

## Company

DiSorb Systems

## Product

ExtendSync for Outlook

## Background

This case study of DiSorb Systems is based on a survey of CloudExtend customers.

## The Challenge

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

- Fully manual approach to attaching emails to NetSuite
- Lacked centralized communication tracking
- Needed to build a single source of truth
- Wanted to save file attachments while minimizing costs
- Needed to improve efficiency and productivity

## Use Cases

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

- Automatically attach emails by thread with Email Autopilot
- Automatically attach emails by email address with Email Autopilot
- Sync calendar events with Calendar Autopilot
- Save on file storage by linking OneDrive / SharePoint files directly to NetSuite

## Results

**The surveyed company achieved the following results with CloudExtend:**

- Saved 5 - 10 hours per week with the help of automation
- Improved efficiency and productivity by more than 40%
- Direct link to NetSuite



ExtendSync for Outlook allows us to sync everything automatically, rather than manually upload cases.



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### 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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