

Benefits Snapshot - Eclipse Combustion

Everyone gets what they need - Access to ERP and legacy system data has been expanded from the power-users who make up 5% of the work force, to anyone who needs information to make decisions – 200 people use Riveon after just phase one of the rollout.

Driving Revenue - Riveon has enabled Eclipse to re-deploy 30% of its customer support staff. They have been moved into proactive roles -- serving strategic-accounts and generating additional revenue.

“I can do my job without bugging IT.” - Employees can independently find what they need without calling IT for reports and queries or calling into Eclipse’s Customer Service group.

One sheet of music – Riveon is the first company-wide tool at Eclipse, which gives everyone the ‘same’ answers.

Highest level of channel support – The Sales Channel has been empowered with information at their fingertips.

Global integration - Round-the-clock international access has greatly reduced calls, while boosting productivity.

Customers are served - Customer satisfaction is at its highest.

Old is new again – Riveon extended the useful life of existing IT infrastructure.

Tools for all levels of business people – Riveon provides intuitive decision support capabilities for all user levels. Just point, click, and receive.

“Mobilized” business systems - Wireless access to all business systems, old and new - information where and when it’s needed.

Truly the most bang for the buck - Unparalleled price performance. Riveon’s mid-tier manufacturing and distribution focus returned the industry’s best Total Cost of Ownership.

Non-Career Threatening – Riveon was up and running in under 3-weeks – a finished application for manufacturing and distribution – not a consulting engagement or in-house development effort.

FedEx isn’t making daily pick-ups – Eclipse has eliminated thousands of dollars of weekly shipments of reports to its sales network.

Additional Sales revenues without additional hires – Eclipse expects the Wireless feature to make the sales team 8% to 10% more efficient, driving more revenues with less effort.