

For Agile Working

EspoCRM For Agile Working

Whether you're delivering a large-scale exhibition or running a small online webinar, modern event delivery demands agility. Requirements change, stakeholders evolve, and timelines often shift at short notice. From managing guest lists and suppliers to coordinating venues, catering, and digital platforms, teams need the flexibility to adapt quickly without losing control. Without a single, agile system to manage customers, projects, and collaborators, important details can easily be missed.

EspoCRM supports agile ways of working by bringing all event-related activity into one central platform. With built-in project management capabilities, teams can plan work in iterative phases, break delivery into manageable tasks, and respond quickly to change. Clear ownership, task dependencies, and live timelines ensure everyone understands priorities, while real-time updates allow teams to adjust plans as requirements evolve. Tasks, meetings, and calls can be scheduled and reassigned effortlessly, with automated reminders helping teams maintain momentum and focus.

The platform also enables agile, data-driven marketing before, during, and after the event. Audiences can be segmented dynamically, campaigns refined based on engagement, and communications personalised as insights emerge. Real-time dashboards and reporting provide continuous visibility into progress, budgets, marketing performance, and event outcomes. This empowers teams to review, adapt, and improve throughout the delivery lifecycle, supporting collaboration, transparency, and confident decision-making at every stage of the event.

EspoCRM Dashboards

Esporo CRM Powered by enable service

Home Calendar CRM Enquires + Create Enquiry

All - [Search] [Menu]

New	Assigned	In Process	Recycled	Dead
Joe Bushnell enable.services Jeff Bezos Amazon jb@amazon.com	James Bleeze enable jbleeze@enable.services Nord Herida Carol George Calm Sailing Inc carol.george@yahoo.co.uk Sally Thomas Julia Watkins Complete Holding julia.watkins@gmx.co.uk 680f8686e4e00899c Theresa Daniels Smallville Resources Inc theresa.daniels@gmx.co.uk Joseph Bushnell Katherine Austin AD Importing Company Inc	Gloria Reyes QR&E Corp gloria.reyes@aol.co.uk Sally Thomas Amanda Stephens T-Cat Media Group Inc amanda.stephens@yahoo.co.uk Sally Thomas Jacqueline George Smith & Sons jacqueline.george@yahoo.co.uk Sally Thomas Ann Banks Draft Diversified Energy Inc ann.banks@web.co.uk Sally Thomas Frances Hart Pullman Cart Company	Irene Vasquez 360 Vacations irene.vasquez@web.co.uk Sally Thomas Ann Gutierrez 247 Couriers ann.gutierrez@aol.co.uk Sally Thomas Amy Daniels 360 Vacations amy.daniels@hotmail.co.uk Sally Thomas Beverly Daniels Dirt Mining Ltd beverly.daniels@web.co.uk Sally Thomas Virginia Vasquez X-Sell Holdings	Linda Carroll Avery Software Co linda.carroll@hotmail.co.uk 680f8686e4e00899c Annie Shaw Riviera Hotels annie.shaw@outlook.co.uk 680f8686e4e00899c Amy Wagner Grow-Fast Inc amy.wagner@yahoo.co.uk 680f8686e4e00899c Evelyn Carr Pullman Cart Company evelyn.carr@outlook.co.uk 680f8686e4e00899c Bonnie Sims JBC Banking Inc

Sales Quotes Invoices Sales Orders Products Activities Emails Tasks

EsproCRM

Powered by enable services

Search

+ Create Account

Home

Calendar

CRM

Enquires

Contacts

Accounts

Meetings

Jobs

Opportunities

Sales

Quotes

Invoices

Sales Orders

Products

Activities

Emails

Tasks

Accounts

All

1-50 / 128

Name	Website	Type	City	Assigned U...
sportsafe		Prospect		
Toysrus		Prospect		
Draft Diversif...	www.draftdiversified...	Prospect	Birmingham	Sally Th...
enable		Prospect		
Tesla		Prospect		Joseph ...
enable		Customer		
Hepco Motion	www.hepcotion.com...	Prospect		
BBC	bbc.co.uk	Prospect		
EnableIT Tec...	enable.services	Prospect		
Sea Region Inc	www.searegioninc.c...	Prospect	Leeds	Sally Th...
Riviera Hotels	www.rivierahotels.c...	Prospect	Leeds	Sally Th...
Rubble Group...	www.rubblegroupinc...	Prospect	Birmingham	Sally Th...
Q3 ARVRO III ...	www.q3arvroliipr.co...	Prospect	Birmingham	Joseph ...

