



## CASE STUDY:

Kwela Boosts Productivity by 30-40%  
with Colligo.

INDUSTRY:

Management Consulting

APPLICATION:

Mobile and Offline Collaboration

**KWELA**  
LEADERSHIP & TALENT MANAGEMENT

## Introduction

Kwela Leadership and Talent Management specializes in Leadership Development, Team Building, Organizational Development and Training for businesses of all sizes.

Kwela's team is comprised of management consultants who work exclusively from their homes or at client offices using laptops running Microsoft Windows. Their collaboration platform is Microsoft SharePoint. Since the majority of their work is for Canadian government organizations, their SharePoint server is hosted in Canada to ensure all content remains in Canada as per government regulations.

## Business Challenge

All Kwela team members contribute to each customer project, making collaboration crucial – right from initial engagement through requirements to delivery. Ideally, team members would create, share, and maintain client documents in almost real time throughout the process. SharePoint was selected as the best platform to store files, manage tasks, and share calendars but Kwela found there were two major limitations: offline access and sharing updates.

**Offline access:** With the entire team working remotely, the Kwela office setup was 100% virtual. At client sites they often have no internet connectivity so standard SharePoint access via a browser simply didn't work. The workaround was to manually copy required files to their laptop drive for whenever they knew they'd be unable to connect. Then they had to remember to upload changed files back to the server once connected. The primary pitfall was not copying everything needed to complete a task. This process was manual, error prone, and time consuming. It also risked looking inept in the eyes of the client if a file was overlooked.

**Sharing updates:** Throughout client engagements, it is valuable for team members to have access to the latest version of work files. However, often employees would forget or not push their updates to SharePoint in a timely fashion. The resultant delay in access to, or ignorance of, new or updated files delayed work and was frustrating. For new files this process was especially frustrating, as the tendency was for consultants to delay first time upload until the file was "good enough" for others to see – when it would be much better for others to be aware sooner of a new file's existence and have access to as it progresses.

## Solution

Kwela chose Colligo to extend Microsoft SharePoint to enable a true virtual office for sharing documents, tasks, calendars, etc. while disconnected. Colligo apps provide full offline access to content with configurable sync technology, making it easy for consultants to always have access to the latest files, and ensure that their own files are shared automatically with their coworkers as soon as they reconnect. The results have been an amazing 30-40% increase in productivity and a lot less frustration. Since Kwela consultants were standardized on Windows laptops, the company chose to install the Colligo Windows app.

*“Colligo has given us a massive boost in productivity. We couldn't go back to the old way, it would be far too painful.”*

*- Russel Horwitz, Principal, Kwela Leadership & Talent Management*

## Results

**Simple setup:** The Colligo app was installed easily, pointed to the Kwela SharePoint server, and configured to sync whatever SharePoint content was required for each laptop. Lastly, the interval at which sync occurs when connected was set for each.

**Powerful solution:** Kwela was finally able to standardize on SharePoint as their file and process platform, with Colligo providing the crucial offline access, resulting in up to 40% productivity improvements.

## Additional benefits

**Performance:** Accessing SharePoint via internet or in the office can be subject to slow network latency and time outs. The Colligo app eliminates that by caching content locally for the best possible performance. Syncing is done in the background, so consultants' work continues uninterrupted.

**Ease-of-use:** Colligo delivers the usability expected from a desktop app – such as drag-and-dropping of files to SharePoint with prompts for required metadata to ensure that everything is properly tagged and classified.

**Backup:** On occasion Kwela has experienced server outages – twice with data loss. First, with Colligo, the consultants were able to just keep working, unaffected. Then, Kwela also discovered that they could use the local files on consultants' laptops to replace any lost files on the server – a huge value.

## About Colligo

Colligo enables workers to have easy, anytime access to content stored on enterprise information systems such as SharePoint/Office 365, regardless of device or connectivity. The company's award-winning collaboration and data sync technology is used by over 5,000 global organizations to increase worker productivity, streamline collaboration and reduce IT risk. Colligo counts many high-profile organizations amongst its customers, including Microsoft, Exxon, Siemens, Towers Watson, Shell, Bayer and the US Department of Energy.

### For more information:

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