

A cement giant moves towards digital transformation with G Suite



INDUSTRY

Cement, Sugar, Power

EMPLOYEES

Approx 5000+

WEBSITE

www.dalmiabharat.com



ORGANIZATION

Founded in 1935, the cement division of Dalmia Cement Bharat Limited (DCBL) was established in 1939 and enjoys a heritage of 70 years of expertise and experience. Headquartered in New Delhi with cement, sugar, travel agency, magnesite, refractory and electronic operations spread across the country.

CHALLENGES

Dalmia Bharat Group has 32 location and employed with 5000+ staffs across India. The IT Infrastructure to support the staff and business was quite complex to manage. As a legacy messaging platform they used Microsoft Office 365 in conjunction with on premise Exchange Server which was quite expensive and was not used to its fullest potential in terms of feature which Microsoft Office 365 offered due complex learning curve. It was very complex and difficult to roll out Office 365 across all location. In absence of proper Mobile Device Management in place it was really challenging to monitor the handheld devices or apply any corporate policy to secure the data on these devices.

License cost of Microsoft Office was another challenge for the management to decide upon. The total cost of ownership of the overall legacy solution and the recurring budget to staff the solution was also high. Managing the overall licenses of various flavor was a hard nut to crack.

While technology systems are central to supporting the company's business processes, until recently, the infrastructure for messaging and collaboration was a hindrance to the company's productivity – and to information security. On organization level, there existed resistance to change from their legacy system. Also the organization lacked zeal to learn new. This was evident from very low participation in trainings.

SOLUTIONS

Having evaluated Microsoft Office 365 and on premise Exchange Server over years and considering other competitive messaging solution in the market, Dalmia Bharat Group management decided to move to Google Apps.

We at Team Computers Pvt Ltd carrying rich experience of having deploying over 100000+ happy end user on Google apps helped Dalmia Bharat Group to smoothly migrate to Google Apps platform for 4500 user with their respective data migration from their legacy solution. It took just 2.5 months to make the switch with all the user across India.

A robust change management strategy was implemented to sustain the elongated learning phase of the employees. Trainers were deployed for classroom sessions across all locations. Apart from various pre-go live interventions like teasers, mailers, goodies a sustainable transformation was planned for post-go live. Various interventions like learning series followed by organization wide survey were tied up with reward and recognition program to drive the change. This was further sustained with 10 weeks of tools & tips program.

RESULT

Today, employees all have their own corporate Gmail accounts with anytime, anywhere access to emails. Gmail promotes collaboration across the company. They have setup email groups for quality control, HR, executives, and other groups, a huge time saver because employees no longer have to type or add individual email addresses. This has created ownership, teamwork, and improved results on many projects. Scheduling meetings and coordinating schedules is far, far easier, and that has a positive impact on their efficiency. Project collaborators are also more productive because they can use Google Docs to work together on documents as a team, capturing everyone's input in one place to move projects along efficiently. No more hitting the "Save" button or the apprehension of losing data.

What they wanted to do?

- Manage a geographically dispersed manufacturing organisation
- Improve security
- Improved uptime of their messaging solution.
- Add more value to the business through IT solutions
- Find a cost-effective solution
- Promote collaboration in the organization
- Effective change management strategy to drive the change across organization

What they did?

- Standardised on Google Apps
- Used Google Calendar for scheduling and getting SMS alert notifications for events
- Collaborated on projects using Google Drive
- Increased productivity and collaboration through Google Hangout

What they accomplished?

- Provided anywhere, anytime access to messaging and collaboration solution
- Streamlined coordination and improved productivity
- Enabled staff to more easily coordinate calendars
- Reduced IT overhead and focused on core business
- Reduce operational and capital expense

