



SOLUTION BRIEF

Customer Profile

Wireless WebConnect! (WWC) is a leader in providing high-speed wireless data solutions to mobile professionals. Its GoToMyPC™ offering allows users complete access to their office and/or home computers from anywhere with Internet access.

Business Situation

WWC was growing at an incredible rate but still handling most of its back office functions with pencil and paper and loading its financials in Quickbooks. In addition, the company's front office activities were not integrated with its accounting functions, inventory or customer database.

Solution

> ePartners implemented Microsoft Great Plains Dynamics

Industry

High-speed wireless data solutions

ePartners Success Story

Wireless WebConnect! Selects ePartners to Implement Customer Relationship Management System



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Solution

Referred to ePartners by Microsoft Great Plains, WWC selected ePartners as its solutions partner based on ePartners' proven implementations record, national presence and ability to provide a total end-to-end solution. After an in-depth needs analysis was performed by the ePartners consulting team, Microsoft Great Plains Dynamics was determined to best meet the needs of Wireless WebConnect! Positive reviews, rich functionality and the capability of integration with its Oracle database and a Customer Relationship Management application were all factors in the decision.

Following a quick implementation, WWC employees now use the new system to record and coordinate all aspects of customer relationships – from enrollment, billing, support, and data updates to financial reporting and general ledger.

"WWC has been pleased with the commitment and service provided by ePartners and the professionalism and dedication to ensuring that WWC's Microsoft Great Plains implementation was successful and timely," said Philip Jepsen, chief technical officer of WWC.

Business Benefits

"With the new solutions in place, employees are able to record and coordinate all aspects of service and more accurate billing to our valued clients. At the same time, WWC is enjoying reduced call time and financial reports are more efficiently generated."



After more than a decade of arming its customers with a competitive advantage, ePartners has established itself as the largest global Microsoft Business Solutions consultancy in the world. From aligning their clients' business and IT strategies; to improving business processes; and deploying and supporting solutions that accelerate business results, no other Microsoft Business Solutions partner offers more comprehensive information technology solutions and services than ePartners. Last year alone more than 300 leading companies spanning 45 industries, turned to ePartners for strategic business solutions and consulting services. Visit epartnersolutions.com to view additional case studies

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