



**Grove
Group**

Free to take
on the world

Google Apps for Business



Google Apps for Business

Cloud-based Business Productivity Software

Foreword

The way enterprise business operates is changing. Business is now working with and competing on an international level; in different locations, across different time zones and speaking different languages. The ability to share information and collaborate quickly across these traditional barriers has never been more highly valued. Size of business is no longer the winning feature, it is time-to-market and the ability to adapt in a functional and agile way that makes the difference in an increasingly competitive environment.

Google Apps enables organisations to be productive, collaborative and flexible in a highly secure, always-on environment. The benefits outlined on pages 6 and 7 detail the ways in which Google Apps can support your business, offering a platform that enables you to focus, with confidence, on the things you do best. Furthermore, Google Apps offer business leaders and IT departments a way to evolve their operations strategically, at a pace that suits unique business requirements.

Is data security and service availability a concern?

Google Apps is SSAE 16 Type II-audited, ISO 27001 certified and has achieved the U.S. Federal Government's FISMA certification. 24/7/365 access and a 99.9% uptime is guaranteed with no scheduled downtime.

Are you considering upgrading your Lotus Notes or Microsoft Exchange 2003 email platform?

Upgrade your email to Gmail and get web-based email with 25GB of storage space per user, advanced spam filtering, lightning fast message search, integrated text, voice and video chat and so much more...

Do you want to INCREASE productivity and REDUCE operating costs?

Access information from anywhere and work with colleagues on the same documents at anytime, whether in the office, on the road or at home means users will be more productive, and the inherent cost savings associated with a cloud model means reduced operating costs.

Does having to upgrade your software every time a new version becomes available frustrate you?

Google Apps is cloud-based, software updates are just a refresh away. As new releases are made public, your Google Apps is automatically updated.

Adopting a cloud strategy involves an essential evolution in technology, and as such, Change Management is a key part of your cloud journey. The evaluation and deployment approach you select is unique to your requirements, and, by partnering with Grove you can be assured of a seamless transition where the full benefits of Google Apps is realised with minimal disruption and fully comprehensive end-user training.

As a Google Apps Enterprise Premier Reseller with a dedicated and highly skilled team of Change Management and Certified Deployment specialists we are best placed to be your strategic cloud partner.

I hope you find this Guide to Google Apps informative, and realise the real productivity and business benefits Grove & Google can offer you.

Kindly,
Heather Thompson
Head of Marketing



Contents

About Grove	<u>5</u>
The Benefits of 'Going Google'	<u>6</u>
Google Apps for Business Overview	<u>8</u>
Gmail	<u>9</u>
Google Calendar	<u>10</u>
Google Docs	<u>11</u>
Google Drive	<u>13</u>
Google Sites	<u>14</u>
Google Message Discovery	<u>15</u>
More...	<u>16</u>
Need More Convincing ?	<u>17</u>



About Grove

Grove Group is a leading global cloud solution specialist. As the bridge between Cloud based and on-premise solutions we help businesses to define, implement and develop their Cloud strategies.

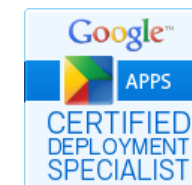
At Grove we work with organisations tired of 'static' systems and infrastructures unable to adapt to meet the changing needs of their market. We work with our clients to derive benefit from adopting a more collaborative and agile approach to managing information through a variety of hosted business solutions from both Google and other best of breed providers.

As a Google Enterprise Partner, we are able to leverage our skills and experience in providing our customers with the solution that best suits their unique business requirements. Our highly skilled team of Google Apps Deployment Specialists and 24/7/365 Global Network Operations Centre (GNOC) give our customers peace of mind that their cloud services, through Grove, are deployed and supported to the highest of standards.

400,000 end-users globally, service delivery to **45 countries**
across all industries



Our Superior Service Delivery
has resulted in a **98% Retention rate**
of our Clients & Partners

Technology Fast500
2010 & 2011Technology Fast50
2010 & 2011

The Benefits of 'Going Google'



Security & Privacy First

- Your data belongs to you. You to control it, including who you share it with and how you share it
- Google Apps & Data Centres are SSAE 16 Type II-audited, ISO 27001 certified and have achieved the U.S. Federal Government's FISMA certification
- 24/7/365 Access. Guaranteed 99.9% uptime with no scheduled downtime
- Google Apps offers an extra layer of security with two factor authentication

