



**Entelgy**

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# Digital support for G Suite users boosts process compliance

*... and delivers big savings in user support*

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Google Cloud’s G Suite is the main competitor of MS Office and Outlook and is taking root in large corporations – particularly in the United States and increasingly across Europe, too. Google Suite can be adapted to specific needs, which is an opportunity for businesses, but also a challenge for user support. Together with its long-standing partner Entelgy, **tts** has therefore created an integrated performance support solution that ticks all the boxes.

Entelgy, the BusinessTech Consultancy, provides digital transformation solutions through its Digital division. Alfredo Zurdo, Head of Digital Change, is also the project manager for its own digitalization project.

Among other things, Entelgy Digital specializes in rolling out G Suite in large corporations. And, in the spirit of leading by example, the company rolled out the solution for its own 1,500-strong workforce first.

It all started off with two conflicting goals – firstly, reaching more than 1,500 workers in six countries and, secondly, completing the digital transformation process quickly. This called for a smart, agile solution that could meet multiple demands all at once. Hundreds of processes had to be reorganized, employees needed to be advised and trained accordingly, and support had to be offered during live operation.

**The solution – speeding up change with two strong partners**

Following the “smart & digital” principle, the project team led by Zurdo devised a comprehensive, end-to-end performance support solution that gives users context-sensitive access to manuals, process descriptions, and an interface for relevant sources of information – and all that in the tried-and-tested two clicks, ten seconds. What’s more, this modular system is designed to help staff become “smart users”. As a long-standing partner of **tts**, Entelgy was well aware that the **tt performance suite** is in principle the perfect platform. The question, however, was whether it would work well with G Suite.

According to Zurdo, it is “an absolutely perfect match. G Suite was set up as a purely web-based application and the fully integrated **tt performance suite** gives users superfast access to



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content in G Suite.” The remarkable thing about this development is that performance support is only activated if the **tt performance suite** actually holds some know-how on the process being used at that moment in time. This feature makes for a more user-friendly experience and ensures no time is wasted on futile searches.

**Lessons learned – sparking ideas and failing sooner rather than later**

To promote the integrated platform, Entelgy set out to inspire staff with G Suite best practices and introducing it playfully by “gamification”. The Spanish consultancy firm set up a “transformation gallery” to demonstrate how other organizations have put G Suite to excellent use. “Dojos” – a type of competition where participants go head to head to solve a problem and

learn from their opponents – were also arranged for employees. In keeping with the principle of agile development (scrum), ideas were turned straight into prototypes and immediately put through their paces. After all, Zurdo has learned that “failing is part of the experience, too – but better now than later.” G Suite and **tt performance suite** are now offered to Entelgy’s major industry customers as one integrated unit – with great success.

**Facts & Figures**

- Entelgy, The BusinessTech Consultancy, has a Digital division that offers its own digital transformation solutions
- In 2017, the company recorded sales of 70 million euros
- Besides its headquarters in Spain, Entelgy operates in 6 countries across South and Central America
- This project encompassed 1,500 users, and took 23 months to complete

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