




# JustCo

## Customer Spotlight

Singapore's most expansive co-working space has expanded astronomically in the past year. With the help of Dropbox Business, it can manage files and assets in multiple countries, keeping its team and clients informed and secure.



### Key results

-  Secure access to sensitive documentation
-  Efficient onboarding for internal teams
-  High-quality customer experience for external partners

“As we grew, we started having problems with our data-storage system. From a user management perspective, we had a growing team and we needed more secure admin controls – that’s why we chose Dropbox Business.”



Kong Wan Sing  
Founder & CEO, JustCo

### The challenge

#### A growing team across multiple locations

JustCo wasn't shy about its ambition to be the biggest network of co-working spaces in Singapore (if not all of Asia), so it's not surprising they outgrew their single-office setup in 2015. The impressively outfitted locations—eleven, now, in total—boast the latest in startup-friendly fit outs, from product design rooms to sleek presentation theatres.

With more space came more staff and more locations, meaning data could no longer be managed by a humble Network Attached Storage (NAS) system, causing inconvenience when staff from different locations were viewing the same file. Files would be synced in some locations and not others. “It wasn't a very user-

friendly system,” says Wan Sing. “From a user management perspective, we had a growing team and we needed more secure admin controls.”

On top of that, managing HR processes was time-consuming, from onboarding new staff to protecting IP when employees moved on. “Before we switched to Dropbox Business it would take a lot of time to onboard a person. Our team would spend around 30 minutes per person.”

### The solution

#### Centralised storage and admin controls

Adopting Dropbox Business was a no-brainer since most at the company already used Dropbox on a personal level. “Some of us

were already choosing to use the free Dropbox accounts to share and store files easily,” Wan Sing explains, but security and greater storage became more crucial as the company scaled.

“We made the switch to Dropbox Business and immediately had more control with the IT dashboard. Two-factor authentication was also really useful, and IT finds onboarding a lot easier.” It has also improved handling both onboarding and the departure of employees. “When employees leave the company it’s easy to take the sensitive information that they have in their possession back. It’s so easy to roll back files, and company data is safe.”

Co-design and collaboration is smoother and can be done across multiple locations, allowing for an unprecedented efficiency for JustCo. “We have 70 people spread across eleven locations in Singapore and Asia and we’re able to operate like we’re all in the same location. The marketing team commonly uses Dropbox to store large files—like design files, large image assets and video files—which can all be continually getting updated and amended.

It’s nicely organised and it’s all in there...This philosophy of collaboration extends beyond the space itself,” he says. “To the products we use and the services we provide our startups and entrepreneurs.”

### The results

#### Space to grow and grow

With organisation and security taken care of, Wan Sing and his team have more time to focus on JustCo’s bright future.

“Even beyond the actual co-working space community, we actually put our members in touch with our partners, which they wouldn’t have access to on their own,” says Wan Sing. “We want to help these people to grow their business, to give them tools, community, and connection that they need to grow.”

#### Use case

#### How Dropbox Business helps

Control	Clients are provided with the storage service, but permissions keep company folders protected.
Mobile	Content can be collaborated on by teams working in multiple locations and marketing collateral from events can be quickly uploaded and shared.
Sharing	Files can be shared with partners, clients and external agencies in a user-friendly and best-practice format.

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