



Managing a Sophisticated Cloud Computing Infrastructure and Business

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 they were using for Customer Relationship Management (CRM) and other processes. Netsuite was expensive to update and sluggish in responding to input, which slowed customer response times. As a service company, ENKI must be able to respond to customers immediately. To stay competitive, ENKI searched for

“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

agile, scalable software that was configurable enough to keep up with the constantly evolving cloud computing space.

The ENKI team 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 who share ENKI’s service delivery.



Industry

- Information Technology and Services

Challenges

- Need highly configurable software for CRM and beyond that can grow and adapt in today’s rapidly evolving cloud computing space
- System must enable rapid response to customers
- Product must offer broad functionality and be easy and rapid to configure

Agiloft Solution

- Streamlined system for CRM, Support, Contracts and more
- The system empowers customers, employees, partners, and vendors

Benefits

- Faster response to customers
- Increased productivity and accuracy
- Improved customer and employee satisfaction
- Centralized processes and data in a system that’s flexible, integrated and fully extensible
- Fast to implement and free of custom code

The Search Process

Eric Novikoff researched online and by word of mouth while looking for a better solution. He liked the fact that Agiloft had been around for over 20 years and had established 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. Because the cloud services business is continuously expanding and changing, ENKI needed a system that was agile and fully extensible. In addition, ENKI sought a solution within budget. Agiloft proved to be less than half the cost of Netsuite, while also being 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 ENKI team 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 now has a process in line with The Enki Way; 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" allows employees to run their own schedules and empowers them to be more invested in their company.

The implementation of Agiloft took less than 10 days, and the ENKI team 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. Agiloft allowed ENKI to avoid methods that cause employees to be less invested in their work and vendors to be less invested in the successful outcome of the client.

"Agiloft is configurable enough to solve problems that come up in the FUTURE. Other companies can only solve the old problems of the past. The big ERP companies call me regularly and I tell them I have Agiloft."

-Eric Novikoff, COO Enki

Let Us Show You

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

About Agiloft, Inc.

Over 2.5 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for Contract Management, Service Desk, Custom Workflow, and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit www.agiloft.com.