Map

Satellite

United Kingdom

Isle of Man

Wales

England

Super Star Holdings Inc

QR&E Corp

Tracker Com LP

Southern Realty

Underwater Mining Inc

T-Squared Techs

Google

Map data ©2025 Geobasis CE/BKG (©2009), Google

Terms

Report a map error

The screenshot displays the Esports CRM dashboard with the following components:

- Header:** Esports CRM logo, "Powered by enablex services", and a search bar.
- Left Sidebar:** Navigation menu including Home, Calendar, CRM, Enquires, Contacts, Accounts, Meetings, Jobs, Opportunities, Sales, Quotes, Invoices, Sales Orders, Products, and Activities.
- Main Content Area:**
 - Top Row:**
 - Opportunities by lead source and user:** A stacked bar chart showing counts for different lead sources. Totals: Count 830, Amount Weighted £7.69M.
 - Opportunity By Stage:** A horizontal bar chart showing the amount and count for different stages. Totals: Amount £178k, Count 9.
 - Calls by account and user:** A large empty box with a "0" indicating no data.
 - Bottom Row:**
 - Sales by Month:** A bar chart showing sales for different months.
 - Opportunities by user:** A bar chart showing opportunities for different users.

The screenshot displays the Esports CRM interface. On the left is a sidebar menu with categories like Home, Calendar, CRM, Enquiries, Contacts, Accounts, Meetings, Jobs, Opportunities, Sales, Quotes, Invoices, Sales Orders, Products, Activities, Emails, Tasks, Marketing, Admin, Reports, and Support. The main area shows the 'Projects > Important Project' page. At the top right, there's a search bar and buttons for 'Star' and 'Followed'. Below the project title are tabs for 'Detail', 'Plan', 'Board', and 'Gantt', with 'Detail' selected. A '+ Create Task' button is present. The tasks are organized into two sections: 'This Week' and 'Next Week'. Each section contains a table with columns: Name, Stage, Assignee, Timeline, Priority, and Dependent On.

Name	Stage	Assignee	Timeline	Priority	Dependent On
Planning Marketing	To Do		28 Jul, 2025 → 01 Aug, 2025	Normal	
Roll out to testing users	To Do		04 Aug, 2025 → 05 Sep, 2...	Normal	Planning Marketing

enable.services Overview

Real people, **real solutions**, real results

LOCATION. Ipswich, United Kingdom

EST. 1994 Family Run

TEAM SIZE. 48 employees

CSAT SCORE.  Based on past 3 yrs.



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OUR SOLUTIONS AND CORE PARTNERSHIPS

