Case study – **A global enterprise**

The Mission: *Office 365 or Google Apps?*

Chris, system administrator within IT Collaboration Services, was tasked with finding the best solution for the client, and quickly narrowed the candidates to Microsoft Office 365 and Google Apps for Business. Chris recounted the dilemma, "Our Enterprise Agreement was so costly, but we thought: we're buying it because our users are using these tools." At that time, Google Apps Reseller described a way to precisely measure Microsoft Word, Excel, and PowerPoint usage, using **SoftWatch**. *The company knew that to make the best decision, they'd need usage information, and decided to implement a SoftWatch assessment*.
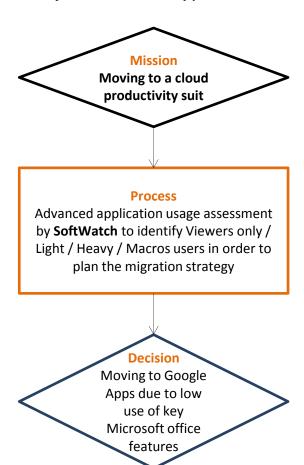
The assessment process

The process of using **SoftWatch** was simple - *a global software usage assessment for 4 weeks on the company's users, and get a breakdown of heavy users, light users, and users who didn't open the programs at all. "We got the results, and were shocked*. No one believed the numbers at first," Chris laughed. "We thought maybe we hit a low period of usage. So, we completed another [**SoftWatch**] assessment, over a few more weeks." The numbers didn't change: *Only 2-3% of users heavily used Word and PowerPoint. The numbers were consistent globally, from Texas to Switzerland to Shanghai, the usage was low.*

Aside from the client's finance team using traditional spreadsheets and some members of the legal team using traditional word processing documents, most users were using the software for less than 10 minutes a week.

The business decision

With the help of Softwatch's solution, the company adopted Google apps and using OptimizeIT Google for ongoing analysis and assessment of the transition

The client is a global enterprise specializing in the design, innovation, and marketing of fashion and accessory products.

Mission
Moving to a cloud productivity suit

Process
Advanced application usage assessment by **SoftWatch** to identify Viewers only / Light / Heavy / Macros users in order to plan the migration strategy

Decision
Moving to Google Apps due to low use of key Microsoft office features

"The assessment proved we weren't realizing the benefit of the tools we were paying for".
"Most importantly, they weren't what our employees needed."

SoftWatch