



“We saved tens of thousands. EBSuite met all our needs. We used it to replace Remedy.”

– California State University, Northridge



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

Business Problem: Customer Support

The Administration and Finance Systems and Technology group at California State University, Northridge required a strong trouble-ticket management system which would work with their email. The existing system worked through a shared email function, but occasionally trouble tickets were because the system was not automated. It was also difficult to estimate the amount of time required for case resolution.

Alternatives Explored:

Remedy, iTeam, Track-It, Teamwork

Reasons for Selecting EBSuite:

- Ease of Use
- Cost effective
- Web Based solution
- Fast system response time
- Real-time management of tickets and tracking of ownership
- Ability to customize to client needs

Organization Size:

13 Support Agents to service 500 department personnel.

Solutions Purchased:

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

Benefits Experienced:

- Great front-end and user interface
- Agent team was up-and-running in one day
- Ability to capture repair cycle times and report on individual agents and requests
- More organized as we can assign and track all tickets
- Real-time management of tickets and tracking of ownership
- Reduced cost with full functionality

Customer Comments:

“One thing we didn't have was a case management tool so I started searching and found EBSuite. We use the software to manage our case load. There's not a lot of training involved. It's pretty simple to use and is in fact easier than sending an email.”

“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!”

**Eugene Garcia, Senior Systems Analyst,
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EBSuite

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