



# COLLABORATION SOLUTION FOR LEADING EDUCATIONAL INSTITUTION IN INDIA

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CASE STUDY

In 2019, Tech Mahindra started its engagement with the client to optimize their current collaboration platform & became the Managed Services Partner (MSP) for their entire Application, Infrastructure & end user computing.

Tech Mahindra's expertise in Google Workspace deployment was a crucial aspect to seal this deal amidst very strong competition between the incumbent & other competitors.

Our expertise in Google Workspace assessment & Advisory; seamless Google Workspace License Migration & successful Implementation of Google Cloud Collaboration tools were major considerations for this engagement.

## CLIENT BACKGROUND

The client is a leading educational institution in India with 200+ centers that provides comprehensive test preparatory services to students preparing for entrance exams for niche professional courses, school/board exams, Olympiads and other Foundation level exams.

The client planned to grow by adding around 20-25 branches every year, thriving to leverage Digital disruption & enable technology to cut through high quality teaching. Faster growth rate led to serious repercussion on their IT performance issues due to higher TAT and required a proactive service model rather than a reactive one.



## CHALLENGES

They had to optimize their current collaboration platform and were looking for partner with expertise in Google Cloud and enterprise collaboration. The client needed platform optimization and seamless migration to a new cloud platform while managing their IT & enabling focus on core business.

The major challenges included:

- 01 Managing end user Licenses for 7500+ users
- 02 Backlog of user requests/turn over issues & need for password policy reset
- 03 Incorrect efforts estimation for Application Development Projects leading to over run and result in delays in delivery
- 04 Issues with managing conference room bookings across multiple locations

## SOLUTION PROVIDED

### GOOGLE CLOUD ASSESSMENT & ADVISORY

- Complete environment review done on the older version of Google Workspace along with the 3rd party applications, extensions & plugins
- Assessment for the less secured applications in their existing environment was performed
- Defined an organizational structure for the client's cloud environment & designed an effective password policy
- Security audit performed to review the existing landscape and accordingly the services settings were turned ON/OFF as per Google Cloud protocols & governance
- Advisory for adoption of Google Group Management for managing mailboxes & achieve cost optimization
- Future roadmap defined with upgrade to next version of Google Workspace & other Google Cloud components to meet the demands of the client's growing business & user base

### GOOGLE CLOUD MIGRATION & COLLABORATION

- Google Workspace License Migration from a pre-existing version to a more suitable version along with successful migration of 7500+ users
- Google Vault used for email backup & retention while transitioning between licenses to avoid loss of any data or email from previous version
- We set up Conference Room Management across all 200+ locations (client owned & franchisees) using Google Calendar to effectively manage & book meeting rooms, Audio-Visual devices & other resources

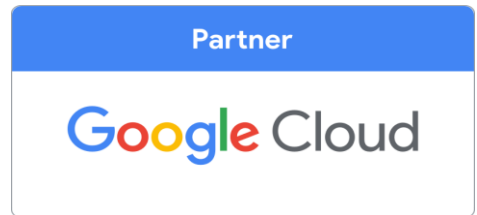
- Google Groups implemented to create shared mailboxes for users to enhance collaboration between the users & thereby create cost efficiency for the client
- Google Post Master application deployed for Reputation Management & reporting of the client's domain
- Content Compliance & Higher Security enabled to protect the data & documents restricting external data sharing

## BUSINESS IMPACT

- Tech Mahindra optimized Enterprise Edition License model impacting 7500 users
- Achieved ~ 75% reduction in license costs leveraging Google Workspace
- Tech Mahindra used Google tools such as Google Vault, Google Takeout, Google Migrate for exporting and migrating contents thereby avoiding dependency on 3rd Party Applications for Migration
- Custom developed Google Apps Script for user provisioning leading to a quick turn around without affecting end users
- Enabled users with flexible Google Drive capacity based on specific requirement
- We implemented Google Conference Room Management using Resource Calendars helping the client use Google Tools for collaboration across the organization
- Implemented Advanced Spam Restrictions on client's domain resulting in considerable reduction in the spam rate across the organization
- Provided reference materials & guides for End Users for Google Workspace adoption across all modules

# ABOUT TECH MAHINDRA & GOOGLE PARTNERSHIP

Tech Mahindra is a Managed GSI Partner for Google Cloud and holds certified Expertise in Healthcare; Automotive & SAP on GCP. With over 5,500 Cloud professionals, we help our customers become agile, lean and build reliable platforms and applications on Google Cloud.



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