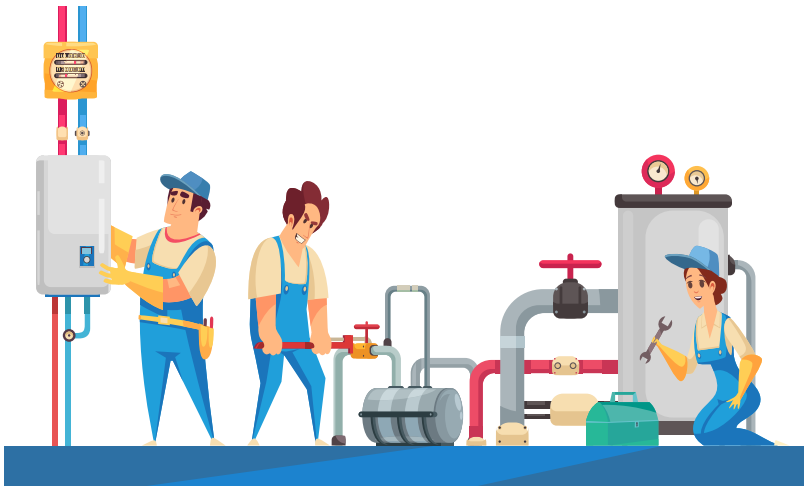


CiraSync

HVAC Employees Increase Productivity and Profitability with Automatically Synced Contacts and Calendars to Smartphones



Sync Office 365 shared contacts and
calendars, CRM contacts, and Public
Folder contacts and calendars to
business smartphones.

Anytime. Anywhere.

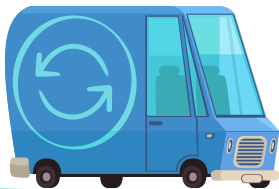



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Customer Success Stories





HB Global Finds CiraSync to be the Ideal Contact Sync Solution for Their Growing Portfolio of Brands

hb-global.com

INDUSTRY	CIRASYNC USE CASE
Plumbing and HVAC	Office 365 GAL Sync

HB Global is a holding company responsible for four brands in residential and commercial-mechanical plumbing and HVAC contracting. Headquartered in Harrisburg, Pennsylvania, their 1,000-plus employees across the four brands work on projects up and down the East Coast, jobsites across the U.S., as well as in their headquarters in Harrisburg.

Challenges

The IT department and employees at HB Global were challenged with manually adding and removing contacts from their phones each time a new person was hired or when someone left the company. They also found that there was no easy way to sync their contacts after the company migrated to Microsoft Office 365 in July of 2018. Each employee was tasked with manually updating phone numbers and email address each time there was a change. Clearly, this practice was not sustainable for a fast-growing company.



“With CiraSync, we literally set it and forget it. The solution just works . . . plain and simple.”

DYLAN GEISINGER
Help Desk Supervisor, HB Global



At first, the company used a single Microsoft Exchange account to store contacts and put this account on all user smartphones. However, they knew this solution was not going to work in the long run. They were desperate for a fix and that is when **Dylan Geisinger**, Help Desk Supervisor at HB Global, took matters into his own hands.

CiraSync: The Right Solution for Enterprise

In the summer of 2019, Mr. Geisinger began searching the internet for help. He checked out **reviews on G2** and even reached out to the **Spiceworks community**. He read about a lot of other organizations having the same syncing challenges and how they solved the issue. Most of the reviews recommended CiraSync, so he decided to test it out with a free **CiraSync Enterprise Edition trial**.

A one-stop solution for an annoying problem of keeping internal users updated with company contacts

"CiraSync allows us to keep all of our users up to date with current company contacts from the Global Address List and related information without any extensive setup or management. It is a robust solution with a straight forward and intuitive interface. The initial setup was a breeze, even without using the robust documentation that CiraSync provides."

John K., IT Director

“We needed a cost-effective solution, and not only did I find CiraSync to be what I was looking for, it was a no brainer since it was so easy to get started,” said Geisinger.