CUSTOMER RELATIONSHIP MANAGEMENT
CASE & ISSUE MANAGEMENT
TASK & PROJECT MANAGEMENT
MARKETING AUTOMATION



IT AND NETWORK
SUPPORT SERVICES



Since
1994

AUTOMATION PLATFORMS



Since
2017

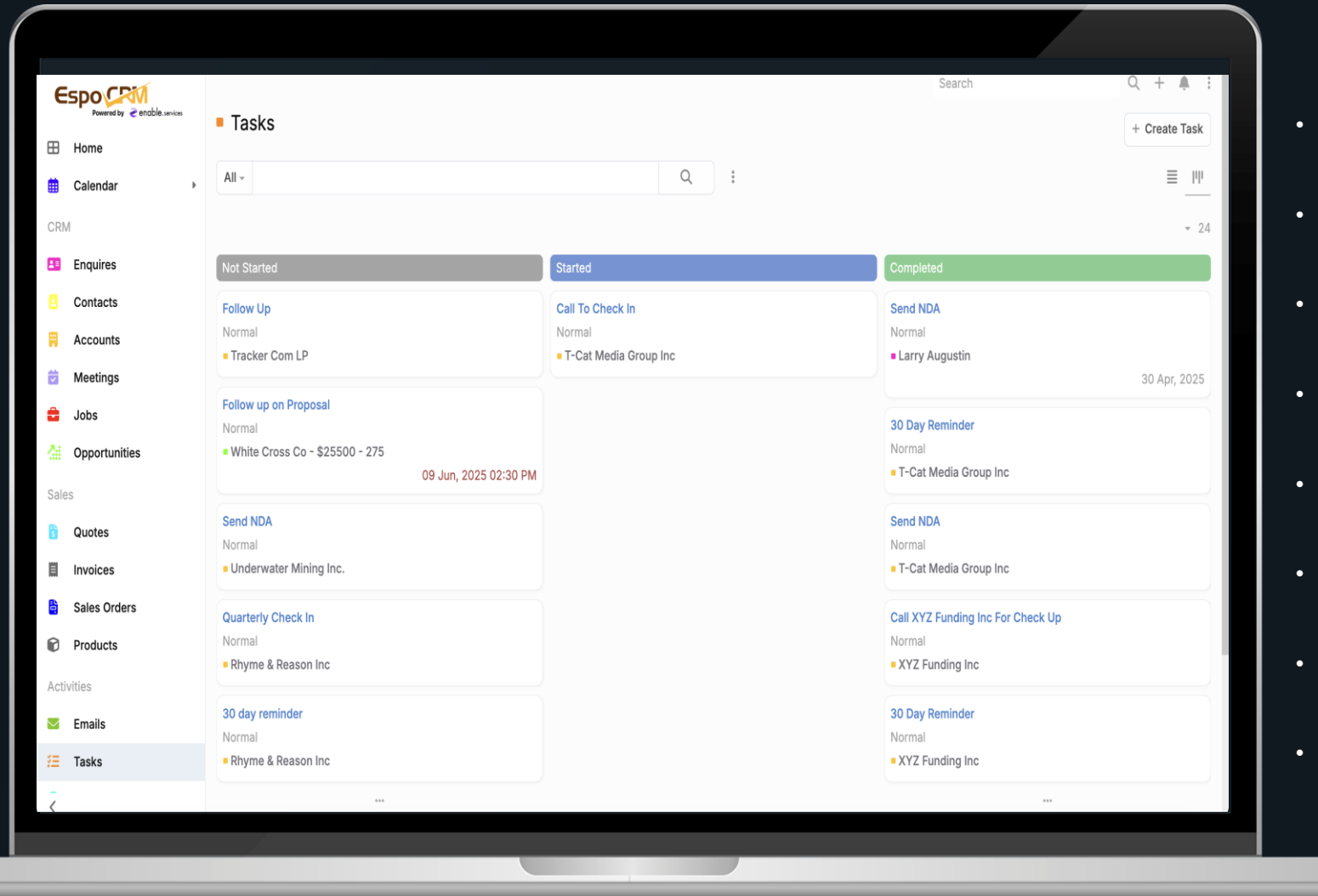


Since
2023



Since
2021

EspoCRM User Interface



- **User-Friendly Interface –**
A clean, intuitive interface is crucial for ease of use and adoption.
- **Highly Customisable Layout –**
Being able to tailor the system to specific business needs is a top priority.
- **Workflow & Automation Integration –**
Automating tasks saves time and improves efficiency.
- **Inline Editing for Efficiency –**
Quick edits without navigating away improve productivity.
- **Role-Based Access Control –**
Ensuring data security and access control is critical for businesses.
- **Dynamic Panels & Relationships –**
Helps organise related data effectively within records.
- **Real-Time Data Updates –**
Keeping information up-to-date is essential for accuracy.
- **Mobile-Friendly & Responsive Design –**
Accessibility on different devices enhances flexibility.
- **Tabbed Interface for Better Organisation –**
Reduces clutter and makes navigation smoother.
- **Dashlets & Widgets –**
Custom widgets provide quick insights but are more of an enhancement than a necessity.



Agile Management

- Adaptive, unified view of contacts and stakeholders, Manage all relationships in a single, flexible system with a complete, real-time view of interactions, services provided, and engagement. Teams can respond quickly to change while maintaining full context and continuity.
- Agile funding, income, and campaign management, Track income streams, pledges, grants, and campaigns in one place, linking income directly to contacts, funds, and outcomes. Adjust activity dynamically based on performance and emerging priorities.
- Iterative programme and service delivery tracking, Record referrals, services delivered, outcomes, and follow-ups as work evolves. This supports continuous improvement, clear impact visibility, and consistent delivery.
- Automation with governance and compliance built in, Streamline operations with automated acknowledgements, reminders, and internal workflows, while maintaining consent management, safeguarding controls, and full audit trails—without adding administrative overhead.
- Continuous reporting and impact measurement, Use live dashboards and reporting to monitor performance, delivery, and outcomes in real time. Enable regular reviews, informed decision-making, and transparent reporting for leadership and stakeholders.

