the cloud group

Google for Work

Discover a better way of working.
Web based email, calendar and
documents that let you work from
anywhere.

Google for Work
Partner
Premier

HELPING YOU
get the most out of
THE CLOUD

CONTENTS:

the cloud group

The Cloud Group has been helping businesses evolve online for over 18 years and with the obvious enterprise-wide benefits of cloud computing, we have become the technology partner of choice as South Africa's Premier Google for Work Partner.

18 years old and fully BEE Certified with over 4,000 clients

Fast growing Google Premier Partner: Providing local support for cloud migration, deployment and change management.

360 Degree Cloud Solutions: Migration, deployment, specialised change management and custom Google integration solutions.

Training: FREE weekly training for Google Apps for Business users and IT administrators.

Full service team: 40 staff members including Google Apps for Business specialists, designers, developers, programmers and online marketing specialists.

Pricing: $50 per annum, per user. The Cloud Group charges exactly the same as Google but offers multiple benefits: local personalised support, free weekly training, BEE procurement points.

Why Google? Google designs easy-to-use products for people and teams that are built specifically for the web. These products are built on their secure and reliable global infrastructure, which is trusted and used by billions of people.

Consumer Heritage: Your employees may already be enjoying the simplicity of Google's consumer products. These products allow them to work better together from anywhere, with tools they can trust.

Massive Scale: Google for Work solutions are built on Google's reliable infrastructure to give your business the ability to grow quickly without having to worry about downtime.

Customer Success: Google's powerful management tools complement a data center network that guarantees* reliable access to your data, 24x7x365.25.
*SLA Guarantee 99.9% availability with zero scheduled down-time

A new way of doing business: Google for Work solutions help teams move faster, grow quickly and work better together.

As a leader in cloud consulting, the Cloud Group helps you get the most out of the Cloud.

Migration: As South Africa's Premier Partner for Google Apps for Work, the Cloud Group simplifies the process of going Google. Through our extensive experience with Google technologies, we provide migration support from legacy mail systems to Google Apps for Work Solutions for organisations of any size resulting in lower costs, increased productivity and streamlined IT processes.

Custom Deployment: The Cloud Group has a talented team of software developers that specialise in Google development. We have proven capabilities of building enterprise-level applications that leverage Google App's reliable foundation and scalability, as well as its integration with the rest of the Google Apps platform.

We specialise in:

- Moving business applications on to Google Apps
- App development
- Developing intranets on Google Sites
- Implementing e-commerce on Google Sites
- Creating custom automated workflows and other systems using Google App Scripts
- Creating custom integration between the various Google Apps
- Google Apps integration with other cross platform web services (SOAP, XML, HTTP, etc)
- Custom reporting with charting capabilities
- Time based system automation, e.g. monthly, weekly, etc emailed reports

On-site Administrator and End-user Training: At the Cloud Group, our aim is to assist businesses in getting the most out of the cloud by ensuring a smooth transition through customised Google Apps training. We are specialists in the provision of both on-site and group training services for Google Apps. We offer **FREE** weekly Google Apps Training at our offices ranging from a basic introduction Google Apps to advanced Admin training.

Please visit www.cloudgroup.co.za for our training schedule.

Change Management: Making the move to the Google Apps for Work can seem daunting from a change management perspective, but thousands of companies have already made the move. Our change management team works with you to minimise the impact of the initial go-live period on morale and production, and ultimately reduce your organisation's time to proficiency with Google Apps for Work.
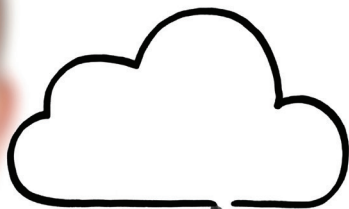
GOOGLE APPS FOR BUSINESS

Join the 5 million businesses using Google Apps

Google Apps is a cloud-based productivity suite that helps you and your team connect and get work done from anywhere on any device. It's simple to setup, use and manage, allowing you to work smarter and focus on what really matters.

For only $50 per annum, per user.

APPS TO FIT YOUR BUSINESS

Enterprise Email
Email with Google-powered search, 30GB of unified storage, offline support, custom email addresses, and more.

Calendar
Easily schedule meetings at times that work for everyone, get meeting reminders, and share calendars.

Drive
Google Drive allows you to store your files in the cloud, share them, and have access to them from anywhere.

Docs
Create, share and work on documents with your whole team in real-time.

Sheets
Manage spreadsheet data faster with click-to-edit charts and discussion style comments.

Slides
Create presentations together, embed videos, and never press save again.

Sites
Build project sites without writing a single line of code.

Vault
Add archiving and e-discovery to Google Apps. Vault is optional and adds archiving, e-discovery and information governance capabilities for an additional $5/user/month.

BENEFITS OF GOOGLE APPS FOR BUSINESS

Security first: Google Apps includes dozens of critical security features specifically designed to keep your data safe, secure and in your control. Your data belongs to you, and Apps tools enable you to control it, including who you share it with and how you share it.

Stay connected from anywhere: With Google Apps, all your work is automatically saved in the cloud. You'll have access to your email, calendar, documents, and sites and be able to work securely, no matter where you are in the world and what device you're on.

Work better together: Google Apps helps you and your team work faster and smarter by making it easy for everyone – employees, partners, vendors, anyone – to collaborate effortlessly across teams, companies and locations. Google Apps lets you share and edit many types of files – docs, spreadsheets, presentations and more – in real time.

