

iCSP Higher Resolutions Uses CiraSync to Flawlessly Innovate Contact Management in a Utility Company

CASE STUDY

Executive Summary

Higher Resolutions, the premiere provider of managed services and comprehensive IT solutions in Harwood, Texas, delivers innovative and practical services to their utility clients. One of their clients—**San Bernard Electric Cooperative, Inc. (SBEC)**—is a distribution utility and serves 5,000 meters in eight Texas counties. After moving to Microsoft Office 365, SBEC found that Office 365 does not automatically sync contacts, shared calendars, and notes to business smartphones; a critical business requirement for an organization with three office locations and a mobile workforce. Higher Resolutions IT experts were tasked with finding a secure, Azure-based SaaS solution that automatically synced Office 365 contact lists to employee smartphones for SBEC.



Organization: Higher Resolutions, CSP

Industry: Energy Utility

Users: 127 Utility Company Users

Locations: Harwood, Texas

Website: higherresolutions.com

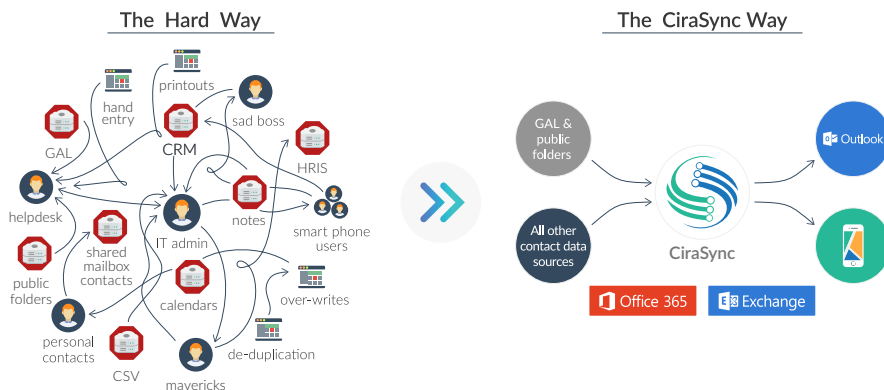
Challenges

Traditionally, small- to mid-size electric cooperatives have not been early adopters of technology causing Cloud Service Providers (CSPs) like Higher Resolutions to often run into resistance when proposing new technology solutions that address business needs of the day. But, one of their clients, SBEC—founded in 1939 and has had the same leadership for over 20 years—adopted cloud-first technology by moving the entire organization to Azure-based Office 365 in the spring of 2018. Quickly, they realized that Microsoft doesn't support the automated syncing of Office 365 Global Address List (GAL) to business smartphones. Higher Resolutions needed to find a better way.

"Technically speaking, CiraSync is an easy solution to use and to start using right away."

Chris Murphy,
Higher Resolutions

"We contacted Microsoft and found out that their solution to syncing wasn't a solution at all," said **Chris Murphy**, Owner of Higher Resolutions.



Solution

Mr. Murphy went online to look through user forums and found [CiraSync](#) while searching for viable solutions. He decided to try out the demo and quickly learned how fast and easy it was to get started. "Once we tried CiraSync internally in our own environment, we decided this is a no brainer to rollout for our client." Said Murphy.

New and current SBEC employees are pleased with the ability to have instant access to the company directory and GAL on their smartphones. Higher Resolutions has been using CiraSync for a year without coming across any challenges, having even contacted support about a question regarding the Partner Portal and found the staff friendly and knowledgeable.

Higher Resolutions is looking forward to rolling out CiraSync to their other utility clients across Texas.

About CiraSync

CiraSync is a SaaS platform for enhancing Office 365 productivity for iPhone and Android business users. More than 6,000 companies benefit from the productivity gains and cost savings of contact and calendar automation. The company is headquartered in San Jose, California. Visit www.cirasync.com.