CiraSync Proves to be an Important Asset for Local and State Governments

Case Studies

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

Charter Technology Solutions Solves Calendar Sync Challenges for New York School District with CiraSync

charterts.com

INDUSTRY	CIRASYNC USE CASE
Government IT Consulting	Calendar Sync

Charter Technology Solutions provides IT and technology consulting services to schools and education-focused organizations and non-profits in the greater New York area. They enable these organizations to achieve greater operational efficiencies while keeping costs low. Faculty and staff required up-to-date Microsoft Office 365 shared calendars on their smartphones for school meetings and schedules.

Challenges

Schools set teachers and faculty on a shared calendar at the beginning of the school year and frequently update the calendar with staff and faculty meetings and parent teacher conferences. Without the automated syncing of calendars to smartphones, when meetings were changed or added, the calendars would not update on smartphones. The school would call an all-hands meeting, and one-third of the staff would not show up or even know they were invited. Any time a new staff member came onboard at a school, they would update the calendars manually and that would send a meeting update to all people on the invitation creating meaningless updates and more manual work for the IT department.

Charter Technology Solutions needed to provide a syncing solution for shared calendars fast. They knew Microsoft did not provide this capability, and, initially found DidItBetter. They spent more hours on maintenance and more money with their support team than they ever had with the initial syncing problem.

> *"We find CiraSync to be the best-in-breed solution for our client's Office 365 Calendar syncing. We've tried other vendors and find this the most dependable fit for our needs."*

RITALY RAPAPORT
Client Management, Charter Technology Solutions

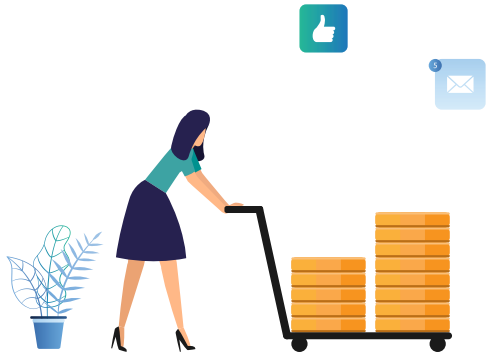## CiraSync: The Right Solution for Enterprise

After being frustrated with their previous vendor, **Ritaly Rapaport** of Charter Technology Solutions did a Google search for highly rated syncing solutions for Office 365. He found CiraSync and had the new solution up in running on their internal servers immediately.

Charter Technology's own Microsoft 365 calendars were syncing so reliably that they decided to roll out CiraSync out to their school district clients. Immediately, teachers, faculty, and all staff were able to get timely and up-to-date reminders about meetings including critical parent-teacher conference schedules.

Great Solution

"_When we needed a solution to automatically sync our organization contacts to cell phones, so they were natively available for SMS, CiraSync delivered. I no longer have issues with executives needing someone's contact information because everything is available on their phones. Automatic updates without IT intervention as people leave and join the organization is very useful for our communication and execution._**"**

Eric A., IT Manager

The Illinois State Treasurer Office uses CiraSync to Modernize Infrastructure

illinoistreasurer.gov

INDUSTRY	CIRASYNC USE CASE
Government	Office 365 GAL Sync

The **Illinois State Treasurer's Office** is dedicated to protecting the state's portfolio, ensuring the liquidity of all investments, and consistently producing earnings at or above industry standards. The department of IT has been working on a mission critical effort to modernize their legacy Windows 2008 infrastructure to Office 365 which supports better performance and security. They chose CiraSync for syncing contacts to the Office 365 Global Address List.

Challenges

The IT department was challenged to find the best in class solutions to optimize performance, security and ease of ongoing maintenance. This was crucial since the Treasurer's Office actively manages approximately 30 billion dollars. Part of this optimization included a migration to Microsoft Office 365.

The department quickly learned that an important contact syncing feature was missing with Office 365. They needed to decide to keep their on-premise server used to sync internal contact names and numbers or if they will continue to upgrade and use a cloud-based system instead.

"We had no option to push updates when there were new contacts added or if we needed to delete them. We needed to find a better way," said Dawid Pabian, Senior Network Analyst, Illinois State Treasurer's Office.

"With CiraSync, there is no need to maintain tricky software. It was set up quickly and just worked perfectly from day one."

DAWID PABIAN
Senior Network Analyst, Illinois State Treasurer's Office

Solution

According Pabian, their team found the secure, cloud-based CiraSync platform to be everything you'd expect from a robust, enterprise-grade solution. The department finds the centralized administration, single sign on, and control they have with it to be the best in class solution for syncing contacts to the Office 365 Global Address List. They plan to keep using CiraSync for the foreseeable future and have synced every smartphone with ease to date.

A one-stop solution for an annoying problem

"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 straightforward and intuitive interface. The initial setup was a breeze, even without using the robust documentation that CiraSync provides."

John K., Verified User

CiraSync Solves Contact Syncing Challenges to Smartphones for Water Municipality

tvwd.org

INDUSTRY	CIRASYNC USE CASE
Manufacturing IT Consulting	Office 365 GAL and Public Folder Sync

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.

> *"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."*

THOMAS HINSLEY
System Administrator, Tualatin Valley Water District

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. 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.

Perfect Solution in a mobile device-driven world

"Corporate syncing of Exchange Server contents to our users iPhone and iPad devices for calendar and contacts. It has saved a lot of hassle to manage what should be an easy solution for Microsoft, but they don't handle it at all.**"**

James H., IT Manager

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 8,000 companies with over 135,000 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.
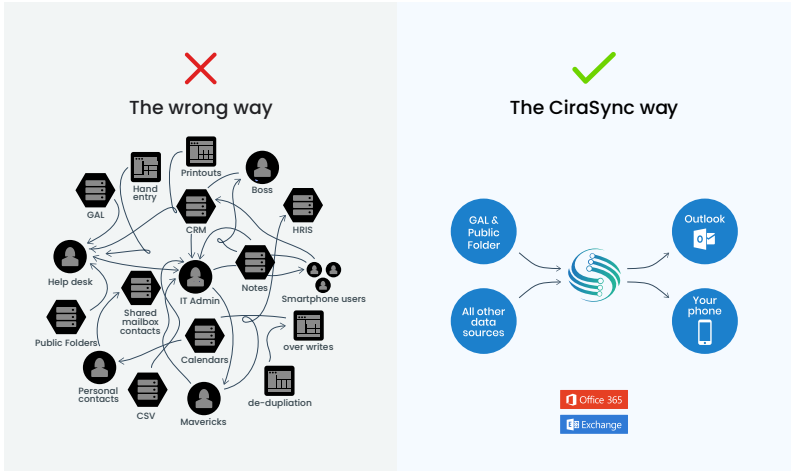
Best contact sync tool

"CiraSync is very useful and easy tool for synchronizing and managing your contacts. When we moved to O365, we tried different tools, but none were as good as CiraSync. The pricing is also very reasonable and the way it is handled is very flexible."

Ahmad K., IT Administrator

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.

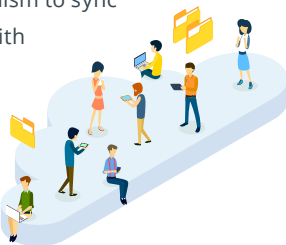## Sync Shared Office 365 Calendars to Smartphones

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.

CiraSync Saved My HelpDesk!

"*CiraSync is so simple it was configured in just a few minutes. We're now saving hours a week on our HelpDesk while only paying a few hundred dollars a month in subscription fees.*"

Shaun H., Chief Information Officer

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 135,000 users at 8,000 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**.

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