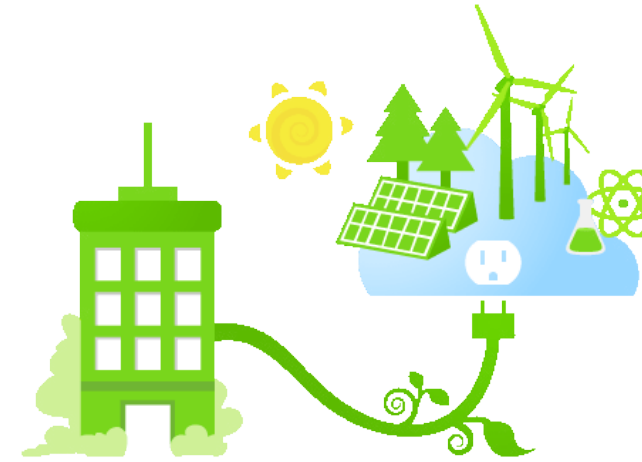
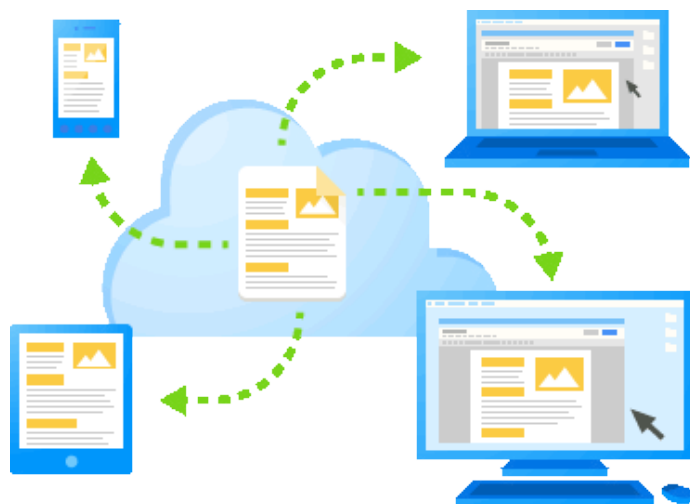
Work Together

- Collaborate effortlessly across teams, companies and locations
- Share and edit many types of files – docs, spreadsheets, presentations and more – in real time. Forget all the time-wasting email back and forth over multiple file versions; storing docs in the cloud means everyone automatically has the latest version of any file. Doesn't that make sense?



Stay Connected from Anywhere

- Your work is automatically saved in the cloud
- You have access to your email, calendar, documents, and sites and are able to work securely, no matter where you are in the world and what device you're on
- Every employee can be productive from anywhere, using any device with an Internet connection



Go Green

- Reduce both your company's overall expenses and its environmental impact. Apps is powered by Google's energy-efficient data centres, so it's less energy and carbon-intensive than on-premise servers
- Spend less on electricity and IT infrastructure. Take Gmail: moving your email hosting from on-premise to the cloud could make you up to 80x more energy efficient.
- Collaborative tools such as video chat and shared documents help employees feel like they're in the same room. You'll reduce extraneous employee travel, office materials, and your overall environmental footprint.

Invisible IT

- Spend less time managing your IT infrastructure
- Always have access to the latest software, including the newest features and security updates
- No need to buy or maintain servers and everything can be managed from a single interface



Get Stuff Done Faster

- Streamline everyday tasks like invoicing, budgeting, scheduling and more. Create an invoice template in Google Docs, balance your budget by sharing a single spreadsheet or let Google Calendar suggest times for your team to meet
- Less time is spent training as the tools are already familiar to millions
- Search and Share information quickly and easily with the Google search algorithms

Google Apps for Business

Everything your business needs coupled with the tools your employees want.

Google Apps is a set of simple yet powerful communication and collaboration tools for businesses. The suite includes secure, reliable workplace tools for email, chat, calendar, document creation, video sharing and project websites, and allows for easy extensibility with hundreds of applications in the Google Apps Marketplace.

It is 100% web-based, which means software updates are as easy as refreshing your web browser. With Google Apps, there are no servers to purchase and maintain, reducing IT cost and complexity. The suite offers your users the familiar experiences of Gmail, Google Calendar, Google Docs and other tools already used by hundreds of millions of people in their personal lives, so minimal training and support is required.

The suite offers all of the benefits of traditional office productivity suites, with the added benefit that employees can access their content anywhere, anytime, via any device - resulting in increased productivity while reducing costs.

The Google Apps for Business suite includes:



Gmail for Business

Web-based email with 25GB of storage per user, 99.9% uptime SLA, Google-powered email search functionality and powerful anti-spam capabilities. [more >](#)



Google Calendar

Keep track of your meetings online and share your calendar with others. [more >](#)



Google Docs

Work together on documents and spreadsheets in real-time without the hassle of multiple versions or attachments. [more >](#)



Google Drive

All your files – everywhere. Access your files on your desktop, mobile phone or tablet, and at drive.google.com. [more >](#)



Google Sites

Powerful website creation tool, ideal for building intranets and wikis with no prior coding knowledge required. [more >](#)



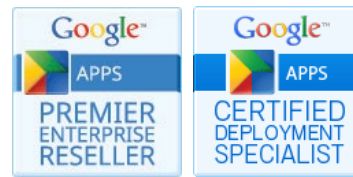
Google Message Discovery

Email security and archiving in one package. Capture and index all of your organisation's email & attachments in one centralised, searchable repository. [more >](#)



More...