Analytics And Reporting

- Leverage powerful analytics and reporting to gain clear, actionable insights
- Evaluate event performance using Custom Reports
- Monitor key metrics in real time with Report Panels and Dashlets
- Export reports to Excel and CSV for further analysis and sharing
- Automate report distribution by scheduling results to be sent via email

Advanced Calendar & Scheduling

- Manage calls, tasks, meetings, and custom events in a single, unified calendar
- Receive in-app and email notifications to stay on top of your activities
- Send fully customisable invitations to event attendees
- Automatically generate follow-up activities using Workflow & BPM tools
- Collaborate seamlessly with your team using Shared Calendar Mode
- Synchronise EspoCRM events with Google and Outlook calendars

Rich Customer Profiles

- Maintain a centralised client database for Contacts, Leads, and Accounts
- Customise customer profiles using Entity and Layout Managers to match your processes
- Link meetings, tasks, calls, and emails directly to the relevant records for full visibility
- Quickly locate records using powerful search filters
- Import and export data easily to support seamless record migration
- Synchronise contacts with Google and Outlook using the optional

Project Management

- Centralised project records, Manage projects with clear ownership, timelines, statuses, and priorities, all linked to customers, contacts, and opportunities.
- Task & milestone tracking, Break projects into tasks and milestones, assign owners, set deadlines, and monitor progress in real time.
- Resource & workload visibility, Track who is working on what, identify bottlenecks, and balance workloads across teams.
- Automation & notifications, Use workflows to trigger task creation, status updates, and alerts as projects move through key stages.

EspoCRM The Number One Open-Source CRM

Global Reach, World-Class Excellence



50,000 +
Companies
Using
EspoCRM



In 163
Countries
Of The
World

2014

10 Years
Since
First
Release



A Partnership Built On Trust

EspoCRM Wins
The Foss 20i
Awards 2025
In The CRM &
Support Category
For Solutions
That Make
Meaningful
Impacts On
Businesses



EspoCRM Wins
Software Suggest
Efficiency Award
2025 For
OutStanding
Peformance &
Innovation





- Consistent data hosting boasting 99.97% uptime over the last decade.
- Seamlessly integrate with various platforms, offering unlimited API calls.
- Located in a Tier 3 UK Data Centre, boasting ISO certifications.
- Receive swift online & phone support.
- Written in PHP, JavaScript, and Python.
- LAMP Stack.
- Benefit from network redundancy ensuring maximum data availability, coupled with frequent backups (on-site every 4 hours, off-site daily).
- Trusted CRM hosting since 2006. enableCloud: Secure, high-performance cloud hosting tailored for CRM and business applications.
- EspoCRM: Optimised hosting and seamless integration for EspoCRM, ensuring peak performance and reliability.

Consulting
(Architect Design)

We recognise that each organisation is unique. Our approach involves collaborating closely with our customers to identify their goals, map processes, and catalogue pain points. This thorough understanding allows us to determine the most suitable EspoCRM products and implementation strategies, ensuring a tailored solution that meets each organisation's specific needs and optimises their business processes for improved efficiency and success.

Configuration
(Build)

Our accredited experts configure, launch, and customise EspoCRM to exact specifications. We adapt the platform to meet unique organisational needs, improve business processes, and overcome obstacles identified during the consulting phase. By ensuring a tailored solution, we optimise performance and provide a seamless, efficient, and effective CRM system that drives business success and enhances overall productivity.

Customisation
(Core Code)

Our accredited experts create custom code to meet the unique requirements of your organisation. By adapting EspoCRM to align with your specific business processes and addressing any challenges identified during consultation, we ensure a bespoke solution that enhances efficiency and effectiveness. This custom coding guarantees that EspoCRM integrates seamlessly into your operations, optimising performance and driving business success.

Data Migration
(Alignment)

Our specialists ensure a seamless transition of your data to EspoCRM using CloverETL. We meticulously plan and execute the migration process, leveraging CloverETL's powerful data alignment capabilities to maintain data integrity and minimise disruption to your operations. This ensures that all critical information is accurately transferred and readily accessible in the new system, providing a smooth and efficient migration experience that supports your business continuity and success.

Integration
(Automation)

We core code and integrate solutions into EspoCRM using core code and APIs such as REST and SOAP. Additionally, we employ our enableFlow solution with ApacheAirflow and work with middleware tools like Workato, Talend, Make, and Zapier. This enables integration with nearly any existing on-premise or web-hosted application software, including accounting, CMS, ERP, and eCommerce systems, ensuring a comprehensive and flexible CRM solution tailored to your needs.

Training
(Onboard)

We design training programs for EspoCRM around customer deployments, requirements, and tailored software systems. By focusing on role-specific needs and emphasising hands-on experience and user adoption, we ensure the most effective use of time. Our training helps users quickly become proficient with EspoCRM, maximising the system's benefits and supporting successful implementation and utilisation within the organisation.

Support
(Success)

We provide an industry-leading Success program that supports your deployment of EspoCRM from before going live and for as long as customers wish to engage with the service. This includes full account management, with comprehensive guidance and support, ensuring that your organisation maximises the value and effectiveness of EspoCRM. Our dedicated team is there every step of the way to ensure your success and satisfaction with the platform.

