EBusiness Suite
On Demand Business Tools

*"**Tremendous Value!! Better than Salesforce.com**. Intuitive interface, ability to link complex sales relationships easily, with complete functionality and flexibility"*

– International AutoSource, Inc.

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

Sales is Service

Sales is hard work, timing and organization. EBSuite's Sales Force Automation (SFA) module lets you leverage every bit of information and every relationship to close more sales, more quickly. With our Sales Opportunity Process Builder, it 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.

Sales is Relationships

The key is EBSuite's powerful database capabilities; capturing the details of relationships the way people actually interact in person. The technical name for this is an Entity Relationship Matrix Data Model. Integrated with the EBSuite Contact Manager, this lets you assign multiple relationships for contacts and companies and present it in a single unified view to your team for maximum effectiveness. Like all EBSuite solutions, the SFA module is delivered online and accessible via the Internet. So distributed sales teams-even field sales-can collaborate and coordinate using real-time complete information.

EBSuite's SFA module is integrated with our CRM - Marketing Automation, Customer Support and Project Management modules to provide your organization with a complete suite of business tools.

Contact Manager - The best contact manager available, including: Appointment Calendar, Task List, Team Collaboration, Contact Interaction History, Document Library, easy Outlook and ACT data import, HTML Email Templates, Mobile Access Notification, Attachments & Notes History.

Sales Cycle Workflow Builder - With our Sales workflow builder, sales members will save time, engage more sales opportunities. Institute your "Best Practices" into each sales cycle. Execute dozens of steps with one-click, generate: appointment reminders/notes/tasks, send emails, and update forecast metrics. With the implementation of standard processes, improved metrics reveal actionable results sooner.

Nothing to Learn, Run Sales Directly From Email - Sales teams love it. No software to learn, save time and complete more sales. Send leads and execute sales steps directly from their email program. Automatically advance to the next sales step and receive the next email reminder. Great for sales professionals who use their Palm Treo or Blackberry.

Customer Portraits - Build strong customer relationships and maintain unlimited information including each customers portrait. Add a personal touch and high level of security protection to each customer. Great for financial, real estate, insurance and business to business customers.

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360 degree Opportunity Relationship Mapping - Know your prospect in detail and identify the shortest path to success. A complete customer history with one click, opportunities, service requests, appointments and notes.

Asset Management - Sales and service organization you must track precisely which products your customers have purchased and installed. With EBSuite you can track the products your customers have purchased to create upsell opportunities. Or increase your sales opportunities by tracking which competing products they are using.

InSync-Email Communications - Communicate to prospects and customers through our built in InSync-email solution. Complete In/Out bound communication is tracked and stored in each contact's history where it is most relevant and retrievable, never lost on a desktop or someone's mail folder.

Create Sales Quotes - Create sales quotes (.pdf) automatically within our online application. Each quote is stored in the contact's opportunity history for future reference. Or upload quotes from your external system to be stored. Review each quote for profit margin, automatically apply discounts, add/modify products to quote and opportunity.

InSync Product Brochure Library - Always provide the latest product/service brochures to your prospects/customers. Sales teams utilize one source for their collateral. Publish your product/service brochures online or by email to your customers and prospects.

Create Market Segments - Create and track custom market segments in each sales area based on Organizations, Contacts, Sales Opportunities or Sales Team.

Sales Team Forum - EBSuite Forum allows team members to exchange and collaborate on ideas, company research, and share documents.

Freeze Identification Codes - Lock in or freeze identification codes to enable synchronization with external systems, such as accounting or ERP systems.

Time Tracking - Track and report sales representatives activity. Document expenses, related to each sales engagement. Understand the "true ROI" of each customer and each sale.

Opportunity Life Cycle Management - Define, track, and report each sales stage from lead source to closing sale. Calculate each campaign's "true" ROI. Manage and optimize your sales pipeline for maximum results.

Product Reports - Track all products with each opportunity or purchase. Maintain product brochures, specifications, cost and volume discounts. System will automatically calculate profit margin for each sale opportunity.

Real Time Forecasting and Roll Ups - Keep the whole team up to speed. Front-line sales can provide real-time forecasting of opportunities. Managers can perform Roll Ups for the team.

Win Probability to Close Date - Put your resources where they are most likely to win. EBSuite analyzes forecasting history and actual closes to automatically project the success of individual opportunities.

Import Contacts and Opportunities - Import contact and opportunities directly into EBSuite. Import from MS Outlook, MS Excel, ACT! or any other program that outputs data in comma separated text format, commonly known as CSV file format.

Present Organizations by a Tree Diagram View- Automatically create a tree diagram of a prospect's or customer's organizational hierarchy. Easily identify decision makers within the organization and share this information with the rest of your team.

Fully Customize Each Application - Use your business terms and work flow to facilitate ease of use and adoption. Create the field layout for each screen, even assign the field titles and types to all standard and custom fields in the application. Design each screen for each user role in your organization.

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Online Lead Capture - Website visitor's information is directly entered into your EBSuite account. Web site form pages can be hosted in your EBSuite account or on your company's web site. Create an unlimited number of web form sites, you can create a message for each audience. Create a "mini-website" or landing page for each Banner ad campaign and track the results. Capture leads, registrations, surveys, customer feedback and free product offers. Receive email alerts each time someone have filled out a form. Use the auto-responder to automatically send an email to your new visitors.

Team Sales / Commission Split Sales Credits - Get the most out of your team and reward each sale with commission split sales credits for each product for each team member.

Publish Products and Opportunities - Show potential customers your products, real estate, automobiles, new/used equipment sales and specialty products. Provide each prospect with their own unique sales offer web page. Each published offer is a sales opportunity or product web page delivered by email to your prospect. Each page is complete with pictures of your products and their special sales price information.

Send Personalized Mass Emails or Postal Mail - Save time and use one system to deliver, track and record results to prospects and customers. Personalize and target each message, automatically "merge" data to leverage your custom information. Deliver rich HTML or Text based messages with file attachments. Automatically create postal letters and labels.. Each communication is stored as a note to build a complete communication history. Send out company newsletters, coupons or special offers.

From New Sale to Project Implementation - Provide your team and customers with a clear 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.

HotLists or Prospects/Leads – Using Hotlists, you'll never forget another hot prospect, opportunity, or customer again. You can add/delete entities from your "Hot List" and easily access them from every page. Never forget - stay in-touch!

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