StrataVAR

Altus Consulting - Case Study

"StrataVAR has been very strong and supportive with software customization that has made it far easier for us to incorporate Costa Rica's complex tax structure into our price quotations."

Rafael Campos, R&D Director at Altus

StrataVAR's quoting software helped Altus to improve staff productivity levels

Altus's experience with StrataVAR's Cisco-integrated PqW solution has been a journey of steady progress into greater automation, less time per price quote and more staff time to devote to other sales management tasks.

The Challenges

As with many other Cisco Partners, Altus spent years manually exporting their BoMs from Cisco's CCW program into Excel spreadsheets before StrataVAR showed them a better way. The work became an issue when the quotes increased in size, explained Rafael:

"Once we got to 30-50 lines and a larger amount of SKUs, the old method of producing quotations became very cumbersome and error-prone. A more advanced solution was required."

Complexity was another reason to make the move. A typical price quote for a contact center involved (and still involves) not just varying discounts from Cisco and client changes to specifications but meeting Costa Rica's tax requirements as well. Varying tax levels apply.

About Altus

Altus Consulting is one of the leading Cisco Partners in Costa Rica, specializing in enhancing the performance of Contact Care centers. Their activities include developing their own software to enhance and personalize Cisco Contact Center solutions, thereby creating more effective Customer Care tools. Altus has consecutively won awards as a Cisco Partner for the past four years.

https://altus.cr/

For example, any computer screen is taxed at a higher level than other computer equipment and must be specially marked in the BoM. This kind of detail demanded that the software solution used by Altus could be easily customized so that quotation templates would fit individual client requirements.

Another challenge was to keep track of the original cost estimates when quotations were revised and updated.

The Solution

Altus began working with StrataVAR to implement the Partner Quoting Workspace (PqW) program.

"The changeover was not rapid because our people were reluctant at first to change their old ways. But once they saw the ease of application, things speeded up. They began investing much less time in the quoting process." said Rafael.

PqW shows its added value in many ways. For example, one of its features activates a filter that separates items that are liable to taxation from those that are not. This eliminates 'human error' when such detection is done manually.

The automatic indexing feature greatly simplifies the whole proposal administration process.

The Results

Rafael reported that with StrataVAR's Partner Quoting Workspace (PqW) solution, quoting work was significantly reduced, even if the quotation was a large one with many variables. Time-saving has become a strong factor in achieving greater staff productivity and output.

"We look at the whole operation, not just the quoting part. We supply a lot of equipment to the Government, who purchase through a detailed and complicated RFP process. It's the same team that handles the quoting, so freeing up the time for them is very important. You want to keep that team lean, yet have them do more. That's what we've achieved. " adds Rafael.

About StrataVAR

Our mission is to connect ITC/Cisco VAR's with their critical data residing on manufacturer's and distributor's commerce & configuration tools.

Our customers benefit from improved business Intelligence (BI) when using StrataVAR SaaS solutions to increase profitability, eliminate costly errors, improve efficiency and make informed decisions. StrataVAR provides both operational benefits as well as exceptional management view only possible with StrataVAR innovative integration technology.

Our products integrate with Cisco CCW, CCW-R, Subscription, CCW-R Contracts and all major Distributors.