



Enterprise Business Solutions

Zoho Enterprise Business Solutions is an end-to-end consulting, software implementation, and project management service dedicated to helping mid-market and large enterprises deploy the ideal Zoho solution optimized for their specific business processes. For each implementation, the EBS team follows an execution framework from initial business process assessment through solution design, testing, training, go-live, and post-go-live support.

Benefits of EBS

Process Alignment

EBS will align Zoho's products with your processes in a precise and efficient manner through consulting-led implementation.

Customized Solutions

EBS will develop a customized software solution designed to streamline the complex operations of your enterprise using Zoho's suite of products.

End-to-end Service

EBS will gather requirements, create a project execution plan, and track and resolve issues while staying engaged with your business at every stage.

Integrated System

EBS will utilize Zoho resources and services to strengthen your operational foundation and ensure flexibility for future system changes.

Is EBS right for your implementation?

EBS is designed to serve the needs of large organizations in search of complex, highly-customized implementations that require innovation, close analysis, and significant custom development. Enterprise organizations looking to maximize their IT investments and create highly-integrated systems stand to benefit most from EBS's expert guidance and custom solution design.

How EBS works

Enterprise Business Solutions offers a comprehensive, high-contact implementation service for your enterprise organization. Our dedicated team of domain and industry experts uses agile methodology and a transparent governance model to guide your implementation from design to launch.

-  **Requirement Gathering**

First, we conduct a thorough audit of your company's current IT landscape. Our experts will organize a workshop at your company offices—involving stakeholders, administrators, and department heads—to document each department's processes, challenges, and pain points.
-  **Analysis**

The information collected during requirement gathering is carefully analyzed to understand both current and future challenges. Further analysis by industry subject matter experts uncovers any weaknesses and redundancies in your existing processes.
-  **Business Requirement Documentation**

We identify which of Zoho's products are required to meet your needs, as well as any third-party products or services required to reach your desired future state. These insights and recommendations are compiled and presented as a Business Requirement Document for review and sign-off.
-  **Implementation and Go-live**

Our implementation specialists develop the necessary customizations, integrations, and automations to build an effective solution for your organization. After testing and further revisions, the software solution is implemented using EBS's execution framework, with stakeholders and executive steering committee members involved through regular progress meetings.
-  **Post-implementation Support**

Equipped with a deep understanding of your business processes, custom functions, and integrations, our designated Technical Account Manager collaborates closely with your company's point of contact to prioritize and oversee all your solution support needs and ensure a smooth journey after implementation.

Connect with a Zoho account executive to discuss whether EBS is right for your organization.