Get stuff done faster: Google Apps can help streamline everyday tasks like invoicing, budgeting, scheduling and more. You can create an invoice template in Google Drive, balance your budget by sharing a single spreadsheet or let Google Calendar suggest times for your team to meet.
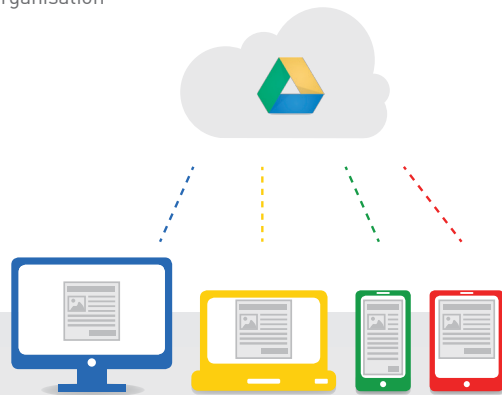
Invisible IT that just works: Spend less time managing your IT infrastructure. Your employees always have access to the latest software, including the newest features and security updates. You don't need to buy or maintain servers and everything can be managed from a single interface. Google Apps is quick to set up, can grow with your business, and costs just $50 per user, per annum.

WHY GOOGLE RECOMMENDS WORKING WITH A PARTNER

Google's experience has shown us that users are happier, more successful, and better able to use Google Apps to its full potential when there's a change management plan in place. The Cloud Group will work closely with your Google Apps project team to help plan and execute change management activities for your Google Apps deployment.

Benefits of working with a partner include:

- Deploy Google Apps faster
- Implement cost-effective support of all change management activities throughout deployment process
- Develop a change management project plan
- Complete organisational and user readiness tasks
- Create and deliver a communications plan
- Design a training curriculum adjusted to your company budget & logistics
- Deliver training in various formats, including online training/e-learning, videos, live webinars, classroom training, and coaching sessions or workshops
- Ensure that the benefits of using Google Apps are quickly realised within your organisation

Enterprise Email:
More than mail

Gmail groups replies to a message so it's easier to follow the conversation.

Powerful Search: Find exactly what you're looking for by searching across all your email, labels, and Docs right from your inbox with fast search powered by Google's search engine.

Labels and filters: Create labels to categorise, organise, and browse your email. Build powerful filters to automatically label and file new messages based on rules you choose.

Works with Calendar: When you get an email that looks like it's about an event, you can add it to your calendar with a single click. Date, time, attendee, and description info is added automatically.

Email delegation: If someone else helps you manage your inbox, you can make this even easier by delegating your email to that person. This allows another user to read, send and delete messages on your behalf.

Desktop mail clients: If you use a desktop email client, such as Microsoft Outlook®, Apple Mail, or Mozilla Thunderbird, you can keep using it with Gmail. Gmail offers POP and IMAP support as well as Google Apps Sync for Microsoft Outlook.

Your own personal translator: Do international coworkers, partners or vendors send you emails in languages you can't read? Gmail detects emails that are not in your native language and can translate them with a single click.

Designed for security and reliability: Gmail is designed for security and reliability with features like two-step authentication, attachment viewing in the browser, encrypted connections to Google's servers, simultaneous replicated storage for your email, built-in disaster recovery, spam filtering and sender authentication.

you@yourcompany.com: Pick an email address that matches your business's name or web address: you@yourcompany.com.

Inbox space for everything: Google Apps for Business comes with 30GB of unified storage for every user. This means you can save all your important emails and you won't spend time cleaning out your inbox to free up space.

Email on your mobile: Gmail works natively on popular mobile phones such as Android, iPhone, BlackBerry, and Windows Phone and can check and send email on any device with a web browser.

Offline support: The Offline Google Mail app for Chrome lets you read and write email without an internet connection. Your drafted messages are sent and your inbox is synced the next time you connect to the internet.

Calendar:
Stay in sync with your team

Shared calendars make it easy to see when the people you work with are free.
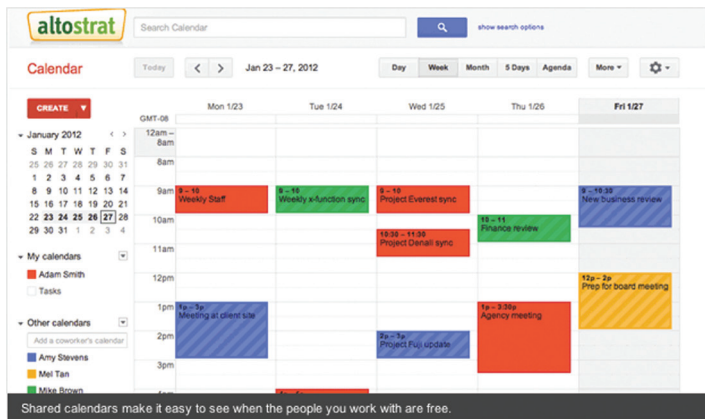
Easily schedule events: Google Calendar makes it easy to schedule events and can automatically send invitations and track RSVPs through your email.

Calendar on your mobile: Sync the built-in calendar on popular mobile phones such as Android and iPhone with your Google Calendar or access your calendar from any device with a web browser.

Offline support: The Google Calendar app for Chrome lets you view your schedule and respond to invites, even when you don't have an internet connection. Your calendar and RSVPs will be synced the next time you connect to the internet.

Calendar delegation: If someone else helps you manage your calendar, you can make this even easier by delegating access to that person. This allows another user to create events, respond to invites and manage your schedule.