Google Apps users have access to a number of other services, including **Google Video, Video Conference, Google Marketplace, Google Groups, Chrome, Cloud Connect** and **Google+.** [more >](#)

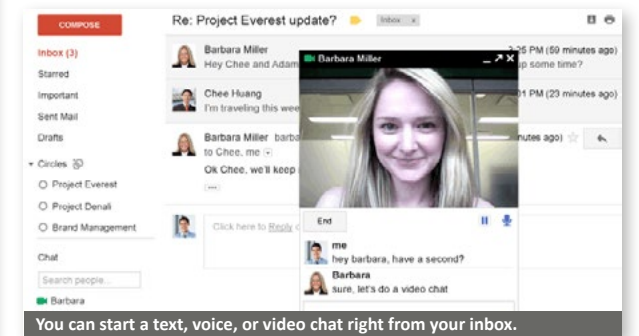
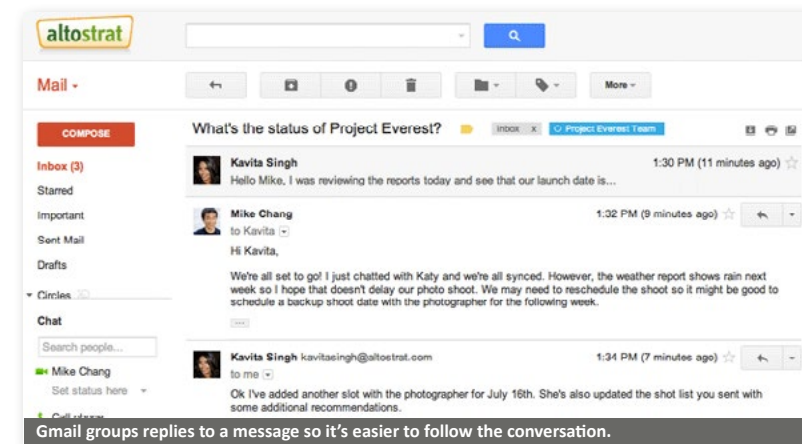


Gmail

About Gmail

Gmail provides you with 25GB of storage per user (50x the industry average), advanced spam filtering, lightning-fast message search, integrated text, voice, and video chat, and other productivity innovations such as Priority Inbox.

Gmail works on any computer or mobile device with a data connection and offline support lets you keep working even when you're disconnected. The Offline Google Mail app for Chrome lets you read and write email without an Internet connection. Your drafted messages are sent and your inbox is synced the next time you connect to the Internet.



Work fast, save time

25GB of storage means you never have to delete anything, powerful search lets you find everything, and labels and filters help you stay organised.

Connect with people

Your inbox isn't just about messages, it's about people too. Text, voice, and video chat lets you see who's online and connect instantly. See your contacts' profile photos, recent updates and shared docs next to each email.

You@yourcompany.com

Pick an email address that matches your business's name or web address: you@yourcompany.com.

Powerful Search

Create labels to categorise, organise, and browse your email and find exactly what you're looking for by searching across all your email, labels, and Docs right from your inbox with fast search, powered by Google's search engine.

Works with Calendar

When you get an email that looks like it's about an event, you can add it to your calendar with a single click.

Email Delegation

If someone else helps you manage your inbox, you can make this even easier by delegating your email to that person. This allows another user to read, send and delete messages on your behalf.

Desktop Mail Clients

If you use a desktop email client, such as Microsoft Outlook®, Apple Mail, or Mozilla Thunderbird, you can keep using it with Gmail. Gmail offers POP and IMAP support as well as Google Apps Sync for Microsoft Outlook.

Your Own Personal Translator

Do international coworkers, partners or vendors send you emails in languages you can't read? Gmail detects emails that are not in your native language and can translate them with a single click.

Designed for Security & Reliability

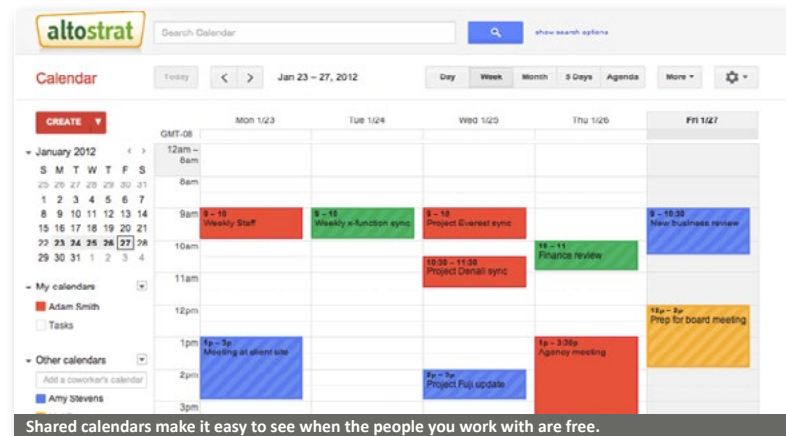
Gmail is designed for security and reliability with features like two-step authentication, attachment viewing in the browser, encrypted connections to Google's servers, simultaneous replicated storage for your email, built-in disaster recovery, spam filtering and sender authentication.

Google Calendar

About Calendar

Google Calendar helps employees organise their schedules and create and manage shared calendars with colleagues. Multiple calendars can be overlayed to view free and busy times at a glance, and the “Quick Add” feature understands natural language so you can easily create appointments by typing event information into a simple box.

Google Calendar is available from any web browser and all major mobile platforms, and can be accessed from Microsoft Outlook.



Stay organised and on schedule

Organise your day with Calendar and get event reminders on your phone or in your inbox. Attach files or docs to your event so you have the right materials when your meeting starts. You can automatically send invitations and track RSVP's through your email.

