



## FNIS Manages Contacts With WebDrive and ACT!

ACT! database synchronization using WebDrive

Fidelity National Information Systems (FNIS) is the comprehensive source for real estate-related information services and technology solutions. FNIS effectively integrates data technology products that address the full range of needs that lenders and real estate professionals experience throughout the home purchase and loan servicing life cycle.

Like many companies, FNIS currently uses the ACT contact management system to assist management and sales in tracking sales opportunities and account activities. FNIS found ACT was simple to use and allowed account managers to keep track of their own contacts with separate databases on their laptops. Using synchronization through shared network folders allowed the account managers to share their database with a main database in the office. Management needed to view the main database to see the progress of any sales opportunities. The only drawback to this method was that the account managers had to be in the office to do their synchronization. Since some FNIS account managers are working remotely, this was turning into a problem that needed to be solved.

FNIS considered several options to get around this issue including a virtual private network (VPN). The VPN option was expensive and, more importantly, too slow to work. The sync took place over the network and, even if the sync files had no changes them, sometimes took a half an hour to finish. Using the VPN also meant having to change the setup to run the sync. An account manager would have one setup for the office and one for when they were on the road or at home. Email synchronization was too labor intensive for both the administrator and the account managers.

Developing a program in-house that could FTP the sync files back and forth to run the synchronization was also considered. Before committing to the time and expense of an in-house development project, the lead programmer for the project decided to search for a commercially available application. A web search for "FTP" and "shared folder" returned one hit: WebDrive.

"As I started reading through the information about WebDrive, I knew this was exactly what I was looking for," said Robert Oliver, Senior Programmer/Analyst with FNIS. "With WebDrive we could run ACT synchronization while on the Internet and account managers didn't have to come into the office to update their databases. It seemed too good to be true, but initial trials were fantastic". WebDrive transfers the files to a cache folder on the users PC first so synchronization takes place on the account manager's laptop and not over the network like the VPN. Once WebDrive was setup it was virtually invisible to the user. The initial installs on the account manager's laptop were accomplished with no problems. Now, regardless of whether the account managers are in the office, on the road or at home, the process for synchronization is the same. With a shortcut on the desktop, one click connects WebDrive and the sync is ready to begin. "One account manager said that it was 'so easy it was scary'" continues Oliver. "After 12 years in IT I was truly amazed about how easy it was to pair ACT and WebDrive together to improve our contact management system. WebDrive exceeded all my expectations."

For more information about how WebDrive can help you with file management, please visit <http://www.southrivertech.com> or contact our sales staff at [sales@southrivertech.com](mailto:sales@southrivertech.com). For more information about FNIS, please visit <http://www.fnis.com>.