Managing a Sophisticated Cloud Computing Infrastructure and Business

“With Agiloft, we didn’t just implement CRM, we implemented software to embody our company’s core principles. It is something we could not have done with any other system.”

- Eric Novikoff, COO, ENKI

Business Overview
ENKI is a managed cloud computing services company that provides outsourced IT using a cloud billing model. They are a “virtual IT” company, offering IT services for businesses that provide SaaS to their clients.

COO Eric Novikoff explains The ENKI Way: "ENKI is founded on the principle of equality in all our relationships, including those with vendors, customers, partners, and employees. We believe that equality will allow us to serve our customers in the best way possible, while generating trust and delight in all our relationships.” In addition to equality, The ENKI Way includes the principles of collaboration, community, and impeccability.

Challenges
ENKI had outgrown Netsuite, the software it was using for Customer Relationship Management (CRM) and other processes. Netsuite was too expensive to update and too sluggish in responding to input, slowing down response time to customers. As a service company, ENKI needs to be able to respond to customers immediately. Also, to stay competitive, ENKI needed to find software that is agile, scalable as they grow, and highly configurable to keep up in the constantly evolving cloud computing space.

The team at ENKI wanted to incorporate their company’s core values, stated in The ENKI Way, into the new software. ENKI prioritized working with a company that shared their emphasis on strong and responsive business relationships invested in mutual success.

ENKI required technology that offered a vast range of features. The company needed to be able to integrate CRM with many other business processes, such as managing back-end systems, managing contracts, handling the sales process in a customizable way, and being able to interface with partners with whom ENKI shares service delivery.

The Search Process
Eric Novikoff researched on the internet and by word of mouth when looking for a better solution. He liked the fact that Agiloft has been around for over 20 years and has a strong reputation.

Agiloft was one of a few systems that was adaptable enough to satisfy all of Enki’s business processes. But it was the only solution that could respond quickly enough to changing requirements. ENKI needed a system that was agile and fully extensible, because the cloud services business is
continuously expanding and changing. In addition, ENKI sought a solution that would be within budget. Agiloft proved to be less than half the cost of Netsuite, while also being much more adaptable and up to 50% faster.

**Agiloft Solution**

Agiloft was able to handle so many different business processes that Novikoff likened the tool to a Swiss Army Knife. ENKI implemented Agiloft for its many Customer Relationship Management needs and beyond.

Moreover, Agiloft empowered the team at ENKI to create a system consistent with their company’s core principles. Eric Novikoff points out that no other software had this ability. With the Agiloft tool, ENKI created a process that is in line with The Enki Way; where customers, employees, vendors, and partners can all communicate from a position of equality.

For example, rather than having a rigid hierarchical system for assigning support tickets to employees, the ENKI system powered by Agiloft allows employees to choose to accept or reject offered support cases, offer cases to co-workers, indicate when they are available to accept work or not and why, and much more. This "handoff method" of giving work to employees empowers them to run their own schedules and allows them to be more invested in their company.

The implementation of Agiloft took less than 10 days, and the team at ENKI was able to do it themselves, without writing one line of custom code.

Novikoff states that no other software product he examined was as configurable as Agiloft. Also, no other vendor offered a tool that was so adaptable to The ENKI Way – partnering and empowering employees and customers, rather than relying on methods where employees feel little investment in their work and the vendor is not invested in the successful outcome of the client.

**Let Us Show You**

What Agiloft has done for Enki, it can do for you. We can show you. In a matter of hours, we can set up a custom demo of your toughest business process as proof that Agiloft really can meet your needs. Just give us a call at 1-888-727-2209.

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**About Agiloft, Inc.**

Agiloft, Inc. ([www.Agiloft.com](http://www.Agiloft.com)) is a trusted provider of agile business process software. Our unique platform enables our pre-built and custom applications to be tailored to a company’s exact needs without writing custom code, so deployment times and costs are a fraction of other systems.

Our design experts ensure success with a full range of services, and the system can be deployed on our cloud infrastructure or on premise. Agiloft offers the most flexible and cost-effective integrated solution for managing even very complex business processes. Hundreds of customers, from startups to Fortune 100 companies, are using Agiloft to manage their Service Desk, Assets, Repairs, Contracts, Changes, Billing, CRM, SOX Compliance, and dozens of other custom processes.