



“We resell WebEx WebOffice to all sorts of different industries. It transcends vertical markets. We’ve sold WebEx WebOffice to law firms, CPA offices, and all varieties of small businesses.”

— Georgia Jones, Founder, CM IT Solutions™

## CM IT Solutions Recommends WebEx WebOffice for Small Businesses



### INDUSTRY

IT Services/Reseller

### SUMMARY

CM IT Solutions resells WebEx WebOffice to small businesses to meet their needs for shared calendars, easy document exchange and storage, and contacts management.

### ABOUT CM IT SOLUTIONS

#### Line of Business

IT Services

#### Headquarters

Austin, TX

WebEx WebOffice User Since 2004

### Customer Business Profile

CM IT Solutions provides businesses with mission critical outsourced IT services, including: Installation and support of wireless networks; virus elimination and protection; hardware and software purchasing assistance; installation and configuration of firewalls; web and email assistance; emergency data recovery; preventative maintenance; and training on the use of electronic devices, such as digital cameras, scanners, and PDAs.

Since its inception in 1996, CM IT Solutions has quickly grown into a national enterprise with over 100 franchisees operating more than 120 territories in 28 states.

### The Situation

“Most of our sales process at CM IT Solutions consists of doing a needs assessment for our clients, and then providing the solutions they need to streamline their operations,” says, Georgia Jones, Founder, CM IT Solutions™.

“We frequently find that small businesses don’t have any way to share calendars unless they are running Microsoft Exchange. That’s a real drawback. To many small businesses, Microsoft Exchange is such a complex thing to use.”

CM IT Solutions also believes that small businesses frequently lack an easy way to exchange documents and manage contact lists.

### The Solution

“The minute we see that a small business needs a shared calendar and an easy way to manage and share documents and contact lists, WebEx WebOffice is the service we want to sell them to help streamline operations,” says Jones.

“We resell WebEx WebOffice to many small businesses, including one-man shops that need to have contact lists, calendar and documents available any-time, anywhere, because they traveled so much. WebEx WebOffice is the best solution for all types of small businesses.”

### The Benefits

“We use WebEx WebOffice internally, so we have a firm grasp of all the advantages it offers to small businesses,” says Jones. “WebEx WebOffice has increased productivity in the CM IT Solutions home office and we know it increases productivity for our clients as well.”

CM IT has 16 employees and, with its own server, these employees could all get on the network and share folders, but this wouldn’t allow them to share their calendars without running Microsoft Exchange.

“As a small business, we didn’t want to add the complexity of running Microsoft Exchange. So, we chose WebEx WebOffice. The biggest advantage for our office is in being able to share both our calendars and documents online.”

CM IT Solutions shares financial, sales and

marketing documents on the WebOffice Document Manager. “We actually have flyers that our franchisees can download and customize.”

“We love WebEx WebOffice and we are going to be a reseller for a long, long time. I’ve been very pleased with the way WebEx continuously upgrades WebOffice to meet requests by users for new features.”

“*WebEx WebOffice has increased our productivity here in our home office.*”  
— Georgia Jones, Founder, CM IT Solutions™

## HIGHLIGHTS

- CM IT Solutions resells WebEx WebOffice to small businesses to meet their needs for shared calendars, easy document exchange and storage, and contacts management.
- WebEx WebOffice has increased productivity at CM IT Solutions and at the offices of its clients.
- WebEx WebOffice is easier for small businesses to set up, maintain, and use than Microsoft Exchange.

