

Frequently Asked Questions

1. What is Garaj 24/7?

Garaj 24/7 is a true alternative to M365 and GWS. It provides all communication and collaboration features with greater convenience, efficiency, and cost-effectiveness. It offers a single gateway for all the features, including emails, chats, conferences, and more.

2. Can teamchat and video conferencing feature be used over the Mobile?

Yes, there are small steps that needs to be followed to initiate the conferencing on your mobile

3. Is there any application / Tool for the Conferencing?

Yes. Garaj 24/7 has Team chat app for mobile as well as desktop

4. Can I record the Conference?

Yes, Garaj 24/7 has recording feature.

5. Where is the solution hosted?

Garaj has 3 Tier-3 Data centres in Karachi, Lahore and Islamabad to store data locally. Local data storage ensures greater security and confidentiality.

6. Do we receive regular updates and patches?

Garaj 24/7 releases quarterly and yearly updates to keep customers up-to-date with the latest innovations and technological developments.

7. Can we integrate third party solutions with Garaj 24/7?

Garaj 24/7 smoothly integrates with other enterprise solutions, from order management to sales and supply chain.

8. Does Garaj 24/7 has built-in security features?

Garaj 24/7 delivers world-class email security. It includes features like Single SignOn, 2-factor authentication, safe listing only trusted IPs, Anti-virus, Anti-Phishing, Anti-spam, zero-hour protection, and others to enhance security. It complies with various certifications and standards for different industries. ecosystem. They can centrally configure applications and enforce security policies for remote/mobile users.

9. Can Garaj 24/7 operate on hybrid model with other collaboration solutions?

Often businesses want to keep their existing solutions for a section of users and shift others to an alternative.. Garaj 24/7 supports this hybrid working model and efficiently works with other collaboration solutions.

10. Are Garaj 24/7 documents compatible with other OS?

The document tool of Garaj 24/7 allows users to create, view, and edit documents, spreadsheets, and presentations. As a true alternative to M365 and GWS, it offers all the necessary office features. 'Documents' combine with other tools to enable quick and seamless sharing of files, reports, and presentations across the enterprise and use the same extensions as Office 365 to ensure compatibility.

11. What tool does Garaj 24/7 use for migration?

Garaj 24/7 uses IMAP migration tool for Migration.

12. How does the migration tool work and how much is the expected downtime?

The migration tool can migrate data from any mail server to Garaj 24/7 platform which happens on a read only mode. This means that the end user continues using the existing platform while data is getting migrated in backend and once all the data is migrated and after performing final incremental run, MX is changed. This result is no or minimal downtime as possible.

13. Do you need end users password to migrate data ?

No, we do not need end user passwords. We can use Admin impersonation rights though which all data can be migrated using the migration tool, however, this also depends on the support of existing solution from which the data is being migrated.