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**2013 Innovation Awards Nominee:**

# Xcentric Cloud Portal

cloud.xcentric.com

The new Xcentric Cloud Portal brings a variety of tools under one umbrella, streamlining the user's Xcentric Cloud experience. Xcentric set out to develop our own portal system in order to accommodate the many disparate, growing systems commonly associated with managing an accounting firm's IT. We have accomplished that with this release of the Cloud Portal and in so doing have created an easier to use, yet more powerful, tool for our firms's end-users. This new platform is powerful because it allows us to build onto the existing functionality with future updates. Xcentric's new Cloud portal serves over 2000 users. Some of the features released can be found in the notes below.

Key Releases for All Users:

**Cloud Applications**

- Enhanced access to all Cloud applications
- Cloud session disconnect and reconnect now works on all browsers and operating systems
- Cloud session management (ability to view and close current active sessions and open applications)

**Support Services & Ticket Management**

- Single-sign-on (SSO) functionality giving you access to the Cloud ticketing system

## Account Management

- Easily change your password and access security questions
- Create and manage service requests (tickets)

## New Notifications

- User is notified of an open session and easily able to reconnect to it
- Maintenance window notifications
- Password expiration notifications
- Real time updates displayed from status.xcentric.com

## Key Releases for Technology Administrators:

- Monitor your firm's internet connectivity from within the portal
- Firm-wide ticket management
- Create and manage tickets on behalf of other staff members Cloud session and application management for all of your firm'?s users (ability to close any user'?s active sessions or applications)
- Add/Remove/Modify users
- Add/Remove/Modify a variety of user'?s services:
  - Cloud application access level and to which app
  - Email
  - ActiveSync (for smart devices)
  - Anti-spam
  - Manage emal distribution groups
- Gain insight with a reporting feature on system usage:
  - Email/Exchange usage
  - Billing details

Here'?s a link to more information, including future enhancements and a screen shot

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