



“*EBSuite met all our needs. We replaced Remedy,*

”
– California State University, Northridge.



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

Business Problem: Customer Support

The Administration and Finance Systems and Technology group at California State University, Northridge required a strong trouble-ticket management system which would work with their email. The existing system worked thru a shared email system, the problem was sometimes trouble tickets were lost due to no automated management. It was also difficult to determine how long a resolution would take.

Alternatives Investigated:

Remedy, iTeam, Track-It, Teamwork and EBSuite.com

Reasons for Selecting EBSuite:

EBSuite's selection of benefits:

- Ease of Use
- Cost effective
- Web Based solution
- Fast system response time
- Real-time management of tickets and tracking of ownership
- Ability to customize to client needs

Organization's Size:

California State University, Northridge is a vibrant, diverse university community of nearly 33,000 students and more than 4,000 faculty and staff, sited on a 356-acre campus in the heart of Los Angeles' San Fernando Valley.

Solutions Purchased:

EBSuite's Web based Customer Support - Help Desk and Project Management solution.

Benefits Experienced:

EBSuite's range of benefits:

- Great front-end and user interface
- Agent team was up-and-running in one day
- Ability to capture repair cycle times and report on individual agents and requests
- Organized we can assign and track all tickets
- Real-time management of tickets and tracking of ownership
- Reduced cost with full functionality

Customer Comments:

“EBSuite met all of our needs. With all of the consolidation and budget-slashing, this really helped us by offering a full set of functionality, yet the cost is extremely low compared to buying and running in-house applications or subscribing to other vendors.

It is easy to use, and can be customized to work with our process. We don't drop trouble tickets any more and the users are much happier!”