How NENS Inc cut reconciliation time by 90% AND increased client confidence in invoices

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The Client

NENS Inc is a Boston-based Managed Services Provider, offering specialized IT services to the life sciences, professional services, manufacturing, construction, and financial services industries for over 25 years. They offer managed IT, cybersecurity, cloud, help desk and consulting services. The company has been recognized as an MSP 500 and Fast Growth 150 by CRN, a top 100 Vertical Market MSP by Channele2e, an MSP 501 by Channel Futures, an Inc Best Workplace, and an Ingram Micro SMB 500.

The Challenge

NENS is aggressively growing but was faced with the challenge of managing their billing reconciliation capacity without having to hire more staff. It had become time-consuming to manually update every client every month, and there was a risk of human error creeping in as the task grew. Antonio Betances was responsible for reconciling clients alongside his other duties. As a result, reconciling had grown to take weeks every month, with a few clients being reconciled every day, as he handled other responsibilities. The problem was persistent – and growing.

NENS had explored other tools and solutions, but found them difficult, incompatible with how they billed their clients, or too time-consuming to use. They needed an automated billing reconciliation process that they could trust to deliver accurate and timely invoicing, and scaled as they did.

A chance mention of Gradient caught NENS's attention, and they were eager to give it a try.

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The Solution

The NENS team got up to speed quickly. They'd been disappointed before, so decided to test the Synthesize platform with a single client. They created their account and were pleased at how simple the process was. They created a profile, dragged-and-dropped to map services, and watched as updates were made in real-time – with Synthesize open on one screen and their PSA open on another. Once they saw how quickly reconciliation could happen, they immediately started loading in additional clients and didn't look back.

"It didn't take me long to get up and running — I didn't need 2 hours of training to use it."

The Results

92%

time saved each month

100+

clients reconciled
through **Synthesize**

< 1 hour

time it took to get questions
answered via help chat

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Reconciliation that used to fill at least 10 hours of Antonio's time every month now takes approximately 45 minutes. That time recovery saved the company the cost of hiring new staff to manage reconciliation. As an unexpected bonus, NENS believes that client confidence in the accuracy of their invoices has increased payment speed, with most paying in 15-20 days of a net-30 cycle.

"Gradient makes reconciliation scalable," says Antonio. "The savings is compounding for an organization like ours who has aggressive growth goals over the next five years." Synthesize has been the company's go-to since the very first usage. "From the first sync, it was magical. It pops up a problem when something happens, and I've trusted it ever since."

Antonio Betances is the Service Desk Manager at NENS. He works with the company Controller to reconcile client usage against agreements. He was previously the Billing & Contracts Operations Specialist for the company.

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