



# iSync.io will help you design the perfect secure collaboration and communication **cloud solution for your business**

Steering our client's and prospects towards a cloud solution is a bit like a job interview in some regard. We are asking you to trust our ability to not only provide a top level, secure, redundant hosting solution but we must connect with you on a personal level in order for you to gain the trust in us. iSync.io takes a very personal approach with sales and we try to limit the amount of "Tech Jargon" used in the consulting process unless you want that level of discussion. **We LOVE** that part by the way.

We know that people are typically more inclined to buy from someone they like, someone who is friendly and truly listens and shows interest in **YOUR** current situation.

We truly want to know our clients and address pain points they are experiencing with their current environment.

We strive to know our competition and stay on top of what is happening in the latest technology, email hosting, email security and the VOIP space, in order to have quick yet highly educated answers for our potential clients.

iSync.io does not take a hard sell approach, but we are very diligent with follow up calls and emails to show we care. Not only because you expect it, but because as a potential iSync.io client, **YOU DESERVE IT.**

Sometimes clients are trying to resolve issues that are outside the scope of our services. While we do not endorse third party services,

our team is quick to offer suggestions to our current and potential clients with a personal consultative approach.

Our clients appreciate this level of interest and we often earn new business even if the need was not there in the first place. We take great pride in offering a very personable experience from

the first discovery conversation with a potential client, making sure they are informed and very comfortable with their chosen service(s), sign up, setup, migration process and support team. The iSync.io team will be there during the entire lifespan of a client's account while hosted at iSync.io.

## **Keys that separate iSync.io from competitors that offer the same feature set.**

### **Our Infrastructure**

iSync.io was built with a strong focus on redundancy. With automated load balancing and hardware failover at the server level you can rest assured that you are in the most redundant environment available today. Our data center is SOC compliant and includes full power redundancy with 2x 500KW CAT diesel generators with 3000 gallons of fuel capacity, with enough instant battery power management to run the entire datacenter at full load for up to 7 days. We have 8 backbone connections into the datacenter with complete auto failover. Our infrastructure is completely N+1 redundant.

### **FAST Personal support**

The iSync.io team is fully committed to, and promises to, provide the absolute best service in the most personal manner. From cradle to grave, we get to know all of our clients and their environment so that we can deliver on this promise.

Our phone support is Mon-Fri 7am-7pm PST. Ticket support is available 365/24/7 including holidays. The iSync.io personal support experience truly separates us from our competition.

We offer very personal one to one support and speak to customers on their level. Support phone calls are rarely missed with the ultimate goal of never missing a call from a client. On the rare occasion that a customer has to leave a VM for support, the call is usually returned within 15 minutes or less. Email support tickets rarely sit for longer than 15 minutes without a reply although we strive for a 30-45 minute first response time. Remote desktop support is often offered by our support team if needed.

Our private label partners and all dedicated server customers have a separate toll-free number for after-hours emergencies. This line is monitored by iSync.io engineers 24/7/365.

Our support staff and upper management take our support and service VERY serious and we strive for 100% satisfaction no matter what the issue is... guaranteed!



### **Dedicated Servers offered for compliance and special needs**

If customers require, privacy, compliance, performance, multiple domains and the ability to customize your servers' policies, then a dedicated server is the right way to go. iSync.io dedicated servers require a minimum 15 users.



### **iSecure Anti-spam and anti-virus with easy to use dashboard and daily quarantines**

iSync.io includes advanced enterprise level anti-spam and anti-virus protection free of charge with every mailbox. Admin and User Level Quarantine Management as well as personal whitelist/blacklist

management is available. Administrators can easily view junked messages for their entire organization, while all users can login and see their personal junk messages. Our ISecure spam filtering also monitors outbound email to help guarantee our servers are never blacklisted.

### **Email encryption and 10-year unlimited search and discovery email archiving**

iSecure hosted email encryption provides all the benefits of an on-premise hardware solution, like policy-based encryption for HIPAA, SOX, GLB, and PCI, at a fraction of the cost. Protect all your email users, and ensure your business compliance automatically.

iSecure ten-year search and discover email archiving archives email into a central store to increase efficiency, improve server performance and reduce storage requirements. There is no need to manage hardware or software. Businesses can offload the storage of historical messages from their primary mail infrastructure, to reduce the load on overloaded servers. iSecure email archive makes locating and accessing historical emails quick and easy, with basic and advanced search features.



### **Tel-iSync Hosted Business Class VOIP**

Fully managed and hosted in the cloud. Tel-iSync VOIP can be managed by your network administrator. And when it comes to ease of configuration, automatic phone provisioning and remote, tablet-friendly administration. Perfect for small to mid-size businesses.

Tel-iSync customers find that our call quality and dependability is second to no other phone system available today.



### **Backup Microsoft 365 & Google Workspace**

Business is rapidly moving to the cloud to realize greater employee productivity. There are now more than 200 million monthly active commercial users of Microsoft 365. However, most companies do not backup their Microsoft 365 emails and documents. This can put the company and its employees at significant risk. Data

is now the lifeblood of any company and without backup, data in the cloud can still be lost or held ransom due to security threats or human error. In addition, compliance requirements often require data be securely retained for an extended period of time.

There are two things most people don't realize about Microsoft 365:

- 1) Microsoft does not guarantee against data loss, and
- 2) Your Microsoft 365 account can be hacked

## **iSync.io Private Cloud Partner Program**

Managed service providers, VARs, and IT Consultants, look to iSync.io for; private, fully redundant and scalable email and collaboration, email security and archiving as well as our amazing, VOIP service with a "pay as you go" subscription model. No up front out of pocket expense to get started.

Our partners enjoy deep discounts that allow for high margins and the ability to offer their clients fair and competitive pricing on all of our products and services.

Our private cloud enables you to deliver hosted collaboration, VOIP and security solutions to your customers without the headache of managing an enterprise level infrastructure. We offer email and archiving migrations for our partners at no charge.

iSync.io is dedicated to our partners and we very much consider ourselves an extension of your team. We are here for our partners to help with pre-sales, marketing and of course fast, friendly award-winning support and technical resources.

## **We would love to meet you!**

[How about an informal 15-minute meet and greet?](#)

Our management team, are 100% committed to your success:

