

Company

Manufacturing Small Business

Product

ExtendSync for Outlook

Background

This case study of a manufacturing 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:

- Fully manual approach to attaching emails to NetSuite
- Lacked centralized communication tracking
- Needed to build a single source of truth

The organization also evaluated SuperSync / Netgain before ultimately selecting ExtendSync for Outlook.

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

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%

The organization uses ExtendSync to build searches and keep track of the frequency with which they reach out to contacts.



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.



ERP Admin
Manufacturing 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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