

*We not only use WebEx WebOffice ourselves, but, as a Systems Integrator, we are reselling WebOffice to small companies that want their own intranets. Everybody that sees WebOffice really likes it.*

— Karl Wendt, Computer Systems Analyst at Prologic Technology Group, LLC

## Systems Integrator Sells WebEx WebOffice to Small Businesses



### INDUSTRY

Consulting

### SUMMARY

Prologic Technology Group, LLC, serving hundreds of small businesses in Arizona with computer consulting services, uses WebEx WebOffice for Customer Relationship Management.

### ABOUT PROLOGIC TECHNOLOGY GROUP, LLC

**Line of Business**  
Systems Integrator

### Headquarters

Tucson, AZ

### Number of WebEx WebOffice Users

18

### WebEx WebOffice User Since 2004

### Customer Business Profile

Based in Tucson and serving hundreds of small businesses in Tucson, Phoenix and Nogales, AZ, Prologic Technology Group, LLC, provides its clients with computer consulting services, software, networking solutions, and troubleshooting and repair services, as well as ERP accounting and manufacturing solutions.

### The Situation

Prologic Technology Group needed a Customer Relationship Management solution to track its hundreds of clients.

Prologic Technology Group also needed a software solution to sell to small business clients that wanted intranets, but didn't have the resources to build their own in-house.

### The Solution

Prologic Technology Group chose WebEx WebOffice to meet its needs in both areas.

Prologic Technology Group used WebEx WebOffice to custom-build its own Customer Relationship Management (CRM) database. "We especially liked being able to customize the WebOffice database so quickly to suit our needs," says Karl Wendt, Computer Systems Analyst at Prologic Technology Group.

Because of its role in recommending, installing and customizing the best hardware, software and business solutions for its clients, it only made sense that Prologic Technology Group would become a WebOffice reseller.

"That's going very well," Wendt says of his firm's WebOffice reseller activities. "In a very short time, we've shown and sold WebOffice to three of our clients — an accounting firm, a financial services company and an architect firm."

### The Benefits

Prologic Technology Group's WebOffice CRM is shared by multiple sales people, so everyone can readily see the status of each customer. "It definitely saves us time," says Wendt. "And, we've tied our WebOffice CRM database in with our WebOffice Timesheets, so we can track time spent working for each client. This helps us enormously with billing properly."

The firm has built six custom databases with WebOffice for its own use, and the ease and speed of creating each has been remarkable, he notes.

The company also uses WebOffice's Online Calendar and Task Manager. "With 18 users, internally, WebOffice saves us a lot of time."

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As for the company's clients, all three are very happy with the WebEx WebOffice service that Prologic Technology Group has sold to them.

“We did one customization of WebOffice for one of these clients, and the other two clients just ran with it on their own. I haven't had any of our clients ask me for something that WebOffice doesn't already do. I just show them our own WebOffice site and explain the possibilities that the product offers.”

“All in all, we're very happy with WebOffice,” Wendt says.

## HIGHLIGHTS

- Prologic Technology Group custom-built its own Customer Relationship Management (CRM) database with the WebOffice Database Manager Template. Multiple sales people share this database which tracks hundreds of customers. Everyone saves time and effort in checking the status of each customer.
- Prologic Technology Group recommends and resells WebEx WebOffice to small businesses that need an intranet and cannot afford to custom-build an in-house solution.
- Prologic Technology Group has tied its WebOffice CRM database in with WebOffice Timesheets to track time spent working for each client. This helps enormously with billing properly.

