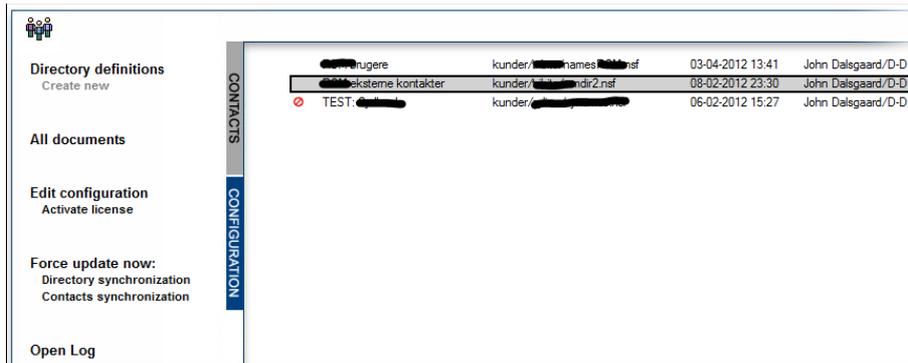# Contact Synchronization

Many companies have started to make the company mail and calendar available on employees' phones. Typically, this will also allow the users to synchronize their personal contacts.

However, often it is more important for the employees that the company's contacts are available. If you want to give the employees of your company access to the company's contacts then **Contact Synchronization** (ContactSync) may just be the right solution for you and your company!

With this solution you can define which of the company's contacts are to be distributed to the employees' cell phones. Updates to the contacts are automatically sendt out to the cell phones. You can pull the contacts from any database where you have names and contact information. You can even define more than one source of contacts, e.g. a CRM system for customers and the internal Domino directory for employees. If you have pictures on the contacts these will also find their way out to the cell phones so that the employees can see who is calling.
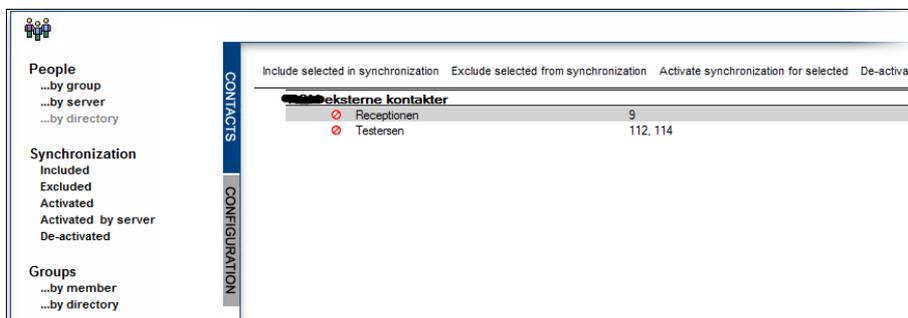
How does it work?

The administrator defines how a database (a "directory") is "mapped" to the contact fields that the cell phones use. In this definition the administrator also determines if all or only a subset of contacts are to be included (via very flexible criteria/formulas). Then the system ensures that all the contacts in the *ContactSync* database are updated at the intervals defined by the administrator.

When all contacts have been extracted to the *ContactSync* database the administrator can define which users will receive the contacts. The administrator can even adjust individual contacts subsequently to indicate if they are not going to be synchronised to the cell phones any way (can be practical for test and administrative users).

Next, the system will push all identified contacts out to the relevant employees' cell phones via the "shadow" contact database within each employee's mail database thus triggering Lotus Traveler to send the contacts the last step out to the cell phones.

Every time the system synchronises the contacts it will check to see if there are any changes to each individual contact on the phone. If there are any differences, the contact on the phone is updated to reflect the data in the *ContactSync* database that came from the sources of contacts

defined by the administrator. This means that the user of a cell phone cannot make any changes to the company contacts through the cell phone since such changes will always be overwritten by the next synchronisation. This way the system ensures that all changes must continue to be done through the "official" channels and subsequently these changes will be pushed to all cell phones.

If an employee at a later time is marked to not receive any contacts from the **ContactSync** database any more then the system will remove all previously synchronised contacts from the employee's phone.

What do you get with Contact Synchronization?

You get the following:

- A solution to distribute company contacts and employees' contacts out to the employees' cell phones

- You can use company contacts from your own or third party databases

- You keep the control of updates to all of your company contacts

Some technial facts about Contact Synchronization:

- The solution is built on new technology on Lotus Domino. This means that the server must run Lotus Traveler (which is a free add-on product to the Lotus Domino server)

- The solution consists of one database that is installed on one server in the environment. No modifications are needed on any existing databases like the Domino directory or the users' mail databases

Prices

Number of users	Price	Program maintenance (25%)
50	1.000	250
100	1.700	425
200	2.800	700
300	3.800	950
+100	1.000	250

All prices are in Euro excluding VAT