



**Access One**  
**Transforms Ideas Into Growth**  
**With IDI Billing Solutions**



## ✓ Introduction

Access One is a leading technology services and communications provider of high-quality voice, data, Internet, Managed IT Services, and more. For over 25 years, they have been dedicated to translating a complex technology landscape into effective solutions and successful outcomes for their customers.

When the organization began experiencing a period of rapid growth, it quickly became apparent that

they required a more flexible solution — one that enabled them to collect and manage a wide array of data, integrate diverse platforms, and automate business processes.

*For help, Access One turned to their long-standing trusted partner since 2005, IDI Billing Solutions, for a flexible and comprehensive solution.*

## ✓ The Challenge:

### Overcoming System Silos



Access One faced a critical bottleneck in their expansion journey: their backend systems operated in isolation, siloed, and incapable of synchronizing data across the organization. This fragmentation hindered their ability to offer a cohesive, integrated data view — a must-have in the rapidly evolving markets they were targeting. Recognizing the need for agility and scalability, Access One sought a transformative solution.

They required a robust platform, not just as a bridge between disparate systems, but

as a central hub for harmonizing customer data, contacts, and service/product details. The goal was clear — to implement a system that not only streamlined data management but also leveraged automation to slash manual workload and accelerate their market response time.

*“Our experience with other products seems to always be met with roadblocks and less flexibility.”*

*- Director of Information Systems and Technology at Access One*



## The Solution:

### IDI's Flexible, Open Platform

Since 2005, Access One and IDI Billing Solutions have forged a partnership rooted in trust and technological advancement. In the face of growing demands, Access One looked to IDI to assist with a pivotal transition — migrating from a conventional desktop client to an innovative cloud-based web solution. This move wasn't just a shift in technology; it was a strategic step into a realm of greater flexibility, robust security, and unmatched openness, aligning perfectly with Access One's vision for a future-proof, scalable platform.

Access One not only leveraged but also enhanced the capabilities of IDI's extensive Web API library by ingeniously developing its own in-house API. This strategic innovation was a meaningful change, enabling them to bridge the divide created by their previously disconnected systems, ushering in an era of unified data accessibility. This transformative move consolidated their diverse data streams onto a singular, secure platform, marking a significant leap forward in their operational efficiency and data management effectiveness. Key highlights include:

- Integration of 18 platforms directly with IDI
- Development of 161 endpoints for seamless IDI integrations
- Automation of business processes with 78,000+ lines of code
- Over 92 million API calls made for streamlined IDI processes

## Unlocking The Power Of Workflow

Access One was also looking for ways to streamline their operations and automate day-to-day tasks. Enter IDI's Workflow module – a beacon of agile integration and automation. This powerful tool enabled the Access One team to orchestrate workflow routing, tailoring it to specific needs such as product and service types, and the complexity of tasks, through sophisticated Assignment Sets and Splitters. The real game-changer, however, came with the implementation of Triggers, which allowed for seamless, event-based integrations across various platforms. This strategic move empowered Access One to automate and synchronize processes across multiple platforms for the first time — elevating their operational efficiency to new heights.

*"We love using the Workflow engine. It's really open, it's flexible, it allows us to automate a lot of our business processes that we normally wouldn't have been able to do ourselves."*

*- Director of Information Systems and Technology at Access One*





## ✓ The Results:

### Seamless Integration, Enhanced Efficiency, And True Agility

Leveraging the power of IDI's open and flexible cloud-based platform, Access One was able to successfully shift to a more agile and automated ecosystem — enabling them to proficiently manage everything from tracking contracted Service-Level Agreements (SLAs) to consolidating diverse customer, service, product, and subscription data across their systems into a single, unified interface.

*"We have found great success in IDI's platform. It's very open. It's very agile. It allows us to solve a lot of our problems by ourselves, rather than engage in a long timeline of support. We're able to engage our IDI team and really form solutions and roll them out to our users very quickly."*

*- Director of Information Systems and Technology at Access One*

## ✓ Access One has seen improvements in several areas, including:

### Network Inventory Enhancement

Implemented bi-directional data flows, linking extended data and workflow directly to the network inventory for optimized management.

### Commissions Integration

Achieved a remarkable reduction in commissions cycle time from 3 weeks to just 3 days by seamlessly integrating sales-qualified lead (SQL) and Order data with IDI partner, Core Commissions.

### Dynamics CRM & CPQ Optimization

Drastically reduced data entry and accelerated service delivery by integrating opportunity and sales data into the Order App.

### IDI to MSP PSA Integration

Simplified the growing MSP business with a fully integrated system encompassing customer service, projects, product catalog, and agreements, facilitated by Web APIs & Triggers.

### Automated Network and MSP Monitoring

Enhanced the efficiency of onboarding and offboarding customers to the Network Monitoring platform through automated network inventory and workflow Web API calls.

### Advanced Business Intelligence Capabilities

Enabled rapid aggregation of replicated and API-generated SQL data into the Data Warehouse, allowing for powerful, minimal-support analytics and reporting.

### Streamlined Automated Provisioning

Transformed Service Delivery by utilizing Workflows and Extended Data, eliminating manual provisioning by compiling data through the order process for MetaSwitch integration.

Looking ahead, with plans to extend IDI's Workflow Automation into new areas, including HR Onboarding/ Offboarding and Systems Provisioning, among other key business processes, Access One remains poised for continued success—driving efficiency, innovation, and growth across their enterprise. What's more, they remain confident that they can rely on IDI as a valued partner to provide the flexible, dynamic solutions they need to deliver exceptional services and experiences for their customers.

*"Utilizing IDI's platform has allowed us to create our own applications for business processes or flows that conform to the end-user and business needs."*

*- Director of Information Systems and Technology at Access One*



✓ **Ready To Build A Better Experience? Talk To IDI Today.**

Through innovative technology, people, partners, and systems, IDI is committed to providing a highly secure, world-class, cloud-based B/OSS platform that delivers the freedom and flexibility to streamline operational efficiency, monetize services, automate operations, and seamlessly scale as your business demands.

Discover how we can help revolutionize your telecom operations. **Contact us** for a consultation and start your journey towards seamless integration and automation today.

Visit us at [idibilling.com](https://www.idibilling.com) or call **888.924.4110** to learn more.