cloudeXtend
by celigo

Company
Wholesale Distributor Small Business

Product
ExtendSync for Outlook

Background

This case study of a wholesale distributor Small Business is based on a survey of CloudExtend customers. The profiled company asked to have their name blinded to protect confidentiality.

The Challenge

The business challenges that led the profiled company to evaluate and ultimately select ExtendSync for Outlook:

- Current solution was not fully meeting needs
- Lacked centralized communication tracking
- Needed to improve efficiency and productivity

Use Cases

The key features and functionalities of CloudExtend that the surveyed company uses include:

- Create, edit, and delete NetSuite contact records from within Outlook inbox
- Automatically attach emails by thread with Email Autopilot
- Automatically attach emails by email address with Email Autopilot

Results

The surveyed company achieved the following results with CloudExtend:

- Saved 1 - 5 hours per week with the help of automation
- Improved efficiency and productivity by up to 10%

> " With ExtendSync Outlook for NetSuite integration, I now have significantly improved visibility into important communications, files, and events, and a faster process for updated contact information. "
>
> Inside Sales
> Wholesale Distributor Small Business

About CloudExtend

CloudExtend empowers organizations to make faster, more insightful decisions by creating innovative, user-friendly applications that integrate workplace productivity tools with platforms they use every day.

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CS-SWO-0625