

Roundhouse - Customer Success Service

After transitioning to Workspace in-house, Roundhouse wanted to improve internal adoption whilst verifying that the system setup was correct. Netpremacy's Customer Success Service provided resources and workshops to ensure both requirements were met.

The challenge

Despite a successful migration, there were some initial challenges around its implementation. For the IT team, these were around security. Across the wider team, adopting a new system was difficult, leaving senior members of staff struggling to see a return on investment. Whilst the IT team had a degree of Workspace knowledge, they didn't have the capacity to provide the level of support required.

The solution

Netpremacy's Customer Success Service provided a bespoke solution for Roundhouse. As part of the programme, white-glove training was delivered to senior staff, and access to a host of resources was available to the team 24/7. Furthermore, both strategy and security workshops offered by Netpremacy enabled Roundhouse to review the security posture of their system setup and make changes accordingly.

The results

Roundhouse saw a significant increase in end-user adoption across all levels of the company, including buy-in from senior management. Netpremacy's Customer Success programme gave peace of mind regarding their security set-up and has allowed Roundhouse to build on their strategic direction with Google, adding to the success of their migration.

“The Customer Success Service Hub is probably the most helpful element, having resources at your fingertips has helped lead people in the right direction. It has given colleagues who previously gave push back the opportunity to learn and make the most of Workspace, making not only their lives easier but the internal IT teams”.

Josh Chandler; Systems and Technology Business Partner, Roundhouse



About Roundhouse

Established in the 1960s, Roundhouse London is a live performance venue showcasing some of the biggest names from across the globe. Aside from hosting legendary artists, Roundhouse works to allow thousands of 11-25-year-olds to develop their skills and confidence through creativity in music, media and the performing arts.

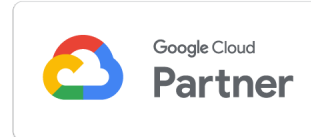
Industry: Non-Profit

Primary project location: United Kingdom



About Netpremacy Limited

Netpremacy helps global companies transform and energise their business to gain a competitive edge with Google products.



Products

Google Workspace