TOKARA SOLUTIONS®

Elliott Aviation

Aviation Services

SugarCRM

Who They Are

Since 1936, Elliott Aviation has provided world-class aviation services with a personal touch, utilizing over **85 years of experience** with a commitment to innovation. Headquartered in Moline, Illinois, with additional locations in Atlanta, Des Moines, and Minneapolis, Elliott Aviation specializes in aircraft sales, avionics services & installations, maintenance FBO services, repairs, and more. As **one of the longest-standing companies in aviation**, Elliott Aviation ensures exceptional quality and customer satisfaction.

Solutions

Feeling confined with their CRM, Elliott Aviation understood the necessity of migrating to a more modern CRM solution. Understanding that an **in-depth analysis of the pre-existing CRM's functionality** was needed to ensure aviation-specific customizations were documented and reproduced in SugarCRM, Elliott Aviation turned to Tokara Solutions to lead the migration. **Tokara Solutions' knowledge of the legacy CRM and newly selected CRM** would be crucial to this project's success.

In addition, Tokara Solutions needed to bring **strong migration skills and techniques** into the project. Elliott Aviation entrusted Tokara Solutions because these skill sets were critical to ensure a successful CRM migration.

Success Story

Tokara Solutions successfully transitioned Elliott Aviation to SugarCRM, ensuring a **seamless go-live with all required CRM and marketing functionalities** fully implemented and operational. This achievement involved meticulously analyzing the legacy Pivotal CRM system to identify and replicate essential functionalities, leveraging the most suitable tools and features within SugarCRM to meet their specific needs. By doing so, **Tokara not only preserved critical aviation-specific processes but also enhanced efficiency and usability** through SugarCRM's modern capabilities. Furthermore, Sugar's deeply integrated Sugar Market module was also deployed to allow the marketing department to access CRM data seamlessly. Today, Elliott Aviation is actively running its business on their robust new CRM platform, empowering their teams with streamlined workflows, improved marketing integration, and access to accurate, comprehensive data to drive their operations forward.

> "Tokara Solutions successfully migrated Elliott Aviation from Pivotal to SugarCRM, replicating aviation-specific customizations, integrating Sugar Market, and leveraging advanced migration expertise to deliver a fully functional and customized CRM solution."