

Water Municipality Chooses CiraSync as the Solution to their Smartphone Contact Syncing Challenges

CASE STUDY

Executive Summary

Tualatin Valley Water District and Clean Water Services (TVWD), headquartered in Beaverton, Oregon, serves about 215,500 customers in parts of Washington County. Their service area covers more than 44 square miles including portions of Beaverton, Hillsboro, Tigard, and unincorporated Washington County.

Challenges

With the onset of Bring Your Own Devices (BYOD), and a highly mobile workforce that spends most of its time in the field, employees need access to accurate contacts at all times. Teams of meter readers, valve crew technicians, construction workers, and more all carry smartphones and rely on them for work throughout the day and night. They all need access to the corporate global contact list at all times. Not all of the department's business is conducted during business hours. Oftentimes, technicians are called to handle emergencies that are after hours or on weekends. When the office is closed, field technicians can't get a hold of emergency contacts when they need them.

The IT department tried its best with workarounds, but daily frustrated employees dealt with an address-book nightmare. Once a number was finally found, employees could call the contact, but the Caller ID would come up as unavailable or as a generic number. Inaccurate caller IDs, outdated contacts, and no way to ensure all employees were using the same list resulted in an unhappy workforce.

"Siloed departments, field crews, and employees working at off hours were all running into the same inefficient problem. I knew there had to be a better way," said [Tomas Hinsley](#), Systems Administrator at TVWD.

Solution

Mr. Hinsley read through [multiple reviews](#) and searched online for answers. He found the top three most reviewed companies and started a free trial with the number one most-recommended company, Cira Apps Ltd.



Company: Tualatin Valley Water District and Clean Water Services (TVWD)

Industry: Municipal Government

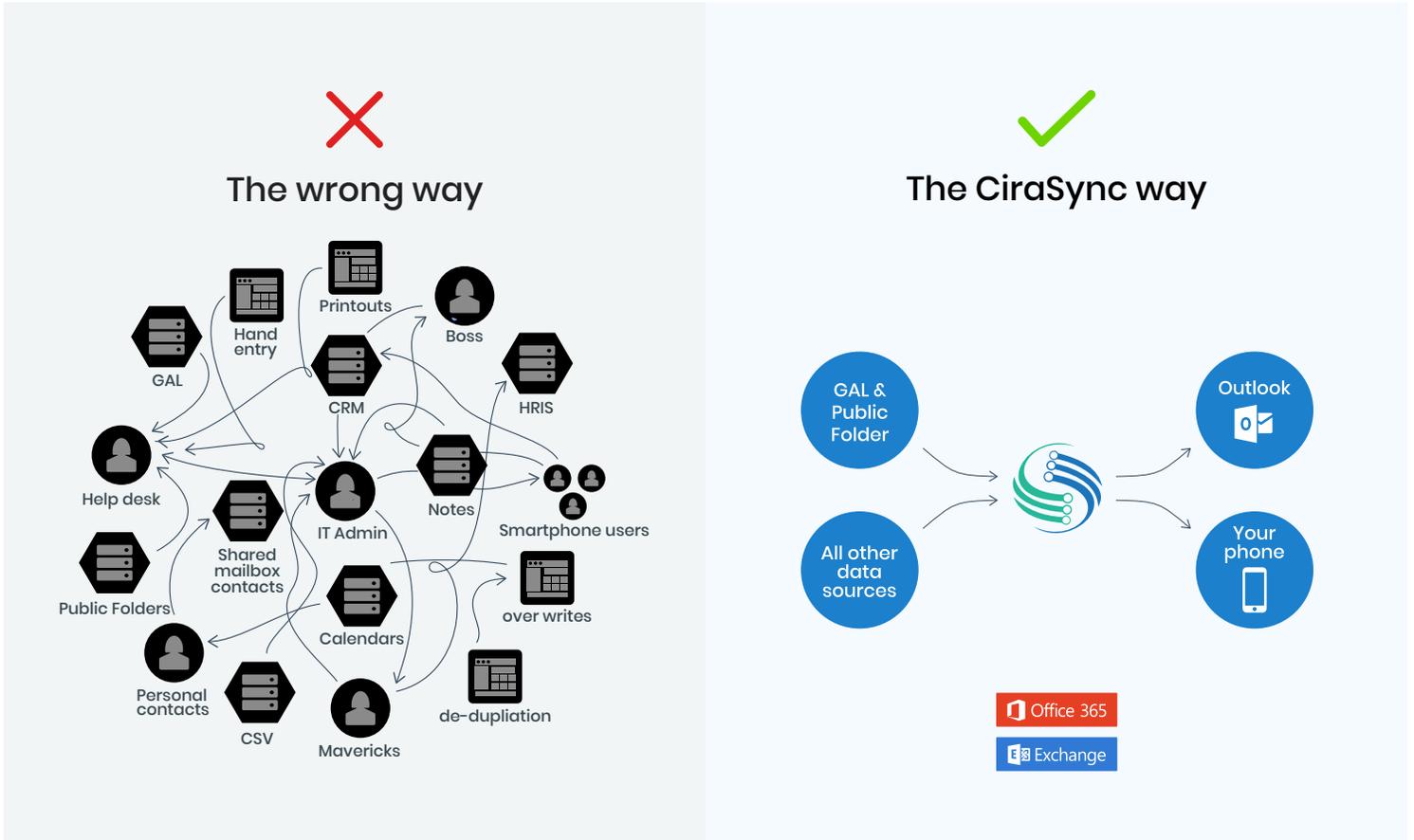
Employees: >300 includes employees and consultants

Location: State of Oregon, USA

Website: tvwd.org

"CiraSync is anti-climactic in a good way. It does exactly what it's supposed to do. We no longer have to worry about our contact syncing."

Tomas Hinsley,
Systems Administrator TVWD



He knew the department would need a business case in order to approve this expenditure, even though the cost was affordable. He needed to explain that this issue had never been addressed, and how the inefficiencies, labor costs, and employee frustration were affecting employee productivity. He persisted and has now successfully implemented CiraSync for the company.

“I see the implementation of CiraSync as a big win for our department and for the TVWD. We now have accurate access to the GAL and different contact groups that make sense for the way we do business. We’ve had zero complainants and now my department is free to work on more pressing projects. It’s been a game changer for us,” continued Hinsley.

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. Learn more at www.cirasync.com.