



## Woolpert + Google Customer Support

### Your Success Is Our Priority

When you choose Woolpert as your trusted Google Cloud partner, you are choosing a partner who understands your goals and prioritizes your success. Our team of Google-certified customer success managers and customer engineers is devoted to supporting your Google Maps, Cloud and/or Workspace journeys.

Woolpert possesses a unique perspective on large, complex data challenges. We've been accruing multidisciplinary experience for more than a century, and our varied client base has opened doors that remain closed to many other technology firms. Where opportunity and ability intersect, Woolpert helps you leverage new technology to achieve your business goals.

### Support At a Glance



#### 24/7/365 Support

Easily submit help tickets and search for self-help articles in our customer support portal.



#### Implementation Reviews

Determine the check-in cadence that works best with your teams' needs.



#### New Product Updates

Be the first to know about new features, solutions and important announcements from Google.



#### Tips and Best Practices

Access one-on-one consulting based on extended expertise and an exclusive knowledge base (beyond standard Google documentation).



#### Insightful Tools

Trust our team and our custom-built tools to proactively monitor your usage and identify any abnormalities or areas of risk.

## Support Throughout Your Journey

### Plan

Our team is equipped with the experience and best practices to help you devise an effective strategy with Google technology. Regardless of where you are in your journey with Google, we will work with you to find use cases and a plan that best suits your business goals, budgets and timelines.

### Monitor

Using internal tools built by Woolpert, our team routinely monitors and detects abnormal usage patterns before monthly invoices hit you by surprise. Based on your preferred cadence, we also encourage routine check-ins to sync and give your team insight into its Google footprint. Our proactive approach takes the burden off your team, giving you more time to focus on other areas of your business.

### Support at Scale

Coming up with a plan and integrating Google's solutions into your business is just the first step in your journey with Woolpert. Our #1 priority is your success, so our support is continuous to ensure your implementation is fully optimized and working smoothly at all times. To make this possible, we have a customer support hub that offers ticketing and self-help resources that go beyond Google's public documentation, as well as customer success managers and customer engineers readily available to support your business.



Customer support was the differentiator. Woolpert had a team of dedicated people that were there to maximize usage, whereas other vendors that I used didn't have that level of sophistication.



**Daniel Moore, Founder & CEO, Propelio**

## Clients Trust Woolpert



**Contact Us**  
Want more information?  
Contact Woolpert at  
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