



“EBSuite is a snap to customize.”

– Asteres, Inc.



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

Business Problem: Customer Case Processing

Asteres Inc. creates, develops and manufactures merchandise storage and self-checkout machines. Asteres ScriptCenter® is the industry's first finished prescription storage and self-checkout machine for retail pharmacy. Asteres' ScriptCenter® has been featured on NBC, CBS and ABC news programs as well as the Wall Street Journal. Asteres was looking for a CRM solution that they could use to quickly and efficiently manage customer support calls and case processing. They wanted to be able to establish a case processing workflow where they could share documents, information about decisions made, and activities performed to service the ScriptCenter® systems.

Alternatives Explored:

Salesforce.com, FreeCRM

Reasons for Selecting EBSuite:

- Web based solution
- EBSuite responsiveness and customer service
- Cost effective
- Ability to customize for client needs
- Ease in customization
- Company-wide shared data
- Free flash tutorials very helpful
- Intuitive and easy to learn

Organization Size:

50 employees

Solutions Purchased:

EBSuite's web based Customer Support – Sales Force Automation.

Benefits Experienced:

- Easy to learn and customize
- Superb case management functionality
- Rapid turnaround of customer cases
- Client relations support is no longer the bottleneck since customer support information is accessible by entire company

Customer Comments:

“The ability to customize, that's probably my top selling point on EBSuite. Anything that's not currently available, the EBSuite team will sit down and say, 'Well we can't do it now but let's see if we can do it and when.' They've been adding functionality for me since day one and they're making it happen fast - faster than I've seen functionality changes being turned around in the past.”

“Technical support really takes the time to sit down with me and let me explain what I need functionally. I feel like I'm being heard and that's very important to me.”

Stefany Goldman, Client Relations Specialist, Asteres

“Getting the system up and running took very little time for us because it's so easy to use, so user friendly and really intuitive.”

“EBSuite was willing to customize everything for us and they've been incredibly helpful in customizing and tailoring the application for our needs.”

Sara Packer, Client Relations Specialist, Asteres

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