



Google Apps saves time and effort for employees of the Korean National Commission for UNESCO



United Nations
Educational, Scientific and
Cultural Organization

At a Glance

What they wanted to do:

- Stable, high capacity and low cost server solution
- Share large file attachments easily
- Server maintenance without dedicated IT resource

Solutions used

- Gmail
- Docs
- Forms

What they achieved:

- Server stability without in-house server maintenance resources
- Administration efficiency achieved with Google Forms
- Work efficiency enhanced by 25% in spite of short duration of usage

Organisation

Since its inception in 1945, UNESCO has worked to contribute to building peace, eradicating poverty and promoting sustainable development. Korea has transformed itself from a recipient country supported by the international community to a donor country today. The Korean National Commission for UNESCO (KNCU), founded in 1954, has implemented various activities within Korea and abroad to contribute to realising UNESCO's mission. As KNCU approaches its 60th anniversary in 2014, KNCU is preparing to make a new leap. KNCU is pursuing education assistance programmes for developing countries, such as the "Africa Hope Bridge Programme" which sends young volunteers from Korea to Africa to eradicate illiteracy and the "Sejong Project" to promote basic education in Asia Pacific. In addition, KNCU is also working on other programmes which promote peace and stabilization for Korean peninsula and East Asia. Located in Seoul Korea, KNCU is a semi-government organisation, with around 100 staff.

Challenge

Prior to their Google Apps implementation, KNCU leveraged a groupware email system. They experienced recurrent outages with the groupware email, resulting in loss of productivity. Each email server also had a low storage capacity, meaning that staff had to frequently archive their emails. It was also costly and difficult to provision and manage the physical server with the limited IT resources that the non-profit group had available

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—Mr. Yoon, Director of Public Relations Office, KNCU

Solution

Impressed by his own experience with Google Apps, Mr Yoon Byung Soon, Director of Public Relations Office, KNCU, proposed a migration to Google Apps. In particular, Mr Yoon was deeply impressed by Google Apps' stability, convenience and mobility. With the guidance of UniConverse, the authorised reseller of Google Apps in Korea, KNCU successfully migrated its groupware email system to Google Apps in October 2012.

Result

In the course of its work, KNCU collaborates with various stakeholders and organisations. Getting the proper attribution and authorisation of statements and corporate documents is an on-going process. Apart from the improved email connectivity with Gmail, KNCU was also able to substantially reduce the time taken to get approvals for official documents. Previously,

About Google Apps

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.kr/a

it took a lot of time and energy from staff to manage the process, but with the ease of Google Docs, corporation from the relevant stakeholders is now achieved effectively and quickly.

“At first, there was some resistance to the usage of Google Docs as our staff preferred to endorse everything using the Korean font, instead of English. However, collaboration using Google Docs was so user-friendly and fuss-free that everyone in the company started to use Google Docs,” said Mr. Yoon.

Google Forms is even considered a life-saver at KNCU, with its ability to minimise time spent on exhausting administration processes and collaboration of information.

Mr Yoon elaborates: “Google Apps continues to amaze us with the miracles it helps us perform. For instance, our staff was required to source for specific information from over 200 schools across Korea for a project we were working on. After collecting the information, we had to collate and analyse it. This coordination process used to take us days to complete. However, with Google Forms, the information was compiled seamlessly on spread sheets within a day.”

Google Forms has also helped KNCU revise their recruitment process. Annually, around 2,000 to 3,000 people apply for a job at KNCU. This means that the HR team will need to look through thousands of resumes and cover letters. The HR team previously took several days to produce a consolidated spread sheet of all the applicants. With Google Forms, a consolidated summary of all applicants is automatically generated, and there is no worry that any information is lost.

“In spite of the fact that the full migration to Google Apps was only completed nine months ago, we found that workplace efficiency has improved by 25%. This is a remarkable achievement, considering that our implementation was recent. We look forward to exploring the other applications of Google Apps, and seeing how they can benefit KNCU’s programmes,” concluded Mr Yoon.

