

## x360Sync Saves Business Critical Time and Resources for the Remote Client Teams Managed by Axcient Partner Integrated Solutions

Integrated Solutions has been providing the highest level of IT services as advocates for their clients for over 25 years. When COVID-19 quickly required remote capabilities like secure file sharing and real-time collaboration, they offered Axcient's x360Sync solution.

Although the majority of their clients are in the medical profession, Integrated Solutions understood the value of x360Sync in a variety of industries. Compliant, secure, easy-to-use and quickly accessible, x360Sync proved itself to Integrated Solutions' clients within just 30 days through cost and resource savings.

“ Because of the Coronavirus situation and climate, our clients value the speed and the simplicity of using x360Sync. Especially companies on the front-lines of dealing with the crisis.

– Joe Johnston, Technical Solutions Architect at Integrated Solutions

Integrated Solutions prides themselves on a select portfolio of trusted tools they use internally and have tested extensively in order to best serve their clients. Having enjoyed success with Axcient's backup and disaster recovery (BDR) solution, x360Recover, they then added Axcient's file server solution, x360Sync, to their stack. When COVID-19 hit, many clients instantly responded wanting to get a virtual private network (VPN) set up, or purchase additional licenses to their existing VPN. Not wanting to open the flood gates for potential security breaches, ransomware attacks, system failures and technology issues, Integrated Solutions saw both current and future value in offering x360Sync.

### Empower Remote Workers Without Vpn Challenges

Allowing widespread access to business critical data through a VPN creates a whole new scenario of security concerns. Employees utilizing BYOD, or “Bring Your Own Device”

“ We're being creative for our clients with known products, like x360Sync, that we trust to over solutions that are quick, easy and most importantly, that are secure, and are not going to burden the system, the file server, or the infrastructure as it is.

– Joe Johnston, Technical Solutions Architect at Integrated Solutions

#### THE PROBLEM:

- Allowing open access to your VPN can crash or slow the entire system.
- Mobile workers don't always have secure and strong internet connections, or experience with VPNs.
- Security and compliance can be easily compromised in document sharing.

#### THE SOLUTION:

- File Server Enablement provides access and real-time collaboration without a VPN.
- x360Sync provides quick and controlled access in a user-friendly format that is quickly adopted.
- Custom sharing parameters and cloud-enabled file sharing ensure security and compliance.

#### THE RESULTS:

- The clinic realized their ROI on x360Sync in less than 30 days.
- Using x360Sync, Integrated Solutions helped a medical clinic significantly streamline record sharing.
- x360Sync reduced the need for paperwork – which reduced potential exposure – and even decreases capital expenditures (CAPEX) and operational expenditures (OPEX).

policies, or even a corporate-controlled device, risk losing the device with the VPN still connected. VPNs can be hard to access without a strong internet connection – thereby posing challenges for field workers – and are targeted by cyber criminals if accessed through an open or unsecure connection. Novice technology users working remotely for the first time often face challenges installing and working within new systems, wasting valuable time while ensuring frustration.

## VPN and Remote Work Woes

Additionally, increased reliance on VPNs can be problematic. Joe Johnston, Technical Solutions Architect at Integrated Solutions, is seeing typical usage on a server go from 60% to 90% during the outbreak. The VPN has to filter all that traffic, leading to a crashing or slowing of the entire system, even with superior internet speeds. Joe says, “Depending on the infrastructure, a VPN can weigh on the system. When it’s not necessary for someone to be on the VPN, but they do need to share internal documents, that’s where x360Sync is helping take stress off the firewall, by reducing the number of VPN users.”

Determine who absolutely needs access to your VPN, and provide the rest of your workforce with x360Sync. Joe explains that with x360Sync, “They can still collaborate quickly and easily regardless of where they’re working. x360Sync is a two minute install. Changes can be made instantaneously with document versioning, instead of waiting on a response like you have to do with only one version of Word or Excel. With x360Sync, you can edit and display all in one place.”

Integrated Solutions is working with a construction company that is highly involved in getting temporary hospitals and clinics set up in response to COVID-19. For the first time, on-the-job workers need fast access and the ability to collaborate on prints and safety documents via tablets. Joe explains the benefit of x360Sync in these situations, “Some of these users aren’t as technically savvy and they just want what they need – they’re not worried about anything else. With x360Sync, all they have to do is open a file folder, look for the info and pull it up quickly. As opposed to having to pull out a laptop, which they really don’t like to do, sign on to a hotspot, put in a number of passwords, and do all this extra stuff. x360Sync is helping speed up business in a really critical time.”

## Maintain Security And Compliance No Matter What

COVID-19 gave businesses little time to think through what the new normal would look like, but x360Sync is proving especially useful during these critical times. Using x360Sync, Integrated Solutions helped a medical clinic significantly streamline record sharing. Instead of continuing to rely on fax machines, which could take up to nine hours to send patient records depending on their size, they can now share life-saving information in a matter of minutes.

Using secure sharing links and direct saves to the file share, information is accessed in a way that both reduces exposure of personal health information (PHI), while adhering to HiTech and HIPPA guidelines. Joe says, “With x360Sync you can give 12 hour access, you can give one-time-download-only access and these are the type of features that clients like.” He continues, “You walk into a busy clinic and there’s paperwork lying there for anyone to pick up and read. x360Sync reduces the need for paperwork – which reduces potential exposure – and even decreases capital expenditures (CAPEX) and operational expenditures (OPEX).”

The clinic realized their ROI on x360Sync in less than 30 days. Printer costs and paperwork were reduced, they eliminated the need for an upgraded fax system, and the time spent researching and remediating fax issues was available for more pressing needs.

“ | I have not found an industry or vertical yet that cannot benefit from x360Sync

– Joe Johnston, Technical Solutions Architect at Integrated Solutions

### ABOUT AXCIENT:

Axcient is an award-winning leader in business continuity and disaster recovery for Managed Service Providers (MSPs). Axcient x360 provides one platform for MSPs to Protect Everything™, and includes BCDR, Microsoft 365 and Google Workspace backup, and secure sync and share. Trusted by more than 3,000 MSP partners worldwide, Axcient protects business data and continuity in the event of security breaches, human error, and natural disasters.

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