

Abai Group: Managing change in the midst of the pandemic thanks to Workspace

Intelligence Partner - A SoftwareONE Company, was responsible for the implementation, the migration from the different platforms belonging to several previous companies that now form Abai Group, as well as the change management project.

The challenge

They were looking for a tool with which to materialized their leitmotif: a continuous improvement based on the use of agile methodologies and collaborative working, and Google Workspace was a perfect fit for that. The change management process caught them in the midst of the pandemic. They were also undergoing the final phase of a large expansion process, which involved a merger between companies

The solution

Google Workspace was implemented for the entire group, serving also as a unifying tool for the integration as it is used by all the employees. It quickly increased employee productivity, enabling them to truly work as a team. I.e., the mere fact of being able to work simultaneously on the same document in meetings is a substantial difference: they produce results with collaboration in real-time.

The results

Google Workspace is now a fundamental axis at ABAI Group. The results are extremely positive. Currently, 100% of email users use Gmail. 63% use Drive as a repository and have familiarised themselves with the office software side, 45% of users perform and maintain their automation processes with Workspace. ABAI Group opts for this type of solution to improve its efficiency and productivity.

“ It is as if we can all work in the same place, regardless of where we are. ”

Carlos Fernández Robles, Director of Digital Innovation and Transformation at ABAI Group.



About ABAI GROUP DIGITAL BUSINESS PROCESS, S.L.

ABAI Group is a company with more than 20 years of experience in customer relations services, outsourcing of processes, high technological value omnichannel management, Back Office services, Text & Speech Analytics, Voice & Chatbots, RPA and Big Data. They count on more than 3,700 professionals with solid and extensive experience.

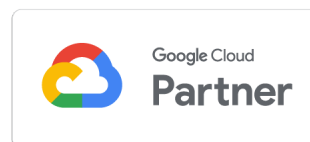
Industry: Business & Professional Services

Primary project location: Spain



About Intelligence Partner S.L.

1st Spanish consultant to become Google Cloud Premier Partner. Awarded with Google Cloud specialization in Work Transformation & Location Strategy.



Products

Google Workspace