Find time with your team

Calendar sharing makes it easy to find time with the people you work with and the smart scheduling feature suggests meeting times that work for everyone.

Publish calendars to the web

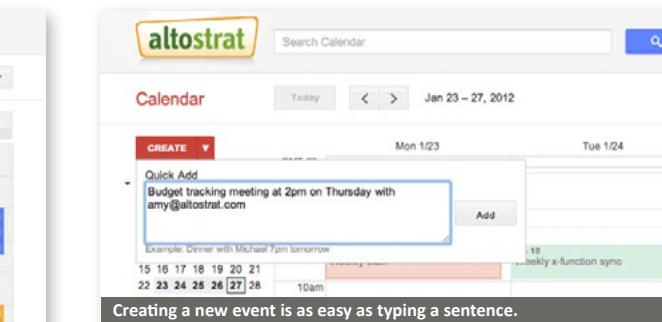
Create an event calendar and embed it on your website or set up appointment slots so customers can choose the best time for them.

Calendar on your Mobile

Sync the built-in calendar on popular mobile phones such as Android and iPhone with your Google Calendar or access your calendar from any device with a web browser.

Calendar Delegation

If someone else helps you manage your calendar, you can make this even easier by delegating access to that person. This allows another user to create events, respond to invites and manage your schedule.



Offline Support

The Google Calendar app for Chrome lets you view your schedule and respond to invites, even when you don't have an Internet connection. Your calendar and RSVPs will be synced the next time you connect to the Internet.

Work Across Time Zones

Google Calendar makes it easy to work with people in other time zones. Features like time zone conversion makes sure your calendar time zone follows you when you travel and customisable working hours reminds your colleagues not to schedule meetings in the middle of the night.

Desktop Calendar Clients

If you use a desktop calendar application, such as Microsoft Outlook®, Apple iCal or Mozilla Sunbird, you can keep it in sync with Google Calendar automatically.

Design for security & Reliability

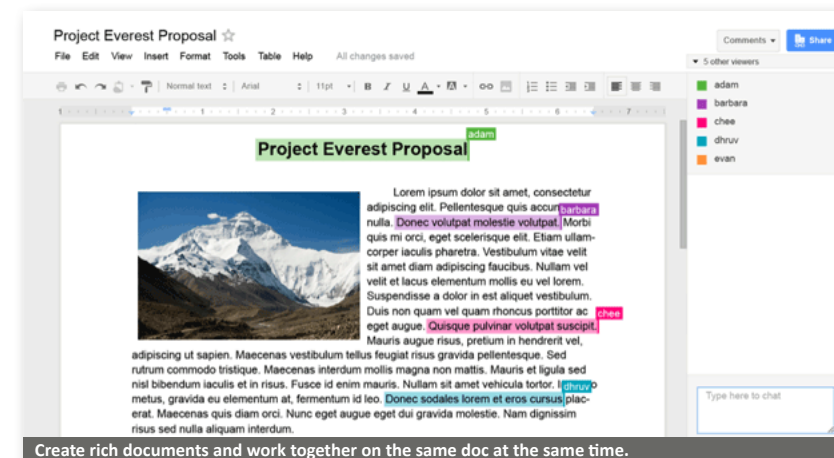
Google Calendar is designed for security and reliability with features like encrypted connections to Google's servers, simultaneous replicated storage for your calendar appointments, built-in disaster recovery and fine-grained sharing, which lets you share your calendar with people in and out of your organisation.

Google Docs

About Docs

Google Docs enables multi-person, real-time collaboration for documents, spreadsheets, presentations and drawings, enabling groups to work more efficiently and avoid the hassles of attachments and version-control issues.

Google Docs supports import and export from all common file formats, and provides granular file permissions so it's easy to control who can view or edit important information. Google Docs can be accessed from any web browser and on a wide range of mobile devices.



Create or upload

Create awesome documents, spreadsheets and presentations with Google Docs. Or, you can upload your existing work to view, share and edit online.

Share securely

Your docs are stored on the web, so sharing them can be as easy as sending a link. You can make your documents as public or as private as you like and control who can view, comment on and edit each document at any time.

Work together

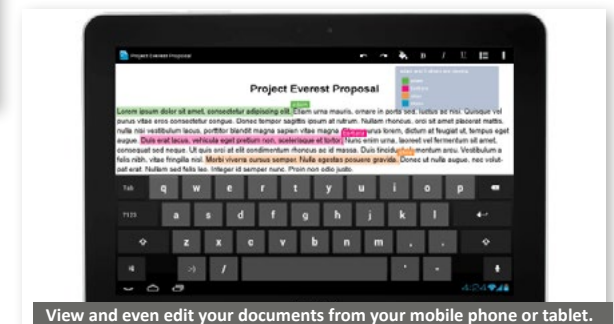
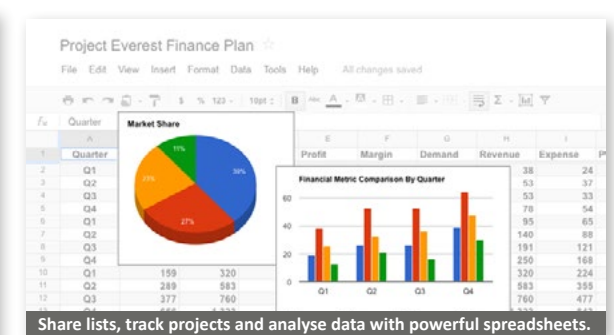
Google Docs is designed for teams. Multiple people can edit a document at the same time and integrated chat and commenting make it easy to work together.

