

CYSIS confers a number of benefits to its user agencies. Some of these benefits are:

- Highly accessible, centralized data (CYSIS is a web-based application);
- A secure communication network through the CYSIS Secure Email tool;
- Secure data transmissions and storage (using SSL and secure data centre, respectively);
- Data backup management, with 2 week off-site retention of backups and indefinite on-site retention;
- Guaranteed power and bandwidth to ensure system availability;
- Regular monitoring of the system to ensure availability;
- Management of system/data security (insofar as the data remains in CYSIS and is not downloaded and/or printed);
- Data administration services, such as query and report building, mass data updates and migrations;
- Regular training schedules and/or trainings upon request;
- A web-based support site for all users that operates during normal business hours and beyond these in the case of priority requests;
- Consulting services to help integrate CYSIS into improved agency business practices;
- Management of system infrastructure including hardware/software maintenance and upgrades;
- Agencies have access to a robust and flexible reporting environment for their funder, business, and all other reporting needs, as well as can request for additional reports as needed;
- Canned MCYS data element reports for community wide reporting consistency;
- Built-in MCYS forms such as the SIR and SOR;
- A customizable and flexible platform that allows agencies to track the data that is important to their business;
- An ongoing development plan to improve the system based on agency feedback;
- A steering committee of community representatives and stakeholders that ensures the system meets community needs;
- Third party professionals on call in case of technical emergency;
- Management of disaster recovery and a system recovery time on the order of hours;