

ZONES CUSTOMER SUCCESS STORY

Zones streamlines operations with CloudBlue

ZONES™**Headquarters**

Auburn, Washington, USA

**Industry**

IT Services and IT Consulting

**Region**

NA

**End User Market**

Consumer & Micro Businesses

Company

Zones is a longstanding IT services and solutions provider with a global presence, operating in about 80 countries. With over 30 years in the industry, Zones has evolved from a large account reseller to a comprehensive IT solutions provider. Their focus includes cloud services, with a portion of their business driven by their Zones Cloud platform, primarily targeting the United States.

Challenge

Zones faced challenges in scaling their Microsoft 365 business due to manual processes and data errors from transposing data between systems. These issues led to billing reconciliation challenges and inefficiencies. Additionally, Zones aimed to integrate and automate their backend systems to support the growth of their cloud services, including Azure, AWS, and Google Workspace, while providing a seamless experience for their resellers and customers.

Solution

CloudBlue provided Zones with a platform that enabled integration and automation of their backend systems. This platform facilitated the onboarding and provisioning processes for Microsoft 365 and other cloud services. CloudBlue's technology allowed Zones to automate the creation of customer accounts and subscriptions, reducing manual data entry and errors. The platform also supported the development of a comprehensive portfolio of cloud solutions, including backup and security products, and enabled the creation of bundled offerings for end-to-end coverage.

Result

With CloudBlue, Zones transformed their cloud business by eliminating manual process, reducing errors, and streamlining operations. By automating key workflows and integration backend systems, they improved efficiency, enhance the customer experience, and positioned themselves for scalable growth. CloudBlue's platform empowered Zones to expand their cloud services portfolio and introduce bundled solutions, delivering greater value to customers.

Key achievements include:



Automated their Microsoft 365 business



Offered bundled solutions to their customers



Expanded their cloud services portfolio



Increased efficiency and provided better customer experiences



CloudBlue forms an integral part of our ability to actually build a digitized automated billing and provisioning environment.

As a partner to be able to leverage that ecosystem of prebuilt connectors with top selling products, that's a game changer.

Todd Carter - Director, Cloud Services