



## CASE STUDY

# How Avtek cut their billing reconciliation time by 89% using Synthesize

## Client

AvTek Solutions is a Veteran Owned Managed Service Provider. Based in Texas, the company has over 10 years of experience in the Financial Service Industry. They offer services in Cybersecurity, Hardware & Software technology solutions, managed IT services, data backup and recovery, and many other services.

## Challenges

AvTek solutions didn't have a way to monitor and manage client usage and service consumption, which made billing reconciliation a painful - and time-consuming - process every single month.

The lack of clarity resulted in some clients not being billed correctly for consumed services; revenue was lost every billing cycle. The overall process took away hours of productivity from AvTek's team. Wayne wanted better billing reconciliation. Period.



Wayne Hunter is the President and CEO of AvTek Solutions, Inc. where he concentrates his efforts on providing the best solution to customers. Wayne has over 30 years of experience in Information Technology, focusing on implementing storage and data systems, IT management, and systems integration.



## Solution

It took about five minutes for AvTek Solutions to connect their PSA to the Gradient platform and within 10 minutes, they synced vendor services to actual client usage.

## Result

### Before Gradient

Wayne's 2-person reconciliation team dedicated hours every Tuesday to complete billing reconciliation for his MSP.

- 2 people x 3 hours each Tuesday  
= **6 hours/week**
- 6 hours/week x 4 weeks a month  
= **24 hours/month**
- 24 hours/month x 12 months a year  
= **288 hours/year**

### After Gradient

Wayne's team was able to **DRAMATICALLY** improve his company's billing reconciliation speed and efficiency.

- 2 people x 20 minutes each Tuesday  
= **40 minutes/week**
- 40 minutes/week x 4 weeks a month / 60  
= **2.66 hours/month**
- 2.66 hours/month x 12 months a year  
= **32 hours/year**

Total time savings: 288 hours - 32 hours = 256 hours saved

**That's an >89% savings!**



Learn more about how Synthesize is saving MSPs time and money by visiting [meetgradient.com/synthesize](https://meetgradient.com/synthesize)