

QAD Reduces Downtime with Chrome Enterprise Grab and Go



Client
QAD

Industry
Computer Software

Technologies
Chrome Enterprise

Business Need

QAD was experiencing serious amounts of downtime due to a lack of IT resources for its 31 offices and 1,900 employees around the world.

While traveling, employees who needed a device to work from or laptop repair were waiting upwards of days for help. Since QAD prides themselves on having a helpful IT department, this process didn't help them achieve that mission.

Solution

Pixelbooks were inexpensive options for QAD to use to further Chrome adoption. Grab and Go with Chrome Enterprise allowed QAD to offer traveling employees Pixelbooks when they need them, where they need them. After successfully trying out the Grab and Go solution on a test server, Pythian set up the solution for QAD and trained their team on how to use it properly.

About

Since 1979, QAD has supported manufacturing companies by providing them with full-featured manufacturing ERP software. QAD is present in over 100 countries and has grown to include over 1,950 employees.

Why Pythian?

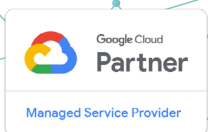
QAD was already using Chrome Enterprise as their preferred browser, encouraging team members to use Google Workspace tools such as Google Drive, Docs and Sheets. Pythian, the go-to partner for Grab and Go by Google, helped QAD “go Google” by implementing Chrome Enterprise tools to further support their dynamic team.

Pythian, the go-to partner for Grab and Go by Google, helped QAD “go Google” by implementing Chrome Enterprise tools to further support their dynamic team.

Long-Term Tier 1 Google Cloud Premier Partner

Pythian is a long-term tier 1 Google Cloud Premier Partner, solving complex business problems using Google Cloud since 2001. Pythian is a multiple award-winning company, boasting Google Cloud Platform Partner of the Year as well as G Suite Account Management Partner of the Year.

Living and breathing Google every day, the Pythian team delivered the knowledge and certifications required to partner with QAD to help them reach their goals.



V01-012021-HW

Pythian

Result

Implementing a zero-touch loaner program has eliminated the need for IT to deploy devices one by one resulting in easing device management. QAD is now experiencing increased productivity across the organization, cost savings, and an enhanced online security due to the use of the Chrome browser, Google Workspace tools, and the Google Admin console.

Expertise to Ensure Seamless Deployment

QAD was one of the first companies outside of Google to use Grab and Go. Pythian's Chrome Enterprise expertise ensured the initial beta deployment and training was successful.

QAD's Challenge

Downtime. Limited Resources. Security.

QAD was experiencing downtime due to a lack of IT resources for its 31 offices and 1,900 employees around the world. While traveling, employees who needed a device or who needed laptop repair were experiencing lost productivity while they waited for help. Since QAD prides themselves on having a helpful IT department, this process didn't help them achieve that mission.

QAD needed a solution that would enable their employees to get online and productive faster. They needed to increase Chrome adoption to improve device and data security. QAD needed to achieve all of this without purchasing large amounts of technology and software.

The Solution

Pixelbooks were inexpensive options for QAD to use to further Chrome Enterprise adoption. Grab and Go with Chrome Enterprise allowed QAD to offer traveling employees Pixelbooks when they need them, where they need them.

Grab and Go with Chrome Enterprise

Grab and Go allows employees to check-out Chrome Enterprise devices for temporary use. This effectively solved the loaner laptop issues, eliminating lost productivity due to unavailable or forgotten devices.

After logging into the device, users have access to the apps and tools required for work immediately. The Grab and Go application automatically tracks the status of the Chromebook loan—no asset tracking program or spreadsheet required. Once the employee is finished, they can check the laptop back in.

"We want people to use the Chrome browser because it's more secure, it's faster, and it's compatible with Google Workspace. As more employees begin using Pixelbooks, it all blends well together."

Scott Lawson
Director of IT Architecture
QAD

The Results

- Implemented a zero-touch loaner program, eliminating the need for IT to deploy devices one by one and easing device management
- Increased productivity across the organization due to QAD employees being able to get to work in minutes, instead of hours
- Enhanced online security due to the use of the Chrome Enterprise and Google Workspace

- Implemented an ongoing constructive feedback loop on Pixelbooks to help strengthen future device rollouts
- Increased Chromebook adoption by giving employees the chance to try out Chrome OS

Project Highlights

What QAD Wanted:

- **Streamlined IT assistance:** QAD has IT personnel in just over half of its global offices. Because of the limited on-site resources, team members who forgot their laptops or needed laptop repair would need to wait for assistance. QAD wanted to streamline IT assistance and make it easier for employees to get back to work. As a result, they would eliminate costly downtime.
- **Increased Chrome adoption:** QAD adopted Chrome as their browser of choice. The company wanted a simple way for team members to test-drive Chromebooks in hopes of increasing adoption due to Chrome's security, intelligent updates and accessibility.

"Grab and Go solves a key problem in terms of checking out devices. It helps remove IT from the process, so people can avoid the downtime that happens when they're waiting for a laptop."


Scott Lawson
Director of IT Architecture
QAD

What QAD Accomplished Through Pythian:

- Placed Grab and Go racks with Pixelbooks in high-traffic offices— the places global employees are most likely to visit on business
- Decreased the time required to provision a loaner allowing employees to simply grab a device and go
- Saved hours in necessary software installation time
- Enabled employees to extend their Pixelbook loan with self-service capabilities
- Increased security due to remotely managed security applications via Google Admin console

 [linkedin.com/company/pythian](https://www.linkedin.com/company/pythian)

 twitter.com/Pythian

 Contact us at +1-866-798-4426 or info@pythian.com

ABOUT PYTHIAN

Founded in 1997, Pythian is a global IT services company that helps organizations transform how they compete and win by helping them turn data into valuable insights, predictions and products. From cloud automation to machine learning, Pythian designs, implements and supports customized solutions to the toughest data challenges.

© Pythian Services Inc. 2021

OFFICES

Ottawa, Canada New York City, USA Minneapolis, USA London, England Hyderabad, India

Pythian