



*“We were able to set EBSuite up quickly - it’s very intuitive.”*

– Auspice



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

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### **Business Problem: Customer Support**

Auspice needed a CRM tool with a knowledge base and they didn’t want to have to pay extra for this. After testing out the trial version of the software, they decided to go with EBSuite.

### **Alternatives Explored:**

Rightnow, Remedy, Clarify

### **Reasons for Selecting EBSuite:**

- Ease of Use
- Cost effective
- Web based solution
- System stability

### **Organization Size:**

Support supplier to Comcast

### **Solutions Purchased:**

EBSuite’s web based Customer Support - Help Desk solutions.

### **Benefits Experienced:**

- Superior knowledge base
- No system outages
- Very stable technology and CRM solution

### **Customer Comments:**

“We wanted a CRM tool something that could help us save money on hardware because we’re on a very strict budget. We also wanted something where we could train people and it’d be easy to use and not cost a lot. We’re very happy with EBSuite.”

“EBSuite allows us to track and close out cases and know what was done to fix it. In the future when a similar case happens, we can search for a particular error message and come back to the case and figure out how it was fixed. That is one of the most useful things we like about EBSuite.”

**Gilbert Kimetto, Software Support Manager, Auspice Corp.**

*EBSuite*

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