ClearWebSolution

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Daniel Gonell, Co-founder, ClearWebSolution

Business Challenges

Remote employees in three countries that need to collaborate on web design projects and documents

Existing file sync product that is slow and unreliable, causing missed deadlines

Prospective clients that operate in highly-regulated industries

Results

Automatically synced team shares that allow parties to collaborate from anywhere in the world

Fast and reliable syncing of files and folders, including those on a local file server

HIPAA-compliant file sync and share solution that creates opportunities in the healthcare industry

efolder

ClearWebSolution is a digital marketing and website design firm headquartered in Atlanta, Georgia. Today, ClearWebSolution uses eFolder Anchor to ensure that its team, spread across three countries, can collaborate and design a premier digital presence for clients.

Daniel Gonell, Co-founder of ClearWebSolution

When your company's clients are entrepreneurs, startups, and agencies, you have to stay on your toes:

"Many of our clients are in growth stages, and the expectation is that we'll be as nimble as them," explains Daniel Gonell, Founder of ClearWebSolution. "That can be a challenge when employees are spread across the world."

In three years, ClearWebSolution has formed a digital marketing firm with 12 employees and four offices in Atlanta, New York, the Dominican Republic, and India. To manage projects and stay productive in different time zones, the company has increasingly had to rely on technology, including cloud file sync.

"How else can employees access files when they are thousands of miles apart?" says Gonell.

In 2013, the company adopted a consumer-grade file sync product. Unfortunately, remote employees struggled as the software was slow and unreliable.

"Combine weak software, with the Internet speeds of the Dominican Republic and India, and a remote designer in India, and you end up with a nightmare of a situation," explains Gonell.

For a year, ClearWebSolution and remote employees, especially a designer in India, struggled with a sub-par product. Employees and stakeholders were constantly uncertain whether files were uploaded or properly synced, impeding the ability to finish client projects on time.

Besides affecting project timelines, the solution was also an inhibitor for entering new verticals and gaining new business; ClearWebSolution could not approach prospective clients operating in the medical vertical, because the file sync product could not meet the strict regulations of HIPAA.

"The product was affecting current business and preventing new business," says Gonnel. "It was costing us way more than it was adding value."

In early 2014, ClearWebSolution's IT services provider, Unified Systems Management, introduced the company to eFolder Anchor, a business-grade file sync solution that allows employees to collaborate on files and folders. Employee additions, deletions, and modifications to files are synced in real-time to approved devices.

eFolder Anchor has drastically improved communication and collaboration between team members in different offices. ClearWebSolution has fast and reliable syncing that works for sharing files between employees and clients.

A major benefit is that ClearWebSolution can now create guest accounts for specific designers, allowing them to easily upload and download files. Project owners can see the progress of documents at any time.

ClearWebSolution has 5 employees in the Dominican Republic, where Internet connection is not always reliable

ClearWebSolution has also now been able to take advantage of a local server. By using Anchor's File Server Enablement feature, the company has given remote employees seamless access to files and folders on the file server, without the need for VPN and FTP.

Finally, the company is now positioned to approach prospective clients in the medical industry. Gonell cites other vertical opportunities because of Anchor's compliance with HIPAA, rich security features and service guarantees.

Today, ClearWebSolution sees no going back from Anchor:

"You can settle for a file sync product designed for consumers, hamper the satisfaction of remote employees, and jeopardize your business results," says Gonell. "Or you can go with Anchor."