Lanteria

Drew Keenan

Founder & Director @ "Total Calibration"
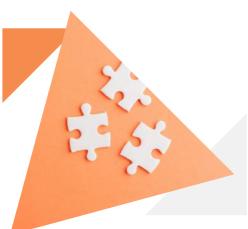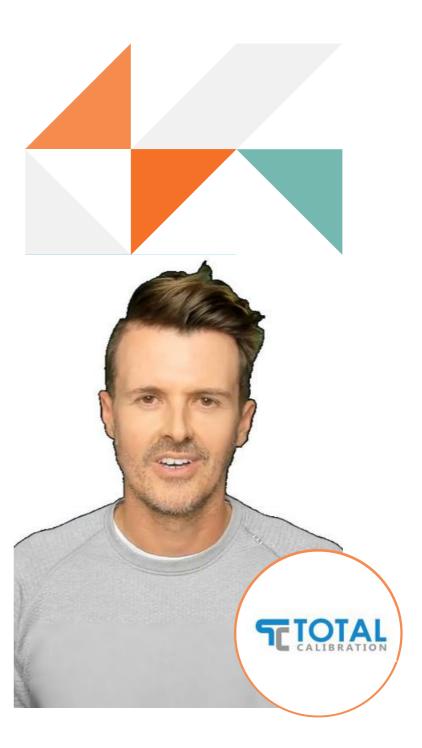
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TOTAL CALIBRATION CASE STUDY

Total Calibration is a provider of enterprise-level cloud-based applications. Based in Sydney, Australia, the consultancy specializes in Microsoft 365 and SharePoint solutions, having worked in that space for more than 15 years. While many of its customers initially sought its services in document management, information governance, and business process automation, Total Calibration has also been offering Lanteria as a HR automation solution since 2012.

Drew Keenan, the director, founded Total Calibration (TC) in 2006. It now has customers in Australia, New Zealand, Niue, Papua New Guinea, and beyond. In addition to its Sydney staff, the company also employs consultants in New Zealand and Tasmania and is looking to expand further after signing a large project in New Zealand.

From a technical standpoint, Lanteria was impressive, but TC had not had any experience in HR prior to that point. The real vote of confidence came from elsewhere. 'The global head of HR said this looks quite good. Functionally, it looks like it does a lot of the things or more that these other products do. And they got a quote for Workday which was insane, a minimum of 200,000 per year or close to that,' Drew says.

The HR lead was very impressed by the system and this is how the partnership started, says Drew.

'We knew that everybody needed an HR system, anyone with a large organization. We knew that lots of organizations work with SharePoint, which is where we focus and specialize. So we thought, why don't we get our head around this? And it did take some time, obviously, but I feel like we are very knowledgeable now.'
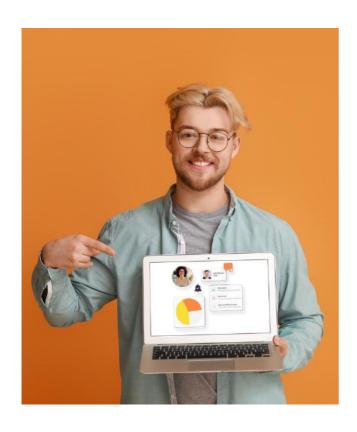
When TC gets a lead for Lanteria, their typical process is to provide two demos. The first includes a quick, high-level overview and a whole-lifecycle demonstration of the product from the moment of recruitment. If the customer is interested after that, the second demo showcases Lanteria's performance and learning capabilities. TC will also provide recordings of the demos for the customer's reference.

> " Nobody blinks an eye at a three-year term. So locking that revenue in for three years is such a good feeling knowing that, ok, all we have to do is do a good job with the customer. "

> " We just like to be really transparent and make sure that whatever we say is what we mean. "

And since Lanteria is based on SharePoint, it's easier to offer the customer exactly what they need if it's not available out of the box, filling in the gaps with other SharePoint tools that TC already works with. This, it turns out, is a great way to introduce customers to TC's non-HR services and demonstrate how they can help in areas such as workflow and documentation.

Drew has found that customers rarely just buy Lanteria – they usually end up paying for support services as well, bringing in ongoing revenue streams for TC and freeing them from constantly having to chase new projects.

Pricing is simple thanks to Lanteria's calculator. Although the range of options it provides can be intimidating, it allows TC to easily determine the number of service hours required to get the system up and running based on each customer's exact needs, quoting them directly with no back-and-forth with the Lanteria team.

Drew is optimistic about TC's growth potential this year. With the launch of Lanteria Essentials, a simplified version of the software, he's confident he can reduce the length of the sales cycle and get more customers to the proof-of-concept stage.

2022 marked 10 years since TC became a Lanteria partner. It has given the TC team a thorough understanding of what it takes to build an effective HR solution, and in the process giving them insight into some of the challenges that all businesses face with employee affairs.

> " We've developed some really strong personal relationships despite being on the other side of the world. And we've always found the Lanteria team to be really dedicated, really hardworking, and it's actually a real pleasure to work with them. "

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