

### Google Cloud Results

- Google Workspace supports 200 back-office and production personnel and 250 field staff members
- Improved field staff communication through Meet and Chat
- Eliminated costly equipment maintenance

## KLINGSPOR Abrasives USA: Improves communication with Google Workspace

For over 125 years, KLINGSPOR Abrasives has been one of the world's leading manufacturers of high-quality abrasive discs, belts, flap discs, rolls, and cut-off wheels. To meet the needs of its expanding and varied customer base, KLINGSPOR continues to position itself in strategic locations worldwide and the US headquarters based in Hickory, North Carolina celebrated its 40th anniversary in 2020. In an industry where innovation, quality products, and premier customer service are tantamount to continuing success, KLINGSPOR Abrasives USA sought a productivity platform that would encourage communication and reduce spending.

### Opening the lines of communication

"Google Workspace has significantly improved the ability of our sales representatives to communicate with clients and among themselves via Meet & Chat." Tom Dunaway VP of Information Technology and Administration, KLINGSPOR Abrasives USA.

From plant managers and back-office staff to field sales representatives, KLINGSPOR Abrasives USA connects its 450 staff members with Google Workspace and Suitebriar, a Google Cloud Premier Partner. Google Workspace apps Google Meet and Google Chat have improved communication across field staff including outreach to clients. Back-office employees regularly rely on Google Meet to collaborate on projects. In tandem, Docs and Sheets are utilized to work more efficiently. Field staff especially appreciate being able to store, share, and view Microsoft files in Drive when on the road.

"Setting up and working as part of a Google Group, has made our department more efficient by streamlining communication," says Mirella Livingston, Network Engineer, KLINGSPOR Abrasives USA.

For KLINGSPOR Abrasives USA's lean IT team, Google Workspace's Security Center allows for the swift identification, triage, and management of security threats. Leveraging Google Vault further supports the organization's data retention policies while helping to reduce vendor sprawl.

"Suitebriar was very helpful in aiding in the transition with all the communications and training. They helped drive our project progression to ensure we met our timeline," says Dunaway. "They took really great care of us and continue to provide quick and thoughtful solutions to any technical questions we may have."