Prodoscore™

Drive Adoption of G Suite, Survive Heavy Storms:
Specialty Lighting Group Case Study

Drive Adoption of Full Set of G Suite products

Retire legacy email systems & business back-office software

Build a work from anywhere culture

Attract and Retain Millennial Talent

Introducing Specialty Lighting Group

Manufacturing - Distribution - Retail

We recently had a chance to sit down with Greg Carreon, VP of Information Technology, from Specialty Lighting Group to discuss how Prodoscore helped his company drive adoption of G Suite and fully switch over from their legacy email system and back office productivity tools.

For over 25 years, Specialty Lighting Group has provided quality lighting products and design services for a variety of national clients, including Olive Garden, Barnes & Noble, and Charlotte Russe.

Over the past few years, they found their employees hobbled by the limitations of working on local machines instead of the liberating freedom found up in the clouds.
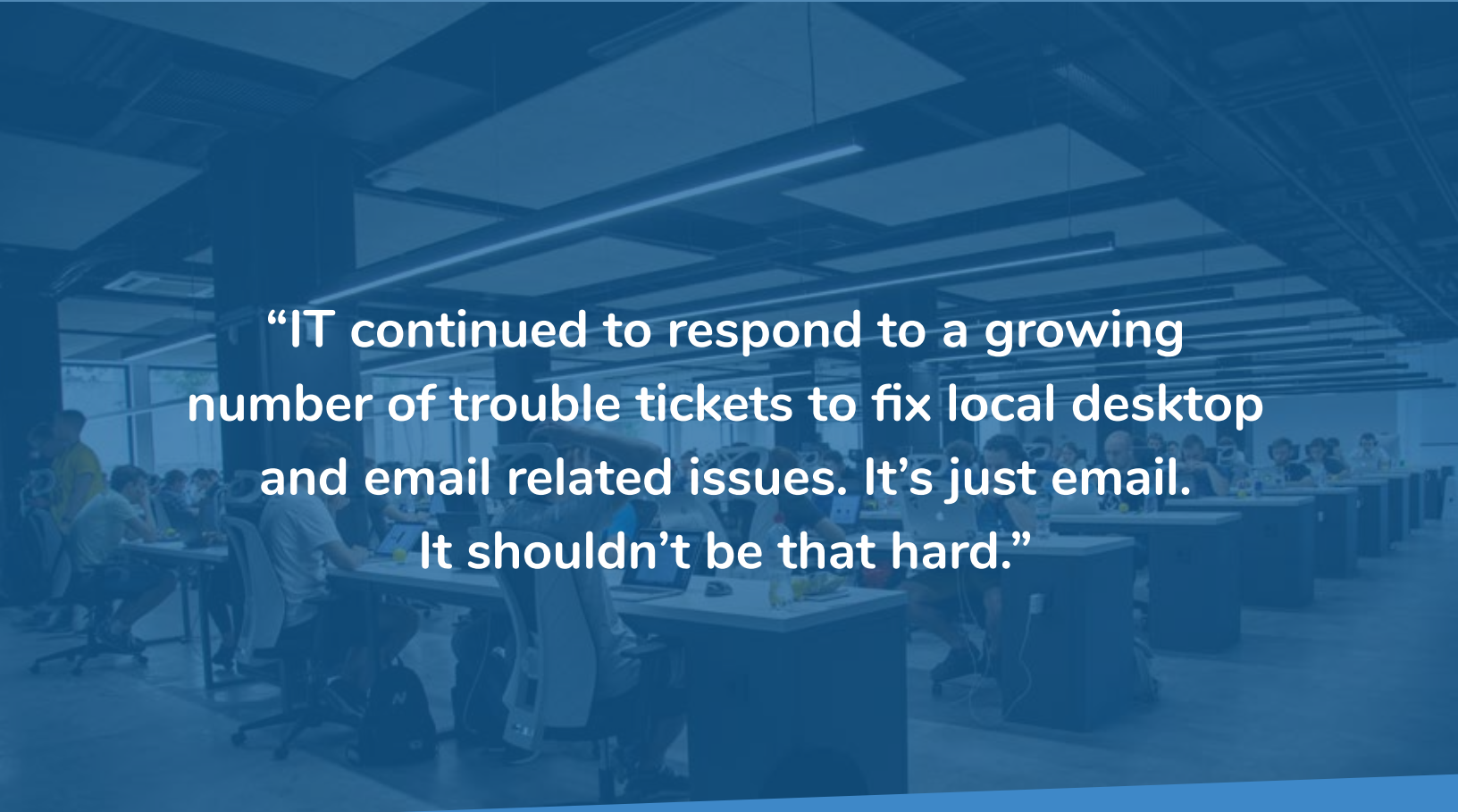
SPECIALTY LIGHTING GROUP
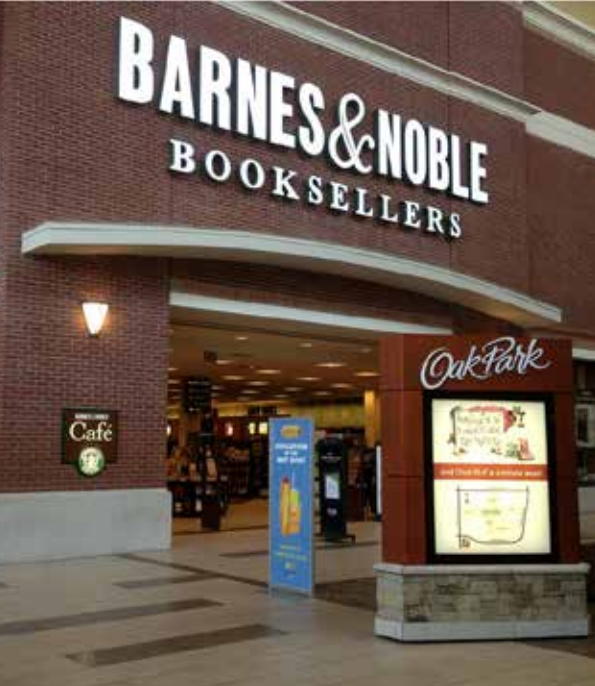
Stuck with Legacy Systems

