



## eclipse

## CASE STUDY

### The Company:

Eclipse specializes in the delivery of transformative, full end-to-end technology solutions and services. Their focus on customized communication and network security solutions solve business challenges and accelerate growth.

### The Challenge:

Eclipse found that their old CRM system was unable to track orders and projects efficiently. This also created inventory integration and reporting issues.

### The Solution:

WebSan implemented Dynamics 365 Sales in addition to customizing a new customer portal interface for Eclipse. This allowed Eclipse to monitor transactions in real-time, manage tickets and track customer behavior. The new solution reduced monthly reporting time by 15 days in addition to increasing Eclipse's gross margin by 5-7% per month. Eclipse is now able to communicate more effectively with its team and provide an optimized customer experience for its clients.

“ **With WebSan it was easy from the get-go. WebSan's Director of Customer Service had so much experience with implementation and knowledge of the different solutions. We were able to keep the project on budget and time namely due to the good communication and understanding from the WebSan team.** ”

*- Alida Harcevic  
VP Finance, Eclipse*

