CiraSync

Customer Success Stories



Fall 2019

CIRASYNC

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

Anytime. Anywhere.

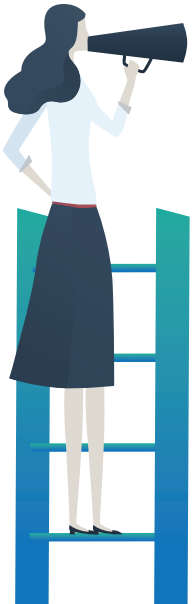


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About CiraSync

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looking up and updating current contact information, miss important meetings and deadlines, or forced to work with outdated and often inaccurate information.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 6000 companies with over 100,000 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 170+ CRMs 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.

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 the Office 365 Shared Global Address List to Business 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 Office 365 Shared Calendars to Smartphones

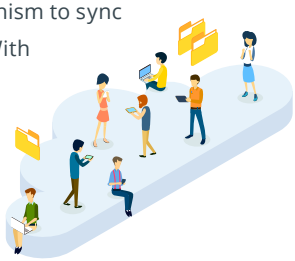
With CiraSync, all employees (working remotely, across multiple locations, or in the main office) have always synced Office 365 shared calendars accessible on smartphones. Any changes to client meetings, schedules or shifts, critical meetings, company meetings, and trainings are now instantly available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



3-Year CiraSync Review

"We were looking for exactly what CiraSync offers. It's amazing how difficult it is to find a service that syncs the GAL to the user's People list. CiraSync does this with ease and cost effectiveness. CiraSync is a service that just works once you have it configured and setup. We haven't had a single time that the service hasn't worked or has been down."

Jonah B., Sr. IT Engineer



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

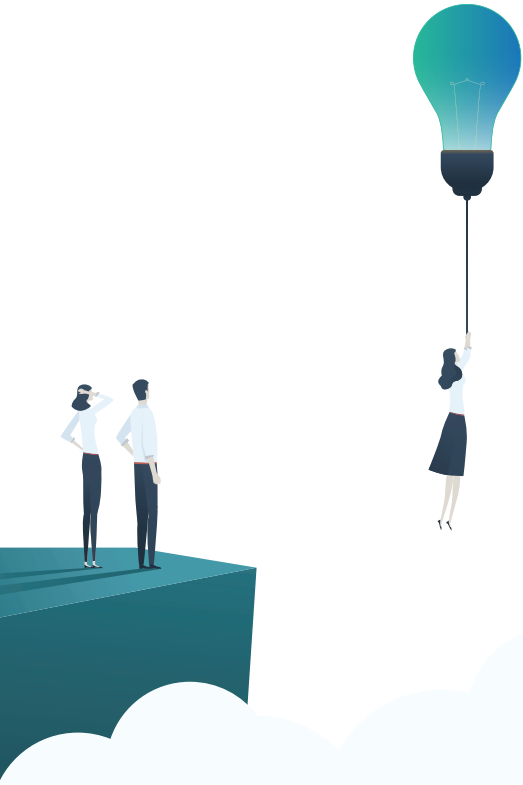
CiraSync is GDPR compliant and uses Azure servers in the EU for European customers. As a SaaS platform, CiraSync integrates tightly with Microsoft Azure and uses the Azure Consent Framework. Subscriber data is kept within the Microsoft Cloud.



CiraSync solved lots of problems for me

"The thing I like the most about the product is a very intuitive user interface. Even if I haven't had to use the administration portal in months, I can quickly log in and get to what I need. You do not have to be an Exchange or iOS engineer to use CiraSync in many powerful ways. CiraSync was the perfect product for us."

Wendy S., Director of Business Services



Customer Success Stories

Oliver Wyman Group Saves $100K Annually with CiraSync

oliverwymangroup.com

INDUSTRY	CIRASYNC USE CASE
Consulting	Office 365 GAL Sync

Oliver Wyman Group (OWG) is a New York-based, global consulting firm that creates business strategies for healthcare, energy, transportation, aviation, and retail companies.

The company's global mobility team identified a significant employee-driven request to access the company's latest Office 365 Global Address List (GAL) directory on their smartphones: this would enable the employees to identify and avoid unsolicited calls, quickly search for any colleague's contact information, and keep frequent collaborators on speed dial. The Microsoft Office 365 solution does not provide automated directory sync capabilities for users.

The mobility team identified their requirements: a secure, cloud-based solution that ran on Azure, and would be flexible and easy to configure, with ample room to scale to thousands of smartphones.

Challenges

The company's global staff of over 6,200 employees often spends months at a time working on the road, so making and taking calls from smartphones is essential. With the increasing frequency of unsolicited calls and the need to contact colleagues frequently, the employees were not satisfied with the manual updates and error-prone contact lists.