Word processing

Create rich documents with images, tables, equations, drawings, links and more. Gather input and manage feedback with social commenting.

Spreadsheets

Keep and share lists, track projects, analyse data and track results with our powerful spreadsheet editor. Use tools like advanced formulas, embedded charts, filters and pivot tables to get new perspectives on your data.



Presentations

Create beautiful slides with our presentation editor, which supports things like embedded videos, animations and dynamic slide transitions. Publish your presentations on the web so anyone can view them, or share them privately.

Export with ease

If you need to, you can easily download any of your docs to the most common text, spreadsheet, presentation and drawing formats or export them to PDFs on your hard drive.

Print

You can print any of your docs right from your web browser or even from your mobile phone or tablet using Google Cloud Print.

Mobile editing

Do more than just view your docs on your mobile. Make edits and share with others in real time from your Android device or any mobile web browser. Learn more.

Powerful Search

Stop worrying about what folder you put which doc in and find exactly what you're looking for with fast search powered by Google. Search over content you've created and docs that have been shared with you.

Import your existing work

With Google Docs, it's easy to import your existing work and convert it from most common text, spreadsheet and presentation formats so you can edit and share. Optical character recognition ("OCR") even lets you import editable text from PDFs and images.

Custom styles

Giving your documents consistent formatting is easy with custom styles, which let you define the default styles for things like titles, subtitles, body text and more.

Template gallery

Get a jump start on your work by using a pre-built template. Or, create customized templates with your company's colours and logos and share them privately in your organization.

Easy forms

Build a form with the straightforward forms editor and collect data from colleagues or customers. All the responses are recorded in a spreadsheet so it's easy to analyse and share.

Drawings

Create and work together on visuals with the drawings editor and then use the web clipboard to insert them into existing documents or presentations.

Revision history

Keep track of all the changes that you and your team have made to each doc. Detailed revision history lets you look back at each doc after each set of edits and you can always revert to an previous version if you like.

Data analysis tools

Google Spreadsheets includes powerful data analysis tools such as pivot tables, filters, data validation and solver.

Powerful formulas

Google Spreadsheets include tons of built in functions for all the standard finance, statistics, mathematical and database needs you'd expect, as well as some unique functions that help you pull data directly from the web.

Charts and plots

Google Spreadsheets makes it easy to create standard charts like line graphs, scatter plots, pie charts, bar charts and more. You can also capture more data in unique dynamic chart types like timeline charts, motion charts and more.

Designed for security

Google Docs is designed for security and reliability with features like encrypted connections to Google's servers, real-time file save, simultaneous replicated storage for your documents, built-in disaster recovery and fine-grained sharing controls that let you share your work with the right people.

Google Drive

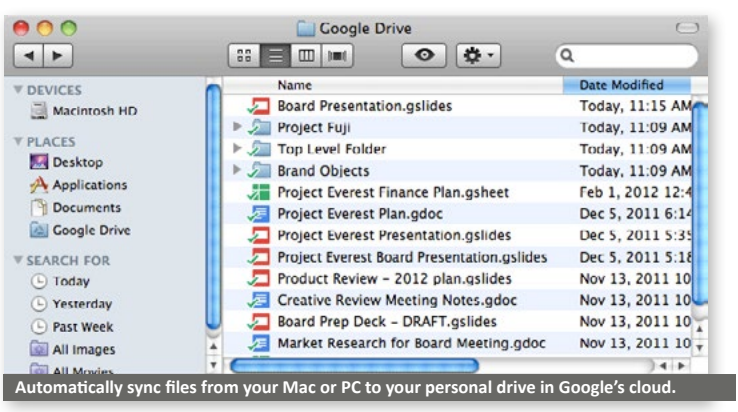
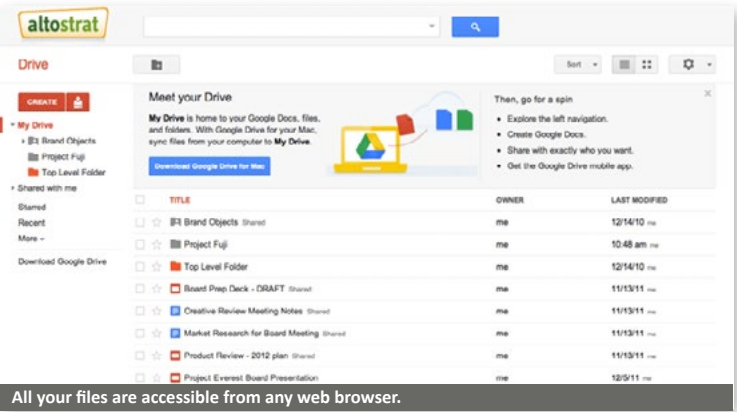
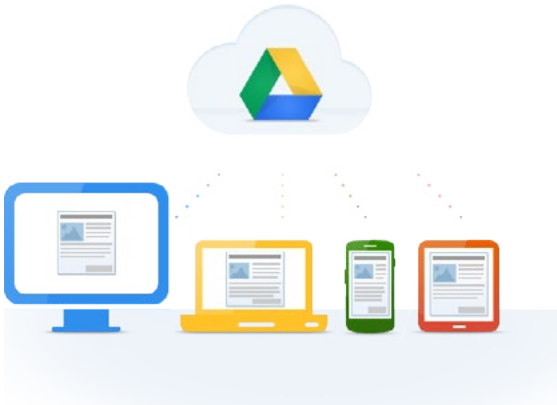
About Drive

Google Drive lets you store and access your files anywhere – on the web, on your hard drive or on the go.