Work across timezones: Google Calendar makes it easy to work with people in other timezones. Features like timezone conversion makes sure your calendar time zone follows you when you travel and customisable working hours reminds your colleagues not to schedule meetings in the middle of the night.

Desktop calendar clients: If you use a desktop calendar application, such as Microsoft Outlook®, Apple iCal or Mozilla Sunbird, you can keep it in sync with Google Calendar automatically.

Free or busy: You can add a widget to the side of your calendar that can show current availability for the people you work with most. This way you know who's available for a quick call or chat and who's tied up in a meeting.

Designed for security and reliability: Google Calendar is designed for security and reliability with features like encrypted connections to Google's servers, simultaneous replicated storage for your calendar appointments, built-in disaster recovery and fine-grained sharing, which lets you share your calendar with people in and out of your organisation.

Event Reminders: Get custom reminders in your inbox or on your mobile phone with all the details about your upcoming meetings and events, right when you need them.

Drive:
Work together better

All your files are accessible from any web browser.
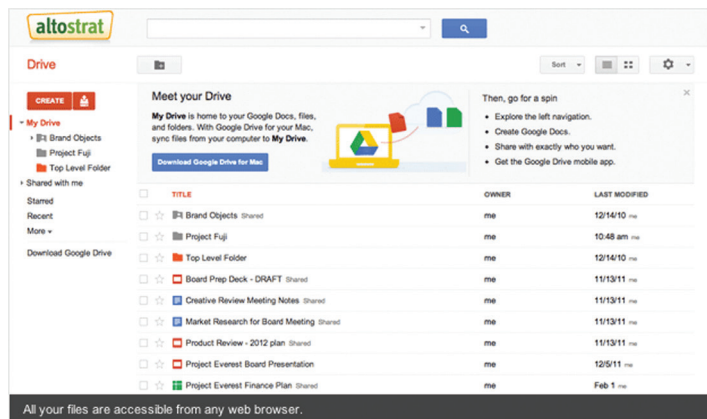
Access your files anywhere: Google Drive gives you access to your work from anywhere, across your Mac, PC, mobile devices and on the web. Simply download Drive on your Mac or PC to sync files from your computer to the cloud. Update a file on one device and changes are automatically saved to Drive and your other device, so you have the most up-to-date version of your files wherever you need them.

Bring your work to life: Share files or whole folders with individuals, your entire team or even customers and partners. In the Docs, Sheets and Slides editors multiple people can work on the same document at the same time. Buy what you need & grow flexibly: Start with 30 GB of unified storage for each of your users. Need more? For as little as $4/month for 20 GB, administrators can centrally purchase and manage up to 16TB (Yes, that's 16,000 GB!) of additional storage for each user.

Docs: Create rich documents with images, tables, equations, drawings, links and more. Gather input and manage feedback with social commenting.

Sheets: Keep and share lists, track projects, analyse data and track results with our powerful spreadsheet editor. Use tools like advanced formulas, embedded charts, filters and pivot tables to get new perspectives on your data.

Slides: Create beautiful slides with our presentation editor, which supports things like embedded videos, animations and dynamic slide transitions. Publish your presentations on the web so anyone can view them, or share them privately.

Open and view any file: View over 30 file types right in your browser, including images, HD videos, Adobe Illustrator and Photoshop files, even if your device doesn't run the file's original software. Save files from Smartsheet, DocuSign, or SlideRocket and other web apps directly to Google Drive, and launch those apps by opening these file types from your Drive.

Powerful Search: Stop worrying about what folder you put which doc in and find exactly what you're looking for with fast search powered by Google. Search over content you've created and docs that have been shared with you.

Import your existing work: With Google Docs, it's easy to import your existing work and convert it from most common text, spreadsheet and presentation formats so you can edit and share. Optical character recognition ("OCR") even lets you import editable text from PDFs and images.

Export with ease: If you need to, you can easily download any of your docs to the most common text, spreadsheet, presentation and drawing formats or export them to PDFs on your hard drive.

Mobile editing: Do more than just view your docs on your mobile. Make edits and share with others in real time from your Android device or any mobile web browser.

Revision history: Keep track of all the changes that you and your team have made to each doc. Detailed revision history lets you look back at each doc after each set of edits and you can always revert to a previous version if you like.

Easy forms: Build a form with the straightforward forms editor and collect data from colleagues or customers. All the responses are recorded in a spreadsheet so it's easy to analyse and share.

Designed for security: Google Docs is designed for security and reliability with features like encrypted connections to Google's servers, real-time file save, simultaneous replicated storage for your documents, built-in disaster recovery and fine-grained sharing controls that let you share your work with the right people.

Hangouts:
Online video meetings
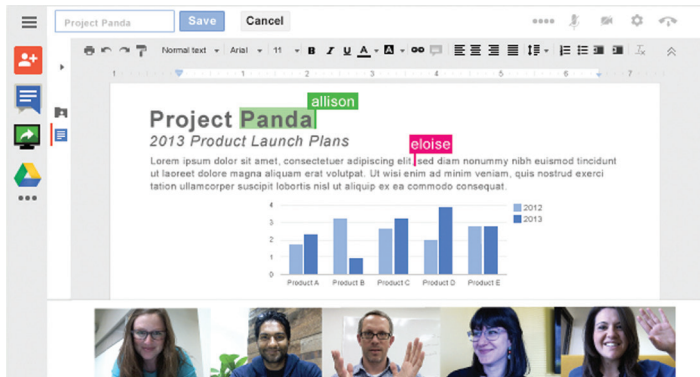
Connect anytime, anywhere: Hangouts brings online video meetings right to your laptop, mobile phone or tablet. Meet face-to-face with up to 15 colleagues or clients, from anywhere in the world with just a click.