OWG spent months hunting for the right solution. Most required manual setup including collecting and compiling employee contact information and uploading the list to individual phones. All updates were manual with the result that outdated contact data might languish for months. The potential for human error was significant.

"We found that people overwhelmingly wanted caller ID on their phone. Unfortunately, we had no way to give them any of this. The amount of time it would take to update the Global Address List manually is daunting. It could be a 40-hour project for someone on my team each quarter. That's a month of labor each year," says Bill Westfall, Head of Global Mobility at OWG.

CiraSync: The Right Solution for Enterprise

The Oliver Wyman Group chose CiraSync for their enterprise. CiraSync lets business enterprises automatically sync their Office 365 contacts to employee iPhones and Androids. It is a secure, cloud-based solution that is extremely easy to setup, does not require user training, and can scale quickly to thousands of smartphones.

> ***"We looked at a lot of vendors for this and CiraSync is the best one."***
>
> BILL WESTFALL
> Head of Global Mobility, Oliver Wyman Group

Increased Employee Satisfaction

Employees are thrilled at the productivity gains with caller ID and colleague search features. Gone are the interruptions from spam calls and the frustration of not being able to find a colleague's contact information. Not only is the information they want right at their fingertips, it's always accurate and up to date.

The global mobility team is also pleased with how simple contact management has become. Using the dynamic distribution groups OWG created in Azure, CiraSync automatically pushes out updated contact lists on a daily basis. "The 'set it and forget it' aspect is very convenient," Westfall says. "It saves an enormous amount of time and completely eliminates human error."

Immediate ROI, Impressive Customer Service

According to Westfall, CiraSync paid for itself within the first six months. OWG spends about $50,000 for CiraSync annual license. Westfall estimates CiraSync saves OWG $100,000 a year in labor costs.

OWG has also been impressed with proactive customer service offered by CiraSync throughout the project. The Customer Success Team went out of its way to speed up OWG's synchronization at no extra cost once the solution was up and running. "Their service is very good. They had already made the sale. They didn't have to do anything more, but they went the extra mile anyway," stated Westfall.

Employees Increase Productivity with Public Folder Contacts Always Synced to Smartphones

goriziane.it

INDUSTRY	CIRASYNC USE CASE
Manufacturing	Public Folder Contact Sync

Goriziane, based in Italy, is a highly-regarded creator and provider of customized technology solutions for the energy, defense, and transport industries. It combines industrial hardware with elegant software to meet rigorous specifications—and display a design flair that gives them a unique functional beauty.

Given the nature of the business, Goriziane employees need to be in constant communication with personnel on the production floor and at customer sites. The missing shared contact sync in Office 365 was a productivity blocker as employees did not always have the latest contacts on their business iPhones or were unable to look up Public Folder contacts from production facilities with no wireless connection.

The company tasked their IT services provider—**walk2talk**—to find and implement an automated contact sync solution that met the following requirements: cloud-based, very quick to deploy, and easy to use.

Challenges

For Goriziane employees, communication with its smartphone-equipped personnel on the production floor and outside the office is a necessity. “This company has many Office 365 users who don’t carry a tablet or PC with them,” explains Marco Gumini, a Solution Engineer at walk2talk, a Microsoft partner that recommended CiraSync to Goriziane. He adds, “Our task was to help every user maximize productivity using their iPhones.”

“We saw CiraSync as the best way to sync Public Folder contacts to their iPhone users. In the production facilities where there might be no wireless connection, GAL lookup was not an option,” says Gumini.

CiraSync Syncing Multiple Public Folders

"*We have multiple Public Folders containing a total of several thousand contacts. The ease-of-use and ability to begin syncs quickly was impressive. We previously used a competitive product that required significant setup, involvement of vendor support, and regular maintenance to work. CiraSync has worked wonderfully since the day we started.***"**

Executive Sponsor



CiraSync: The Right Solution for Enterprise

After searching the applications market and investigating other solutions, walk2talk tried CiraSync Personal Edition. It met all the requisites: cloud-based, very quick to deploy, and easy to use. Then, walk2talk launched a proof of concept with CiraSync Enterprise Edition for Goriziane. “That same day, Goriziane decided CiraSync was the solution they wanted,” recounts Gumini. “It has been the answer to their communication needs in the manufacturing environment.”

> ***“We loved to find the solution to integrate with Office 365. It’s so simple to use, to explain to our clients and to deploy in their environment. CiraSync makes Office 365 work very well for them.”***
>
> MARCO GUMINI,
> Solutions Engineer, walk2talk

Employee Productivity Rises

Now that CiraSync automatically syncs shared contacts to employee smartphones, Goriziane inter-employee communication keeps pace with its engineering creativity and technology innovation. Users benefit from complete, up-to-date contacts in their smartphone. They never need to manually enter a corporate contact nor erase an obsolete contact.

