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Dear Matt,

Further to our recent conversation, I'm pleased to provide feedback for a testimonial on your website. Please see my responses below.

- **Would you give a quick overview of PacIT? (services offered, type of clients, accreditations etc.)**
  - pacIT Technical Services is an MSP (Managed Services Provider) based near Southampton in Hampshire, UK. We are a small team, providing Fully Managed IT solutions to small, medium and large businesses. As a Silver Microsoft Partner, one of our core focus' is Office 365, alongside a full procurement, installation, monitoring, support and maintenance service.
    Our Mission Statement is "To support the success of our customers' businesses, by providing cutting-edge and affordable solutions tailored to their needs, without the complexities that technology can often produce"
- **What other software tools do you use in the business?**
  - Day to Day, we are heavily integrated with ConnectWise Automate (Formerly LabTech) and ConnectWise Manage.
- **For quoting, how were you managing this prior to QuoteWerks?**
  - Quoting was a mixture of using the built in, extremely basic opportunity functionality in ConnectWise Manage, and some very cumbersome templates made in Microsoft Work for larger proposals. Quoting involved logging into various supplier's sites to try and compare pricing.
- **How did you hear about QuoteWerks?**
  - I'm heavily involved with peer groups, who's members span the entire globe. QuoteWerks is very regularly discussed as a great method of generating solid and great looking proposals. Having heard about the success of others we were intrigued enough to take a further look for ourselves.
- **What was the 'sales' process like for QuoteWerks?**
  - The whole process was extremely simple. We had made enquiries in the past and been referred to multiple different UK based suppliers. Having met with other MSP's in the UK, Prestige Quoting was recommended by an existing customer, who spoke very highly of Matts services, so we asked for an introduction. We installed a trial version on our systems in the office, and instantly loved the functionality. Matt contacted us and provided a thorough demonstration of the system and its capabilities.
- **Do you feel implementation would have been more difficult without Prestige Quoting?**
  - Matt has made this entire implementation process a complete dream come true. We were delivered the first version of the product in record time, and have since only had some very minor tweaks to fit our needs. Matt created some fantastic quote templates based on our existing marketing style, and has been on hand every step of the way.
    Without a doubt, the implementation of such a vastly configurable product would have taken weeks, maybe even months of learning and coding. Using Prestige Quoting has streamlined the entire process and allowed us to take advantage of our investment within just a few days of ordering. It has also allowed us to look at how Matt has implemented some of the templates, and helped us to add various other custom ones.
- **What goals were you looking to achieve by implementing QuoteWerks?**
  - Our previous way of quoting meant we often took several days to generate detailed proposals for customers. The printed quotes produced by ConnectWise were ugly, and didn't promote our brand very effectively. We wanted a method to deliver quotes and proposals to customers within a matter of minutes or hours. We were also looking for a way to automatically generate contracts for customers in a much more efficient manner, as building these was further delaying our sales processes.
    One key feature we needed, was way to search our multiple suppliers within a single portal, and the ability to compare pricing and stock availability. By doing this, we have already discovered that we are saving money and increasing our potential margins by leveraging pricing from a supplier we often didn't think to check with. I can confidently say that within a matter of a month, QuoteWerks has almost paid for itself, and I'm *really* not exaggerating that.
- **You're using QuoteValet, what does this bring to your quote process?**
  - QuoteValet has allowed us to see when quotes are being viewed by our customers, and provides the customer with the opportunity to select from a range of "optional extras" when ordering from us, such as toners for printers, care packs / warranties for hardware purchases, or accessories for laptops. It also allows our customers an element of customisation with their quotes, with real time calculation of prices. For instance, they are able to change the quantity of an item they want to purchase, or select from various alternatives such as different models of laptop, or support service options with just a couple of clicks.
    Accepting quotes has been made quick and simple for our customers, with little need for back and forth communication, which has already reduced the time to close opportunities drastically. We have also integrated a 3rd party plugin allowing customers to contact us directly from the quote using an online chat if needed, so we can instantly make any changes to the quotations for them. Today we were cold called by a new customer who found us on Google, and were able to discuss their requirements, quote them and close the deal within 2 hours!

I hope this works for you Matt. Let me know if you would like any more information from us. We are also happy to be a point of contact for any potential new customers, if they would like to discuss our experiences in the hopes of closing a deal with you.

Kind Regards,

Mat Stocks

Managing Director

pacIT Technical Services Ltd