



“EBSuite’s Help Desk and Project Manager solutions are easier to use, much faster.... They have added additional features to meet our unique needs”



California State University
Northridge

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

Synchronized Teams, One Source

Keep teams synchronized and on-track...whether they're developing a new product or executing a complex project.

Task management is synchronized through shared lists and schedules. Teams share identical information from the EBSuite Project Manager document library. Version control and file check in/out is managed automatically. Integrated with EBSuite's Customer Support module to track customer's problems and plan for their solution/support. Like all EBSuite solutions, the Project Manager module is delivered online and accessible via the Internet. So distributed teams-anywhere in the world-can collaborate and coordinate using all the most up-to-the-moment information.

Features/Benefits

Project Wizards – Project wizards enable to get started on projects with a few clicks. Save frequently used project plans as templates for future projects.

Project Scheduling - A powerful as any stand-alone application. Create projects, sub-tasks, assign resources, and link projects to their related information and assets for easy navigation and management.

Project Templates - Add speed to creating projects by “cloning” your frequently used projects and task elements. Easily re-create or edit your master projects to create a new project plan.

Check In/Out - Assure accurate and up-to-the-minute version control. View histories, file differences, quick view files and reports, or retrieve an entire archive of files with defined versions.

GANTT Chart - Visualize workflow, and track and report team progress in real time. Control access to each set of project users. Permit your customers web based access to view their projects status. Permit customers to upload or download project files to keep project information accessible and current.

Create Project Calendar - Plan and allocate project resources. View by month each team members tasks for each project they are involved. Easily allocate their time to maximize resources.

From New Sale to Project Implementation - Provide your team and customers with a seamless transition from sale to project implementation with the integration of our Sales Force Automation and Project Management modules. Let your team know the status of upcoming projects in the sales pipeline. Share details of the sale and prepare your team to deliver excellent service. Allow your customers to go online and view in real-time their projects status. As well as add and review documents.

Software Development Features:

Version Tracking, Complete Folder Download – Complete Zip folder downloads will save time by downloading a complete file folder. Our integrated document library for Bug/Patch Management allows you to directly receive a .ZIP archive for a group of files with intended versions.

EBSuite

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Project Management

Problem Management - Define your own Problem/Bug life cycle, attach files to a bug, and define your custom lists for bugs, browse bugs by product, project assigned, and other categories.

Solution Management - For every Problem/Bug you can define/maintain a Solution/Patch to track the list of files, work orders that repair the problem.

Nested Solutions/Patches - Organize your application's solutions with unlimited directories. Solutions/Patches can contain other patches, which are automatically referenced.

Integrated file check in/out - Retrieve an entire .ZIP archive of patches with defined versions for any patch.

Searchable Bug/Patch Library - Easily locates solutions and their associated bugs/problems. Our searchable library will assist you to maintain and track your resolutions.

Scientific Development / Lab Notebook Features:

File Date/Time record - Date time record to document critical experimental results for patent record/protection.

Lab Notebook Library - Experimental results are always up-to-date, results are maintained in secure encrypted library.

Searchable Knowledge Base - Searchable knowledge base for maintaining experimental techniques, procedures or processes. Searches the entire library for any text string match, to ensure easy access to all your documents.

Intellectual Property Date Time Stamp - Every document is date and time stamp with a tracking history.

File Library - Store every type of document and format with version tracking and control. Download each file or entire folders with one click.

Security and Access Control - Every file folder has three basic levels of security, Read, Write and Administrator control.

Post-Sale Product / Service Installation:

Team Alerts - Configure the Sales Process Builder to automatically alert project managers about upcoming new business.

Notes History - Complete Notes History unlock all the information related to your team and your customer's business.

Team Work - Share GANTT charts with your customer, to keep them informed of your progress and milestones.

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