Get work done faster: Hangouts is integrated with Google's productivity apps to fit the way you work. It's easy to schedule a Hangout from your Calendar, or jump right in from your inbox. You can add a doc from Google Drive and work together in real time during the meeting.
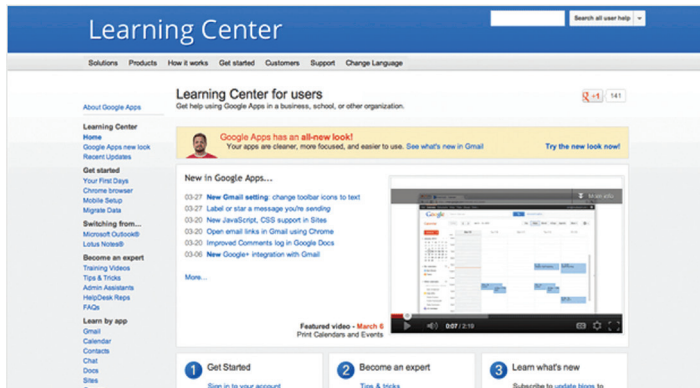
Save time: Whether you're working with a global team or interviewing a job candidate, Hangouts lets you connect without spending time on travel or money on specialised hardware. It's the next best thing to sitting in the same room.

More:
Apps comes with even more handy tools

Google+ gives you new ways to share with coworkers. Share private posts with your company to ask questions, find experts and get answers. Schedule online video meetings with up to 15 participants and join right from your laptop, phone or tablet.

Chrome was built from the ground up to deliver the best experience for Gmail, Docs, Calendar and more, and supports the most advanced functionality such as offline support and desktop notifications.
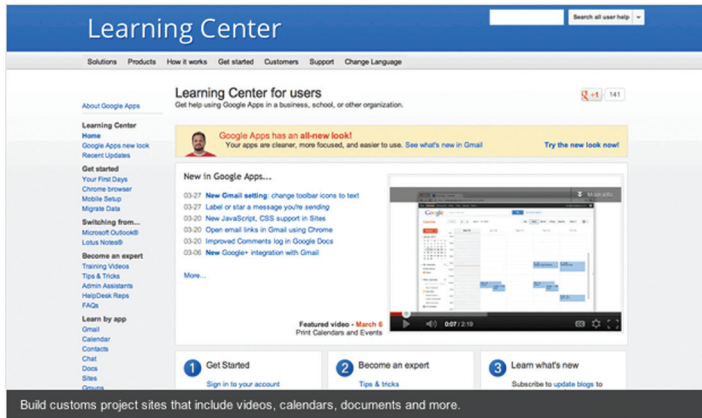
Quickoffice for Google Apps works on your Android, iPhone and iPad giving you a way to create and edit Microsoft Office files when you need to make a quick edit on the go and don't have access to costly software.

Sites:
Shared workspaces for your team

Easy to build: Build project sites without writing a single line of code. It's as easy as writing a document. And, to save even more time, you can choose from hundreds of pre-built templates.

Simple to organise: Use your team site to organise everything from calendars to documents to presentations to videos. Built-in Google-powered search makes it easy to find exactly what you're looking for later.

Quick to share: Share your site with your team, your entire company or even a customer or partner with the click of a button. You control who can view and who can edit your site and you can always adjust settings later.

Intuitive editing: Google Sites uses an intuitive editor for creating and updating sites that makes it as easy as writing a document. Drop in all sorts of gadgets from documents to videos to images to shared calendars and more.

Template gallery: Get a jump start on your site with one of the pre-built templates or create a privately shared template gallery for your business with sites customised for your needs.

Powerful search: Project and team sites are only useful when you can find the information you're looking for. Built-in search powered by Google's search engine makes it easy and fast to find the pages you need.

Fine-grained permissions: Google Sites lets you set different access lists for different pages of each site. You could use this to let a partner or vendor see only the relevant part of your project site or to build an entire intranet for your company with the right access for each division.

Storage: Google Sites comes with loads of storage. Your company gets a quota of 10GB + 500MB for each user at your company for attaching files. Documents, calendars and videos embedded from Google Docs don't count against this quota.

Customise: Achieve even more customisation with Google Apps Scripts or by creating your own HTML or JavaScript gadgets for your site.

Designed for security and reliability: Google Sites is designed for security and reliability with features like encrypted connections to Google's servers, real-time file save, simultaneously replicated storage for your sites, built-in disaster recovery and fine-grained sharing controls that let you share your work with the right people.

Vault:
Add archiving and e-discovery to Google Apps
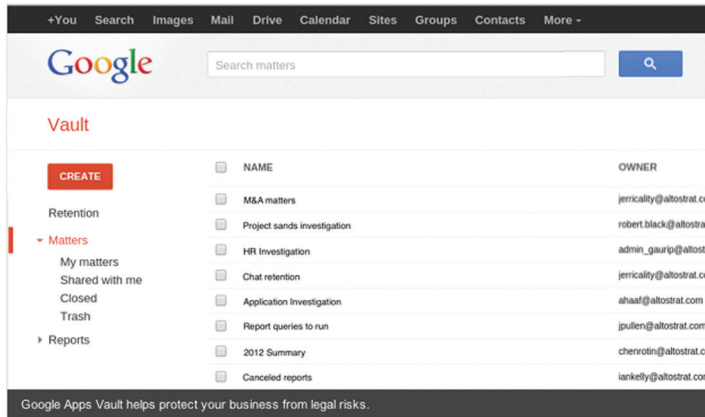
Google Apps Vault helps protect your business from legal risks.

