

# New Zealand Post Transforms business with Google

## New Zealand Post Implements Google Apps to reduce costs and increase business agility.

### The background

New Zealand Post has been part of the New Zealand community for over 160 years. Today the New Zealand Post Group is made up of successful businesses and brands that operate in New Zealand and Australia, providing a range of innovative postal, banking, communication, data management, logistics and distribution services.

Of these businesses, the Postal Services Group (PSG) is the business unit that is probably the most familiar to New Zealanders. It is responsible for domestic and international postal services, delivering just under one billion items to nearly 1.9 million homes, businesses, rural delivery addresses and private boxes every year.

A key business strategy for PSG is to sustain profitability by driving cost efficiencies in the PSG network. However, they also wanted to give its people productivity tools that supported a high performance business culture and made it easier for people to work more creatively, collaboratively and flexibly. A move from internally hosted to web-based email and collaboration tools was identified as an area where immediate cost efficiencies could be gained whilst integrating leading-edge technology.

As a leader in cloud-computing solutions and the preferred Enterprise partner for Google, Fronde were approached by PSG to find an appropriate solution. Fronde recommended the adoption of two Google services - Google Apps (Email, Calendaring, Chat, Sites and Docs) and Google Postini (E-mail Security and Discovery).

### Google Apps Premier

Google Apps Premier provides reliable, secure online applications that help businesses of all sizes to work smarter. With Google Apps you get powerful e-mail, calendaring, messaging and collaboration tools, empowering your employees to work anywhere, anytime.



- + Gmail for business
- + Google Calendar
- + Google Docs
- + Google Groups
- + Google Sites
- + Google Video

### Google Postini Services

Protect your business with Postini's online e-mail and web security filtering out cyber-nasties, and manage e-mail retention using Postini's archiving services.



No need to change your current infrastructure, or to install or maintain applications - Postini is cost-effective and responsive.

## Benefits

### For Postal Services Group

- + Significant savings in infrastructure and operational costs
- + Efficiency gains in knowledge management
- + Increased productivity
- + Positive and innovative brand exposure

### For Employees

- + Improved mobility; access anywhere, on any device, anytime
- + Increased agility in ability to respond to customers
- + Increased agility in knowledge sharing across the business

### For Business Partners

- + More timely responses to requests

## The solution

Fronde conducted a Proof of Concept (PoC) pilot program with selected volunteers within PSG, to determine that the selected services met PSG's business requirements. The PoC consisted of several volunteers to trial Google Apps, to include functionality such as Email, Calendaring, Chat, Sites and Docs.

One of the key objectives of the PoC was to identify potential technical difficulties that could be encountered during the migration to, and rolling out of, Google Apps to all of PSG, and to make recommendations for resolution. Although 2 issues were found, these were not considered road-blocks to adoption of Google Apps, and PSG subsequently signed a three year agreement which will see Google Apps rolled out to 2,100 Postal Services Group workers.

### Google Features:

**Google Apps** is a suite of applications that provide reliable, secure online access to office, messaging and collaboration tools.

- + 25GB e-mail storage, less spam, and a 99.9% uptime SLA, and enhanced email security.
- + Agenda management, scheduling, shared online calendars and mobile calendar sync.
- + Share documents, spreadsheets, and presentations.
- + Work online without attachments.
- + User-created groups providing mailing lists, easy content sharing, searchable archives.
- + Create secure collaboration sites, coding-free web pages for intranets and team managed sites.
- + Private, secure, hosted video sharing.

**Google Postini** services provide with comprehensive e-mail and web security, and e-mail retention management.

- + Filter out all messaging threats including spam and viruses before they reach the network.
- + Reduce costs of e-mail storage.
- + Capture, store, and search messages in a hosted, centralized repository - meet legal compliance requests quickly and easily.
- + Easily set up and maintain robust security policies.

### Success

The move to Google was carefully managed by Fronde to ensure minimal impact to the everyday business activities.

- + Staff experience an equivalent user experience as with MS Outlook.
- + All email (current and historic) and current calendar appointments are fully accessible with no loss of data.
- + A maximum of up to an hour downtime during the data migration was baselined.
- + Detailed on-line help mitigated the need for formal training to upskill staff in Google.

Postal Services Group have been delighted with the implementation of Google. The greatest benefits they see from moving to Google Apps have been the boost in productivity for PSG.

- + There is now less need to actively manage e-mail issues such as spam and viruses.
- + The introduction of collaboration tools such as Google Docs has promoted the transformation of their business to become more responsive to their customers needs by being able to be more creative, collaborative and flexible.

Another key benefit is the immediate cost savings won through decommissioning their internally-hosted Exchange, Sharepoint and MailMarshal servers. With Google Apps, the need for a complex, expensive network infrastructure is now reduced. PSG can now move to a variable-cost based from a high-fixed-cost, internally-hosted IT model. This means that a larger proportion of IT spend to business demand, resulting in greater agility.

## Fronde

Fronde is a Kiwi IT services company that is best known for delivering great software solutions to major blue-chip organisations in the government, utilities and finance sectors.

Fronde teams are committed. The dedication, experience and sector knowledge of our people sets us apart. Our longest serving team has been with their client for over 10 years.

We are trusted to build complex, high quality software systems that get the job done for some of New Zealand's most mission critical services. We built and continue to support - the largest non-bank lending system in the country. One of the security systems we have built processes over 1 billion requests per day (or 10,000 per second). We integrated the New Zealand wholesale electricity market system. And New Zealand's most successful mobile commerce service was created by us.