

## Faye Business Systems Group Announces New SugarCRM JIRA Integration

Faye Business Systems Group ([FayeBSG](#)), Inc. today announced a new project management integration with SugarCRM, the company that makes every user a customer expert.

Woodland Hills, California (PRWEB) June 05, 2013

[JIRA](#) is the project tracker for teams planning, building and launching great products. Thousands of teams choose JIRA to capture and organize issues, work through action items, and stay up-to-date with team activity. Jira is used by 19,000 companies, in 115 countries. Clients include: Facebook, Hulu, Ebay, Netflix, Cisco, NASA, Adobe and Twitter.

The initial release of the [FayeBSG SugarCRM JIRA Integration](#) Application gives users the ability to monitor and track Jira issues from within the SugarCRM Ecosystem. CRM users can use dashboards and other standard Sugar tools to stay abreast of critical project developments from within Sugar, being able to look at issues by account, by type, and by priority. A Critical Issues Dashboard has been created for the Sugar home screen to allow users to be alerted when any issue becomes in danger of going over budget or past due.

Releases in the new future of the integration will include the ability to add and edit Jira issues from within Sugar as well as a new “Time Billing Module”, a stand-alone, browser interfaced, secure, time invoicing system, to capture staffs’ billable time, calculate hourly rates, and generate invoices and reports. All of this will have visibility within Sugar.

“We’re excited to announce our [Sugar integration](#) with JIRA,” said David Faye, FayeBSG CEO. “JIRA is an award winning solution and one of the leading project management, development, and collaboration tools in the market. Our integration of it with SugarCRM takes productivity and project visibility to another level. CRM users can now get visibility into project and development activities and status, and our time entry and invoicing function gives development shops more efficient control over project finances.”

The [FayeBSG SugarCRM JIRA Integration](#) was designed to address the growing demand of project managers, consultants and customer service representatives for an



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integrated CRM solution. This solution allows valuable project information as well as billing information to be viewed from one central customer interaction location.

Get a first look at the integration, as FayeBSG will be hosting a webinar at 10.30am (PST), on Tuesday, June 18th 2013, to show how integrating SugarCRM with JIRA project management software will increase efficiency and productivity. To register [Click Here](#)

### About Atlassian

Atlassian products help innovators everywhere plan, build and launch great software. More than 25,000 large and small organizations – including Citigroup, eBay, Netflix, NASA, Coca-Cola and United Airlines – use Atlassian's issue tracking, collaboration and software-development products to work smarter and deliver quality results on time. Learn more at <http://atlassian.com>.

### About Faye Business Systems Group

Faye Business Systems Group is a Southern California-based technology consulting firm and Software Company with over 25 years of experience in helping growing companies become more profitable by working with them to optimize their financial and business systems. FayeBSG uses SugarCRM, Sage MAS 100 ERP (formerly MAS 90), Intacct, and a variety of custom software solutions to meet client needs. Services include software development, project management, packaged software implementations, custom software implementations, integration, consulting, training, and support. Faye Business Systems Group has completed hundreds of successful CRM projects, specializes in Sugar Integration and is one of Sugar's leading North American Gold Partners.

For more information, call (818) 227-5130, email info(at)fayebsg(dot)com, or visit <http://www.fayebsg.com>. Connect with Faye Business Systems Group on LinkedIn, Facebook, Twitter or YouTube.

### About SugarCRM

SugarCRM delivers an integrated solution that empowers every user who interacts with customers to better understand and engage their customer, so every connection drives value. SugarCRM's market-leading open Customer Relationship Management (CRM) platform delivers the agility, flexibility, and security required to equip each customer-facing professional with the information and tools they need to know their customers better, do their job better, and deliver a consistent, superior customer experience across the organization, every time. SugarCRM applications have been downloaded more than 11 million times and currently help over 1.2M end users across disciplines effectively engage their customers. Over 6,500 organizations have chosen SugarCRM's On-Site and Cloud Computing services over proprietary alternatives. SugarCRM has been



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recognized for its customer success and product innovation by CRM Magazine, InfoWorld and Customer Interaction Solutions.

For more information, call (408) 454-6900 or 1 87 SUGARCRM toll-free in the US, email contact(at)sugarcrm(dot)com, or visit <http://www.sugarcrm.com>. You can also connect with SugarCRM on Facebook, Twitter and YouTube

Press Contacts:

**Chloe Larnach**

[Faye Business Systems Group, Inc.](#)

818 227 5130

[Email](#)

**Jay Mejia**

[SugarCRM](#)

408-213-3748

[Email](#)