



*“We are able to share project data across the teams without any special effort. Forecast actual vs. estimated timelines.”*

”

– California State University, Northridge.



Contact Management • CRM • Sales Automation • Customer Support - Help Desk • Project Management • ERP Integration • Time - Invoice Billing

### **Business Problem:** **Project Management**

The Systems and Technology group at California State University, Northridge did not have an easy way to share project data across multiple teams. It took too much time to gather the status of projects and manage issues between the projects. The team was searching for a way to do this without buying, learning and maintaining complex software, especially as budgets had been cut, but the work still had to be done.

### **Alternatives Investigated:**

Microsoft Project, Track-It, Teamwork and AceProject

### **Reasons for Selecting EBSuite:**

#### **EBSuite's selection of benefits:**

- Ease of Use
- Cost effective
- Web Based solution
- Ability to make enhancements and adapt to their processes, and not have to adapt their process to the software
- Real-time sharing of projects and data
- Ability to customize to client needs

### **Organization's Size:**

28 Project users service 500 department personnel.

### **Solutions Purchased:**

EBSuite's Web based Customer Support - Help Desk and Project Management solution.

### **Benefits Experienced:**

#### **EBSuite's range of benefits:**

- Activity tracking for all projects
- Agent team was up-and-running in one day
- Ability to compare estimated project time to completion vs. actual time required

### **Customer Comments:**

"EBSuite met all of our needs. With all of the consolidation and budget-slashing, this really helped us by offering a full set of functionality, yet the cost is extremely low compared to buying and running in-house applications or subscribing to other vendors.

It is easy to use, and can be customized to work with our process. We don't drop trouble tickets any more and the users are much happier!"

**EBSuite**

111 Mackintosh Ave. • Fremont, California 94539 • 1.888.CRM.EBS0 • [www.etsuite.com](http://www.etsuite.com)

© Copyright 2001-2007 EBSuite. All rights reserved. eBusiness Suite and all other trademarks mentioned in this document are property of their respective owner