

# The City of Austin Ditches Their Physical Phone Books for Rapid Response and Faster Decision-Making



## CiraSync Improves Emergency Response Times with Always Synced Contacts and Calendars



### Business situation:

The City of Austin departments required a fast, accessible contact solution for police, emergency services, and code enforcement

### Solution:

CiraSync automatically syncs calendars and contacts to department phones, ensuring that teams have all the current information they need.

### Benefits:

- Instant contact access enables faster emergency response times
- Scales easily with teams, syncing entirely new teams within 24 hours
- Ease of administration means less IT headache

## Challenges

The Austin Police Department relied on physical contact books to access critical phone numbers. Officers often had to flip through outdated lists, slowing response times and creating unnecessary administrative burden. Ensuring contacts were current required constant manual updates, making the process both inefficient and unreliable. not helping us. Still, we could see the potential benefits they held.”

## Solution

The City of Austin implemented CiraSync to automatically sync and update contacts directly on police department mobile devices. This modernization eliminated the need for physical phonebooks and ensured that every officer had instant access to accurate, in-date contact information. With always-up-to-date mobile contacts, teams could respond faster and more confidently without searching for outdated numbers.

## Results

CiraSync quickly proved to be a stable, user-friendly, and low-maintenance platform. After successful adoption by the Police Department, the City of Austin expanded usage to its Emergency Management team, achieving a fully synced department with same-day deployment.

This success led to an additional rollout for the Code Enforcement department. Both expansions were completed rapidly, and without the need for architectural changes or complex IT operations.

## CiraSync: A Solution That Scales with You

Looking for a contact solution that can grow alongside your team? From five contacts to five thousand, CiraSync is here for you.



**“We first got CiraSync to sync contacts for our patrol officers so they wouldn’t have to carry around a physical book of contacts... It really serves a great purpose and y’all have kept it super simple.”**

Senior System Admin Services,  
City of Austin

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