

ENKI

Cloud Pioneer Maintains High Standards with Flexible CLM

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

“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

ENKI required technology that offered both the ability to integrate CRM with many other customized business processes and the ability to interface with partners who share ENKI’s service delivery.

ENKI wanted to incorporate its company’s core values into the new software. It prioritized working with a company that shared its emphasis on strong and responsive business relationships invested in mutual success.



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

Agiloft Solution

- Streamlined system for CRM, Support, Contracts, Sales and more
- Flexible, integrated and fully extensible

Benefits

- Faster response to customers
- Increased productivity and accuracy
- Improved customer and employee satisfaction
- Centralized processes and data
- Fast to implement and free of custom code



The Search Process

Eric searched online and by word of mouth for a better solution. He liked the fact that Agiloft had 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 to changing requirements. Because the cloud services business is continuously expanding and changing, ENKI needed a system that was agile and fully extensible, not to mention affordable. 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 Eric likened the tool to a Swiss Army knife. ENKI implemented Agiloft for its many CRM needs and beyond.

He also points out that no other software had the ability to align with the company's core principle 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 took less than 10 days, and the ENKI team was able to do it themselves, without writing one line of custom code. Eric states that no other software product he examined was as configurable and adaptable as Agiloft.

"Agiloft is configurable enough to solve problems that will 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

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.

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