EagleMercury
ShareSync

Part of EagleMercury Security Collaboration Suite
A business-grade file sync and share service that meets the needs of BOTH users and administrators.

Overview of ShareSync

Easy, intuitive sharing and syncing
ShareSync helps keep files and folders in sync across virtually every device. This makes it simple to share files inside and outside of the company. At the same time, ShareSync offers comprehensive security features, permissions-based sharing and 99.999% service level agreement uptime, so there's no sacrifice in control, security or reliability.

Sync files and folders with every user on every device
- Every file change automatically syncs to every other user across each of their devices
- Syncing happens automatically, behind the scenes, the moment a file modification occurs
- Offers desktop and mobile access to content on any device—including Mac, Windows, iPhone, iPad, Android, Windows Phone, BlackBerry and through any web browser

Share with recipients both inside and outside the company
- Sharing is familiar and intuitive on PCs, mobile devices and through the web portal
- Leverages your corporate address books and Exchange Distribution Lists for simple sharing
- Recipients can access content even if they don't have ShareSync installed
- Users can set sharing permissions to control access privileges—and change them at any time
- Sub-folders can be shared with different permissions than parent folders
- For Windows users, plugins can integrate ShareSync functionality directly into Outlook and Office

Keep content secure and protected
- Reliability is assured with a 99.999% service level agreement
- Data is encrypted at-rest and in-transit with an account-specific unique security key
- Content protection features help guard against accidental deletion or version conflict
- Permissions and access are strictly controlled and easily amended at any time
- ShareSync data on lost or stolen devices can be wiped remotely

Collaboration, mobility & protection

ShareSync lets you easily improve collaboration and mobility while helping to ensure that your content is secure and protected.

With intuitive syncing and sharing as well as granular control over permissions, ShareSync enhances collaboration between colleagues both inside and outside of a company. It helps you become more mobile by extending full access to shared files on any device. It automatically syncs changes to shared files in real time, so that each user always has the latest versions of the content they need to build the business. And it offers strong control over sharing permissions, at-rest and in-transit encryption, remote wipe capabilities and a 99.999% service level agreement.

Most importantly, ShareSync mirrors the desktop and mobile interfaces that users are typically already familiar with. This helps make it easy for users to adapt, which means you will see rapid return on your investment.

Syncing features—overview

ShareSync helps keep files and folders in sync for every user, on virtually every device they use. Every time a file is modified, the changes instantly propagate to everyone else who has access to it—behind the scenes, in real time, with no activity required from users or IT administrators. This effortless syncing makes collaboration much easier. And it lets users go mobile with the confidence that they have access to the most up-to-date content.

ShareSync syncing features lets users:
- Access shared content from virtually any location
- Keep all their files in sync automatically
- Store content locally on PCs and laptops for online and offline access
- Sync offline work on PCs the moment they come online
- Access and share content using iPhone, iPad, Android, Windows Phone and BlackBerry devices
- Use the web portal for full ShareSync functionality within a web browser
- Only download the files they want with selective sync

AUTOMATIC SYNCING
Keep files in sync automatically
- Changes made to your files—by you or any collaborators in a shared folder—are propagated automatically
- Syncing happens behind the scenes, with no user effort required
- Files are updated in real-time for every user and across all their devices
- Offline work is instantly synced when a user connects to the Internet
- ShareSync effectively doubles as a cloud backup tool for shared files

USING PCs
On PCs and laptops: Users can store, share and edit all their content
- ShareSync content is managed just like any other file or folder on your system
- Content is automatically synced any time a user or anyone else makes a change
- Shared folders and files are marked with contextual icons that reflect the file's status—including "shared", "locked", and "sync in progress"
- Users don't have to be online to work with your files—changes will be synced when they come online
- No need to pause syncs when you go offline—ShareSync will pick up where it left off when they reconnect

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USING MOBILE DEVICES
On mobile devices: Access and share content anywhere there's Internet access
- Files are stored in the cloud for access virtually anywhere
- Users can preserve storage and minimize mobile data usage by storing files locally only when they mark them as "favorites"
- It's easy to transfer files to compatible apps on users' devices
- ShareSync apps are available for iPhone, iPad, Android, Windows Phone and BlackBerry

