

## MJD Systems

"I would definitely recommend ITQuoter to other MSPs. The onboarding and training was fantastic and all the documents are a great source of information. Don't even waste your time trying out any other quoting tools!"

Natalie Dunscombe  
Business Development Manager  
MJD Systems



### The Issue

MJD Systems were using another CPQ tool but it was difficult and also time-consuming to use. The company was struggling to keep track of outstanding quotes and follow ups. They were looking for an alternative.

### About MJD Systems

MJD Systems is an MSP in North East Scotland. They were formed by Mark and Jill Dunscombe in response to local demand for quality network management and troubleshooting at a fair price.

Since then they have grown from strength to strength and in 2016, to allow for further growth of the business, they expanded into larger offices where they are currently based, in Spey Bay, Scotland, alongside the beautiful beach and golf course!

### The Solution

ITQuoter is a 100%-cloud-based CPQ software tool that has been used by MSPs since 1998. Its capabilities meet and exceed MJD's specifications.

### Why MJD Chose ITQuoter

ITQuoter was chosen because it is easier to use and quotations can be produced much more quickly. Even more complex quotations are not too time-consuming.

"The integration with the PSA tool is really easy to work with and the team are happy to use the tool. The on-boarding and training was very clear and straightforward and the documentation sent after the session is a great reference for any additional information required. ITQuoter are always very responsive, any time you contact them."



## MJD: Considerations

*Natalie Dunscome gives more details about MJD's decision to choose ITQuoter:*

"We were using another quoting tool and made the choice to switch to ITQuoter. About 3-4 years ago we started to split our quotations and our ordering. We were struggling to know which quotes had been done and which ones needed to be followed up. It was time-consuming to create each quote, and increasingly difficult, and our team was very reluctant to use the tool as a result.

"We saw the demo which was done with the Network Group and realised that there was something else out there which would make it easier and more streamlined when producing quotes. I wouldn't hesitate to recommend ITQuoter to other MSPs."

**As our clients keep telling us:  
ITQuoter is the cloud-based CPQ  
software that tech professionals  
actually want to use**

## Business Benefits to MJD as a result of using ITQuoter

- Time saved putting quotes together
- The integration with our PSA tool is very easy to work with
- The team have become more productive and willing to use the software

## Key Outcomes

- Easy-to-use quoting software
- Professional-looking proposals
- Good integration with PSA tool
- More streamlined processes and good overview of outstanding quotations

## On Training

"ITQuoter onboarding and training was very clear and straightforward. First training session with Tesa was fantastic, not rushed, and she was happy to suggest things. It felt as if we could take as much time as we needed. Recording was very useful. Documents sent after the session are a great reference and well done. Very responsive on the training@ email address. All contact is very responsive, including local support."

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