Two years ago, Specialty Lighting migrated their legacy office productivity solution onto the Google Cloud Platform powered by G Suite. However, two years later, virtually all of their employees continued to use Outlook as their main email client as well as the Microsoft Office Suite of products with files stored locally on individual machines.

"Most employees were keeping files local on their desktop computers," Carreon said. "And, IT continued to respond to a growing number of trouble tickets to fix local desktop and email related issues. It's just email. It shouldn't be that hard."

Specialty Lighting IT was bogged down with frequent technical issues and countless security fixes. With file management and backup crucial to Specialty Lighting's business continuity, the risk of losing files to a hardware failure was acute. Additionally, having multiple versions of files across different machines made it virtually impossible to keep track of the most current version and increased security risk.

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The legacy systems also required extra training for recent college graduate hires who were familiar and naturally accustom to Google's EDU cloud solutions.

"Virtually all millennials emerging into the job market today literally grow up using G Suite for education. Many have been using Google since elementary school. Requiring this group to learn both legacy technologies and cloud-based technologies resulted in many challenges, not to mention their disapproval of an antiquated company culture."

To improve productivity, security, and future-proof the company's systems, Carreon drove an initiative to drive adoption of G Suite across the company.
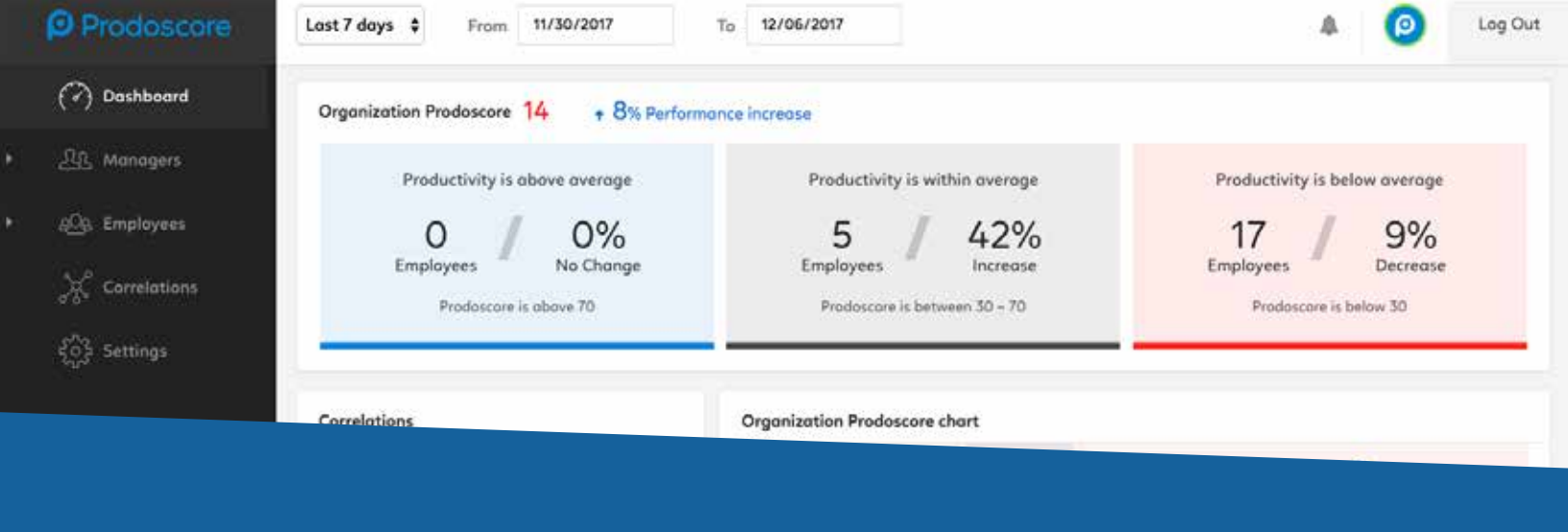
How Prodoscore Made the Switch to G Suite Possible

