantastic and help us offer the added value and visibility into usage and expenditure a customer who is operating in the cloud is looking for," added Todd.

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Looking ahead

Working with Westcon, the company says it has been able to scale and grow its Microsoft cloud service provider business. The dynamic nature at which the distributor can create Microsoft-centric offerings also helps it embrace solution selling.

"Westcon continues to be an important part of our business. Looking to the future, we are currently looking at deploying CloudCheckr as a managed services solution, something we wouldn't even be able to consider without Westcon's tooling," ends Todd.

Building Microsoft solutions

According to Todd, the company has yet to experience any downtime using the BlueSky solution while managing its CSP business. And Westcon has always provided prompt and efficient support not just around its digital tooling but also by adding value through support for pre- and post-sales and billing when needed.

"Westcon has worked closely with us throughout our Microsoft solution delivery journey by investing in various marketing campaigns to grow and scale our business, supporting us through every step of the journey. From presales at the start of a project, the Westcon team is always on the lookout for opportunities that we can work together on to solve customer problems. Also, they have continued to help us identify and secure new business at a difficult time for the industry," said Todd.

"Decision Inc. is a dynamic partner always looking for new opportunities to help improve their client's engagement with technologies," says Thiani Thiani Ramaya, Microsoft Lead, Westcon-Comstor Sub-Saharan Africa. "They dive into the additional services we provide and take advantage of all the extra value we as a distributor can provide - all for the benefit of their customers. They truly are an incredible company to work with."

Microsoft Portfolio

- Microsoft 365
- Dynamics 365
- Microsoft Ribbon
- Microsoft Power Platform
- Microsoft Data Platform
- Microsoft CSP
- Microsoft Open Value

HAVE AN ENQUIRY?

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