He set up distribution groups, and now everyone with a mobile device can access up-to-date contact information at the company. “Once we decided to move forward, all of the information we added into the system during the trial was saved. This made it so easy to get up and running. We literally set it and forget it. CiraSync does the job it’s supposed to do,” he added.

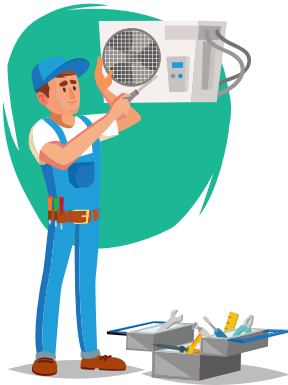


CiraSync Ends Smartphone Contact Management Chaos for Service Company

aaserviceco.com

INDUSTRY	CIRASYNC USE CASE
HVAC	Office 365 GAL and Public Folder Contact Sync

Technology Made Simple, the premier on-call IT service provider for the Chicago area, has been in business since 2004. One of their clients, **AA Service Co.**—a large-scale heating and air conditioning service company—has successfully used **itrezzo** (on-premise Exchange contact management solution for smartphones) followed by **CiraSync** (Azure-based SaaS for Office 365 contact management for smartphones) to automate the management of contacts on employee smartphones since 2015. (CiraApps Ltd. and itrezzo are sister companies.)



Challenges

By 2013-2014, small and medium-sized businesses like AA Service have been rapidly adopting modern technologies such as cable business internet, cloud storage platforms such as Dropbox and SharePoint, and Microsoft Office 365. In addition, field staff at all types and sizes of companies have adopted the 4G smartphones like the iPhone 5s and 5c, along with Android device as a key communications tool.

Similarly, AA Service Co. employees began to use smartphones to keep in touch with one another, key suppliers, and technical resources. The requirement from the staff was reliable and accurate contacts, regularly synced, shared, and updated across the team's smartphones and without an automated software solution, manually managing contacts on business smartphones became a nightmare for IT.

Business smartphones would be deployed with a static list of contacts, both within the Exchange GAL and Public Folder contacts. Inevitably, staff would come and go, change numbers, and business relationships would change. Since their in-house Exchange server could access the contact management database built into the smartphone operating system, AA Service Co. was faced with managing constantly changing contacts.



"I wholeheartedly endorse CiraSync as a thoroughly robust, stable, cost-effective, and intuitive platform for ending the chaos of contact management on smartphones."

BRUCE CARLSON
IT Manager, AA Service Co

CiraSync: The Right Solution for Enterprise

Bruce Carlson, IT Manager at Technology Made Simple, started researching a better way to automatically manage contacts on smartphones and found a relevant post on the IT professional network **Spiceworks**. In September of 2015, the AA Service management and staff had agreed that the chaos in contact management had to stop and began using the itrezzo solution. Once they migrated from their in-house Exchange server to Microsoft Office 365 Exchange Online, the company trialed and then adopted the CiraSync SaaS solution by June of 2016.

Today, even though AA Service Co. deploys the Outlook client on both Apple and Android devices, they also enable contact sync from the Exchange GAL and Public Folder Contacts using the Native Mobile Exchange Connector that is on iOS and Android devices.

The company has stated that the CiraSync experience cleanly integrates with the contact management system on the iPhone and Android platform which includes all the features of the phone's dialing software.

"CiraSync just works, and now everyone is happy—no more phone contact management chaos!" exclaimed Carlson. "With all the disjointed technologies in play, it is great to have CiraSync as the integrator to keep contact management from being chaos," continued Carlson.




Summary

The company says they've found CiraSync to be the only solution that can manage contacts on multiple smartphones and allow quick Over the Air (OTA) updates to all devices as staff and external contact information changes. They quickly run a CiraSync update after any contact change, and within a short period of time, all smartphones have been updated with the new contact information.

