

File Sync System

for **SuperOffice** CRM Satellite and Remote Travel



KÖNTINEO®



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File Sync System

for **SuperOffice** CRM Satellite and Remote Travel

High performing scalable, reliable and flexible CRM data infrastructure with SuperOffice CRM Satellite and Remote Travel.

High performance and fast and trouble free logon are vital factors in having people in an organisation positively adapt to use CRM. SuperOffice CRM Satellite and Remote Travel technology provide significant advantages for companies with geographical separated offices and with users working off-line.

File Sync System automate SuperOffice data and document synchronization and applies central management to the SuperOffice distributed data infrastructure.

- ▶ **Minimum IT Administration costs**
Centralised synchronization management minimize IT administration time.
- ▶ **Stability and reliability**
Centralized problem detection, monitoring and automatic alerting reassure high synchronization stability and reliability.
- ▶ **Minimize "the human risk factor"**
Background automation at the user end reduce the risks that is inflicted with system stability and reliability relying on people to manually do tasks.

IT should behave intelligently, taking away tasks from IT and users – and a File Sync System installation does just that.

For IT, it makes sure applications are started automatically and that unexpected fall outs are handled – opposed to IT manually having to deal with keeping applications running.

It is not likely that problems can be totally avoided, but opposed to problems being left unattended until detected, File Sync System detects problems and notifies – providing information that tells IT where the problem lies.

For the user, the experience of working on Remote Travel leaves little difference to that of working on-line, except of course, the fact that SuperOffice is available anywhere - at all times.

Going off-line/Going on-line is one of the normal "hassles" that users tend to forget, as well as remembering to periodically synchronize can be a "hassle". These tasks become obsolete, saving the user both time - and when forgotten - grief. Moreover, both the user and the co-workers get more trust in the system when they know all users are consistently synchronized – and confirmation tells them that is the case.

Efficiency, trust and satisfaction for the Remote Travel user

- ▶ The user opens the laptop and is ready to work wherever he or she is. There are no time-consuming manual tasks.
- ▶ Pop-ups confirm synchronization OK status providing the user with trust in the system.
- ▶ Colleague document are readily accessible – if not included in synchronization filters, it takes two clicks to get a missing document.

Contact your SuperOffice dealer or Kontineo for further information about File Sync System for SuperOffice CRM.

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