



Global provider of risk-based compliance information and technology solutions transforms workplace communication and collaboration with Google Apps Premier Edition



At a Glance

What they wanted to do:

- Increase staff communication across widely dispersed offices
- Increase collaboration on tasks
- Reduce IT expenditure

What they did:

- Implement Google Apps Premier Edition

What they accomplished:

- Enabled closer working relationships between employees across global offices
- Eased communications through use of Gmail and integrated instant messaging
- Allowed for real-time collaboration on tasks across the company
- Reduced IT administration hours and costs
- Dramatically reduced IT costs

Customer

Complinet is a leading online provider of connected risk and compliance solutions to the global financial services community. Complinet's cost-effective range of services includes a complete service that delivers insight and interpretation of regulatory risks and developments. Its portfolio also helps firms to screen their clients, manage their policies and train their staff. Complinet was founded in 1997 and employs more than 200 people in its offices in New York, London, Sydney, Melbourne, Singapore and Dubai. Every day, industry professionals in more than 1,800 firms across 81 countries rely on Complinet as their information partner for ongoing analysis and solutions that help them keep pace with changing regulations.

Partner

Stoneburn, a cloud solution provider, offers both products and professional services that help enterprises accelerate their adoption of the cloud. Stoneburn has a proven track record of implementing and developing innovative solutions and products on cloud platforms. Stoneburn are a UK Google partner experienced in implementing Google Enterprise Search for FTSE 250 companies and Google Apps Premier Edition in the SMB sector.

Challenge

With a network of offices located across seven different countries, Complinet wanted to find a way of improving email communication and collaboration on documents across the company and promote closer working relationships between its staff, regardless of location.

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—Andrew Jordan, CIO

"Our clients depend on us to be able to keep them up to date with all the latest information and analysis. This ensures that our teams can collaborate and communicate effectively to pool their knowledge which is crucial to our business," says Andrew Jordan, CIO at Complinet.

"As we continue to grow we are also keen to make sure all our employees feel they are a vital part of a wider organisation. This can be tricky when we have operations in offices all around the globe. We believe that encouraging teamwork is key to keeping staff morale high and maintaining a happy and productive workforce. Finding the right technology to make this as easy as possible was a priority."

At the same time Complinet was looking to reduce its IT expenditure and streamline its IT infrastructure. It needed cost-effective technology which was flexible and scalable enough to cope with future global growth.

“It was very important that whatever changes we made to our IT would cause minimal disruption so we wanted a system that was user-friendly and easy to implement,” continues Jordan. “Cost was also a consideration, particularly in the current climate, and we wanted to drastically reduce our IT expenditure.”

Solution

To address these challenges, Complinet reviewed a number of cloud-based solutions before deciding to choose Google Apps Premier Edition. The choice of Google’s enterprise-ready suite of collaboration and communication applications – Gmail, Google Calendar, Google Docs and Spreadsheets, Google Sites and Google Video – was part of a wider decision to move its IT infrastructure to the cloud to become more flexible and resilient whilst reducing its total cost of IT ownership.

Stoneburn, a Google Enterprise partner, provided support to Complinet through business and technical workshops to map requirements with current and future capabilities, and provided architectural and technical implementation support through the project life-cycle.

“We looked at several cloud offerings and found Google Apps Premier Edition was the best all-around package,” explains Jordan. “It was the easiest solution to deploy throughout the company and provided excellent cost savings. In fact, we estimated that we could run Google Apps for 10 years at the same cost of one year’s service with our previous IT system.”

Results

In a short time, Complinet has already seen a number of benefits emerge from its transition to Google Apps.

The collaboration benefits in particular have been widespread. Using Google Docs, Complinet’s multinational project teams can now work in the same document at the same time, enabling them to view others’ amendments and make their own, dramatically cutting the time taken to complete shared projects. This is used not only to share expertise on client projects from different staff around the world but also for operational purposes such as managing the employee appraisal process.

On top of that they have been able to free up a large amount of management time which was previously wasted on IT administration and maintenance.

“Changing the way a large company works can often be met with resistance and some people can be very adverse to change. With Google Apps, deployment was painless. People were already accustomed to using applications such as Gmail in their personal lives so they quickly adapted to the change and despite rolling it out to over 200 staff in one go, our helpdesk received only a handful of queries” says Jordan.

Similarly, Complinet’s HR team use forms, within Google Docs, to conduct surveys on training and other personnel issues, and have found it a great way of getting fast feedback in one place, rather than having to collate information manually. Elsewhere, Google Sites is used by board members to aggregate information from a variety of sources on central sites, which they can share within the organisation.

“Google Apps offers so many ways of helping us to organise our information more efficiently. Google Docs has enabled us to collaborate more effectively within the organisation, and been especially welcomed by our international project teams. Google Sites and forms have also proved popular with staff, and are just another example of how we can harness the breadth of knowledge across our business to come up with new ideas and improve the speed of innovation within the company and enhance the service we offer our customers.”



For more information, visit
www.stoneburn.com

About Google Apps Premier Edition

Google Apps Premier Edition offers simple, powerful communication and collaboration tools for enterprises of any size – all hosted by Google to streamline setup, minimise maintenance, and reduce IT costs. With Gmail, Google Calendar, and integrated chat, voice, and video IM, users stay connected and work together with ease and security, within or beyond enterprise domains. Google Docs, which includes word processing, spreadsheet, and presentation tools, enables real-time collaboration and file sharing, keeping versions current, organised, secure, and available wherever and whenever users work. Google Groups enhances information-sharing among specific groups or project teams. Google Sites makes it easy to create and publish web pages on intranets or public sites, and Google Video supports the easy, secure sharing of enterprise video content. Google Apps Premier Edition minimises IT costs and complexity, provides built-in spam filtering, and includes a 99.9% uptime SLA.

For more information visit:
www.google.com/a

*"We take security very seriously and have full confidence in Google to keep our data safe and secure."
—Andrew Jordan, CIO*

"Because the tools are so easy to use we've found people across the organisation have quickly started using them in new and innovative ways. For example, our sales team held a training event recently, which they filmed and then uploaded using Google Video for Business to share with those who couldn't attend."

Throughout the company, staff have also benefited from using Gmail's integrated voice, video, and text chat to gain instant access to colleagues at any time of the day and Jordan feels it is already invaluable to team communication: "Google has fast become the glue which keeps our organisation together. With access to built-in instant messaging and the ability to carry out high-quality video calls using our desktop webcams, it is now easy to gain access to people across the company on a more personal level. And, as all the conversations that run through IM are saved, all correspondence is searchable just like email, so you can always retrieve important information."

Since moving to Google Apps, Complinet has seen huge improvements in international communication between clients, staff and suppliers through using Google Translate, which with one click of a button automatically translates text in Gmail or Google Docs into any one of over 50 languages.

"Although we've only been using Google Translate for a short time, it has already started to transform the way we work," says Jordan. "We often have multinational teams working simultaneously on projects, and it has dramatically improved the way they can communicate with one another. We've tested it with English, French, Arabic, Spanish and Japanese and it has passed with flying colours."

The security offered by Google Apps has also impressed: "Google's SAS 70 security certification is very comprehensive and it is clear Google dedicates a huge amount of time and resource to cutting the risk we are exposed to as a business. We take security very seriously and have full confidence in Google to keep our data safe and secure," concludes Jordan.

