



Innovative legal services company, Exactus Corporation, reduces IT infrastructure costs with Google Apps for Business



At a Glance

What they wanted to do:

- Sustain company growth with a scalable IT solution
- Streamline collaboration across teams and geographies
- Move beyond “version control” and into always-on document access

What they did:

- Launched Google Apps as a hosted email solution
- Utilised Google Sites as a central data repository and intranet
- Increased productivity by implementing Gmail and Docs as collaboration systems.

What they accomplished:

- Saved 50% on traditional email infrastructure and licensing
- Enabled secure access to the latest company information – anytime, anywhere
- Accelerated productivity by giving users access to the latest versions of documents, rather than having them search and cross-check versions and waste time downloading them from email

Business

Exactus Corporation, based in Mumbai, India, is a dynamic and rapidly growing legal support services company. The company began business 17 years ago as a software development and training organisation. Within seven years their business took an interesting turn as they launched India’s first web-based legal information library. With a growth-focused management team, Exactus now serves clients in the U.S., U.K., and Europe. Given their online operations and speed of growth, a scalable and cost-effective email communication system is essential to their success.

Challenge

Growth is a key measure of business success – one that depends on the easy sharing of information, innovation, and creative ideas. Infrastructure barriers can hinder productivity and impede growth, as Exactus saw in their traditional email and document-sharing technology. Document preparation and sharing was based on an “email attachment” approach – one that saddled employees to non-stop downloads and the inevitable errors of version control. “When we were a small company, we could manage with more informal and less robust services, but as we expanded rapidly over the last few years, the need for a more robust solution to collaborate and exchange information became apparent,” says Vivek Hurry, Chief Operations Officer at Exactus.

Enhancing internal infrastructure, and enabling better information-sharing – across documents and through better online mechanisms, such as an intranet – emerged as keys to supporting Exactus’ rapid growth. Exactus wanted a solution that didn’t need hours to maintain, was cost effective and scalable, and that made it easy for users to work together without having to constantly monitor their email for the latest information.

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—Vivek Hurry, Chief Operations Officer, Exactus

Solution

After experimenting with a number of solutions, the team at Exactus agreed Google Apps was the IT solution that they were looking for. “Because Google Apps is a hosted solution, we knew that we wouldn’t need to worry about buying, upgrading, or maintaining hardware infrastructure,” recalls Vivek. The features bundled into the Google Apps suite covered all of their needs, from email, provided by Gmail, to Calendar, Sites and Docs. Having used Gmail in the past Vivek knew that the application was “a great email solution with a simple but powerful interface.”

About Google Apps for Business

Google Apps for Business is an enterprise-ready suite of applications that includes Gmail, Google Calendar (shared calendaring), Google Docs and Spreadsheets (online document hosting and collaboration), Google Sites (team site creation and publishing), and Google Video* (easy, secure sharing of video content).

*Google Video is not available in all countries

For more information, please visit
www.google.co.in/apps

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Once the decision was made, Exactus began deployment. “The process was completely painless,” says Hurry. “We signed up online for Google Apps at first. Once we’d experimented with that, and saw what we could do, we upgraded to Google Apps for Business, gaining support, more email storage, and guaranteed uptime. It couldn’t have been easier.” By running short training sessions to demonstrate the potential of the Google Apps suite, Exactus ensured employees were more than confident to harness the power of the new system.

The Exactus team instantly began to reap the benefits of the transition. The switch to Google Apps brought in a new level of collaboration to the organisation, allowing the team to share information efficiently. Gone are the days of needing to keep up with multiple versions of attachments via email. Google Docs now ensures access to the latest version seamlessly. Google Sites, included as part of the Google Apps package, provided the team with the ability to publish knowledge bases and function as an intranet for Exactus. Regardless of location, employees can securely access company information “anytime, anywhere.”

Results

Exactus has reduced their potential spending on a traditional email infrastructure by 50% with their adoption of Google Apps for Business. “Upgrades and new features are available constantly at no extra cost,” notes Hurry. “They not only have a robust and reliable email system but a range of collaboration tools all included in the Apps suite. Exactus is now enjoying the cost savings by using the capital saved in areas which will generate growth and revenue for the organisation.”

New starters at Exactus can now focus on ramping up the team rather than searching for training materials. With Sites they have access to all the information they need with confidence that it is the most up-to-date material. Google Sites has empowered the team to take control of their own reporting in a far more flexible way than a traditional centralised approach. “The use of Google Docs has reduced email traffic because people can just log in to documents rather than wait for a version to arrive in their inboxes,” notes Vivek, who says that this allows the Exactus team to use time on acquiring new customers rather than keeping up with the latest version of a document.

