

Company

Wholesale SMB

Product

ExtendSync for Outlook

Background

This case study of a wholesale SMB 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:

- Lacked centralized communication tracking
- Needed to build a single source of truth
- 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

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 up to 20%



ExtendSync ensures that important communications are saved on the NetSuite customer record rather than the individual employee's inbox. It also gives us the capability to track sales activities much more easily as everything is stored in one place. ”

IT Manager
Wholesale SMB

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-GE-0625