



Since 1995, CyberNet Communications has been providing telecom solutions and support to SMBs, government entities, large enterprise companies, non-profit organizations, and international corporations. Our business model is based on purchasing telecom services from market leaders, packaging them, adding infrastructure and subscription support services, and selling them to end users.

Since our client base was constantly growing, process management and syncing our systems became increasingly complicated. First and foremost, we needed a solution for managing system processes (billing, provisioning, etc.) and customer and vendor-related data. Secondly, we wanted to facilitate our quotation process that was too lengthy and resource-intensive, with multiple steps like researching provider offers, validating user addresses, comparing rates, etc. And thirdly, we wanted to launch a B2C solution to accelerate and better customer service due to end clients being able to order services on their own, almost without involving CyberNet employees.

We were looking for a reliable vendor to develop a B2B customer web portal to optimize our call center operations. We chose Itransition because at the pre-sale stage they delved deeply into our business and offered the solution that not only met our needs but also allowed the business to develop further. On top of that, they presented a clear detailed roadmap of the future collaboration, including areas of responsibility and a transparent process overview.

To carefully examine our business and understand it firsthand, Itransition came to CyberNet for onsite visits. They analyzed our internal systems and third-party systems we used and designed the initial architecture of the future interfaces and visualizations. Having worked out project requirements, Itransition suggested that we needed Odoo-based business automation to achieve our goals.

Itransition conducted an Odoo workshop for us, where together we elaborated the project scope and the portal's functionality, including integration with ConnectWise, a telecom process management solution, and TimelyBill, a billing service. After playing with Odoo features for two weeks, we decided to opt for a customized Odoo system. We approved the scope for Odoo implementation, and the first development phase was launched.

Itransition configured out-of-the-box features, specified system parts that didn't fully fit our needs and had to be customized, and optimized our processes using Odoo. Now Itransition is developing modules, such as a provided services list, service quotation, client onboarding, service ordering, provisioning and client support ticketing system, billing, notifications, and mapping out the B2C solution. All these steps get us closer to realizing our full project vision.

We hadn't worked with any third-party software vendor before and were impressed with the interaction framework Itransition team developed for the project. Their experts took a proactive approach, helping us build solid communication channels that best fit our needs and enabled efficiency and productivity despite working from different continents. We communicated our operations issues, and Itransition suggested the solution to meet our business needs. We recommend Itransition as a reliable technological partner in collaborations of any complexity.

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