

Defying The Limits

Mastering High Performance CRM

Featuring Solutions From EBSuite.com



► CRMProject.com

Thought Leadership From



In Association
With

accenture

High performance. Delivered.

CRM With Risk Or Capital Expenditures

EBSuite is the leading provider of online on-demand CRM solutions. EBSuite delivers enterprise business management tools that are integrated, scalable and secure to companies of all sizes. Solutions include salesforce automation, marketing automation, customer support and project management.

EBSuite sets the standard in technology, ease of use and cost-effectiveness for online on-demand CRM solutions. Leveraging a unique modular application design, EBSuite reduces CRM software and operations costs, while delivering the most comprehensive and feature rich suite of CRM applications in the industry. With a keen focus on reducing customer acquisition costs and increasing customer retention, EBSuite's integrated CRM modules deliver high returns with no capital investment.

No hassle trial: EBSuite's free 30-day trial offers small businesses and enterprises alike a no-risk introduction to our powerful marketing automation, salesforce automation, customer support, project management and time / invoice / billing modules. No long-term contracts, on additional hidden fees, no implementation costs, up and running in 24 hours or less. Enterprise-grade **CRM @ No Risk**.

EBSuite's CRM Advantages

- **License only what you need.** While EBSuite application modules are fully integrated, they also operate independently enabling you to individually license only the software you require.
- **Easy to use.** Our application's modularity enables focused deployment based on employee job function - no getting lost in a jungle of software with features that aren't relevant to their job.
- **Comprehensive customer life cycle management.** From acquisition to ongoing satisfied customer support. EBSuite is focused on delivering extensive feature integration between modules and with third-party databases that enables businesses to "act as one" when serving their customers.
- **Customization and workflow:** Leverage your company's best practices with Workflow Builder, which enables you to design, customize and automate the information flow and user interaction.
- **Increase customer satisfaction and retention.** Customer communication history that is synchronized and globally accessible, not scattered on desktops or buried in a mail folder,

ensures uniform quality customer care. InSync-Email ensures branded customer communication which is recorded in the customer's history.

- **Scalable; operational in hours.** Our web-based, services are scalable for any size company and operational within hours of service initiation.
- **Security and resiliency.** Encrypted connections ensure valuable customer information is protected, state-of-the-art data center, with 24/7/365 staffing and data back-up.

EBSuite's CRM Advantages:

EBSuite's CRM is organically designed - an integrated, independent suite of application modules for any size enterprise. Each module is built around a central database, which provides a complete 360-degree view of customer contact information and is a complete full-featured, stand-alone solution that exceeds the requirements of most organizations. Many of our customers who started small, investing to support a specific need within one department, have expanded their implementation of EBSuite to include additional modules across the enterprise. EBSuite's CRM modules include marketing automation, salesforce automation, customer support and project management.

- **Marketing Automation module.** Implement, manage and execute both online and offline lead, prospect or continuity campaign programs.
- **Salesforce Automation module.** Maximize sales personnel and opportunities, provide real-time sales forecast analysis.
- **Customer Support-Help Desk module.** Automate customer service utilizing the knowledge base and customer self-service portal to generate satisfied customers.
- **Project Management module.** Facilitate teamwork as a central shared resource for post sales implementation or software development. A central shared resource for work groups, project/task assignment and document management; Keep teams synchronized

EBusiness Suite
On Demand Business Tools

An Jiang
Chief Executive
Officer

Ning Zhong
Chief Technology
Officer

JC Prenner
VP, Marketing

111 Mackintosh Ave.
Fremont, CA 94539
Phone 888.276.3270
Phone 888.CRM.EBS0

www.ebsuite.com

Business Contact:
JC Prenner
jprenner@ebsuite.com
www.ebsuite.com
Phone 888.276.3270