USING THE WEB
On the web: Get full ShareSync functionality without a download
- Access content on any web-enabled device
- Upload, browse, download and share files through a web browser
- No need to have an app installed—for the web portal, all users need is their login and password

MOBILITY
Improve mobile access
- Access ShareSync content virtually anywhere, on virtually any device
- On computers, ShareSync content is available even when users are not online
- On mobile devices, files can be marked as "favorites" for offline access

Sharing features—overview

ShareSync makes it simple to share files and folders of any size. All that's required to share is an email address—which means that even non-technical users can easily collaborate with internal and external colleagues. Users can use their computer, mobile devices, or the ShareSync web portal. And Windows users can even deploy Office and Outlook plugins to integrate ShareSync functionality directly into their most commonly used applications.

ShareSync sharing features let users:

- Send files and folders as easily as composing an email
- Share with any recipient—even if they don't have ShareSync installed
- Share files and folders using PCs, mobile devices or through the web portal
- Fine-tune sharing and permissions settings to match each recipients' specific needs
- Easily adapt ShareSync into their workflow by leveraging a familiar and intuitive interface
- Sync files across all users and devices every time a change is made
- Monitor activity feeds and notifications to easily track changes to content
- Integrate sharing and version-tracking functionality into Office and Outlook for Windows
- Quickly share with groups through Exchange Distribution Lists

USABILITY

As simple as composing an email

To share a file or folder, users just enter the recipients' email addresses, adjust the access permissions, and press the button. Recipients are instantly notified of the shared content, and they can access it even if they don't have ShareSync installed. ShareSync can even be used to share outside of the corporate network.

- Address book integration looks up colleagues' email addresses automatically
- Allows users to easily send files that are otherwise too big for email
- Users who send files with ShareSync can make edits even after they've sent them, knowing that collaborators always have the most up-to-date version

DEVICES

Familiar and intuitive on virtually any device
- On PCs and laptops, content is managed just like any other file or folder
- On iPhone, iPad, Android, Windows Phone and BlackBerry, content is accessed and shared using native apps
- On virtually any other web-enabled device, content is accessed and shared through a web portal

LEARNING CURVE

Adapts easily to your existing workflow
- Uses the same password for ALL your [Company Name] services
- Icons in the Windows system tray or Mac toolbar allow easy access to ShareSync services
- Integrated buttons in Office and Outlook for Windows put ShareSync functionality into Office documents and email messages

PERMISSIONS & SHARING OPTIONS

Users can fine-tune sharing to each recipient's specific needs
- Share individual files or full folders
- Permissions can be set when sharing folders with collaborators (and changed at any time)
    - o "Co-Owner" permissions give others full control to modify, delete, or share content
    - o "Modify" permissions allow others to view, modify and delete content but not share it
    - o "View-only" permissions simply enable others to download the files
- Set different permissions for subfolders
- "Send Web Link" option lets users share files without extending syncing features

RECEIVING FILES

Receiving files is just as easy as sharing them
- Any recipient can access files and folders even if they don't have ShareSync installed—and even if their company does not subscribe to ShareSync
- There's no need for your customers to educate colleagues or clients on how to access files with ShareSync
- Syncing features help ensure there are no version control issues

COLLABORATION FEATURES
Don't just share files—collaborate on them
- Changes to files are instantly propagated to all users and all devices
- File Lock feature protects files from being modified while users work on them
- If two users accidentally modify the same file at the same time, ShareSync preserves both versions to ensure no data is lost
- It's simple to revert to old versions of files or to recover deleted files
- File size limits are extremely high: 4 TB on Windows, 2 TB on Mac, and 100 MB uploads through the web portal
- ShareSync accounts can be provisioned to trusted partners for enabling full collaboration functionality with partners, clients, and vendors

ACTIVITY FEED & RECYCLE BIN
Easily keep up with changes to your content
- Users get an email every time someone shares a new folder with them
- Activity Feed shows what's happening with new and changed files
- Activity Feed can be sorted by event type, date, and more for better insight into file activities
- Every file has a full version history for seeing who made edits
- Recycle Bin allows users to recover old versions or deleted files