Vault is optional and adds archiving, e-discovery and information governance capabilities for an additional $50 per user, per annum.

Retention policies: Define retention policies that are automatically applied to your email and chat messages.

Email and chat archiving: Your email and chat messages are archived and retained according to your policies, preventing inadvertent deletions.

E-discovery: Be prepared for litigation and compliance audits with powerful search tools that help you find and retrieve relevant email and chat messages.

Legal hold: Place legal holds on users as needed. Email and chat messages can't be deleted by users when they're placed on hold.

Export: Export specific email and chat messages to standard formats for additional processing and review.

Audits: Run reports on user activity and actions in the archive. Searches, message views, exports and more are shown.

Information Governance: Google Apps Vault allows you to reduce risk and costs associated with litigation and compliance audits. For an additional $50 per user per annum, you can add capabilities that help your business be prepared for these situations.

Archive and manage in place: A single archive for email and chat messages where the data is managed in-place. Governance policies are applied directly to the data store, eliminating the need to duplicate data in a separate archive which helps reduce the risks associated with data movement and spoliation. A robust audit trail provides complete visibility across the archive.

Retain business documents: Email and chat retention policies allow businesses to define standard retention policies for Gmail and chat messages. Once a message reaches the end of the retention period, disposition is automatic to ensure compliance with retention policies. The automated process ensures that no data subject to a legal hold is deleted and reduces the risks of spoliation and noncompliance. Message holds help ensure email and chat messages can be preserved beyond their standard retention period for a legal matter or an investigation.

Find relevant documents: eDiscovery tools allow authorised users to search through the archive for data that may be relevant to a specific matter or investigation. Google search algorithms can search domain wide, across large amounts of email in the archive and return results quickly. From the search results, authorised users can define and manage collections of message search results and collaborate with others to manage them. Email can be exported from the archive for further review and processing.

Designed for security: Google Apps Vault is designed for security and reliability with features like encrypted connections to Google's servers, simultaneous replicated storage for your messages, built-in disaster recovery and sharing controls that let your users collaborate securely on matters.
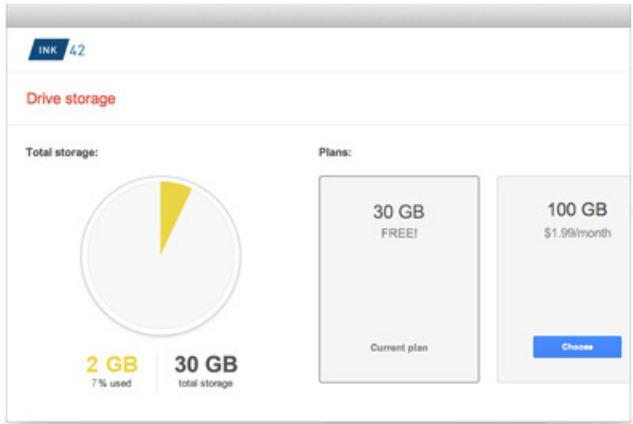
Google Apps Unlimited is the premium version of Google Apps. In addition to everything available in Google Apps for Work, it includes unlimited storage and Google Vault for everyone in your organization, plus additional Drive administration, auditing, and reporting features.

With Google Apps your users can.

Store as many files in Google Drive as they need, as well as unlimited Gmail messages and Google+ Photos. Users no longer need to pick and choose only the most valuable content, saving them time and worry.

In Addition, administrators can:

Use Google Vault to retain, archive, search, and export your organization's email for your eDiscovery and compliance needs.

Use Vault to also search across all files in Drive and export files based on searches.

Gain additional insights with advanced Drive audit reporting and APIs.

Specify exactly which users can do the following, based on organizational units:

Download or use Google Drive for Mac/PC to sync Drive files with their computer.

Enable offline access to Google Docs editors.

Open files in web apps installed from the Chrome Web Store.

Use Google Docs add-ons built by other developers.

No limits	Google Apps for Business	Google Apps Unlimited	Higher Capacity
Storage - Emails, photos and files	30Gb	Unlimited	Unlimited storage
Secure			**Advanced security & compliance**
Acitvity API	✓	✓	
Audit reports and API		✓	Advanced audit
Advanced audit & alerts		✓	
Company controls: sync, share & offline	✓	✓	
Org unit controls: sync & offline		✓	Fine grained controls
Org unit controls: share		✓	
App whitelisting	✓	✓	
Domain whitelisting		✓	
e-Discovery		✓	e-Discovery & archiving
Retention & archiving		✓	

PRICING

Key Features	Google Apps for Work	Google Apps for Work with Vault
Gmail and Drive storage	30 GB	30 GB
Custom email address	✔	✔
Unlimited users	✔	✔
Video chat, calendar, document editing and more	✔	✔
Business controls	✔	✔
24/7 customer support	✔	✔
99.9% uptime guarantee	✔	✔
Business-critical data archiving		✔
Data retrieval for investigation		✔
Company-wide data discovery and export		✔
	$5/user/month or $50/user/year	$10/user/month or $100/user/year

TAKING GOOGLE TO THE NEXT LEVEL

Business owners today are looking for technology to enhance productivity, streamline processes and most importantly allow them to focus on running their core business. Some of our work integrating Google technologies includes:

SAP BUSINESS ONE INTEGRATION

Features:

- This system is designed for Job Cards for warranty repair and warranty swop-out purposes.
- Data is inputted by the client by means of Multiple Google forms designed by the customer.
- Spreadsheets are shared with various staff based on differing roles, departments & rights. Data is collected by means of Google Spreadsheets.
- Form information is fed into our middleware solution.
- The middleware solution then sends the information to one of SAP Business One's APIs for Job Card creation.
- SAP Business One data is also uploaded to Google Spreadsheets for referential purposes, VLOOKUPS, etc.