Your files are always waiting for you at drive.google.com, but you can also get them straight from your computer, smartphone and tablet. Install Google Drive on multiple devices and Google Drive makes sure they're all the same. You can even get to your files after you go offline.

Now your files go everywhere you do. Change a file on the web, on your computer or on your mobile device and it updates on every device where you've installed Google Drive. Share, collaborate or work alone: your files, your choice.

Make changes to a file in one place and it automatically updates everywhere. In addition to any file type you choose to upload, Google Docs are also stored in Google Drive.



Keep files synced. Just connect to the web.

Any time that your device has Internet access, it connects to Google Drive. That ensures that your files, folders and Google Docs are always up to date. Change something on one device and it changes everywhere.

Stop emailing attachments. Start sharing.

Google Drive lets you choose exactly who – friends, family, colleagues – gets your files. You don't need email attachments any more. Just share your file, folder or Google Doc from any device. Create and reply to comments on files to get feedback or add ideas.

Buy what you need & grow flexibly

Start with 5GB of storage for each of your users. Need more? Just buy as you need.

Open and view any file

View over 30 file types right in your browser, including images, HD videos, Adobe Illustrator and Photoshop

files, even if your device doesn't run the file's original software. Save files from Smartsheet, DocuSign, or SlideRocket and other web apps directly to Google Drive, and launch those apps by opening these file types from your Drive.

Quickly find what you're looking for

Use powerful search capabilities to find what you need quickly. You can search with keywords and filters to locate any file, and even search for objects in images or text in scanned documents.

Designed for security

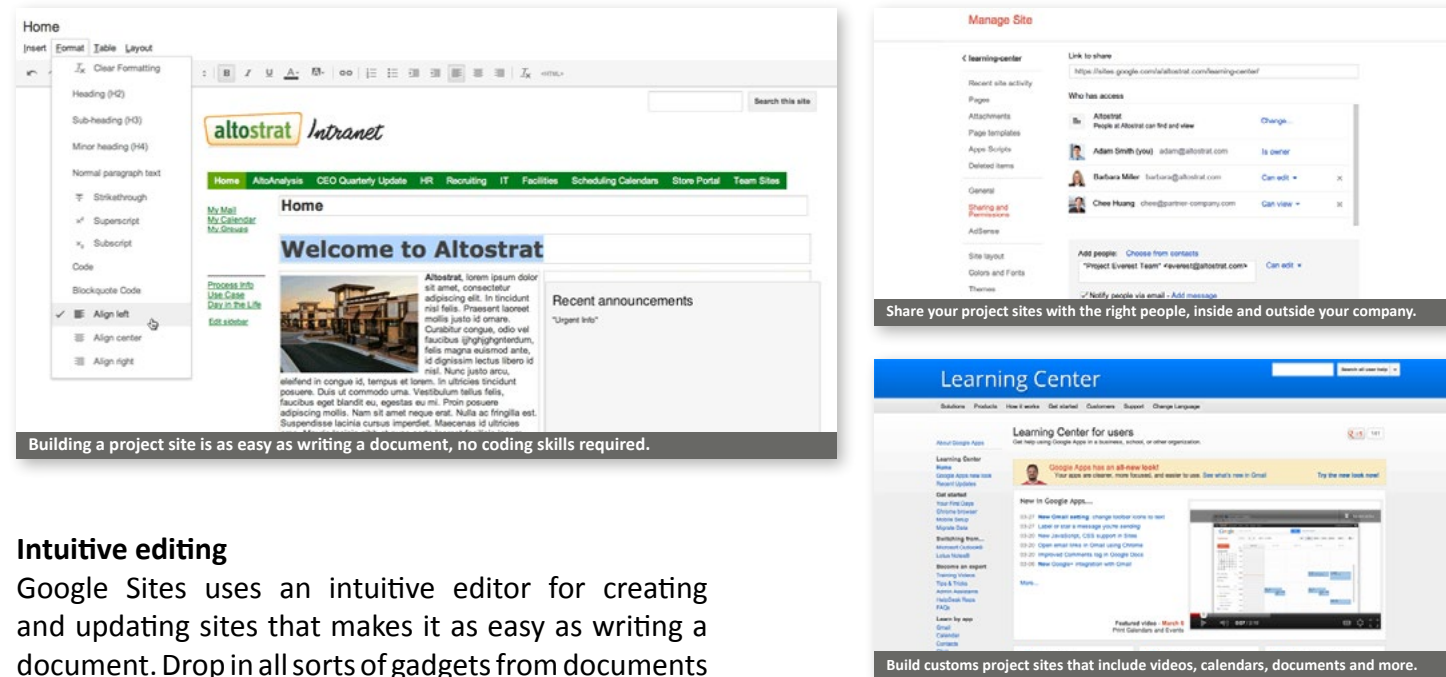
Google Drive is designed for security and reliability with features like two-step authentication, encrypted connections to Google's servers, simultaneous replicated storage for your documents, built-in disaster recovery and fine-grained sharing controls that let you share your work with the right people.

