

SedonaSync™ for SedonaOffice®

SedonaSync is an “assistant” that watches over your business and notifies you, your staff, or your customers about any condition you desire to be monitored.

SedonaSync runs and operates in the background to automate actions and events you want delivered automatically, based on your pre-defined rules.

- **Send Reports and Key Metrics Automatically**

Being able to automatically send reports and key metrics offers numerous benefits. Automating this process removes a degree of potential human error. This translates to more consistent and reliable information exchanges, saving you time and money. Your business becomes more agile by having up-to-date information that can be quickly assessed and pursued, to include an immediate live response. Additionally, you can empower owners, executives, and stakeholders by keeping them informed and giving them the ability to make faster and better decisions, keeping you ahead of your competition.

Another great internal automation mechanism is to notify employees of job status changes. Getting information to employees as quickly as possible keeps them well informed, oriented, and prepared for changes, as well as increasing their confidence and performance, knowing their role in any team structure.

- **Monitor and Track Your Events**

During the initial setup and operation, you can create an unlimited number of events to be tracked and monitored. Tailoring and monitoring events to your business operations and customer needs is invaluable as it personalizes the customer experience. Typically, event monitoring is on a continuous, 24/7 schedule where you monitor events such as fire security or theft protection, and provides instant access to any emergency services. Your monitoring can even help your customers reduce insurance costs.



Automate Customer Correspondence

You can upload, attach, and manage thank you notices, financial notifications, and billing-related documents, and automate the sending of these notifications to your customers. SedonaSync provides you with automated electronic accountability and document management. Notices and documents can be automatically sent, reducing notification errors, as well as providing a notification consistency throughout your organization. Automatically send notifications to your customers on any event, including:

- New Invoices
- New Service Tickets
- Scheduled Appointments
- Appointment Reminders
- Service Ticket Completion
- Payments Posted
- Credit Card or ACH Postings
- Credit Card Expirations
- Past Due Notices
- Contract Expirations & Renewals
- Anniversary
- Rate Increase Notices
- New Service Activations

Track Incoming Emails for Special Actions

Different emails require different responses. SedonaSync can set up automated processes to track different types of incoming emails. For example, if you need to know specific events that happen to customers, an email can be received

on any device and is a quick way for you to stay informed and respond as necessary. Additionally, you might have top customers that you prefer to respond to quickly and more personally for a variety of reasons such as events, sales, upgrades, or business negotiations.

Monitor Your Database

Establish automated monitoring, tracking, and reporting of your databases for any performance issues which might require action, to include connections with other ODBC (Open Database Connectivity Databases) databases using SedonaSync. This enables you to create and maintain a high-performance level and availability of your data infrastructure. For example, you might monitor the following: Query details, Session details, Scheduled jobs, Replication details, and Database performance.

The benefits of monitoring and performance tuning include:

- Proactively troubleshooting performance problems before they reach end-users.
- Reduction in time and resources needed for supporting databases and the underlying IT infrastructure.
- Improve end-user performance.
- Improve capacity planning by determining whether issues can be resolved by upsizing database or server configurations.

Simply Put...

SedonaSync seamlessly delivers emails or text messages directly to your clients or staff based on the events you define.

With SedonaSync there are no limitations, just your imagination!

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