

Making The Most of Google Workspace With DK

CTS developed tools to support workflows in Google Drive, ran Licence Optimisation Workshops. We ran an interactive virtual escape room and built a 6-month calendar of activities. All of this increased user adoption and empowered employees.

The challenge

Customer wanted to drive better collaboration throughout the business, optimising licences, improve security and support employees with ongoing training to get the most out of Workspace. DK's move to hybrid working meant higher numbers of people working remotely which brought challenges in how best to support these employees in terms of file sharing and access, onboarding, and training.

The solution

CTS helped develop tools to support workflows in Google Drive and ran a Licence Optimisation Workshop. Built a 6-month calendar of activities for engagement. Increased user adoption and empowered employees through free microtraining sessions. Conducted a Security and Governance Workshop, providing a list of recommendations for DK to enhance their security in line with best practices.

The result

Resulted in a 20% reduction in licences and reduced shared mailboxes by 96. Enabled staff to concentrate on the bigger picture items. Moving to more digital ways of working through 150+ training led to a real culture change throughout the business. The 6-month calendar of activities significantly increased adoption through Google Champions, including a 'Tip of the Week' and empowered employees.

“ Google Workspace has enabled us to evolve a truly collaborative and flexible culture throughout our global network. Working with CTS , we were supported in designing and delivering training initiatives, enhancing security standards and maximising the value of the tools to help drive process improvements around the business ”

Peter Buckley, Technology Director DK Worldwide



About DK

DK is a global company specialising in illustrated reference books, well known for its use of graphics and illustrations to explore topics spanning many genres, for all ages in over 60 languages. They are now a part of Penguin Random House, which is a subsidiary of German media conglomerate Bertelsmann.

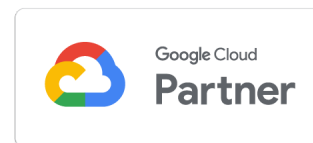
Vertical/horizontal solution: Media & Entertainment

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