



**OFFICE 365 ISV:**  
VERSO Inc.

**WEB SITE:** [www.verso-logistics.com](http://www.verso-logistics.com)

**LOCATION:** Dallas, TX, USA

**ORG SIZE:** 25 employees

**OFFICE 365 ISV PROFILE:**

VERSO is a cloud-based product returns portal focused on helping the manufacturing, distribution and third-party logistics industries. VERSO uses the inherent flexibility of the portal and the scalability of Microsoft Azure to serve customers of all sizes, automating complex workflow requirements while enabling superior decision making.

# Microsoft Office 365 Outlook and Excel Add-Ins Help Improve Case Management Productivity

**“It is extremely important to our clients for VERSO to be easy to use to accomplish their daily work activities. Enabling all stakeholders to create and manage cases from within Office 365 Outlook and Excel Add-ins has greatly helped meet this requirement.” – Bob Foster, President, VERSO Inc.**

- **SITUATION**

Previously VERSO users updated case statuses, edited cases or performed basic analysis of information by logging into VERSO through their browsers. This required the user to leave their current work environment (such as Microsoft Outlook) to login. VERSO improved the situation by generating emails/links for certain work activities, but this still required the user to leave their current work environment to perform specific VERSO tasks.

- **SOLUTION**

Implementing Microsoft Office 365 Add-ins significantly increases user productivity, allowing VERSO users to access and perform transactions without leaving Office 365. Trouble reports/cases can now be accessed both directly within Outlook and Excel. Users can now also perform a specific task such as changing a case status or editing case data from Outlook. Users can access a case report or set of cases while in Excel, allowing them to perform immediate analysis as needed.

- **BENEFITS**

Integrating Microsoft Office 365 into VERSO has created a seamless workflow experience for VERSO users.

Allowing users to work in Outlook 365 saves time, improves responsiveness and enhances overall VERSO customer satisfaction levels.