Google Sites

About Sites

Google Sites lets users create and share their own project websites or intranet pages without programming skills or technical support. Sites helps keep everyone on the same page – literally – by making it easy to centralise and collaborate on documents, calendars, videos, and more. Google Sites is available from anywhere, on any web browser.

Share your site with your team, your entire company or even a customer or partner with the click of a button. You control who can view and who can edit your site and you can always adjust settings later.



Intuitive editing

Google Sites uses an intuitive editor for creating and updating sites that makes it as easy as writing a document. Drop in all sorts of gadgets from documents to videos to images to shared calendars and more.

Template gallery

Get a jump start on your site with one of the pre-built templates or create a privately shared template gallery for your business with sites customised for your needs.

Powerful search

Project and team sites are only useful when you can find the information you're looking for. Built-in search powered by Google's search engine makes it easy and fast to find the pages you need.

Fine-grained permissions

Google Sites lets you set different access lists for different pages of each site. You could use this to let a partner or vendor see only the relevant part of your project site or to build an entire intranet for your company with the right access for each division.

Storage

Google Sites comes with loads of storage. Your company gets a quota of 10GB + 500MB for each user at your company for attaching files. Documents, calendars and videos embedded from Google Docs don't count against this quota.

Customise

Achieve even more customisation with Google Apps Scripts or by creating your own HTML or JavaScript gadgets for your site.

Designed for security and reliability

Google Sites is designed for security and reliability with features like encrypted connections to Google's servers, real-time file save, simultaneous replicated storage for your sites, built-in disaster recovery and fine-grained sharing controls that let you share your work with the right people.

Google Message Discovery

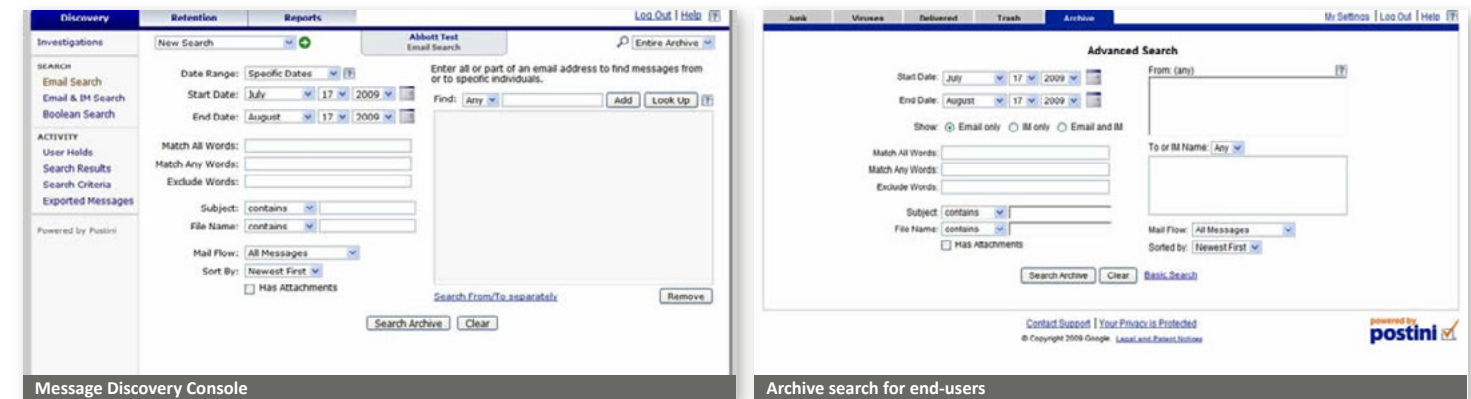
About Google Message Discovery

Google Message Discovery, powered by Postini, is a secure, hosted service that provides enterprise-grade spam and virus protection as well as comprehensive email archiving for organisations looking for cost-effective email management and significant advantages over onsite server or media-based email archiving.

Google Message Discovery lets you:

- Create a centralised and searchable email repository for your organisation
- Quickly search across the archive to find emails and save result sets
- Secure your email from spam, viruses, phishing, and other email-borne threats
- Set central email policies to manage content and compliance requirements

Google Message Discovery is a cloud-based solution, so there's no need to forecast or plan for future storage needs. Google's secure and redundant data centres keep your messages fully protected and backed up, removing the risk of loss due to onsite server failure. Data ownership remains with your organisation so you retain the control over your information.



Store email for as long as you need it

Safely preserve email in Google's highly secure data centres, ensuring a reliable & redundant off-site backup. Apply retention rules to comply with your organisation's policies and apply message holds to preserve specific emails when required.

Locate email quickly

Search your archives on-demand by date range, sender, recipient, subject, content, or a range of other parameters. Export search results in MBOX or PST formats.

Benefit from cloud scalability

Store virtually unlimited amounts of email without adding any additional hardware.

