

SaaSam

Agiloft Inspires Creation and Growth of SaaSam

An Outstanding Platform Inspires a New Business

After 35 years working in technology, Heather McEwen is a self-described cynic when it comes to enterprise software. So, when the New Zealand-based computer consultant discovered Agiloft while researching help desk solutions for a customer in 2012, she was skeptical. But after trying out the free trial version, she was hooked. "I thought it was too good to be true, but after delving into it, I found it delivered everything that it promised," she recalled.

The Agiloft platform allows administrators to build custom applications quickly and without coding, a capability that earned Agiloft a gold Stevie award for platform-as-a-service. Both Agiloft's popular contract management application, which won PC Magazine's Editors' Choice award four years in a row, and its service desk application, which won Info-Tech's Best Value for Money award, were built in weeks. The outstanding flexibility and competitive price-point make it easy to make changes as business processes evolve.

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— Heather McEwen,
Founder and CEO

Inspired, McEwen flew to Agiloft's California headquarters for a week-long administrator training course. Her goal: to learn how to implement the solution for her client.

SaaSam Forms

"By day three of the class, Agiloft asked if I'd like to be a reselling partner in New Zealand," said McEwen. "I thought about it for 30 seconds, and then said 'yes,'" she said. "On the flight back home from America, I decided to form a company around reselling Agiloft." From that point on, all Agiloft sales leads from New Zealand have been routed directly to SaaSam, with inquiries from Australia and Southeast Asia joining soon. In early 2017, based on consistent sales and the completion of Agiloft's online training course by nine SaaSam staffers, SaaSam became a Platinum level partner.



Partner Tier

- Platinum Partner

Onboarding Experience

- Top notch partner support with streamlined path to certification
- Excellent online training tools and personal knowledgebase for practice and experimenting
- No code platform allows easy customization and development of new applications

Marketplace Experience

- Top ratings on online review sites and multiple awards for platform and applications results in strong demand
- Robust support for pre-sale and consulting services ensures high client satisfaction and repeat business
- Customer demand for out-of-the-box applications results in healthy pipeline

Program Benefits

- Industry-leading margins on recurring SaaS revenues
- Partners keep 100% of consulting and implementation services revenue
- Support for co-marketing and lead generation
- Support for pre and post-sale activities
- Referral, reseller, and white label opportunities
- No minimum sales requirement and free development licenses

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Expanding to Meet Demand

Today, SaaSam has 20 employees (13 of whom are certified Agiloft consultants with 7 of those being senior PMs). Based in New Zealand, it encompasses five offices (three in New Zealand, one in Australia, and one in the United Kingdom). The company operates globally, so that resources are shared across time zones. Customers can now get the exact solution they want quickly and at a reasonable price.

Setting Partners up for Success

"Agiloft has been very helpful and receptive to our ideas," said McEwen. "For instance, when we first got big clients in Australia, these companies wanted their data to reside in Australia. Agiloft ported its complete America-based cloud setup on Amazon Web Services to Sydney, which meant



local customers were getting a best-of-breed setup in their own backyard."

When SaaSam developed a Xero Accounting/Agiloft integration, Agiloft was so pleased that it started including the integration with the standard Agiloft solution. McEwen also values Agiloft's strategic vision and the resources Agiloft offers its partners, including sales and marketing information, forums where resellers can communicate, and online training.

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Meanwhile, Agiloft continues to be impressed with SaaSam. "As one of Agiloft's longest-standing partners, SaaSam has a solid track record of guiding clients through the sales process, and implementing and supporting many successful Agiloft systems," praised Brandon Wright, Agiloft's Director of Partner Relations. "SaaSam has demonstrated deep technical expertise and superior project management skills while mastering the Agiloft platform and implementing various Agiloft applications."

According to Colin Earl, CEO, Agiloft, "Over the past five years, SaaSam has done an outstanding job of selling and implementing Agiloft. They've earned our trust and the trust of their clients by successfully completing multiple large-scale and complex implementations."

About Agiloft's Partner Program

Whether you are a vertical service provider, IT consultant, system implementer, or reseller, you can quickly grow your revenue opportunities by partnering with Agiloft. Here's why your company should consider doing so:

- **Consistent Top Ratings from Customers and Analysts:** Our wide range of business applications consistently receive the highest ratings from our customers on Capterra, G2 Crowd, and TrustRadius. Our Service Desk solution has been awarded "Best Overall Value" three years in a row by Info-Tech Research Group.
- **Industry-Leading Margins:** Certified resellers earn industry-leading revenue margins, with ongoing revenue for the life of the contract, plus 100% of professional services revenue.
- **Full Range of Applications:** Start by reselling our best-of-breed Contract Management and Help Desk solutions, or develop your own custom, white-label application.
- **Rapid Growth:** Customer demand for Agiloft's unique technology is driving growth of over 50% per year.
- **Limitless Scalability:** Agiloft scales from start-ups and SMBs to Enterprise companies. It meets the needs of global Fortune 100 corporations, including Chevron and AT&T, for scalability, uptime, integration, and security.

About SaaSam

SaaSam, based in the UK, New Zealand and Australia, is a business and technology consultancy with deep expertise in Contract Management, Service Desk, Document Management and Workflow Management. Our senior consultants combine practical business experience with customized cloud applications to deliver clever solutions that help you stay ahead. We're passionate about helping businesses throughout EMEA and Australasia transform through better business process applications, and we've got the people and the products to do it. Put simply, if you thought scoping and implementing world-class workflow management applications in your business was too costly; think again. Because with SaaSam and Agiloft – everything's possible!

About Agiloft, Inc.

Over 3 million users at organizations ranging from small enterprises to U.S government agencies and Fortune 100 companies depend on Agiloft's top-rated product suites for [Contract Management](#), [Service Desk](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.