

# CLIENT SUCCESS STORY




ELLIOTT MATSUURA



## About

Elliott Matsuura Canada Inc. is a value-added supplier of quality machine tools for metal cutting and fabrication. Elliott not only provides the best machinery in its class but its services and solutions are focused on the customer to help them through their unique business issues. Elliott Matsuura product specialists can suggest advanced techniques for customers to cut and measure their parts. They also provide sales engineers that can propose customized solutions for each business.

## Products & Services

-  SugarCRM
  - Customer Journey
  - Hint
-  PandaDoc
-  Flexidoc

## Case

Elliott Matsuura's system did not have the capability to track leads and measure sales efforts and touches.

They wanted a system that could streamline things for their sales team and track sales efforts. They also wanted a system that could create robust reports on activities, visits and much more while allowing sales team members to add their own notes.

MasterSolve completed 96 hours of implementation for Elliott Matsuura, which included a data migration and an integration between SugarCRM and Sage300. This was an important step towards sharing information between the various departments at Elliott Matsuura. They can now easily access the customer account status. The result was a much more efficient process.

*The solution provided by MasterSolve addressed all our needs. The SugarCRM provided Elliott Matsuura with the tools we needed to become more efficient in our day to day sales process. MasterSolve has supported us through implementation and with additional reporting requirements*

*~ Frank Bolieiro,  
VP Sales & Marketing, Elliott Matsuura Inc.*