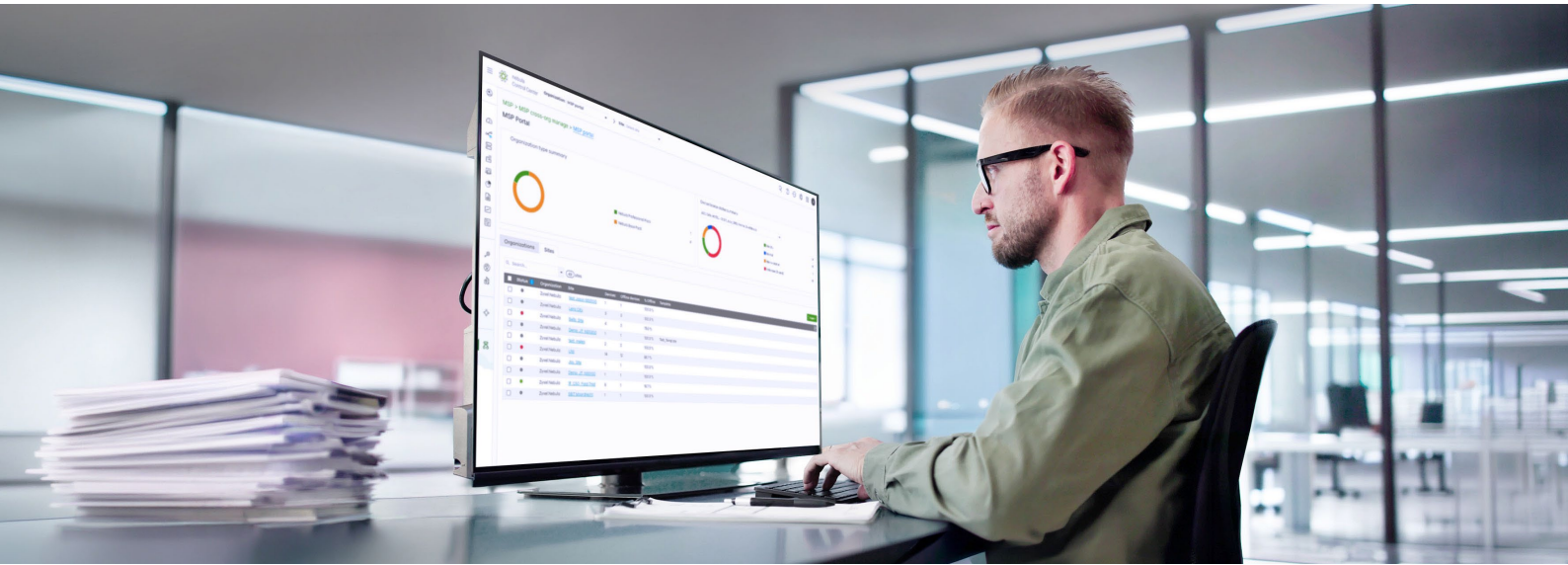




Automating MSP Operations Through Seamless Zyxel Nebula API Integration

Overview

E-Quadrat GmbH, a forward-thinking Swiss IT service provider, used the Nebula MSP Pack to centrally manage its networks. The company aimed to integrate customer data, devices, and licenses from the cloud into its ERP system, creating a scalable subscription model.

To achieve this, E-Quadrat leveraged the Zyxel Nebula cloud platform and its open API to synchronize network data with its ERP system and streamline operations. This enables fully managed networking services, including operation, maintenance, and support, while automating billing and reporting. The ERP system maintains up-to-date visibility into active devices and assigned licenses, enabling accurate monthly billing without manual maintenance or uncertainty.

While many resellers still rely on manual reports or Excel spreadsheets, E-Quadrat demonstrates how easily a modern, scalable MSP model can be built with the Nebula API, generating recurring monthly revenue per device with minimal effort. By automating these processes, E-Quadrat frees up more time for customer projects while building a sustainable and scalable business model.

Challenges

E-Quadrat shifted from one-time hardware sales to a monthly recurring service model, where customers subscribe to fully managed IT services. Each device, whether a firewall, access point, or switch, is part of a broader cloud-managed service package covering operation, maintenance, monitoring, and support. The monthly fee is based on the number of active devices.

To support this model, E-Quadrat needed a more scalable way to track devices, customer assignments, and licenses. Relying on manual Excel spreadsheets for tracking and billing was time-consuming, difficult to scale, and error-prone. The company required an up-to-date data foundation to automate billing, reporting, and license management.

Customer

E-Quadrat GmbH

Industry

Managed Service Provider

Location

Rapperswil, Switzerland

Partner

Studerus AG

Customer Background

E-Quadrat GmbH is a Swiss IT service provider for small and medium-sized businesses, managing complete IT infrastructures for its customers through remote and on-site support. The company offers tailored solutions and support in security, monitoring, and consulting, allowing its customers to focus on their core business.



Nebula not only provides us with network information, but is the foundation of our entire MSP billing. This allows us to earn money in a predictable, fair and efficient way – for ourselves and for our customers."

Jürg Stocker, Managing Director
E-Quadrat GmbH

Solutions

At the core of the solution is a custom-developed Python script leveraging Zyxel Networks' open Nebula REST API to retrieve customer, site, and device information automatically from the Nebula Cloud platform and integrate this data into the ERP system.

The MSP_ID serves as a unique reference within the ERP system, while the Description is used as the article or product number. The script generates structured CSV and Excel reports from this data, which are automatically imported into the ERP system. This creates a precise and up-to-date database for billing, customer reporting, and license management.

As Jürg Stocker, Managing Director of E-Quadrat, explains: "Every device automatically generates an invoice for us. Nebula provides us with all the data: customer number, article number, and serial number. Our ERP system automatically generates the monthly invoice from this information."

E-Quadrat has also integrated APIs from other technology vendors into the same ERP environment, creating a centralized workflow for network operations and business administration. With Nebula at the center of its network management strategy, the company has built a scalable and efficient platform that supports continued business growth.

Product List



- Nebula MSP Pack License

Results

E-Quadrat demonstrates how the Zyxel Nebula API enables the transition from traditional IT project management to a modern managed service model. With open interfaces, and the integration of MSP_ID and Description as key references, Nebula becomes the foundation of an automated, monthly billed IT service. By integrating APIs from other vendors as well, E-Quadrat has created an open and flexible ecosystem.

- Transparent monthly billing with automated customer and device mapping
- Automatic ERP integration using the MSP_ID and device descriptions as unique references
- Reduced manual administration by eliminating repetitive data maintenance
- An accurate, up-to-date database for billing, customer reporting, and license management
- Automatically generated error-free reports that improve accuracy and deliver a more professional customer experience

