

**Company**  
Energy Solutions SMB

**Product**  
ExtendSync for Google Workspace

**5 HOURS**   
saved weekly

**10%** improved efficiency  
& productivity 

## Background

This case study of Energy Solutions 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 Google Workspace:**

- Fully manual approach to attaching emails to NetSuite
- Needed centralized communication tracking

The organization did not evaluate any other solutions before ultimately selecting ExtendSync for Google Workspace.

## Use Cases

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

- Automatically attaching emails by thread with Email Autopilot

## Results

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

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

The organization uses ExtendSync to significantly improve the accuracy of their NetSuite CRM.



ExtendSync gives us improved visibility into important communications, files, and events, and a faster process for updating contact information.



IT Manager  
Energy Solutions 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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