

**Company**  
Professional Services SMB

**Product**  
ExtendSync for Google Workspace

**5 HOURS**   
saved weekly

**10%** improved efficiency  
& productivity 

## Background

This case study of Professional Services 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
- Centralized communication tracking
- Building a single source of truth
- Improving efficiency and productivity

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.



We use  
ExtendSync  
across our entire  
organization  
because it is  
functional and  
easy to use.



Chief Operating Officer  
Professional Services 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.

### Contact Us

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