



“*The value proposition is crystal clear: low cost of entry, scalable and secure, immediate payoff with virtually no risk*

”
– TekXperts, Inc.



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

Product Summary

EBSuite's Customer Relationship Management (CRM) solution is designed as a complete solution for businesses, from initial lead marketing through sales and support. EBSuite's CRM is comprised of four integrated modules. Modules are licensed independently and utilized by each team member. Each module shares our central contact manager and group calendar database. The four modules are Marketing Automation, Sales Force Automation, Customer Support, Project Management and Time-Invoice and Billing.

EBSuite's Marketing Automation (MA) module enables you to easily manage and track multi-channel marketing campaigns. Target market segments as you deliver track-able, HTML emails to prospects. Create web forms to capture leads from your Web site. Create a distinct "landing web pages" designed for each campaign which can be hosted within your EBSuite account. Analytic reports deliver the information to adjust your marketing message and maintain a full sales pipeline.

EBSuite's Sales Force Automation (SFA) module enables you to leverage every bit of information and every relationship so you close more sales, more quickly. Our Sales Opportunity Process Builder, lets you institute your "Best Practices" into the sales cycle. And automatically executes each step with one click, generate: appointment reminders/notes/tasks, send emails, and update forecast metrics.

EBSuite's Customer Support – Help Desk module enables your company to deliver superior customer service while you differentiate your organization and maintain a lower cost structure. Leverage customer loyalty into a competitive advantage with our fully integrated Customer Support - Help Desk module. With EBSuite your

team can anticipate their needs and exceed their expectations.

EBSuite's Project Management module enables team work, synchronized and on-track...whether they're developing a new product or executing a complex project. Task management is synchronized through shared schedules. Teams share identical information from the EBSuite Project Management document library. Document version control and file check in/out is managed automatically.

Benefits

All this is made possible by EBSuite's unique capabilities:

- 360° Relationship matrix of every contact to assure efficient and successful communications for sales, support, customer relationship and project management
- Completely customizable to fit your business requirements
- Searchable Knowledge Base allows customers and staff to stay informed
- Powerful database capabilities ordinarily only available in much more expensive and complicated solutions
- Easy to learn and use
- Up and running in hours
- Document library with version tracking provides synchronized workgroup information
- No capital expense-EBSuite is an online on-demand application available by subscription
- No software or hardware required; no maintenance hassles
- Only purchase the solutions required - EBSuite's integrated modules can be used individually

E Business Suite

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Start Treating Contacts Like People

The key to EBSuite's usefulness and effectiveness is the powerful database capabilities behind it; it works the way people actually interact in person. The technical name for this is an Entity Relationship Matrix Data Model. It enables a 360° view of every contact, including: basic contact information, relationship history, specific case information, all related contacts inside your organization, and more.

Unlike desktop or free online contact manager applications that trap customer information so that it becomes stale or out of sync, EBSuite delivers a complete, unified, real-time customer view. No other solution at any price offers a more complete and current view of your contacts.

EBSuite permits multiple relations for the same contact. For example, your sales contact may have several roles within an organization or even represent multiple organizations. With EBSuite's data model, you enter information once and define or link multiple relationships.

With our model at a user's fingertips, every contact builds on the previous ones. Satisfied customers and prospects feel better served. Staff can be more effective at identifying decision makers, solving customer problems, or closing new sales. Operations move smoother with better results.

Start Treating Contacts Like People

By leveraging the information of each customer contact point within your organization, every user of EBSuite can perform their tasks better. Sales personnel can identify up-sell and cross-sell opportunities as well as leverage multiple contacts or "champions" within an organization to a successful result. Technical support and Help Desk personnel can address customer issues with confidence, knowing the full history of the relationship and all the details at issue.

EBSuite even lets you tie in remote and field personnel via the internet, so your whole organization is working together with better information. Resolve issues once and provide the latest information to staff via the document library or the customer self-service web portal with a searchable Knowledge Base.

Utilize Information More Effectively

With your relationship data in EBSuite, you automatically build a knowledge base that can be used to accelerate all your contact activities. Customer self-service becomes a real and practical answer to many cases. Support staff can reference all related and similar cases to reach successful resolutions faster. Sales staff can use other successful engagements as models for their current activities.

"Most importantly, you are building the most vital asset of all: satisfied customers."

Enterprise Strength, Team Utility

Data management this powerful used to be reserved exclusively for dedicated staffs in large companies. Not any more. EBSuite has been specifically designed for ease of use by anyone involved with customer contact...with minimal training. So it's the ideal solution for small business or work groups inside large enterprises.

Users can be up and running in just hours. With EBSuite's import/export "Wizards" your customer information from other contact manager programs, such as ACT!, MS Outlook, or Goldmine is easily input and mapped into our data model. Your data is available for export anytime. And if your team is distributed in various locations, web-based EBSuite instantly connects and synchronizes them.

Best of all, EBSuite's pricing is perfectly suited to small budgets. As your business grows, EBSuite's modular design lets you add users or modules, without moving into an enterprise level of expense. You shouldn't have to suffer as a result of your business success.

EBSuite's Independent & Integrated

EBSuite's Independent Integrated Modules
Each module may be purchased independently and, comes with the integrated contact manager and a calendar with appointment and task scheduler. See how much more you can do with modules for:

Contact Manager

Relationship Matrix - Contacts / Organizations
Customizable fields
Assign and Track Tasks
Notes Customer History
Calendar & Appointments
Synchronize to MS Outlook, Palm, PocketPC, Apple's Macintosh iCal, Address Book and 144 Mobile Devices / PDAs
Import MS Outlook, ACT, and CSV file formats
Mobile Access Notification

EBSuite Solutions Overview

Sales Force Automation (SFA)

Contact Manager
Sales Work Flow Processes
Real Time Forecast - Roll Ups
Sales Teams/Regions
Sales Territory Management
Opportunity - Sales Stage
Win Probability
Close Date
Multiple Purchase Lines

CRM - Marketing Automation

Outbound Bulk Email
Email Templates - Text/HTML
Campaign Management
Coded Email Templates
Online Lead Capture
Auto-Response Emails
Automated Suppression
List / Lead Management
Segment Create Test Cells
Customer/Contact Interaction History
Offline Campaign Management Reporting

Customer Support - Help Desk

Contact Management
Case Escalation / Alerts
Search Bugs via Product, Assigned
Self Service Customer Web Portal
Searchable Knowledge Base
Case Tracking by Assigned, Product or Issue
Case Team Collaboration
Route Case based on Issue / Product
Web Portal Templates
Attach Knowledge to Issues / Cases
Automatic Email Notification
Document Library
Email Templates
Service Report Analysis

Project Management

Create Projects Calendar
Project Template
Document Library
GANTT Chart
File Check In/Out
Navigate to Files in Tree Structure
View Histories - File Differences
ZIP Archive a Group of Files
Link Projects to Documents
Set Up Schedule Meetings
Reserve Office Resources, Conference Rooms

Application Development Management:

Bug Management
Escalate Support Cases to Bug Status
Track Bugs Back to Infected Customers
Define Bug Life Cycle
Attach Files to a Bug
Patch Management
Patch to Bug Relation - History
Patch Within a Patch

Post-Sale Project Management:

Route New Sale to Project Team
Access all Notes / History
Sales and Project Team Work

Scientific Research Project Management:

Time Stamp Certified Experiment Record
Lab Note Book Library
Patent Record
Searchable Knowledge Base for
Experimental Procedures / Processes /
Techniques

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