

Portford Solutions Group – Customer Support-Help Desk, Marketing Automation, Project Management, Sales Automation



“*EBSuite has become the central hub of all our communications.*”

– Portford Solutions Group



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

Business:

PSG (www.portfordsg.com) provides a range of project, strategic and technical services that can help you with the successful definition, design and implementation of document and content management solutions, focusing on:

- Information Management
- Image and Document Management
- Web Content Management
- Enterprise Report Management
- Electronic Forms Management

We understand that delivering a total solution not only requires a detailed business understanding and knowledge of specialized technology, but also the right approach.

In order to maintain quality and provide a consistent approach when working with our clients, we have developed a content management project implementation and services methodology called *Idea to Implementation (i2i)*. i2i is used in all aspects of our customer business, from consulting, to outsourced services, and to software development

Industry Focus:

- Financial (Credit Unions, Banks, Mortgage Co.)
- Life Sciences
- Health Care
- Education
- Law Enforcement

Alternatives Explored:

Salesforce.com, Netsuite, Siebel

Reasons for Selecting EBSuite:

- Ease of Use
- Cost effective
- Web based solution
- Fast system response time

Solutions Purchased:

EBSuite’s Customer Support-HelpDesk, Marketing Automation, Project Management, and Sales Force Automation solutions.

Benefits Experienced:

- Applications serve as central hub for all company communications
- Improved customer and sales support

Customer Comments:

“We use all EBusiness Suite modules throughout the entire organization. It has become the central hub of all our communications, helping us effectively reach out to and work with our customers and prospects.”

**Bruce Bolton, VP Technology,
Portford Solutions Group**

EBusinessSuite

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