Case study:
eManifest Service Centre Inc.
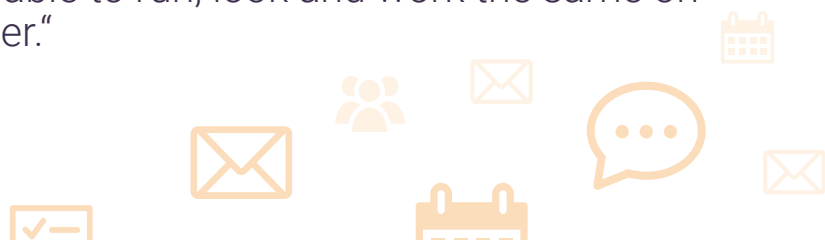
eMANIFEST SERVICE CENTRE INC.

Company focus:	**eManifest services provider**
Location:	**Canada**
Licenses in use:	**15**
Prefered features:	**Multiple signatures and Quick text, Contacts**
Why eM Client:	→ **easy to use**
	→ **clean and customizable interface**
	→ **light on maintenance**
Use-case:	→ **communication with customers**
	→ **addressing repetitive inquiries**

eManifest Service Centre specializes in providing personalized services to companies and individuals required to submit an electronic manifest for border-crossing purposes.

eManifest migrated to eM Client with Office 365 solution from MS Outlook Express, and currently use 15 licenses. The company needed an email program that would work on Windows XP and Windows 7 with Office 365 and wouldn't be too complicated or glitzy. The migration and deployment was normal, with no issues. The employees' perception of eM Client has been overall good and satisfactory since its introduction to company processes.

"It is very desirable to have continuity between all work stations. Any operator should be able to go to any work station and immediately begin producing. After a very short trial period (a few days) I was sure eM Client was the solution for us. Being able to run, look and work the same on XP and Windows 7 was the clincher."

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"I believe eM Client is a professional company with good ethics that provides a good product at a reasonable price, giving me a sense of good value." reckons Trent MacEachern, eManifest's IT admin.

"Another area where eM Client really shines is maintenance. Previously I spent much time maintaining a complete address book on all work stations. eM Client Contacts feature pretty much does this for me. Also the deduplicator is genius!"

"The features of eM Client speed up our process. The clean and customizeable desktop aids in productivity by helping to reduce operator errors and fatigue.

Having multiple signature options and the quick text feature has greatly reduced our response time for common inquires and requesting additional information from our customers. eM Client has put all of us on the same page.

We use it almost exclusively for communicating with customers."

"It is too long ago to remember exactly how long it took for a complete roll-out but as I remember it was pretty much immediate. The only set back was when eM Client dropped support for XP and I was no longer able to install it on any new work stations. eM Client solved that by providing a version that would work for me. I was very impressed!"

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