New York Educators Organized with Accurate Shared Calendars on Smartphones

charterts.com

INDUSTRY	CIRASYNC USE CASE
Education, Non-Profit	Shared Calendar Sync

The New York school district staff and faculty depend on their Office 365 shared calendars for school schedules and all types of meetings ranging from those specifically for faculty, school district meetings, all-hands meetings, and parent-teacher conferences. With the smartphone becoming ubiquitous among staff and faculty, the expectation is to access current and updated shared calendars on the smartphone anytime, anywhere.

The missing Office 365 shared calendar sync to smartphones began to cause challenges for the school district and they tasked their IT services provider **Charter Technology Solutions** to find a cost-effective solution that could be quickly provided for all employees.



CiraSync is functionality that O365 should have built in

"This software is one of those 'best things since sliced bread' applications. We have eliminated probably 12–25 hours a month of somebody doing busy work maintaining contacts to push out to mobile devices so they can focus on things that actually, you know, make money."

Ed H., Senior Network Administrator

Challenges

The New York school district sets staff and faculty on shared calendars at the beginning of the school year and frequently updates the calendars throughout the school year. The Office 365 missing sync of shared calendars to employee smartphones meant that new, updated, or canceled meetings did not show up on smartphones. For example, the school would call an all-hands meeting and one-third of the faculty and staff would not show up, or even know they were invited.

Any time a new staff member came onboard at a school, the shared calendars were updated manually, and this would send a meeting update to all people on the invitation creating meaningless updates and more manual work for the IT department.

The school district wanted a cost-effective, secure SaaS solution that could be quickly rolled out to all employees.

Awesome product!

"It does what it says it will do! We needed a sync utility that would push our corporate address book out to all of our mobile phone users. CiraSync did that for us and more. We were happy to learn that we can also sync shared calendars. The setup was easy and the few times I needed support, they were great!"

Alicia F., IT Manager



CiraSync Best-in-Breed Solution for Shared Calendar Syncing

Charter Technology Solutions needed to provide a syncing solution for Office 365 shared calendars fast. They knew Microsoft did not provide this capability and initially found a syncing company called DidItBetter. The Charter team ended up spending more hours on maintenance and more money with the DidItBetter support team than was created with the initial syncing problem.

After being frustrated with their previous vendor, Charter Technology Solutions did a Google search for highly-rated calendar syncing solutions for Office 365. They 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.

> ***"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,
Director, Client Management, Charter Technology Solutions

Financial Firm Automatically Syncs Salesforce Contacts to Employee Smartphones with CiraSync

www.rfl-p.com

INDUSTRY	CIRASYNC USE CASE
Consulting	Salesforce Sync

Ruppert Fux Landmann, (RFL), a firm based in Germany, focuses on corporate and financial restructuring and asset management primarily on behalf of lenders and creditors. They needed an automated solution to sync Salesforce contacts to employee smartphones.

Challenges

RFL uses Salesforce as their CRM solution; they found that Salesforce charges a costly rate per seat for Outlook integration to sync with employee smartphones. This option to automatically get Salesforce contacts on business smartphones was not an efficient solution for this firm.

> ***"The service Salesforce provides for syncing our Exchange and Outlook contacts is overpriced and complex. We found the secure CiraSync SaaS platform to be the better choice."***

LARS RUPPERT,
Partner, Ruppert Fux Landmann

CiraSync Enables Salesforce CRM Sync to Smartphones Instantly

RFL was already using CiraSync with their Microsoft Office 365 solution to sync the GAL to smartphones when they found a new use case for CiraSync: automatically sync contacts from Salesforce to smartphones. With one quick email to the CiraSync Customer Success Team, RFL was up and running, and their employees had all the current CRM contacts they needed.

"We were very impressed with how easy it was to change our account package and get our contacts synced up with Salesforce by using CiraSync," said Lars Ruppert, Partner, Ruppert Fux Landmann. "With one note to support, the question we had was answered, and the new version of our CiraSync subscription was working perfectly."

RFL plans on remaining a CiraSync client. They would recommend CiraSync to any company utilizing Office 365 and Salesforce contact sync.



Best software purchase we've made in a long time

"We were quickly and easily able to start syncing out a company phone list to all of out iPhone users. We looked for a product to do this for a very long time and even invested a ridiculous amount of money to have someone build us an Azure based app/site to do the sync, which eventually stopped working after Azure updates and changes. We are so glad that we found CiraSync. It has done exactly what we wanted it to do and I know it can do more. And it's reasonably priced."

Doran B., Sr. Infrastructure Engineer

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 100,000 users at 6,000 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**.



CIRASYNC