



*“Our business has grown because of EBSuite. Our techs and customers act as **One Team**. It's Perfect!!! ”*

– Golden Gate Systems.



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

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### **Business Problem: Customer Support**

GOLDEN GATE SYSTEMS began five years ago specializing in on-site support services, sales and installation of Hewlett-Packard 3000 and 9000 computer systems, printers, and peripherals.

Our service technicians are constantly traveling to distinct customer locations, we needed a CRM system to provide service information to customers and staff in real time. We required automatic notification to changes by customers to their cases. Also, we wanted a system robust enough to run our entire business not just customer service, we needed sales tracking, mass emails, and project management for system installations.

### **Alternatives Investigated:**

Netsuite, Remedy, iTeam, Track-It, Teamwork, Salesforce.com, Siebel/Upshot

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

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

- Automatic notification
- Cost effective
- Easy to use web based system
- Fast system response time
- Real-time management of tickets and tracking of ownership
- Custom fields for service requests
- Notification to mobile devices

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

Medium Size

### **Solutions Purchased:**

EBSuite's Web based CRM: Sales Force Automation, Customer Support - Help Desk, Marketing Automation and Project Management modules.

### **Benefits Experienced:**

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

- Our customers and techs live on it!
- Setup took less than a day
- Multiple notification channels
- Very easy to use for everyone
- Management reports and alerts
- Our business has grown because of EBSuite

### **Customer Comments:**

“We provide on-site technical support and installation services to companies running HP MPE/XL and HP-UX, Microsoft NT, SUN Solaris, and Oracle databases. EBSuite's Customer Support and Project Management solutions allow us to provide efficient service to our customers through multiple touch points. Our techs and customers act as One Team. It's Perfect!!!”

**EBSuite**

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

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