Make your email more secure

Google Message Discovery includes all of the security features of Google Message Security, including anti-spam and anti-virus filters, content policies and encryption.

Rapid deployment, easy maintenance

Google Message Discovery doesn't require any hardware installation and is managed through a simple web interface. Services are SAS 70 Type II audited and monitored by Google around the clock.

More...

Chrome for Business

Chrome was built from the ground up to deliver the best experience for Gmail, Docs, Calendar and more, and supports the most advanced functionality such as offline support and desktop notifications.

Easily configure and update Chrome for specific security and departmental requirements. You can customise your company's rollout with Gmail Offline and other apps and extensions from the Web Store.



Benefits:

- **Speed:** Chrome is built to be fast in every way — starting up from the desktop, loading web pages, and running complex, business-critical web apps like Salesforce, QuickBooks Online, and Concur.
- **Security:** Safe Browsing and sandboxing technologies are used to help protect your organisation from malicious websites, viruses, malware and phishing attacks as your employees browse the web.
- **Simplicity:** Chrome for Business is easy to deploy and manage.
- **Customisation:** The Chrome Web Store offers hundreds of extensions and applications that you can bundle with Chrome and distribute throughout your organisation.
- **Upgrades:** Deploying Chrome means not having to upgrade your OS or buy expensive client software in order to improve performance and security.

Google+ For Business

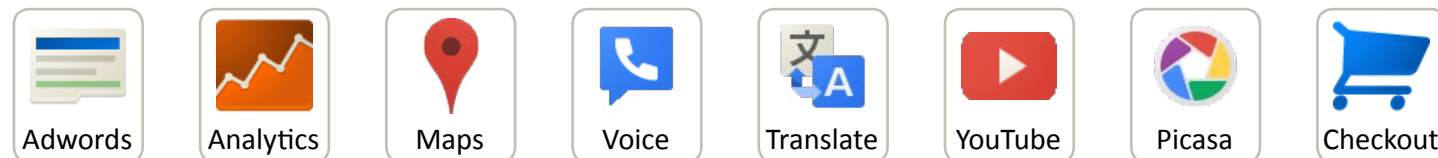
Google+ makes sharing on the web more like sharing in the real world. Google+ is automatically available to you through Google Apps, all you need to do is turn it on for your organisation. Once Google+ is turned on, your users just need to sign up at google.com/+ to get started.



Google Apps users have access to the same set of features that are available to every Google+ user, and more. In addition to sharing publicly or with your circles, you'll also have the option to share with everyone in your organisation, even if you haven't added all of those people to a 'circle'. **Circles** allow you to segment your connections into groups, enabling you to share different content with different people, or everyone - your choice.

Host **Hangouts** with extras. Hangouts combine multi-person video chat with screen sharing and collaboration in Google Docs and lets you work together on projects, even when your team can't be in the same room. Whether you're out of town, working on a project with a multi-location group, or just don't feel like walking to the next building for your meeting, Hangouts with extras can give your team the productivity boost it needs.

Even More Apps*



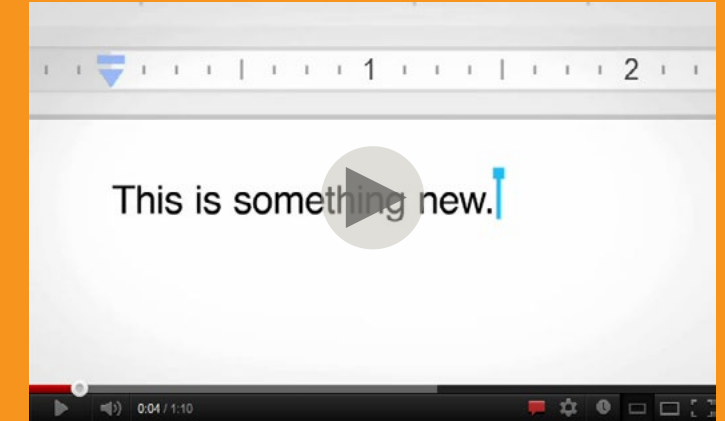
*Services that are not part of the core Google Apps suite are not covered by the Google Apps support terms and are not covered by the Google Apps uptime guarantee SLA. Services may not be available in all areas and are subject to change without notice.

Need More Convincing?

Take a look at the video's below to see what Google Apps can do for your business.



Google Apps - Work in the Future
[Click the image to view]



See what it's like to 'Go Google'
[Click the image to view]

Google Apps Case Studies: Review case studies from other businesses already using Google Apps

Google Apps Security WhitePaper Download here

Keep up to date with all things Cloud, Grove & Google by visiting our Blog

Want to know more?

Google Apps for Business has piqued your interest and you'd like to know more...

Book a 1-2-1 discussion and demo with one of our Google Apps specialists today.

Contact me

Our Team of Google Apps Specialists are available to: Answer questions, conduct a Demo or provide expert advice

Click Here

Contact Grove Group UK on

uksales@groveis.com

0870 224 0424

124 New Bond Street, Mayfair
London, W1S 1EJ

Contact Grove Group SA on

rsales@groveis.com

021 466 9400

The District, 2nd Floor, Block C
41 Sir Lowry Rd, Woodstock, 7915, Cape Town