NINJIO

System Automation Creates Business Efficiencies for Cyber Security Training Provider

What business needs led you to engage with NexNow?

We had several API and integration needs between platforms that NexNow was able to solve for us. Because our customer-facing delivery mechanism wasn't able to tie into key databases, we were unable to automate the business in ways that were important for both internal efficiency and also customer-facing services that were value-add and competitive advantage differentiators for us.

What made you choose NexNow? What made their services stand out from others?

NexNow came highly rated within our industry and they clearly had lots of successful projects that gave us the confidence to work together.

What have been the greatest benefits of working with NexNow?

Their ability to execute highly customized solutions and come up with creative ways to implement an outcome. The team is also responsive and fun to work with.

Can you share specifically how NexNow helped you reach your goals?

The first problem they solved was monthly billing and reporting automation that allowed us to significantly reduce the time spend in accurately reporting subscription usage amongst our customers and billing them accurately for the monthly services.

The second project involved creating an extended service that our customers could share with their families for free. This involved a website enrollment that required customer validation to a back-end and separate database and then further enrollment that turned on additional services for our customers.

How has working with NexNow made your job and/or work life easier?

Because of NexNow, we were able to add efficiency and richer, more up-to-date data across our systems.

Would you recommend NexNow to others? What benefits would you emphasize?

Yes. Customization, flexibility and execution.