Why enable.services?

Proven Approach

- Extensive experience delivering successful CRM and systems implementation projects
- Deep expertise in open-source technologies
- CRM specialists with an average of 5–20 years' hands-on industry experience across the team
- Established, repeatable best practices for EspoCRM implementations, refined through real-world delivery

Proven On-Time, On-Budget Implementation Methodology

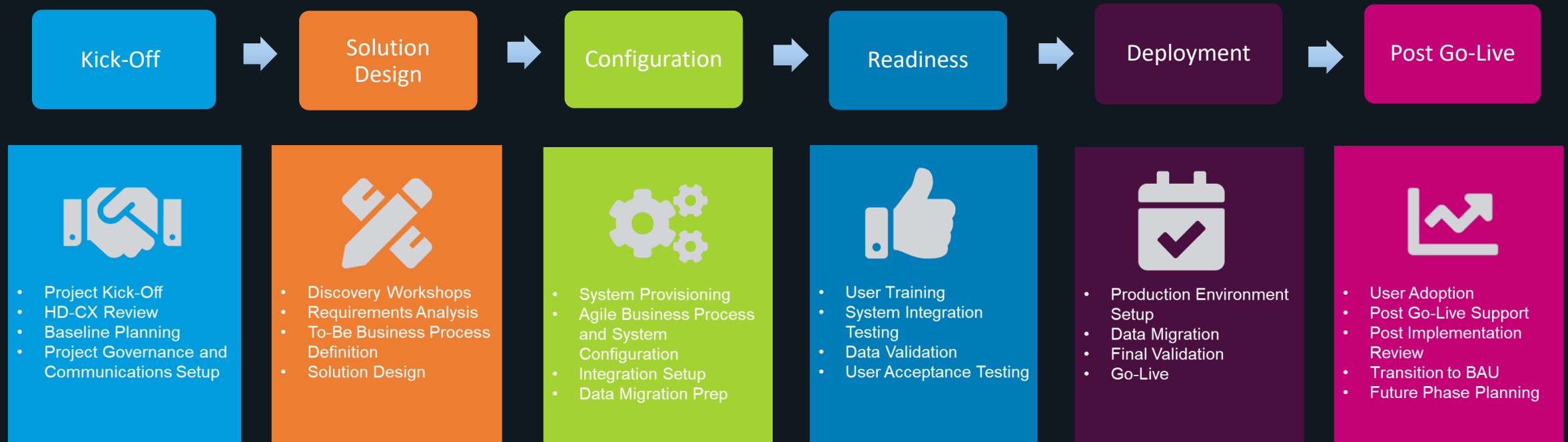
- Structured time-to-value delivery approach focused on rapid, measurable outcomes
- Dedicated project team support throughout every phase of the implementation lifecycle
- Ongoing support to accommodate evolving business requirements, including UK hosting and compliance needs

Well Connected

- enable.services' Projects Team works in close partnership with EspoCRM
- Ability to leverage internal EspoCRM teams, trusted partners, and specialist expertise to fast-track issue resolution
- Direct access to EspoCRM executive management, ensuring alignment, escalation, and long-term success

EspoCRM Implementation Mythology

- ✓ Consistent, repeatable methodology for end-to-end “HD-CX” project delivery
- ✓ Focused on client outcomes and user adoption
- ✓ Pre-defined activities, tools and templates for each step in the delivery cycle
- ✓ Rapid time-to-value (“let the platform do the work”)
- ✓ Defined project communication and governance model





UK 07:30 to 18:00 Monday to Friday



Before we can work out how quickly we need to respond to an issue, we first have to triage it and assign it a priority. Support operatives usually prioritise tickets based on the matrix below

Impact / Urgency	High Urgency	Medium Urgency	Low Urgency
High Impact	Priority 1 - Critical	Priority 2 - High	Priority 3 - Medium
Medium Impact	Priority 2 - High	Priority 3 - Medium	Priority 4 - Low
Low Impact	Priority 3 - Medium	Priority 4 - Low	Priority 4 - Low

Once a priority has been established for a ticket, we'll use the table below to work out the applicable time that will apply for the various stages of the ticket lifecycle.

Priority	Respond within*	Plan within*	Resolve within*
Priority 1 – Critical	2 hrs	4 hrs	8 hrs
Priority 2 – High	4 hrs	24 hrs	48 hrs
Priority 3 – Medium	8 hrs	50 hrs	70 hrs

EspoCRM with  **enable.services**

UK Hosted and Supported

