

CASE STUDY

How ProdigyTek's Discovered \$3,000 in Unbilled Revenue in 15 Minutes

Client

ProdigyTek's, established February 2013, is a privately held information technology services firm. Located in Chicago, Illinois, ProdigyTek's offers cybersecurity, IT helpdesk support, and cloud services for small businesses.

Challenges

ProdigyTek's didn't have a single pane view of client usage and service consumption, making monthly billing time-consuming and difficult to accurately reconcile.

The lack of visibility resulted in some clients not being billed for consumed services, so revenue was slipping through the cracks.

With the goals of expanding their business and hiring new talent in mind, ProdigyTek's wanted to find ways to increase operational efficiency so new team members could get up to speed quickly and focus on customer service – not billing.

\$36,000

In realized profit

10 hours

Of employee time saved each month

15 mins

Is all it took to start realizing value



"The first time I saw Gradient's billing module, I was so impressed. I finally saw a tool that could help bridge the gap for my office manager to place two and two together on our billing. Not only does it provide a simpler view on what we need to bill, but how profitable I will be when tightening up our billing process. I had to tell Gradient take my money, and take my money now!"

- Paco Lebron, Founder and CEO



Solution

When founder and CEO, Paco Lebron, first heard of Gradient's billing module, he knew he had to try it.

It took five minutes for ProdigyTeks to connect their PSA to the Gradient platform and within 10 minutes, they synced vendor services to actual client usage. Right away, they could see areas in their current billing process that could be corrected by using Gradient's automated billing reconciliation.

Result

Within minutes of connecting with Gradient, ProdigyTeks identified \$3,000 in unbilled services. Had they not discovered that missing revenue, they would have lost out on \$36,000 in a year.

They didn't just save money – they've also saved the time spent every month on billing reconciliation – going from several days to a couple of hours.

By streamlining this major part of their business, ProdigyTeks was able to hire new staff sooner than projected. Now they can focus on adding new products and services to meet their clients' ever-expanding business needs, meaning even more opportunities to increase revenue.

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“With the help of Gradient’s billing module, we can focus on growth and start working on other business goals much sooner than expected.”



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