MAXIMIZER - GOOGLE APPS INTEGRATION

Features:

- This system is designed for Information exchange from Maximizer to Google Apps.
- Contacts can be sent from Maximizer's Contacts to Google Contacts.
- Calendar entries can be created automatically by Google Apps from Calendar entries in Maximizer.
- Data is read from Maximizer using Maximizer's APIs using our middleware solution.
- Contacts are created in Google Apps using the Google Contacts API.
- Calendar entries are created in Google Apps for the respective user using the Google Apps Calendar API.

PASTEL EVOLUTION - GOOGLE APPS INTEGRATION

Features:

- Data is synced from Pastel Evolution via its SDK.
- Contacts are created using Google Contacts API.
- Invoices are generated using the Pastel Evolution SDK.
- Notifications are sent to Admin staff informing them of the status of the billing run and if there are any issues. This is done with GTalk/Jabber integration and the Provisioning API.
- Synchronising companies and contacts with CRM systems using records collected from the Pastel SDK.

GOOGLE MAPS INTEGRATION

Features:

- Live data plotting of customer sites, work loads and service jobs.
- Route generation taking traffic and client location data to optimise route efficiency.
- Giving businesses a geographical representation of customer sites, work loads and service jobs.

ONLINE TRADING APP

Features:

- Automatic user provisioning from Google Apps.
- Available on desktop, tablet and Smartphone.
- Real-time trading notifications via Google Chat and Email.
- OAuth 2.0 authentication using Google.

**DRIVING GROWTH WITH GOOGLE'S COMPUTE ENGINE
– Intercity Xpress**

"The evolution of the booking system means a better user experience for my customers. And that's what drives growth in a customer focused business like ours." Ghalib Ismail, CEO Intercity Xpress .

Intercity Xpress currently operates two bus charter companies within South Africa and Zimbabwe. They have an online booking system accessed by several agents and customers and it integrates with another national booking system. They transport an average of 680,000 passengers that generate over one million transactions each year in 65 coaches across various bus routes.

The Challenge

Due to the seasonal nature of Intercity Xpress' business, the majority of customers travel before, during and after holiday periods. The booking system has to allow for these fluctuations

without the investment of running large servers on a permanent basis. In addition, as the booking system is accessed from Southern Africa, it was a critical requirement of the project

that latency to the system be reduced. Intercity turned to the Cloud Group for help.

The Cloud Group had built and managed Intercity's booking system and had implemented mobility for the booking system to allow for anywhere access. Booking traffic now necessitated an evolution of the system. Working with the Intercity team, and understanding the need for scalability in the business, the Cloud Group determined that a migration from the current VPS host to Google's Compute Engine would facilitate the company's growth.

Solution

Compute Engine is Google's Infrastructure-as-a-Service (IaaS) which allows businesses to run large-scale workloads on virtual machines hosted on Google's infrastructure. This solution was a natural fit for Intercity as they gained the performance and consistency of Google's worldwide fibre network but only paid for what they used with a per-minute billing model.

Switching to the Compute Engine gives the company the ability to scale their system to accommodate the load per season and provides Intercity Xpress more operational capability at the click of a button.

With careful planning by the Cloud Group's development team, the booking system was migrated onto the Google Compute Engine, limiting the system's downtime. This model provides Intercity Xpress the ability to scale the servers' CPU and memory requirements on demand, enabling them to scale the server at the start of a peak season and scale the server back down when the seasons are over.

Results

After migrating the booking system to the Google Compute Engine, there have been some visible differences in the performance of the booking system, with considerable improvements in the system's computing power and latency. The previous booking system had a latency from Southern Africa of approx. 320ms and the Compute Engine latency from the same location is approx. 190ms - a 40% improvement in latency.

CREATING A SEAMLESS ONLINE
ENVIRONMENT
– Kilo Goldmines Goes Google

KILOGOLD
explore | develop | progress

> "With Google Apps for Business, the real objective is to bring everybody together and create a seamless environment, across email, documents and communication, and that's what we're doing." - Stuart Thompson, VP Operations, Kilo Goldmines.

About Kilo Goldmines

Kilo Goldmines Ltd (KGL) is an exploration and resource development company with gold and iron ore assets in the north-eastern portion of the Democratic Republic of Congo (DRC) and a 20% interest in the Hajigak iron ore project in Afghanistan.

KGL is listed on the TSX Venture Exchange under the symbol 'KGL' and on the Frankfurt Stock Exchange under the symbol '02K'.

The Challenge

With operations in Canada, South Africa and the DRC, it was critical that KGL's IT operating systems facilitated seamless communication between offices and with a server-based IT system, it was becoming increasingly challenging to gain real-time access to emails and documents from the South African and DRC offices, making data not as transparent as the business required it to be.

In addition, the business stakeholders were becoming frustrated with the inability to collaborate on key documents between offices, causing decision making to be cumbersome.

It was time to start evaluating cloud-based solutions.

Solution

In July 2012, after a thorough evaluation of multiple cloud-based communication solutions, Kilo Goldmines made the decision to implement Google Apps for Business with the Cloud Group as their migration and deployment partner.

