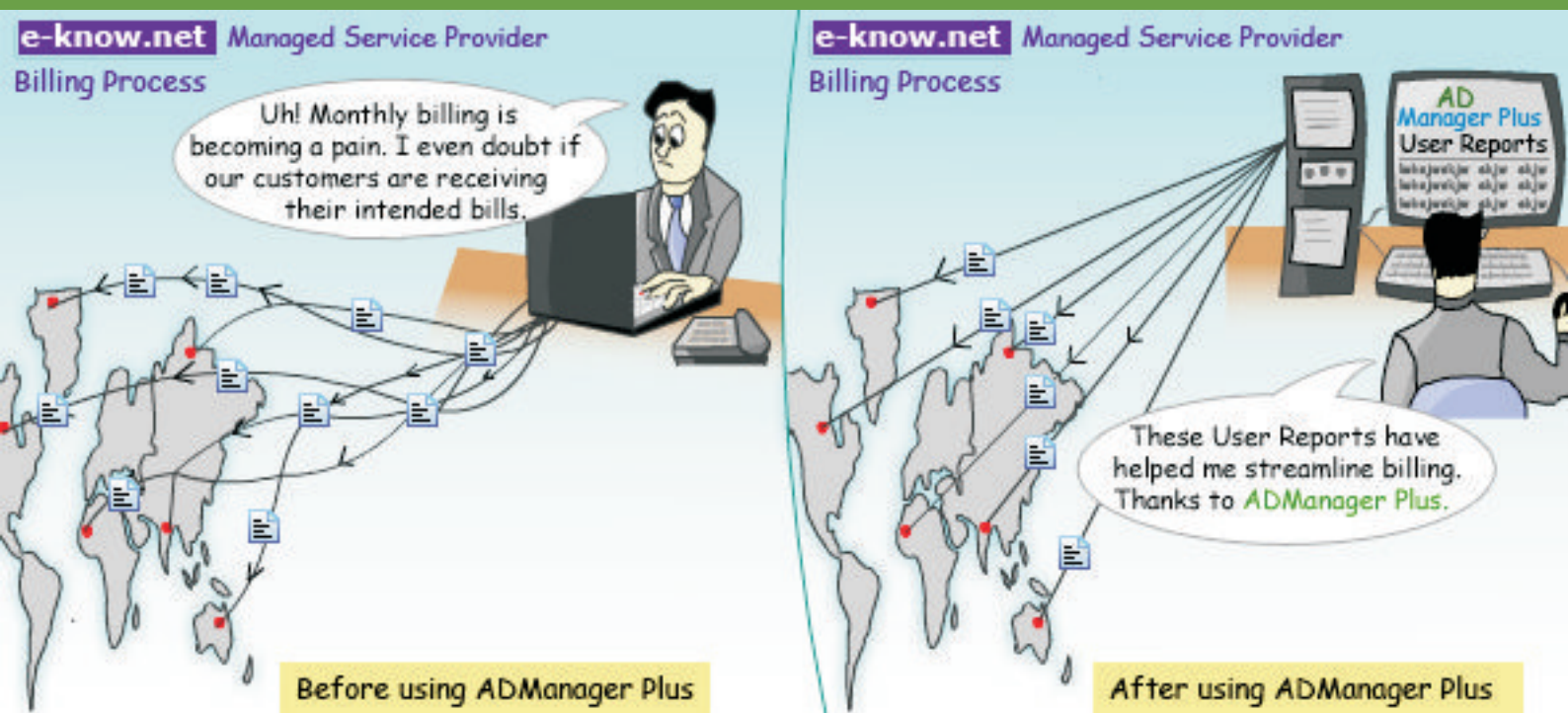


# e-know.net embraces ADManager Plus; refines its customer billing routine.



“ADManager Plus ensures that we accurately bill our clients each month.”

- Nigel Redwood, e-know.net

e-know.net is a managed service provider and delivers hosted Citrix solutions. The company caters over 260 companies across 20 countries worldwide.

## Challenges

The billing process was turning into a major headache for the company.

- With almost 6500 users, the accuracy of customer billing was crucial for e-know.
- Itemized bills for individual customers was a mandatory requirement.
- The company also wanted to send well formatted reports to its customers.

## Solution

e-know.net concluded upon ADManager Plus as a technical solution that caters to all their reporting needs. The solution offered

- Elaborate and accurate reports on all User accounts.
- Customized/Itemized reporting.
- Ability to export in various file formats like CSV, PDF, HTML, EXCEL, etc.
- Hassle-free generation with scheduling capability.

## Results

ADManager Plus has been able to satisfy all of e-know's reporting requirements. The company is now capable of exposing both high level and granular billing details to its clients. And all this without taking a deviation from accuracy. e-know seems to be really enjoying the ADManager Plus Reporting Magic.

“We now supply our customers exported reports, so that they fully understand how they utilize our services.”