

Datagate

Providing a Scalable Customer Portal with Versago



Organization

Online billing, reporting and analysis of diverse business services for customers and resellers has been an evolving quest for the Datagate team for some 20 years. Datagate Innovation was founded by Tim Mulcock who was also one of the founders of EMS-Global and Business Online (Bizo). Datagate Innovation is a subsidiary of Enprise Group.

Web site:
<http://www.datagate-i.com>

Audience: Client's Customers

Versago Solution: Customer Portal

Data Sources:



KEY CHALLENGES

- Datagate was working with a utility company in New Zealand that needed to provide its business customers with online access to their billing information
- The utility company needed to have the customer portal up and running within a month
- The initial rollout would enable 100 business customers to utilize the portal
- The portal would then need to be rolled out to over 500+ customers within the next three months
- Datagate was going to originally build a system but realized this would take too long

THE VERSAGO SOLUTION

- After extensive research, Datagate selected Versago because of how quickly they'd be able to implement the customer portal using its codeless development platform
- The utility company's business customers each have their own unique logins to view their billing and usage information

- Versago enables the customer portal to be branded with the utility company's logo and design
- The billing information is available in real-time

BENEFITS

- Datagate was able to meet their client's deadline, creating a scalable customer portal
- Versago's drag-and-drop functionality made it easy to develop the customer portal
- Access to the customer portal is seamless from the utility company's web site
- The utility company's business customers now have the information they need at their fingertips whenever they need it

"Versago is one of the most powerful, flexible and cost-effective platforms we've used. We've been so impressed with what we've been able to build with it, yet we feel like we've barely scratched the surface."

Mark Loveys, CEO at Enprise Group