



Indonesia | Financial Services

WOM Finance takes productivity to the cloud with Google Workspace

Client profile

Wahana Ottomitra Multiartha Tbk (WOM Finance) is a leader in motor vehicle and motorcycle financing in Indonesia. A member of Maybank Group, they have more than 170 offices across Indonesia and provided financing for 350,000 units in 2019.

'In today's competitive environment, there are plenty of uncertainties causing businesses to change rapidly.

An integrated environment is critical to help our teams stay productive and connected, no matter where they are.'

Anthony Y Panggabean,
Director, WOM Finance

Summary

With multiple collaboration and productivity tools in use across the organization, WOM Finance decided they need to standardize this environment.

Working with our team they made the choice to move to Google Workspace giving them a full cloud-based productivity solution.

Following an accelerated implementation, they were ideally positioned to enable their teams to work from home when it became necessary.

The cloud-based collaboration environment keeps their team connected while their IT team can focus on enabling the business strategy.

Vision

Creating a future collaboration vision

WOM Finance is focused on providing excellent customer service, and to deliver this they needed to optimize their productivity and collaboration environment.

As part of a review of their software platforms, they identified the siloed nature of this environment as a key risk to the organization. With on-premises email environments and multiple apps used across the different sites, their teams were finding it difficult to share information.

In addition, the fragmented nature of the environment made it difficult for the IT team to provide the level of support that met the standards that they had set for themselves.

To identify the optimal solution, they engaged with us to conduct an assessment of their environment and assist them in designing a collaboration solution that met their specific needs.

Which technologies?

- Google Workspace

Which services?

- Consulting Services
- Technology Infrastructure Services
- Training

Which partners?

- Google

‘By going digital, we can make faster credit decisions in a safe and secure manner that will translate into a better customer experience. NTT demonstrated a clear understanding of the challenges we faced in future-proofing our business and was able to bring together the best of Google Workspace to help us do more on one platform.’

Anthony Y Panggabean,
Director, WOM Finance

Transformation

Enabling a cloud-based productivity environment

As part of the process of identifying a solution for WOM Finance, we conducted a workshop that included the IT team, as well as representatives from the accounting and finance teams. This allowed us to fully understand how the Google Workspace solution could meet their specific needs.

Following the workshop, we engaged closely with those teams to build out a proof of concept which reinforced our initial assessment.

Once the decision had been made to migrate from the existing applications to the Google platform, we had to complete the migration of the 1,000 users in only one month. This was followed by socializing the solution among the users, ensuring they were aware of the capabilities of the solution.

With access to the full Google Workspace capabilities, their users now have access to centralized information, resources and collaboration tools.

With security an integral part of Google Workspace the IT team can focus on other aspects of their IT infrastructure, rather than their productivity environment.

When their employees needed to start working from home as a result of the COVID-19, they were able to leverage video conferencing and chat to maintain their workplace productivity.

Results

Enabling the organization of tomorrow

With the implementation of Google Workspace, WOM Finance’s employees have access to a secure, modern collaboration environment.

This allows them to access files and applications in the cloud anytime, anywhere, from any device.

Integration with business applications, such as Google Docs, Sheets and Slides enables real-time collaboration, improving employee efficiency.

Secure communications

Using Google Meet and Chat their employees have access to a secure chat and video platform, allowing for better collaboration, whether they are in the office or working from home. This enables them to make faster decisions, ensuring that they deliver an exceptional customer experience.

Improved operational efficiency

With their productivity environment in the cloud, they are seeing improvements in overall productivity, as well as cost savings.

Their IT team no longer needs to manage multiple, siloed applications, allowing them to focus on the rest of the IT infrastructure, ensuring the business can meet its objectives.

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