



POSCO drives Smart Workplace with Google Apps for Business and Search Appliance



At a Glance

What they wanted to do

- Transform POSCO into a Smart Workplace by providing employees with the tools to enhance collaboration and creativity
- Improve productivity, efficiency and mobility for its employees

What they did

- Implemented Google Apps for Enterprise to promote open and effective communications and collaboration
- Integrated Google Calendar into existing Visual Planning tool for real-time project and resources updates
- Deployed Google Search Appliance to effectively search through various repositories

What they accomplished

- Greater collaboration and synergy amongst teams, which boosts creativity
- Internal survey results showed that 90% of employees were satisfied with the implementation, citing improved personal effectiveness
- Faster decision-making, greater visibility into project timelines and reduced expenses

Background

POSCO is a Fortune 500 company based in Pohang, South Korea and the fifth largest steelmaker in the world. The company has also been consistently named as the World's Most Competitive Steelmaker by the World Steel Dynamic for four consecutive years since 2010.

Established in 1968, POSCO today has expanded its business from Korea's leading steelmaker to a multinational conglomerate with businesses in IT, Engineering, Chemicals and Energy.

Challenges

Striving to remain ahead in the fast-moving steel manufacturing industry, POSCO launched the POSPIA 3.0 Smart Workplace (SWP) program in December 2012. Built with Google and other technology partners, SWP aims to realise a "SMART POSCO" by sharing team goals, driving creativity through collaboration, and pooling intelligence across the company.

Hyun-soo Park, Team Leader of POSPIA 3.0 Project Department says, "POSCO wants to reinvent the way we work. We want to encourage people to collaborate across our different businesses, in various industries, as an integrated POSCO group."

POSCO was not merely searching for an IT solution provider; they sought a strong technology partner that would help lift POSCO to the next level of innovation excellence.

Park says, "We decided on a Google-powered system not only for its stability and reliability but also because Google is the best fit in terms of organisational culture for us."

"Google enables POSCO to build a world class collaboration and communications platform that empowers us to build a smart workplace."

—Hyun-soo Park, Team leader of POSPIA 3.0 Project Department, POSCO

Solution

Google Apps for business was the answer to POSCO's needs for an open and effective communications and collaboration platform. To help employees search through over 10 million documents in the organisation, POSCO also implemented Google Search Appliance (GSA). Employees can now locate reports and media files such as videos and audio clips easily and effectively.

Google Docs, Gmail and Google Hangouts help to increase employee productivity and real-time interactions. Employees' and management's schedules are now shared via Google Calendar so meetings can be scheduled much more efficiently. The real-time information from Calendar is then

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.com/enterprise/apps/business/

About Google Search Appliance

Google.com puts the Internet's wealth of information at your fingertips. The Google Search Appliance does the same for all your organisation's information. The Google Search Appliance is an integrated hardware and software product designed to give organizations the productivity-enhancing power of Google search. It's an enterprise search solution as simple, powerful and comprehensive as Google itself. The latest version includes improved relevance, access to more content and enhanced security options.

For more information, visit
www.google.com/enterprise/search

"We may have just begun our Google journey but we want to take the next leap in sharing our story because we have experienced a positive change and hope to inspire others."
—Hyun-soo Park, Team leader of POSPIA 3.0 Project Department, POSCO

integrated into POSCO's Visual Planning platform to provide current status updates on projects and resources.

Park says, "Previously, each department had separate calendars so scheduling a meeting was time-consuming and complex. We also did not have real-time information on project progress as Visual Planning was an offline tool. Google Calendar has made it significantly easier to manage schedules and projects timelines."

The Google environment has created greater collaboration amongst teams, raising creativity and enabling faster decision-making.

"We've seen increased synergy among our teams and this is valuable in today's fast-moving business landscape. Access to critical, real-time information is now possible anytime, anywhere and this has improved the speed of decision-making," Park says.

Results

An internal survey confirmed that Google Apps and Google Search Appliance has brought about increased productivity and faster decision-making. The majority of POSCO employees surveyed cited improved personal effectiveness and greater collaboration among teams in the new Google environment.

The collaborative features such as Google Hangouts available in Google Apps helped POSCO teams to instantly connect with their counterparts located overseas, resulting in reduced time and expenses usually incurred for business travels.

POSCO also performed a thorough security study on Google Apps' security measures and were satisfied with the results.

"Google provides us with new capabilities and experiences that exceeded our expectations. The most significant benefit is the time saved to perform our daily tasks. In that respect, we cannot quantify how much Google has helped our business, because, you cannot put a value to time," Park concluded.