Soon after the initial roll-out of G Suite, Carreon realized he had a problem.

"A small portion of the company made the switch, but the majority were still using the legacy systems, particularly Office Suite and Outlook for email."

After two years of trying, Carreon had not found a solution to change employee behavior and realized it was going to be a continuing struggle to fully migrate the entire company to G Suite.

In order to realize the security and cost benefits of the cloud, Specialty Lighting needed a way to encourage all employees to fully adopt G Suite and move off the legacy systems.

Carreon discovered Prodoscore at a Google Next Conference and quickly realized this might be the solution to help him drive adoption of G Suite.

"The features that interested me the most was the ease of implementation, just an email address, and the seamless way that Prodoscore captures users' adoption across all G Suite applications," Carreon said.

Prodoscore provided administrators visibility of users' activity across G Suite and provided a simple productivity score. As a result, it was easy to identify users who adopted cloud based workflows vs. teams remaining on legacy workflows and applications. Training and guidance was then focused on those that required the help and enabled Specialty Lighting to demonstrate the advantages of migrating to the cloud as opposed to heavy-handed enforcement of policies.

This approach motivated employees to adopt G Suite tools over the legacy tools on their local desktops. With the knowledge of what G Suite products employees were using and how often, Carreon was finally able to view a complete picture of the company's adoption of the platform and manage virtually complete adoption of G Suite after only 3 months.

"Prodoscore enabled us to take full advantage of our investment in G Suite and further solidified Executive alignment with the move to G Suite. Prodoscore became the heartbeat of our company. As new employees ramp up, managers quickly get a pulse of how well an employee is ramping up. If we see employees with a Prodoscore of 100, 60 and 30, we have immediate visibility of their level of adoption of G Suite with the added benefit of understanding their overall productivity."

Gmail

Prodoscore will track count of emails sent and received.

Google Calendar

Prodoscore will track the calendar events created by your reps.

CRM Integration

Prodoscore will integrate with your CRM, such as Salesforce, to track activity count of record updates.

Voice Calls

Prodoscore will automatically track your reps' time spent talking on the phone.

Google Drive

Prodoscore will track the docs created by your reps.

Google Hangouts

Prodoscore will track your reps' chat time between colleagues and time spent on video calls.

While Prodoscore helped Specialty Lighting transition to G Suite, Prodoscore, combined with the new cloud workflows, provided an added advantage that was particularly handy with this year's harsh Connecticut winter.

"With the heavy snowstorms, this winter, there were stretches of time where we needed to give employees the flexibility to work from home. With everyone now migrated to the cloud, we maintained consistent productivity scores and collaboration whether working from home or the office. Prodoscore enabled managers to gain conform teams were productive whether at home or in the office."

Improved Productivity Going Forward

Looking forward, Carreon plans to integrate more of his company's workflows into Prodoscore.

"I think it's a great tool to measure the heartbeat of the company on a day-to-day basis," Carreon said. "We looked at Monday mornings versus other days and discovered that 'the Mondays' was a real thing. We're now developing strategies to encourage our team to kick-start their week off better."

Specialty Lighting has seen demonstrated benefits from Prodoscore and they are currently rolling it out to their CRM and office phone solutions to drive ROI on these investments as well.

"We're looking at all cloud-based office productivity tools to drive adoption and identify best practices across employees that quickly achieve high Prodoscores based on their quick adoption." Specialty Lighting is also evaluating opportunities to enable a work from home policy as cloud-based computing enables collaboration and managers gain comfort when observing their team's productivity score.

With Prodoscore, Specialty Lighting has finally been able to fully embrace G Suite and all of the benefits of moving to the cloud.

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