

IP Dimension - Announces

We re-invent our service delivery model

The ever changing and challenging environment that is ICT, constantly challenges service providers to not only change the way they pursue business, but re-invent their business models to cater for these changes. One such challenge places specific focus on service delivery in the B2C space.

IP Dimension recognised this challenge and investigated several avenues in addressing this need while improving on their current business processes and procedures. This journey revealed a much larger task than was originally envisioned. Changing this part of our business meant changing several other divisions such as sales processes, customer relations and communications processes, and even stock control and dispatch procedures.

There is a multitude of ERP systems on the market that provide tailor made solutions to integrate effortlessly into organisations. Choosing the right one that would take IP Dimension into the next service excellence space, was the biggest challenge. "We needed to ensure that our clients merely experienced an improvement in our systems without any disruption to their day to day operations" said Sales Director Cornel

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Autotask and IP Dimension

Autotask makes the business of delivering IT easier, more efficient and gives you instant access to the analytics you need to take your operation to the next level.

Features that IP Dimension identified as business driving factors were:

- Access to metrics that not only allow monitoring of resources AND the ability to autocorrect problems as they occur.
- Full integration with NCentral from N Able Technologies, already used by IP Dimension.
- Transparency into systems allowing customer interaction and feedback on current matters and future improvements.

Visit www.ipdimension.net for news and information on the latest developments at IP Dimension

