

Success Story

Service / Industry / Location:

CONSULTANCY SERVICES

PROJECT MANAGEMENT

PROCUREMENT

AV INSTALLATION

OFFICE RELOCATION

SaaS

APAC



A five year partnership, spanning six countries



Business challenge

As a growing company, Salesforce needed to expand, relocate and refresh offices in existing and new countries across APAC. They required an IT partner who knew the area intimately and could consult on the design development of the offices while communicating effectively with their internal IT department and local vendors and partners. That's where we came in - a multi-lingual, multi-cultural IT partner who could grow with Salesforce as they expanded across the globe.



Benefits and Impact

Transformation of workplace through technology

which became the new global standard across Salesforce

Improved efficiency and execution
of expansion plan with a single point of contact in APAC

Increased engagement and productivity
throughout APAC offices with the creation of unique 'social corners'

"The choice to partner with systemsGo was based on their strong understanding of APAC and proven track record setting up companies like ours in the region. systemsGo worked closely with our expansion teams, leading a thorough, efficient and effective process. We've been very impressed with their professionalism and expertise over the last five years. There's no doubt we found the right partner and a trusted and valued adviser to our business."

– Greg Jensen, Senior Manager – IT Service Delivery at Salesforce



2013 – 2015
Tokyo Phase I, II & III
Relocation, expansion

 1,200



2015 Jun
Sydney
L10

 150



2015 Aug
Shirahama
Refresh

 30



2015 Oct
CFM regional roll-out
6 countries
8 locations



2016 Jan
Casablanca
New office set up

 60



2016 Feb & Dec
Hyderabad Phase I & II
New office set up

 1,100



2016 Mar & Oct
Sydney
L13 and L9

 150



2016 Apr
Hong Kong
Serviced office setup

 100



2016 May
Singapore
Expansion

 530



2017 Jan, Mar & Jul
Tokyo
Refresh, additional
desks, room
conversions

 50



2017 Apr-Sep
Sydney
L10-L12

 150

Business challenge story

The Global Office Expansion team at Salesforce had one main priority for the APAC expansion plan – a consistent level of quality across all offices. Each APAC office was previously set up with different IT systems and infrastructure, which made working with other offices incohesive and unreliable and as a result, frustrating and unproductive for everyone involved.

As an IT partner who could consult and offer creative and innovative solutions to the design development and project management of the new offices, and also offer a multi-lingual and multi-cultural capability, we formed a partnership with Salesforce to create a new standard of technology across their APAC offices.

Benefits and impact story

Our multilingual project managers became the single point of contact for Salesforce and worked closely with local partners and vendors, procured all necessary cabling materials and AV hardware and managed both contracted partners and numerous project stakeholders to ensure each office was delivered within an acceptable budget and in accordance with each project timeline.

As well as managing these processes, in whatever language required, we consulted on the design development, namely the AV system, structured cabling, server room layouts and other IT related infrastructure for all sites in APAC.

Innovative and state of the art AV systems that connect everyone across the region were implemented in each office. One such unique system is the 'social corners', which are integrated entertainment and town hall meeting spaces in each office, so Sydney, Tokyo, Singapore and Hyderabad can easily connect and communicate whenever they need. Salesforce Singapore in Suntec City runs across a number of floors and in different towers, which makes meetings and connectivity difficult to manage. Now with these social corners, each floor can connect with each other simply and work faster and smarter – a necessity in today's fast paced business world.

Salesforce had a daunting task ahead of them but with our help we worked together to successfully unite over 3,500 users from eight offices in six countries across APAC. Now, Salesforce is rolling out the APAC technology to the rest of their global offices so they can connect instantaneously with the rest of the world whenever they need, putting colleagues, information and business plans instantly in-touch and into action.

About Salesforce

A name synonymous with innovation, business intelligence and success, Salesforce is the world leader in CRM software solutions and enterprise cloud computing. Founded in 1999, Salesforce now employs over 10,000 people and is headquartered in San Francisco with offices across the world.

Salesforce: A valued systemsGo client since 2013

Take the next step



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