"Not to be reliant on a server and having real-time collaboration

was the main drivers of looking at a cloud-based solution. Google Apps for Business was the best solution for our business. I was particularly impressed with Google Docs and the ability to share documents across multiple folders and users. The ease of setup in comparison to other, more complex cloud solutions also played an important role in our decision" says Thompson.

To facilitate adoption of the Google Apps for Business suite, Kilo Goldmines combined training with employee metrics. "We made Google Apps for Business part of people's everyday working environment in order to drive buy-in and, most importantly, productivity. We have created key performance indicators around the effective use of Google Apps for Business to truly assimilate it into the Kilo Goldmines business."

Results

With the introduction of Google Drive, the ability to access key documents on and offline has been of real benefit to the Kilo Goldmines business. "We're now able to work whenever and wherever, and this improves our productivity."

"One of the other key features of this solution is Google Talk. We can talk real-time with people all over the world and particularly with people in remote sites. This overcomes the problem of staff relying as heavily on email to communicate."

Having all documents residing in the cloud ensures that Kilo Goldmines can easily share and collaborate on documents – without the need to email cumbersome attachments. "The ability to share links to documents as opposed to attachments has sped up our communication and allowed mobile phone users to quickly view emails while travelling without having to download files that sometimes were hundreds of megs in size."

Having a sound disaster management strategy is a crucial requirement of a listed company and Google Drive provided the solution for Kilo Goldmines "Because we are backing up everything in the cloud, should anything happen on site, we are able to re-establish our systems very quickly."

SPEEDING UP COMMUNICATION
– Hartmann & Keppler Goes
Google

Hartmann & Keppler
INTERIORS
Est. 1935

"Having our email, calendar and
documents all in one place and
online was important to us. It
has speeded up communication
unbelievably - making changes
live on documents while sitting
in different offices has drastically
improved our productivity." -
Reinhard Hartmann, Director of Hartmann
& Keppler

About Hartmann & Keppler

Hartmann & Keppler was founded
in 1935 by Heinz Hartmann and
Theo Keppler. Today it is a third
generation family owned business,
acquired by Robert and Reinhard
Hartmann, grandsons of Heinz
Hartmann, in 1996.

They operate out of two locations –
their manufacturing arm as well as
their beautiful Interiors Showroom
in the heart of Bryanston, Sandton.

The Challenge

With operations in different
locations, it was becoming
increasingly important for teams to
collaborate on critical documents
real-time without version errors. In
addition, frustrations were arising
with the inability to easily access
email and important documents
from either of their operating
locations, or when members of the
leadership team were travelling.

Finally, the proliferation of
consumer IT products has meant
that team members wanted to
communicate and collaborate on a
range of devices and are no longer
bound to their offices in order to
accomplish these tasks. Their
email and collaboration system
needed to keep pace with these
dynamic requirements.

Solution

In September 2011, Hartmann
and Keppler made the decision
to migrate away from Microsoft
Outlook and into the cloud with
Google Apps. Having been a client
of the Cloud Group for many years,
the Cloud Group, an authorised
reseller of the Google Apps for
Business suite, was an obvious

choice when it came to their
migration and deployment partner.

During the migration, it was critical
that down-time was reduced and
data was migrated without any
loss of information and without
disruption to the productivity of the
team who work to tight production
deadlines. The Cloud Group worked
closely with the Hartmann &
Keppler CIO to successfully migrate
email, calendars, contacts and
documents.

To ensure successful adoption and
enable staff to become proficient
with the new communication and
collaboration tools, the Cloud
Group focused heavily on individual
user training. "It was important
that my staff were comfortable with
the move and adopted this new way
of working. And thanks to both the
training and change management
that the Cloud Group employed as
part of the migration plan, as well
as the intuitive nature of Google
Apps for Business, my team has
embraced the new system and find
it very simple to use."

Results

From a day-to-day perspective,
with staff working across two sites,
Hartmann & Keppler were able

to introduce their staff to a more
efficient way of working through
real-time collaboration in Google
Docs and real-time communication
with Google Talk.

"Working on financial spreadsheets
had become an arduous process
as we had to email them back and
forth between our sites and weren't
able to make central changes on
them. We were having to travel
extensively between branches
just to get decisions made. Giving
our staff the ability to collaborate
on documents live, and also use
the chat and video features has
not only increased our efficiency,
but it has also saved us money
by reducing the amount of travel
required."

The leadership team at Hartmann
and Keppler are very focused on
how technology can help their
business work faster and more
efficiently. Says Reinhard, "For me,
product development is important.
I keep up-to-date with tools that
help my staff work smarter and
Google Apps delivers on this. With
weekly improvements to Google
Docs and their other applications,
I know that we are continually
going to see productivity rise with
regards to communication and
collaboration."

**IMPROVED CLIENT SERVICE
– The Voice Clinic Goes Google**

THE VOICE CLINIC
est 1988

Boxed out:

> "Google Apps for Business is very user friendly, is a pleasure to use and makes my life easier – especially while I'm out in the field at business meetings." -
> Chanel Thomas, Account Executive

About The Voice Clinic

The Voice Clinic is a global leader in professional communication skills training, with branches operating in Australia, the USA and South Africa.

Founded in 1988 by Monique Harrisberg, The Voice Clinic has successfully led individuals and corporate groups to personal and professional empowerment, dynamic speech and new found confidence. At The Voice Clinic, internationally trained, professional voice coaches and facilitators are committed to delivering programmes that guarantee exceptional outcomes for clients who seek to improve their presentation and language skills. The Voice Clinic also provides professional motivational speakers for major corporate functions,

seminars, and conferences.