Painless Integration

"After trying out various other products CiraSync clearly stands out as the most powerful, versatile, easy to implement and maintain solution, with the most seamless Office 365 integration. It's an amazingly painless experience to setup and a real pleasure to use!"

Andy B., IT Manager



CiraSync Brings Contact Connectivity to Service, Repair, & Installation Company Across Alabama

calldixie.com

INDUSTRY	CIRASYNC USE CASE
Plumbing and HVAC	Office 365 GAL Sync

Dixie Electric, Plumbing & Air has been in business since 1908 and has seen many changes unfold within the service and technology fields. The company has an expansive workforce that services large commercial construction projects as well as residential homes. Dixie Electric's remote service technicians work from Montgomery, Alabama, all the way to the Missouri and Georgia borders. They needed to find a way to keep their field workers updated with their contacts automatically with little to no involvement from their IT department.

Challenges

Dixie Electric uses Microsoft Office 365 for their company needs. They found that it worked well but fell short when it came to syncing contacts to business smartphones. Each time there was a new contact or employee change to their contact list, the Dixie Electric IT department had to print a contact list and give a piece of paper to new employees so that they could manually add or update their contacts on their business phones. We don't want anyone, not just IT to have to be involved in the updating of contact numbers.

Director of IT at Dixie Electric, Amy Leigh Baker found this to be a nuisance for everyone involved plus an inefficient way to handle updating contacts for their field staff, not to mention the additional people that work in other departments. She sought a better way to handle this laborious task.



“CiraSync just works the way it’s supposed to work; our contacts are automatically updated and synced for our remote workers and we never have to worry about it.”

AMY LEIGH BAKER
Director of IT, Dixie Electric



CiraSync: The Right Solution for Enterprise

Ms. Baker attempted to resolve these challenges by searching Microsoft Support forums. However, after finding out that Microsoft had no solution to sync shared contacts and calendars to smartphones, Baker took to Google to see if anyone else was having this issue with syncing contacts. She found that she was not alone and that this challenge was easily solved with the **CiraSync GAL Sync solution**. She read all the online reviews on **G2** and **Capterra**, visited the CiraSync website, and read case studies of others in her industry. The very same day that she began her research, she signed Dixie Electric up for the service.

“My experience getting started with CiraSync was a breeze. We were up and running the same day I signed up. All of our contacts are seamlessly synced. I’m so happy to have ditched the paper contact lists and made our employees’ lives a bit easier,” said Baker

Dixie Electric plans on keeping CiraSync and would recommend it to any company that is currently manually updating contacts.

Easily solved several business problems

“We needed a solution to pull all of our company staff contacts on every corporate phone and this product delivered. It was quick to setup and very intuitive to use.”

Brett T., IT Director



About CiraSync

The smartphone is an indispensable business tool which has radically changed the way we work. Business users require accurate and up-to-date information on customers, vendors, prospects, and coworkers at all times. Likewise, they need the ability to ensure important meetings and opportunities don't slip under the radar.

Microsoft has no mechanism, now or in development, to automatically sync Office 365 shared contacts and calendars to smartphones. Without an automated sync solution, employees waste time manually looking up and updating current contact information, miss important meetings and deadlines, or forced to work with outdated and often inaccurate information.

This means a loss of productivity for employees and loss of revenue for businesses.



**More than 7,000 companies with over 125,000 users
rely on CiraSync every day.**



CiraSync Solves the Automated Microsoft Sync Dilemma

CiraSync is a secure, Azure-based SaaS solution which enables the automated syncing of shared contact and calendars to smartphones. It provides centralized administration with single sign-on, granular control, and best-in-class support. No software to install, no client configuration, and no need for user training. It just works.

The CiraSync Enterprise Edition provides the following benefits:

- Scalable to 1,000s of smartphones.
- Sync unlimited number of contacts, shared calendars, and notes multiple times a day.
- Sync Salesforce (native connector) plus 170 CRMs (with PieSync) and enable access to customers, leads, and prospects on smartphones
- Control who gets which contacts and calendars by leveraging existing distribution groups.
- Global IT Administrator manages all users from a central dashboard.
- Free support via phone, email, live chat, and remote sessions.

