



Press Release

FOR IMMEDIATE RELEASE: Berkshire, UK (16 April 2010) eSOURCE deploys Pulse enterprise wide business management software solution.

eSOURCE, the Newbury based IT service delivery organisation, is deploying a new enterprise wide business management software solution with powerful tools that deliver truly first-class customer service deployed across our geographically dispersed organisation.

Andy Needham, Sales Director, said "Whilst our current systems are very good, the new systems will allow us to be more flexible and dynamic to meet the ever-changing needs of our clients. The system will further enhance our quality systems, give us more visibility and provide a superior service to our customers".

One major benefit of the Pulse System will be that clients can have multiple touch points to log and progress service calls. This can be by phone, email, SMS or via the web portal, giving the client more control over the best media for them. Making Information easily available and displayed in this way, means the customer is always kept up to date with progress on calls in real time.

With eSOURCE's 24x7 IT Support Services, clients can rely on the fact that their business systems will be fully supported and maintained at all times, and have a reliable and proactive support system driving service calls to meet or exceed contract Service Level Agreements (SLA's).

Pulse Business Software was chosen because of its proven track record in delivering Web-based Service delivery solutions, it's easy of implementation and smooth migration from legacy systems as well as the full breadth of the modules offered to enhance business intelligence for eSOURCE and its clients.

eSOURCE will be deploying a full set of modules to create a fully integrated CRM system that includes Sales, Service, Projects, Inventory and Financial modules.

About eSource:

eSOURCE is an experienced international provider of Connectivity and IT Services. For over a decade eSOURCE have been delivering high quality, business focused solutions to the Public and Private sectors.

The eSOURCE portfolio of Connect, Support & Protect Solutions is best placed to help your business with whether it's from the phone/PC on your desk to a network that allows you to communicate across the globe.

t: 01635 508800

eSOURCE Group
www.esourcegroup.co.uk e: info@esourcegroup.co.uk



eSOURCE provides services on a global basis throughout 5 continents utilising local language skilled professionals. Our customers have the benefit of both service level and quality standards being supported in all regions.

For more information contact andy.needham@esourcemail.eu or visit www.esourcegroup.co.uk

About Pulse Business Software:

PULSE is web-based business software. It equips you with powerful tools to deliver first-class customer service, unleash your sales potential, while managing your projects and resources in the most profitable manner. Financial information and tasks are handled simply and effectively, and together with asset tracking, PULSE provides you with a full business management software solution. The software is easy to deploy across a network, and is especially well suited to geographically dispersed businesses. PULSE is made up of five fully integrated modules – Sales, Service, Projects, Inventory, and Financials.

Being a modular system, PULSE is highly cost effective because it allows for a phased implementation approach, and this in turn allows PULSE to grow with the pace of your business.

For more information contact riaan@pulse-software.co.uk or visit www.pulse-software.co.uk.