

VIWO

customer case study



GROW YOUR SALES IN THE CLOUD

With VIWO the sky's the limit

Exceptional support that exceeds customer expectations and builds loyalty

First Google Apps for Work software license sold in 2007

Google SMB Special Contribution award winner for business transformation with Google Apps

Moving to the Cloud's Most Desirable Zip Code - Google Apps for Work

VIWO gets LAER Realty into better & more affordable virtual digs

AGENCY PROFILE

- New England's largest independent realty agency
- 300 partner agents in 16 locations reach over 50,000 potential buyers
- Unique model focused on agent independence and collaboration

CHALLENGES

- Replace decade-old email system lacking reliability, support, and scalability
- Maximize agent independence and client support with easy-to-use, easy-to-share communication and collaboration tools
- Eliminate IT complexity and support costs incurred from installing and maintaining local or hosted email servers

GOOGLE APPS FOR WORK

- A single source for email, calendars, chat and video, document creation and sharing, and more
- Always in synch on any device - pc, tablet, or smartphone - and accessible from anywhere
- Property sale close dates and other events shared in [Google Calendar](#)
- Sales contracts, offers, and other information reviewed using [Google Drive](#)
- Documents created and updated in real time using [Google Docs](#)

VIWO IMPLEMENTATION

- Two-week engagement assisting LAER's one-person IT team for a fast, smooth, disruption-free transition to Google Apps for Work
- Error-free migration of 600 email accounts completed in a weekend
- Technology support and training for over 300 agents and 600 users
- Fully customized, easy-to-use administrator portal for creating and updating accounts, resolving issues, configuring settings, and more

BENEFITS

- Access emails and documents in real time from anywhere
- Get new people and offices up and running within an hour
- Keep everyone mobile and agile with the latest cloud innovations

"A lot of people think of Google Apps as just email – it's not just email – it's everything you need to be independent and mobile. And thanks to VIWO, we were up and running in just two weeks."

-Lewis Leal, IT Director at LAER

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TALK TO VIWO

We've done over 5,000 cloud implementations and worked with every kind of business out there, so chances are we can help your business too.

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The Roar that Gets Results

Don't let the incredible history and stunning beauty of New England fool you, the New England real estate market is a jungle. Over 300 independent agents with a worldwide record of success are making a big roar in that jungle – and making LAER New England's largest independent realty agency.

SETTING AGENTS FREE...

LAER wants its agents connected, informed, and ready to take action wherever they are - with a client, at a property, or even on a flight.

- Give highly mobile agents easy-to-use apps for anywhere access to email, documents, and contacts
- Replace unreliable email system with a highly intuitive, more powerful communication and collaboration platform
- Eliminate admin support, as well as hardware and software costs

"The big difference between us and other real estate firms is that our agents are business partners. They cut red tape and spend more time focused on our clients."

...WITH GOOGLE APPS FOR WORK

Wherever these real estate lions must roam, Google Apps for Work provides the tools they need to win.

- Receive, edit, create, and share emails and documents
- Share and synchronize calendars
- Meet virtually to review and finalize paperwork
- Stay in synch with new offers, pending deadlines, client requests, etc.
- Avoid costly software purchases like Microsoft Office

"You don't have to be an IT person to manage Google Apps for Work, everything is very simple and intuitive."

BRINGING VIWO INTO THE PRIDE

Working virtually from Los Angeles, VIWO delivered all of the expertise, services, and training LAER needed in New England.

- Completed Google Apps for Work implementation in two weeks
- Replaced unreliable, hosted server with Google's highly-secure global infrastructure (which first launched in 1997)
- Provided easy-to-use administrative portal that lets one person manage Google Apps for the entire company - from the office or on the road
- Respond to all LAER requests (new employee licenses, support questions, etc.) typically within the hour

"VIWO made sure it was done right the first time – that just doesn't happen with other technology partners."

