



## Nilkamal overcomes IT headaches, reduces costs with Google Apps



### At a Glance

#### What they wanted to do

- Increase the reliability of email
- Lower associated costs
- Reduce time and effort in maintaining an IT infrastructure

#### What they did

- Implemented Google Apps to improve reliability and save IT time and money

#### What they accomplished

- Reduced time spent on email management
- Increased productivity with real-time collaboration on documents
- Reduced TCO by 50 percent

### Organization

Nilkamal Limited is the world's largest manufacturer of moulded furniture and India's leading manufacturer of material-handling systems. It is also a pioneer in home retailing with its @home megastores in India. Founded in 1981 and headquartered in Mumbai, Nilkamal has 49 offices, 33 warehouses, and 7 manufacturing plants across India.

### Challenge

Although email was vital to the dispersed company, Nilkamal faced increasing problems with its failing Microsoft Exchange Server. With up to 1,100 users on this system, complaints were rapidly rising. Because Microsoft Exchange was a hosted service, management grappled with high costs related to bandwidth, routers, and licenses. Storage, too, was a problem. "If I was not in my office for a week, I constantly worried that my emails would bounce back if I did not regularly download them," says Karan Doshi, IT commercial head and project manager. "With Exchange, we only had a 100 MB mailbox." Nilkamal's smartphone users also faced challenges, as emails weren't synced with the server.

### Solution

Doshi researched a new solution. "I was impressed with the power of Google Apps," he says. "Employees are able to stay in touch and collaborate seamlessly." Nilkamal started transitioning to Gmail in March 2011 and completed the change in a month. Improving email access and security was only a beginning.

With Google Apps, we were able to create project-based documents and share them with ease," Doshi explains. "In the past, when I shared project documents with my team, they sent back their changes via email. It was time consuming for me to compile all this. Now, with Google Docs, it's a breeze to create and collaborate on documents. Everyone can open and make changes at his or her convenience and availability. And, when I open a document, I can clearly see what has been done, and not waste further time consolidating changes."

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*"The move has resulted in productive work, rather than server maintenance. With Google Apps, we have a feature-rich solution that comes with the added benefits of improved reliability and reduced IT maintenance and costs."*

*—Karan Doshi, IT commercial head and project manager, Nilkamal*

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Google Apps helped Nilkamal free employees to focus on more strategic work. The company also uses Google Sites to track its customer relationship management (CRM) project. All documents and artifacts concerning its

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## About Google Apps for Work

Google Apps is a cloud-based productivity suite that helps you and your team connect and get work done from anywhere on any device. Google Apps includes Gmail, Google Calendar (shared calendaring), Google Drive (online content storage and sharing), and Google Docs, Sheets & Slides (document creation and collaboration).

For more information, visit  
[www.google.co.in/apps](http://www.google.co.in/apps)

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*—Karan Doshi, IT commercial head and project manager, Nilkamal*

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implementation are shared on a Google site. Reports are updated as each activity progresses. "I just need to visit the site to see the progress, understand the problem areas, and review documents and artifacts," Doshi explains.

## Results

1100+ Nilkamal employees now have anytime, anywhere access to email and documents, vastly improving their efficiency. With no need for additional hardware, software, or IT resources, Google Apps also helped Nilkamal reduce the total cost of ownership (TCO) by 50 percent. "The move has resulted in productive work, rather than server maintenance," Doshi notes. "With Google Apps, we have a feature-rich solution that comes with the added benefits of improved reliability and reduced IT maintenance and costs."

Google Apps' large storage capacity also ensures that all users have the email archives they prefer and know that messages can easily be found when needed. Employees can create and edit shared documents in real time, without having to email multiple versions back and forth. Plus, they can easily access email from nearly anywhere in the world.

"The anytime, anywhere capabilities of Google Apps have increased productivity and knowledge sharing at Nilkamal," Doshi emphasizes. "It works beautifully and has become a necessity for us."