The Challenge

With a focus on clients, it was critical that The Voice Clinic's IT operating system worked smoothly and enhanced the team's ability to work effectively with their clients. In addition, The Voice Clinic staff was increasingly travelling around seeing clients and attending meetings off site. It was critical that they were able to access their email from anywhere in order to timeously respond to client requests and not have idle time waiting for meetings. However, they were increasingly frustrated with the need to travel back to their offices in order to perform critical client-focused communication.

Teams were also required to work collaboratively on proposals for clients to ensure an optimal solution was offered however felt inhibited by the need to email around documents for feedback and wasted time on version control.

Solution

In June 2011, The Voice Clinic decided a change was needed to move the business forward and take advantage of cloud-based communication and collaboration. The Voice Clinic had a long-term

relationship with the Cloud Group, an authorised reseller of the Google Apps for Business suite, so it made sense to partner with them for their move to the cloud.

During the migration, the Cloud Group ensured that staff training and adoption of the Google Apps for Business tools were the foundation of the migration and change management plan.

In addition, due to the organisation's focus on clients, it was critical that no disruption to productivity was experienced and that proposals and client data were successfully migrated to the new system. The Cloud Group worked closely with The Voice Clinic team to successfully migrate their email, data and calendars.

"At first, there was a bit of panic about moving systems – which is normal with any degree of change – however because the Cloud Group was with us every step of the way, the process was simple and painless. Some people do struggle with the concept of collaboration; however because of the training and the manuals the Cloud Group provided, it happened very smoothly."

Results

The Voice Clinic team now works from anywhere without being concerned about synching issues or not having the latest client documents available to them.

Chanel Thomas, Account Executive at The Voice Clinic, "Because I can take my email wherever I am, it's made me a lot more efficient. While waiting for business meetings, we are now able to send emails and respond to client queries. I can offer my company approximately 5 extra hours a week which has a major impact on productivity."

"With Google Docs, because you can all work on it at the same time, there is less room for error. You can see what everyone is doing at the same time so completion of a client proposal or contract happens much more efficiently. And, in addition, we save on printing – it's no longer necessary to print out an attachment because everyone is working online"

The Voice Clinic is now a team that works in the future and their client service has benefitted from the increased accessibility, greater client responsiveness and better turnaround times for proposals and contracts.

CONNECTING A BUSINESS AND OPENING UP THE WORLD – IDS Goes Google

IDS
INHEP DIGITAL SECURITY

> "When we compared the features of Google Apps for Business, we discovered that they had future-proofed themselves so you always have the latest and best. And that makes Google Apps for Business very cost effective when compared to other systems we evaluated" - Paul Renou IT & Communications Manager, IDS Protect

About IDS

IDS is South Africa's leading manufacturer of electronic security equipment. The company is also a proud distributor of some of the world's leading CCTV brands.

Over the past 20 years their range of alarm systems has developed a hard-won reputation for robust reliability and quality. Developed to meet the harsh conditions of Africa, their alarms are used by the premier monitoring and response companies in South Africa - probably the world's most demanding security market.

This recognition has extended onto the international stage, with IDS distribution networks now serving at least 16 countries on 4 continents.

The Challenge

With a business that needed to remain at the cutting edge of high-tech security products and solutions and had to work across multiple regions to do so, IDS required an email and collaboration solution that supported the way they worked – in a truly collaborative manner.

The management team of IDS initiated the search for a new communication suite when they started feeling limited by the collaboration abilities of their current system and its inability to seamlessly allow travelling employees to access their email and documents anywhere, anytime and on any device. In addition, maintaining servers and VPNs locally was becoming onerous and performance was dropping leaving the IT team increasingly disenchanted.

Solution

After a year of running on Google Apps for Business, IDS turned to the Cloud Group, South Africa's premier SMB Google reseller, for advanced support and to facilitate IDS in getting the most out of the Google Apps for Business suite for its 113 users, in particular Google Sites. "Where we fall a little short, we use the Cloud Group's expertise."

Results

The primary benefit to the IDS business has been the ability to collaborate on mission-critical documents such as budgets and product information sheets.

"Using Google Docs, information can be made available from multiple regions in real-time. In product receiving, for example, we receive an enormous amount of products internationally and we need to guarantee the products' integrity. We therefore require instant sight of products that may not meet the company's standards. The whole team have their eyes on this Google Document which provides an overview of received products and allows for action to take place immediately if necessary. "

"In addition, calendar sharing and easy email delegation has streamlined the way that Directors are now working with their PAs. Diaries are effectively managed, boardroom bookings are simple, mails are no longer missed and correct follow-ups are done."

The IDS HR department uses Google Forms to conduct performance appraisals which has improved efficiencies in this normally laborious process. "We now save a huge amount of time having all the performance review information in one repository and employees have found this really intuitive."

"Also, we've put our whole intranet on Google Sites and have multiple phases planned to use the advanced features of Sites for our business. This includes integration with our ERP system, SAP."

To comply with stringent ISO requirements, the R&D department now store all their ISO documentation on a Drive-based Google Site. "The ISO auditors were extremely impressed that the information is secure in the cloud and is properly encrypted and encoded and, at any time, we're able to produce the correct document, in the right place, at the right time, with the proper version control. "

IDS not only makes use of the Google Apps suite but also other Google Applications in the Google Marketplace for things like Workflow or Project Management that work on the Google Platform and integrate with Google Apps for Business.