Great software and very easy to use

"I like how seamlessly it syncs all of my contacts. Very easy to understand how the software works. I looked at other software that claim to do similar things, but they were complicated to use.

CiraSync, on the other hand, has been very easy to implement and use, and the support has always been very helpful."

Dmitriy M., Desktop Support Technician

Solutions

Cira Apps Ltd. offers four solutions:

- Sync the Office 365 shared Global Address List.
- Sync Office 365 shared calendars.
- Sync Office 365 Public Folder contacts and calendars.
- Sync Salesforce (native connector) and 170+ CRMs (with the **PieSync** connector).



CiraSync Solutions

Sync Shared Office 365 Global Address Lists to Smartphones

With the automated syncing of the Office 365 Global Address List, employees can use guaranteed up-to-date Caller ID to immediately identify critical business calls and ignore unsolicited callers and robocalls, look up and reach co-workers by role or location, and never make a manual update to the GAL.

The IT department benefits from automating the process of updating the GAL multiple times a day; onboarding new employees with the latest contact lists instantly, leveraging existing distribution groups for targeted updates, minimizing cellphone data costs by syncing only changed contacts, and automatically filtering out legacy data.



Now, IT can use its valuable time on projects critical for the company.

Sync Shared Office 365 Calendars to Smartphones

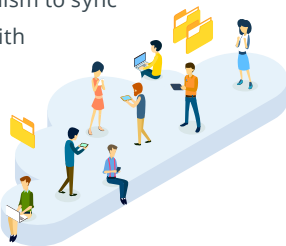
With CiraSync, all employees (working remotely, across multiple locations, or in the main office) have always synced Office 365 shared calendars accessible on smartphones. Any changes to client meetings, schedules or shifts, critical meetings, company meetings, and trainings are now instantly available to all employees.



The IT department benefits from a streamlined process which means making changes and updates on central calendars, and with CiraSync instantly updating all targeted calendars using existing distribution lists.

Sync Shared Public Folder Contacts and Calendars to Smartphones

Many companies, organizations, and groups use Office 365 Public Folders for their contact address lists, calendars, and memo notes. Office 365 and smartphone applications don't provide a mechanism to sync or even access Public Folders to smartphones. With CiraSync, Public Folder contacts, calendars, and notes can be automatically synced to Outlook and then viewed on smartphones.



Sync CRM Contacts to Microsoft Office 365 and Business Smartphones

With accurate CRM contacts (customers, prospects, and vendors) accessible on business smartphones, companies can amplify the value of CRM contacts tenfold: employees improve productivity, positively impact sales revenue, and improve customer success.

Most employees only need access to CRM contacts. And, for a fraction of the cost of a CRM license, CiraSync can automatically sync CRM contacts to hundreds of employees.

CiraSync provides a native connector to Salesforce and, with PieSync—a Cira Apps partner—connectivity to HubSpot, Mailchimp, and 170 other apps.

How Cira Apps Ltd. Keeps Your Data Secure

CiraSync is GDPR compliant and uses Azure servers in the EU for European customers. As a SaaS platform, CiraSync integrates tightly with Microsoft Azure and uses the Azure Consent Framework. Subscriber data is kept within the Microsoft Cloud.



Great Product!

"Even though I found CiraSync first, I still looked into other products for months but kept coming back to CiraSync. It had everything we wanted and seemed more advanced than the other products out there. It runs on its own, and I have never had any issues with it not working for as long as we have been a customer."

Amy S., IS Support Analyst

About Cira Apps Ltd.

Cira Apps Ltd. is a SaaS company with solutions that enhance Office 365 productivity for iPhone and Android business users. CiraSync, the flagship product, is used by more than 125,000 users at 7,000 companies around the globe to automate the syncing of contacts and shared calendars to business smartphones. The company is headquartered in San Jose, California. Learn more at www.cirasync.com.

