

P2P Community

Diamond IT cuts onboarding time by 50% with EcpPro

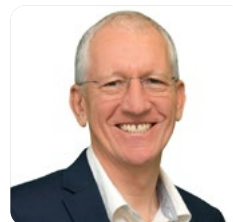
Dicker Data's exclusive partnership automates onboarding and accelerates backend operations.

**BACKGROUND**

Trusted technology leadership since 1996

Diamond IT is one of Australia's leading Managed Service Providers (MSPs), with a team of 50+ professionals across Newcastle, Sydney, Melbourne, the Central Coast and Perth. They help businesses nationwide harness technology to drive success, combining deep technical expertise with exceptional customer service.

As an innovative MSP, Diamond IT has built a reputation for delivering comprehensive solutions that evolve with their customers' needs, consistently staying ahead of industry trends and positioning themselves as a trusted technology advisor.



Andrew Tucker
CEO



Martin Thurgate
Director



CHALLENGE

Scaling efficiently in an increasingly complex MSP landscape

The MSP landscape is evolving rapidly, driven by emerging technologies, rising costs and increasing operational demands. Like many successful MSPs, Diamond IT faced growing operational complexity that was outpacing their internal processes.

Bogged down by busywork

The seemingly basic process of managing new employee setups and departures in Microsoft 365 environments for clients was manual, time-consuming and resource-intensive, directly impacting efficiency. What should have been streamlined workflows were eating into valuable time, better spent on higher-value customer service.

Administrative workloads were steadily increasing, limiting the team's capacity to focus on strategic, revenue-generating activities. Existing tools lacked the accuracy and automation needed to scale efficiently.

Visibility gaps creating risks

Diamond IT needed at-a-glance visibility across Microsoft customer environments to detect and prevent CSP licensing billing discrepancies. They relied on manual processes to track Microsoft licensing and usage across multiple customer tenants, creating potential for costly errors.



'We needed streamlined multi-tenant access to our customers' Microsoft 365 environments. The complexity was growing faster than our ability to manage it manually.'

Martin Thurgate

Director
Diamond IT

SOLUTION

An exclusive platform designed by those who understand

Dicker Data introduced Diamond IT to EcpPro, an exclusive strategic partner whose platform helps MSPs address common operational challenges and accelerate growth. EcpPro is a comprehensive platform that unifies and automates MSP backend operations - built by MSPs, for MSPs.

EcpPro was built by MSP founders who used it to run and grow their own businesses before selling them. Now scaled across Australia and New Zealand, the platform is trusted by hundreds of MSPs who help shape its ongoing development. Diamond IT is one of many forward-thinking MSPs using EcpPro to streamline operations and grow profits.

"We've seen that the MSP landscape is evolving really fast, with rising costs, security issues and accelerating complexity," explains Andrew Tucker, CEO at EcpPro. "EcpPro is built to help MSPs stay ahead by continuously innovating with input from our community."

All your tools, finally talking to each other

Through Dicker Data's exclusive partnership, Diamond IT gained direct integration with Dicker Data's platform for simplified NCE (New Commerce Experience) subscription management and Azure oversight, plus

access to EcpPro's broader integration ecosystem including ConnectWise, HaloPSA, Autotask and Xero.

EcpPro introduced automation across key workflows, reducing reliance on manual processes. Like the heartbeat of an MSP business, the platform centralises visibility for licensing and Azure usage across multiple tenants, while consolidating security policies and reporting.

This enabled faster, simpler employee setup and management, plus Diamond IT's customers gained access to a 24/7 self-service portal, reducing support requests while improving satisfaction.



'What impressed us immediately was how EcpPro understood our daily reality. This wasn't built by developers guessing what MSPs needed – it was built by people who had lived our challenges.'

Martin Thurgate

Director
Diamond IT

OUTCOME

Onboarding that's twice as fast

The implementation of EcpPro delivered immediate and ongoing benefits that transformed how Diamond IT operates and serves customers.

Diamond IT cut onboarding and offboarding time by 50%, improving service speed and internal efficiency. Tasks that previously required manual coordination across multiple systems now happen effortlessly through EcpPro's unified platform.

Catching billing issues before they cost a fortune

The platform's dashboard quickly proved its worth when it identified a Microsoft 365 double-billing issue that would have gone unnoticed with previous manual tracking methods. This single catch potentially saved the customer significant ongoing costs while demonstrating Diamond IT's proactive management.

Team productivity unleashed

By reducing administrative workload and errors, EcpPro freed up team capacity to focus on customer service and strategic initiatives. The automation means Diamond IT can scale operations without proportionally increasing the administrative burden.

"EcpPro has been a game-changer for us, saving time by automating previously manual and time-consuming tasks," confirms Thurgate. "The direct integration with Dicker Data makes managing licences easy, and user onboarding/offboarding is now twice as fast."

Ready to scale without the growing pains

With EcpPro handling operational complexity, Diamond IT has made the platform must-have infrastructure for their operations. The efficiency and accuracy gains have elevated client satisfaction while freeing up time for higher-value work. The automated billing and comprehensive visibility contribute to more predictable revenue streams.

"We now have the operational foundation we need to scale efficiently. EcpPro isn't just improving how we work today – it's enabling the growth we're planning for tomorrow," adds Thurgate.

Diamond IT's success with EcpPro exemplifies Dicker Data's unique partner-to-partner approach. To help partners streamline operations and enhance customer experiences, Dicker Data builds exclusive partnerships with solutions that address pressing MSP challenges.

'Dicker Data doesn't just offer us licensing – they connect us with the tools and partnerships that can transform our business. The EcpPro partnership is a perfect example of how they're invested in our success, not just our transactions'

Martin Thurgate

Director
Diamond IT

It's all about *growing together*

By bringing Diamond IT and EcpPro together through their exclusive P2P ecosystem, Dicker Data demonstrates their commitment to strategic partnerships that drive real business results. As they have with Diamond IT and EcpPro, Dicker Data for Microsoft's local team is here to help Microsoft Partners modernise their practices, meet customers' changing needs, grow revenue and take the lead in the age of cloud, security and AI.

Contact us to learn how and book an EcpPro demo

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