



Saaspoint speeds project completion by making information available “anytime, anywhere” with Google Apps Premier Edition



At a Glance

What they wanted to do:

- Implement reliable, effective email and collaboration tools with an SaaS model
- Provide better communication tools for a remote workforce
- Enable “anytime, anywhere” access, online or via mobile devices

What they did:

- Mobilised the full suite of Google Apps Premier Edition to deliver communications and collaboration
- Used Google Sites to quickly, cost-effectively build a corporate intranet

What they accomplished:

- Achieved true “always on” reliability for email access, while minimising IT burden and expense
- Reduced travel and power costs while improving internal communication
- Improved access to documents and mission-critical information

Website:

- www.saaspoint.com

Overview

Headquartered in Ireland, Saaspoint is a leading independent global consultancy focused on the successful implementation and integration of salesforce.com based projects. It also develops and markets applications using salesforce.com’s Apex platform. Saaspoint has helped hundreds of customers and thousands of users to implement Software as a Service (SaaS) solutions.

Challenge

With offices in Ireland, the United Kingdom, Sweden and California, Saaspoint’s 50+ employees are frequently out of the office, attending customer site visits, appointments with new prospects, or at sales meetings. Access to business-critical information and applications at any time, and from any place, is essential.

But Saaspoint’s existing email system didn’t allow this. As Alan Shanahan, Managing Principal of Technical Services at Saaspoint, recalls, “We had a lot of problems with our old email provider’s constant downtime and poor support.” System downtime and unreliability was a big problem – one that limited internal communication and project collaboration.

Accessibility was also key. Employees needed access via mobile devices, and traditional email systems didn’t deliver the goods. It was critical that customers could reach Saaspoint staff wherever they were, so email downtime – and limitations in mobile access – were not things that Saaspoint could continue to tolerate.

Saaspoint recognised it needed an on-demand solution that could let all employees work collaboratively, wherever they were, and provide an effective platform to improve internal communications. As evangelists and implementer of the SaaS business model, the company was also keen to demonstrate the use of web-based technologies within its own organisation. After a particularly bad incident with the traditional server-based system, the team at Saaspoint decided it was time for change.

“Having access to Google Apps Premier Edition on the move has had a big impact on our productivity as we can all work on a document together at the same time, whether we are in the office, on a train, or at home. Things get completed and approved so much faster as a result.”
—Alan Shanahan, Managing Principal of Technical Services

Solution

To reinvent their internal communications, Saaspoint implemented Google Apps Premier Edition, bringing Gmail, Google Calendar, Google Docs, Google Sites and Google Video to all of their internal users. The full-featured, SaaS model gave the Saaspoint team the “anytime, anywhere” tools they needed to work with. Gmail’s

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. 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

25 gigabytes of storage and high reliability also appealed to all on the team.

“We started using Google Apps in October 2007 and the implementation went very smoothly,” Shanahan recalls. “All of our employees were switched over at the same time with no parallel running of the old and new systems.”

The change also let Saaspoint employees put their BlackBerrys to productive use, accessing email and Google applications remotely. “Having access to Google Apps Premier Edition on the move has had a big impact on our productivity as we can all work on a document together at the same time, whether we are in the office, on a train, or at home. Things get completed and approved so much faster as a result.”

Having a geographically dispersed workforce meant internal communication was a challenge, particularly when the company needed to communicate major announcements or corporate policy notices.

To improve the situation, Saaspoint decided to build an intranet using Google Sites, an application included in Google Apps that makes it easy to create and share group websites. “Google Sites has made a massive difference to the way we communicate internally. We now use the intranet as our main tool for distributing our company announcements, new templates and contracts, and for general employee relations,” says Shanahan. “The site was easy to set up, update and share. We now feel like more of a coherent and close-knit organisation, even though we work thousands of miles apart.”

“Moving to Google’s cloud computing model has made the way we work simpler and more efficient. Feedback from both our employees and our customers has been excellent.”
—Alan Shanahan, Managing Principal of Technical Services

Benefits

As Shanahan points out: “Moving to Google Apps has made the way we work simpler and more efficient. Feedback from both our employees and our customers has been excellent. Not only are we moving closer together as an organisation despite the geographical separation, we are also improving our carbon footprint at the same time by cutting our travel costs. We do not just preach the on-demand approach, we live it as well.”

