



Citynet automates proposal generation with Netformx DesignXpert

IT solution providers are challenged by the bewildering and continually changing array of products, services, and vendor promotions that need to be managed to ensure quotes are profitable and accurate. Using manual methods such as spreadsheet templates is not only inefficient and costly, but also leads to validation errors and rework. Even more important, delays in proposal generation impact customer experience and competitiveness.

Citynet creates quotes quickly and accurately with Netformx DesignXpert

Citynet chose Netformx DesignXpert® to automate their solution designs and proposal creation so they could eliminate manual spreadsheet processes and deliver timely and accurate proposals and quotes to their customers.

Netformx DesignXpert shields the user from the complexity of products, services, and vendor incentives so they can quickly deliver professional and personalized multi-vendor proposals (including design diagram, BOM, and SOW) that increase profitability and customer satisfaction. Accessed via desktop or virtual cloud (via Amazon Workspaces), DesignXpert streamlines the design process with its advanced graphics-based capabilities that make it easy to create detailed, rich graphical network drawings, designs, and schematics. The design tool provides seamless integration with Cisco Commerce Workspace (CCW) and with Visio®.

Incorporating design automation in Citynet's workflow

Citynet is a growing, regional, full-service provider of telecommunications services and business technology solutions. They offer high-speed communications services for all residential and commercial markets and offer managed services to businesses. They pride themselves on providing award-winning customer service. Citynet owns their network.

Their Cisco-focused practice has less than 20 presales and salespeople and just a couple of engineers, so each individual has a lot of work to do. Craig Behr, Senior VP, Strategic Sales Engineering, primarily works with strategic accounts to be sure all the Cisco offerings are engineered correctly. He has been selling Cisco for more than 20 years.

Traditionally, the engineers would use spreadsheet templates to create designs. They would then manually enter the quotes in Cisco Commerce Workspace (CCW) for deal registration. These manual methods would often result in validation errors and take extra time to rework.

Citynet has incorporated DesignXpert into their workflow for all quotes, so every quote is now verified and validated. Since everyone in the company is following the same DesignXpert practices, they have achieved both consistency and efficiency.

DesignXpert Automation Saves Time and Money



"If you're a smaller practice like us, I don't know how you manage without DesignXpert. We love it and can't live without it. It is our go-to tool to get valid quotes out the door quickly and in a predictable manner. DesignXpert saves me 6-10 hours a week that I would have spent troubleshooting errors for upload to CCW. Give me 10 minutes and I can show you how Netformx automation can save you money."

– Craig Behr, Senior VP, Strategic Sales Engineering

Automating the Cisco interface

Since DesignXpert provides seamless integration with CCW, it has enabled Citynet to automate their process of interacting with Cisco. This has also improved deal registration since all the data can be entered right away without needing to register a placeholder. Also, it becomes trivial to leverage a preliminary deal registration: make a few changes in DesignXpert to create the new deal and then upload it to CCW. Citynet says that DesignXpert has paid for itself with the time savings they've achieved from the CCW interface.

Increased efficiency by connecting DesignXpert to internal systems

Citynet has taken DesignXpert's automation a step further by using it to streamline other processes, such as provisioning and billing. They developed software to directly import Netformx Bill of Materials (BOMs) into their billing system. They create a simple DesignXpert.csv export, upload the file, add the standard discount and cost discount, and pre-populate the purchase order.

Since they get new products from Cisco every day, those new items are needed by the Citynet system for incorporation into the PO, formal quote, or invoice. With Cisco a one-letter difference can result in a thousand-dollar difference, so typos can be very expensive. Since Citynet knows Netformx BOM data is accurate, they import it to avoid manual data entry.

A boost to collaboration and training

Citynet has also found that DesignXpert speeds collaboration. It is the most convenient way to share a project that needs another team member's help. This saves hours since the team member can open the design and take action without needing to walk through the details on the phone. They also use DesignXpert as a troubleshooting tool because its graphical design capability makes it easy to show network details.

DesignXpert has also improved the onboarding process for new hires, since so much is automated. The new engineer can ramp up quickly without needing to become a Cisco expert.

According to Craig Behr, "It's not often that you find an application that you incorporate into your workflow that you can't live without. Netformx DesignXpert is it for Cisco solutions."

Opportunities for additional value

Citynet is very happy with DesignXpert and says they can easily justify buying more licenses as they add engineers.

They have recently purchased AssetXpert since it seemed like a natural extension. They are still ramping up, but so far are very happy with how quickly it provides information compared to CCW. As they continue to adopt AssetXpert, Citynet will be able to easily manage their SmartNet® contracts, software subscriptions, and assets. Its powerful features, such as seeing customer assets at a glance, will increase productivity and provide opportunities to improve customer focus through proactive asset management.

About Netformx

Netformx helps Cisco Partners design and deliver multi-vendor IT solutions quickly and effectively, increase revenues, and create an improved buying experience for their customers. The Netformx application suite streamlines the entire sales lifecycle from pre-sale to renewal while optimizing use of Cisco incentives, promotions, discounts and rebates to grow profit margins. Powerful tools comprising business intelligence, actionable insights, collaboration and automation, coupled with close integration with Cisco, enable Partners to eliminate manual work, improve efficiency and achieve better business outcomes and customer success.

Netformx has 2,000+ customers globally including ALE, AT&T, Bell Canada, BT, Cisco, Citynet, Insight, NTT, TD Logicalis, Optus, SMP, and Telstra. The multi-vendor KnowledgeBase™ contains client and vendor products, services, and program compliance data from vendors such as Cisco, ALE, Check Point, Juniper, Riverbed, and TrippLite.

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