Airtasker
Customer Spotlight

Dropbox Business helps Airtasker, an open marketplace for local services and odd jobs, with some housekeeping of its own.

Key results

Selective Sync helps employees save hard drive space

Greater file access control and easy on-boarding and off-boarding

Increased productivity and collaboration across departments

"Moving to Dropbox Business has totally freed up our designers, making our team more efficient."

Jonathan Lui,
COO and Co-founder,
Airtasker

The challenge
Confidentiality and clutter

When Aussie startup Airtasker launched back in 2012, the sharing economy was just beginning. Since then, the business has seen rapid growth – from a team of two, to a team of 45 in Australia and a satellite team in Manilla. However, with growth came challenges. As the company grew rapidly, work was scattered across various locations, systems, and devices. Departments grew bigger and without a centralised collaboration solution in place, files were strewn over external hard drives, email, and employees' personal Dropbox accounts. Airtasker needed a secure, scalable solution for their employee and company files as well as more granular sharing permissions for external parties.

Jonathan Lui, the COO and Co-founder of Airtasker, explains, "As we grew and got more interest from investors we needed to set

up due diligence rooms to share confidential files and information about the company. We wanted a solution that allowed for more granular control over our files so we could see who had access, and control or revoke permissions when needed."

The solution
A central hub for all files

Given many employees' familiarity with Dropbox already, the move to Dropbox Business was natural. "Dropbox Business is a very straightforward product," Lui says, "It means our employees can intuitively understand how to use the solution and get access to the right files at the right time."

Airtasker now uses Dropbox Business as a central hub for all files, with closely controlled permissions. "We section it off into

departments, so that each department can control the file structure in their particular area," Lui explains. When employees leave the business their access is removed, so Airtasker can easily maintain control over important company information.

As a file storage solution, Selective Sync is vital to the day-to-day running of Airtasker. "We have a lot of files, so often we use Selective Sync," says Lui, "Otherwise we'd quickly use up all the hard drive space on our computers."

Version control and tracking further aids collaboration between departments and external agencies. Lui notes how this was particularly useful when applying for a research and development grant from the government, "Going through the submission we worked with external consultants. We had a lot of people working together on the one document." He explains, "Every time there was an update we could see who was editing the files. It's all tracked so if we ever need to go back and look at what we've done, everything is there."

The results

Productivity and a more manageable workload

For Airtasker, Dropbox Business has boosted team productivity. "Moving to Dropbox Business has really opened up team collaboration for us," says Lui, "When we first started out, our design team was working on incredibly large files that they passed from person to person on an external hard-drive, meaning that only one person could work on them at a time. Moving to Dropbox Business has totally freed up our designers, making our team more efficient." Large files are also now easier to share with collaborators both within and outside the business. "Anyone can have a look at designs if they need to and demos can be done on any laptop," he says.

Lui is confident that the cloud is the way forward, "The advantage of the cloud is all about productivity and the constant product improvements that are passed on to customers. Dropbox Business is constantly improving and therefore customers keep benefiting."

Use case	How Dropbox Business helps
Sharing	Sharing links help Airtasker employees collaborate together and with external companies
Control	The ability to change and revoke permissions keeps departments in order and documents secure
Storage	A central file repository for two teams – Australia and Manilla

"We wanted a solution that allowed for more granular control over our files so we could see who had access, and control or revoke permissions when needed."

Jonathan Lui,
COO and Co-founder,
Airtasker

Discover what else is possible in your organisation when you make the move to Dropbox Business.

Learn more