



## Revenue Harvest scores greater email accessibility with Google Apps



### At a Glance

#### What they wanted to do

- Improve email accessibility
- Promote seamless collaboration among employees working from various locations in Malaysia

#### What they did

- Implemented Google Drive, Gmail, Chat, Sites, Maps, Calendar and Google+

#### What they accomplished

- Reduction of IT operating costs by 10% - 15%
- An 80% increase in end-user productivity

### Business

Revenue Harvest is a payment solutions provider based in Kuala Lumpur, Malaysia and serves a wide range of clientele from brick-and-mortar stores to online retailers. The idea for providing payment solutions began in 2002 when Dino Ng, IT Director of Revenue Harvest, received a call from his brother who wanted to find out more about electronic online payment solutions for his own business in Malaysia. Back then, scepticism about online payments was very high and the take up rate was low. However, Dino went ahead and helped his brother set up the online payment system. Shortly after, he noticed that there was a small but growing demand for such payment methods by local retailers. He headed back to Malaysia to pursue this business opportunity after graduating with a Computer Science degree from Canada.

Today, Revenue Harvest employs 50 staff nationwide and operates in five Malaysian cities, namely Kuala Lumpur, Johor Bahru, Penang, Sarawak and Sabah.

### Challenge

Employees stationed in different offices rely on a large amount of interaction to facilitate the workflow process which was typically done via conference calls, generating very expensive phone bills. The rapid expansion of the business spurred a greater need for affordable and seamless collaboration.

In addition, employees were often plagued by slow connectivity speeds when attempting to access their email overseas resulting in a considerable loss of work productivity. This prompted Dino to search for alternative solutions that would address this issue created by their email system.

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*"Google Apps ensures that we get first-hand information instantly and that has definitely helped us become better communicators."  
—Dino Ng, IT Director, Revenue Harvest*

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### Solution

Dino was introduced to Google Apps during a Google Beta session and realised that it would solve the company's email issues. Another benefit of Google Apps he found particularly useful was the mobility it provided to his employees – they can now access their email accounts on the go via mobile devices. Google Apps was an affordable solution that provided the business flexibility in increasing the number of email accounts as the company expanded.

The company signed its employees up for a 30-day trial and once that expired, Dino decided to move his employees onto Google Apps.

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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.com.ph/apps](http://www.google.com.ph/apps)

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## Results

The speed of sending and receiving emails has improved and employees are also able to access their email accounts from any device, regardless of their geo-locations. "Employees can now conveniently and easily access their emails to communicate and work under a similar environment. This has created a positive and conducive space for employees to collaborate seamlessly, improving work efficiency for the company as a whole too," Dino explained.

Being able to share documents with team members and work simultaneously on the document is one example of the collaborative nature that Google Apps affords the company. "We've seen an 80% increase in end-user productivity owing to the real time collaboration that Google's cloud services provide to our employees. Google Drive makes it so easy for us to edit a document that other team members may also be working on. Being able to access information we need at any given time has greatly streamlined the workflow," he added.

Communication among employees has also improved tremendously. New communication modes such as Google Chat and Google+ has made it easier for employees to engage in group discussions and encouraged more interaction among employees.

Sending out an announcement via email to employees is now a much simpler process as compared to before – where updates have to be made via email, phone and face-to-face. Email groups can be created and the company can easily send out updates to the relevant employees in just a click. With mobility being a huge factor in the workplace, the push email notifications sent to employees' smartphones further enhances the value of Google Apps.

"Google Apps ensures that we get first-hand information instantly and that has definitely helped us become better communicators," Dino said.

Employees used to work off documents and save them in a network drive but doing so presented problems such as document crashes or file corruption. Now, the employees no longer have to worry about such issues. Despite having to learn how to work with a new interface, the company's employees were not deterred by it as Google Drive instantly resolved most of the concerns they had with their network drive.

The integration of a single sign on process for Gmail has eliminated the need for "User/Password" maintenance on the company's server system and this has reduced their IT costs. "We've seen our IT costs decrease by 10% - 15% annually owing to the Google Apps integration features," Dino said.

Implementation of Google Apps was a fuss-free and straightforward process for Revenue Harvest. Dino is happy with the minimal amount of training he had to provide his employees following the switch and said: "Google has a number of training videos on how to use the various features of Google Apps. Whenever my employees face issues with Google Apps, I'll share the relevant video links with them. Google really does simplify things for businesses and saves us the time needed for IT training."