



“*EBSuite is powerful, flexible and easier to use than Netsuite, Siebel or Salesforce.com. Our entire staff works together from sale to project implementation*”

– TekXpert, Inc.



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

Business Problem: Sales Automation

TekXpert.com Inc. is an Oracle support services firm based in the San Francisco Bay Area. TekXpert provides Oracle database system design, installation / configuration, performance tuning and upgrade support. Customer relationships and service are our key assets. Our sales team required a flexible, yet powerful tool to manage and understand each customer's business.

The challenge: A tool that was fast, easy to use and powerful enough to track sales, support and project information. We needed a system able to track all customer and user notes. A system that would let us easily keep track communication and to deliver personal customer service.

TekXpert Solution: EBSuite's easy to use Sales Force Automation solution to track the entire communication cycle, from prospect to satisfied customer and the project implementation.

Alternatives Investigated:

Siebel, Netsuite, SalesForce.com, SalesLogic

Reasons for Selecting EBSuite:

EBSuite's selection of benefits:

- Ease of Use
- Complete Customer Support
- Flexibility to capture complex sales relationships
- Fast system response time
- Web Based solution
- Support for Apple Macintosh operating systems

Solutions Purchased:

EBSuite's Web based Sales Force Automation, Customer Support and Project Management Solutions.

Benefits Experienced:

EBSuite's range of benefits:

EB Suite's range of benefits:

- Easy to learn, easy to modify
- Macintosh Compatible
- Synchronized information
- Set schedules and execute business
- Up and running rapidly

Customer Comments:

"We needed a powerful system to track relationships with clients and consultants. EBSuite's more powerful, flexible and easier-to-use than Netsuite, Siebel or Salesforce.com. Our entire staff works together from sale to project implementation. EBSuite team provided us with excellent customer service and support"

EBSuite

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