OFFICE INTEGRATION
Integrates into Microsoft Office on Windows
- Windows users can share Office documents directly from the documents themselves, without even opening their email client
- Use the ribbon button to view version activity and restore files from previous versions
- Open files can be locked to prevent overwrites by collaborators while your customers work in them

OUTLOOK INTEGRATION
Automate ShareSync sharing in Microsoft Outlook for Windows
- Outlook on Windows can be configured to automatically share via ShareSync instead of sending file attachments
- Can also offer one-click sharing on an email-by-email basis
- It's simple to send large files, regardless of any message size limitation
- Sending via ShareSync manages the size of a user's sent folder to improve Outlook performance

Protection features—overview

ShareSync offers high levels of data protection and service reliability. This includes at-rest and in-transit encryption, remote wipe capabilities, and a 99.999% uptime guarantee.
ShareSync's protection features let you:

- Follow security best practices, including leveraging strong password policies
- Utilize remote wipe capabilities in case of lost or stolen devices
- Keep content safe with at-rest and in-transit encryption
- Assure reliability with a 99.999% service level agreement
- Leverage enterprise-grade datacenters with redundant storage clusters and connections to multiple Internet providers
- Help protect content integrity with features that help to guard against accidental deletion or version conflict
- Keep content in the right hands with permissions and access are strictly controlled and easily amended

SECURITY
Designed around security best practices
- ShareSync leverages Active Directory user settings, permissions and passwords
- Also offers remote wipe capabilities for added device protection
- Each connection from desktop, web, and mobile apps is authorized and authenticated
- Single sign-on saves users from having to remember and protect a new password
- At-rest data is secured with 256-bit AES encryption
- In-transit data is secured using 256-bit SSL/HTTPS encryption
- Each account is protected with a unique encryption key
- Every user's data is fully isolated from every other user's data

RELIABILITY
Built for enterprise-grade reliability
- ShareSync offers a 99.999% service level agreement
- Files are replicated to redundant storage clusters to help avoid corruption or loss
- Data is housed in SSAE 16 Type II-audited datacenters
- Redundant Internet providers help protect each datacenter against DDoS attacks and other threats
- Multi-tenant platforms are secured with redundant firewalls and multiple Intrusion Prevention Systems
- Datacenters are protected by vigorous physical security
- Server access is restricted to a dedicated, full-time certified security staff
- In the unlikely event of downtime, PCs and laptops can still access all their locally stored content

PROTECTION
Content protection features avoid data loss
- Locking features prevent overwrites, conflicts or deletions
- Conflicting versions are automatically preserved for manual reconciliation
- File history lets users track inconsistencies to particular users and file versions
- File versions are recoverable, including deleted files
- Disabled and deleted users' data is retained for administrator access

CONTROL

Permissions and access are strictly controlled

- Users can set recipient permissions the moment a folder is shared
- Permissions can be edited, updated and revoked at any time
- Users can send "web links" to offer sharing without extending editing or syncing privileges
- Administrators can remotely wipe the ShareSync data on any device of any user
- Employee termination procedures can be consolidated to swiftly remove access to email, ShareSync and other services

Compare to traditional sharing tools

(SharePoint, etc.)

Many providers have often extended file sharing via tools such as SharePoint. For some businesses, they work quite well; however, many users find these tools difficult to use, especially on mobile devices. This lack of usability and mobile support can hamper user adoption and cuts the ROI of the solution—which, in turn, reduces the perceived value of your services and makes it harder to upsell and cross-sell other services.

ShareSync beats them with: Visible impact on customer productivity and mobility • Simple, intuitive interface • Integration with Office & Outlook • Mobile & web functionality • Internal & external collaboration

Compare to adapted sharing tools

(Email attachments, files servers, thumb drives, FTP servers etc.)

In the past, you may have created ad-hoc and jerry-rigged tools to meet your file sharing needs. This includes everything from using email attachments as the primary file management tool to passing files back and forth using removable drives. While these adapted sharing tools can suffice in certain situations, they do not offer the levels of productivity and mobility that modern file collaboration services can deliver.

ShareSync beats them with: Better sharing & syncing - Better mobility - Better internal and external collaboration - More control for IT