

# Rationalize Productivity Suite Costs

The objective of the Rationalize Productivity Suite Costs advisory service is to provide best practices and support for the activities needed to increase adoption and remove legacy office productivity tools across the organization. This will help modernize important IT tools and services, unlock the benefits of the cloud (e.g., powerful search, accessible revision history, social commenting, real-time translation and editing, backup and security, and access from any device), reduce file management complexity (e.g., removing the need to save, backup, copy, manage versions, or be tied to specific device) and potentially reduce other unnecessary costs (e.g., license, upgrade, training, maintenance, and support costs).

## Key Activities

### Kickoff Workshop

Conduct an on-site workshop to review Google's methodology best practices and present key decision points around user segments to be uninstalled, sponsorship, communication and training activities, support escalation flow, exception policy criteria, and owners for process-driven transformation.

### Project and Change Management Plan

Using the Usage Assessment data, assist with creating an initial Project and Change Management Plan that charts the status of activities, owners, risks and blockers, and includes plans to engage employees across the organization, build their proficiency and increase the speed of adoption.

### Advanced Support

During the initial transition period, advise on setting up a help desk strategy to address usage questions and troubleshooting related to G Suite. Provide guidance on support procedures with Google support and best practices for handling exception requests.

### Business Process Reengineering

Provide guidance on maintaining and triaging a legacy tool-dependent process tracker. Assist with design and deployment of scaled solutions for identified processes.

### Usage Assessment

Provide guidance on how to analyze data from user surveys, G Suite Admin Console, desktop software management tools, and (optionally) other third-party assessment tools. Support interviews with business leaders to gather insights on user groups, change impacts, and migration watchpoints (i.e., external dependencies, compliance requirements, and technical complexities), as well as to identify key influencers and use cases.

### Change Management and Transition Activities

Advise on leadership and employee engagement, training, and communications efforts. Support development of key transition assets to manage opt-in requests, Google Guide interest, and exception requests.

### Deliverables

- Project Design
- Project and Change Management Plan
- Legacy Tool-Dependent Process Tracker
- User Survey Templates

### Scope and Pricing

- Up to 12 days engagement (on-site or off-site at Google's discretion) within six month period
- Pricing will be agreed upon by customer and Google and specified in the applicable Ordering Document

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