

Change Management to drive Google Workspace adoption across Booki

CTS partnered with Booking.com to drive workspace adoption across their UK division with a Change Management programme.

Booking.com's UK division had migrated to Google Workspace at the time, however many employees were still using Office 365.

The challenge

By July 2020, the Booking.com Trips Division in the UK had grown substantially and although they were on Google Workspace at the time, many employees still used Office 365. Booking.com wanted the UK division to fully migrate across to Google Workspace as a unified and collaborative way of working across the business.

The solution

The partnership with Booking.com began with a change management kickoff, including an initial review and deployment planning workshop. Following the kick-off, CTS designed a change management plan for Booking.com consisting of Readiness Reporting to gauge employees readiness for the move, E-Learning training, and Early Adopters aka "Google Guides" to drive Google Workspace Adoption.

The results

The go-live went very smoothly. While CTS were on-hand to accommodate any issues that may arise, they were met with a reassuring silence. Nobody required any assistance and the change programme went as smoothly as intended, with no disruption on day one. The roll-out was a success, with the UK division seamlessly migrating over the Google workspace.

“The migration to Google Workspace has been a success and our colleagues are now collaborating and working closer together than before. CTS did a good job and we have plans to work together in the near future on another project.”

Aaron Pottock, IT Services & Operations Senior Manager at Booking.com

Booking.com

About Booking.com B.V.

Founded in 1996 in Amsterdam, Booking.com has grown from a small Dutch start-up to one of the world's leading digital travel companies. Their mission is to make it easier for everyone to experience the world.

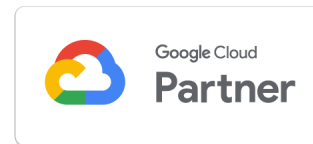
Industry: Tourism & Leisure

Primary project location: United Kingdom



About Cloud Technology Solutions Ltd.

CTS is one of Europe's largest dedicated Google Cloud Managed Service Providers. They offer unique full-stack solutions for GCP and Workspace.



Products

Google Workspace