

# Servcorp

## Customer Spotlight

Servcorp runs its world-class, international office resourcing enterprise with Dropbox Business powering company-wide and external collaboration.



“We wanted a system where we could manage authentication, control logins, determine who had access to which files, and allow our people to get to their files from multiple devices. Dropbox Business gives us all of it.”



Daniel Kukucka, Chief Technology Officer, Servcorp

### Key Results



Easy sharing with external stakeholders



Elimination of version control issues



Secure sign-on and file access processes

### THE CHALLENGE

#### Keeping international offices in sync

As part of its mission to be the premier provider of executive suites and virtual offices, Sydney-based Servcorp connects clients with the finest office amenities, assistants, and technology. In order to do this, the company itself also has to keep the best technology at its fingertips. So when its multi-national staff began struggling with file storage and sharing, Servcorp immediately sought out a fix. According to Chief Technology Officer Daniel Kukucka, “Historically, we used email to share documents, but issues with duplicate files and file storage began increasing. We initially tried adopting another cloud storage solution but people resisted adopting it — and we continued to struggle with larger file sizes.”

### THE SOLUTION

#### Pleasing users, protecting data

Servcorp decided to ask its employees which cloud storage and file sharing solution they preferred. The overwhelming response was Dropbox Business. “The majority of our team members already had Dropbox accounts, so they were well acquainted with the user interface,” says Kukucka. “For us, it became a no-brainer. Dropbox Business was going to be the best choice because we could quickly deploy it across locations and we didn’t have to worry about training.”

In addition to easy onboarding, Dropbox Business met several other key criteria for Servcorp. Kukucka explains, “We wanted a system where we could manage authentication, control logins, determine who had

access to which files, and allow our people to get to their files from multiple devices. Dropbox Business gives us all of it.”

## THE RESULTS

### Mobility, speed, and customer service

With Dropbox Business in place, Servcorp’s globally dispersed employees can stay more productive — working anytime, from anywhere, without having to worry about tracking down the latest versions of files. Kukucka adds, “Issues with file content versions, logos, colors, etc. can

greatly impact Servcorp’s ability to project a consistent brand image to external stakeholders. Having Dropbox Business has helped ensure consistency throughout our communications and collaboration.”

Servcorp’s external stakeholders range from contractors to partner agencies to clients, and all of them routinely need the company to share files with them. Dropbox Business allows Servcorp to distribute information fast and efficiently. As Kukucka says, “With Dropbox Business, we’ve seen significant improvements in our productivity — and also in our client relationships and partnerships. We’re able to collaborate better than we ever have before.”

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#### Customer use cases

#### How Dropbox Business helps

Control	With the latest files all saved in one place, employees never have to worry about working from or accidentally sharing the wrong file version.
Mobility	Remote access to files allows international team members to work from any geographic location, at any time.
External Sharing	Employees can easily and securely collaborate with external partners ranging from contractors to agencies to clients.

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