


# Modernizing the frontlines with people-first technology

A Google Workspace handbook



 Create

MON

6

AM shift roll call, 7am

PT Room, 7:30am

Cardiac care  
8:30 – 10am

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# Put your frontline workers front and center

Frontline workers form the backbone of our businesses and organizations. They are often the first people customers or clients connect with — the people who build the products, welcome guests and visitors, fulfill the order, or answer the service call. And they make up 80% of the global workforce.<sup>1</sup>

As the people bringing essential goods and services to the public, frontline workers have shouldered a disproportionate burden throughout the COVID-19 pandemic. And they're struggling as a result. Many feel their needs — including those related to using technology at work — have been overlooked. In fact, only 35% of frontline workers say they received additional technology to complete their jobs during the pandemic.<sup>1</sup> Now, more than ever, your frontline workers need flexible tools to help them communicate and collaborate, work productively and efficiently, and feel connected, included, and motivated.

## Meet your frontline workers

-  Also known as “deskless” or “essential” workers.
-  Primarily use handheld devices.<sup>2</sup>
-  Perform task-oriented roles like assembly, construction, and farming.
-  Perform service-oriented roles in restaurants, retail, healthcare, and more.

Google Workspace understands the unique needs and challenges faced by frontline workers, and we want to empower them to do their best work.

That's why we created **Google Workspace Frontline**. In the pages ahead, we share what we've learned about the frontline workforce and their technology needs. We'll explore how organizations across industries can employ our integrated solutions to engage frontline workers and drive positive outcomes. We'll also show real-world examples of organizations like yours using **Google Workspace Frontline** to help their teams stay connected and get ahead.

**Even before the pandemic, frontline workers lacked adequate technology to perform their jobs.**

**70%**

said more technology would help them do their jobs better.<sup>1</sup>

**60%**

were unsatisfied with the technology they were given to do their jobs.<sup>1</sup>

**56%**

were using their own technologies to do their work better.<sup>1</sup>



## Support your frontline workers today, retain them tomorrow

For frontline workers, the only real constant is change. When you're working in fields like healthcare, manufacturing, or the public sector, every day brings new challenges, new expectations, and new opportunities. Change is to be expected, and frontline workers have always been prepared to face it.

But no one was fully prepared for the impact the pandemic had on the frontline workforce. Heightened risk and shifting regulations introduced new levels of uncertainty and stress for everyone, but especially for workers who interact with the public. To make matters worse, frontline workers did not receive the same level of support as their counterparts working in offices or at home, according to a 2021 Axonify study.<sup>3</sup>

Two years later, the Great Resignation is upon us, with many frontline workers reporting burnout and leaving for new jobs — or leaving the workforce entirely. Over half are leaving because they feel underappreciated by management and/or their peers.<sup>3</sup> More than ever, today's frontline workers need to feel that their work is purposeful and their organizations value them. They also need access to tools that set them up for success. Frontline managers and leaders, on the other hand, need solutions to help them attract and retain workers, empower collaboration and efficient workflows, and scale operations while keeping their employees safe and sustaining their wellbeing.

As more and more frontline workers prioritize flexibility, opportunity, and inclusion in their jobs, technology plays a vital role in addressing their needs and the needs of their managers.



# 75%

of frontline workers spend most of their time at work using technology.<sup>1</sup>

# 78%

of frontline workers say technology is an important factor when evaluating a new job.<sup>3</sup>

# Everything your frontline workers need, in one place

Google Workspace Frontline is a cloud-based, integrated solution that brings together the collaboration and productivity tools many frontline workers already use and love in their personal lives. And it's compatible with a wide variety of software platforms, so employees don't have to install plug-ins or convert files. No matter your industry, you can empower your frontline workers with the flexible, helpful, innovative, and secure tools they need to be successful.

As the world of work continues to evolve, your frontline workforce and your business can depend on Google Workspace.

**"Google Workspace has enabled our colleagues to continue to collaborate and deliver in a challenging business environment, from the home office to the frontline. The apps are intuitive and simple to use, and they provide the foundations for our ongoing digital evolution."**

— **Matt Greaves**, Director, Office of the CIO, Travis Perkins PLC

## What's included in Google Workspace Frontline

### Integrated Communication

Use one solution for all communications — email, chat, and video calls.



#### Gmail

Block more than 99.9% of spam, phishing, and malware from reaching users with a network-encrypted, cloud-first email solution.



#### Google Chat and Spaces

Collaborate fluidly, securely, and efficiently via direct messages and group conversations.



#### Google Meet

Help your teams stay securely connected with enterprise-grade video conferencing.



#### Google Drive

Securely store, access, and share files in one place.



#### Google Calendar

Easily schedule daily standups, shifts, appointments, and customer visits.



#### Google Docs, Sheets, and Slides

Create, edit, and view documents, spreadsheets, and presentations on the go, with a single source of truth in the cloud.



#### Google Forms

Quickly create custom forms for surveys and questionnaires.



#### Google Sites

Build engaging, high-quality sites for your team, project, or event — without design or programming knowledge.



#### Advanced Endpoint Management

Protect your company's data and devices, and enable secure work on employee devices.



#### AppSheet\*

Enable users with no coding experience to build mobile and web apps and automations with a no-code application development platform.

\*AppSheet is an additional cost

# Flexible, intuitive, and secure tools designed for your frontline workers

## Built for flexibility

Give your frontline workers the flexibility they need with seamless, modern tools that fit the unique needs of your organization and easily adapt to new challenges. Enable your teams to work from anywhere with offline mode and access to mobile apps across devices.




## Easy to adopt and even easier to manage

Empower your frontline teams with the tools they already know. Single sign-on and a familiar UX makes it easy for workers to get going fast, while advanced endpoint management enables IT teams to quickly and easily activate, manage, and deactivate devices as needed.

## Privacy and protection built for the frontline

Leverage built-in controls, encryption, and verification with a Zero Trust approach that gives your employees and customers secure access to company resources — without disrupting frontline worker efficiency and collaboration.

## Additional tools to get the most from Google Workspace Frontline:

-  **Cloud Identity** provides you with a unified identity, access, app, and endpoint management platform, plus data loss prevention.
-  Retain, search, and export your organization’s data from select apps with **Vault for Google Workspace**.
-  Empower your teams to build their own solutions with **AppSheet**, our no-code platform.

## Get to know AppSheet

- A **no-code platform** for building powerful, custom mobile and desktop apps.
- Empowers the workers closest to the business challenges to create their own **unique digital solutions**.
- Enables non-programmers to build prototypes in minutes by leveraging their own data and the platform’s **AI capabilities**.
- Streamlines and **automates workflows**.
- **Integrated** with Google Workspace Frontline.

**“Employees now trigger their own automation. If they have backlogs, they say, 'OK, this is my area.' It’s no longer IT telling them what they need. They’re now the ones volunteering ideas and initiatives.”**

— **Pebbles Sy-Manalang**, CIO, Globe Telecom

# Understanding the needs of frontline workers today

There are 2.7 billion frontline workers across the globe.<sup>1</sup> They work in diverse industries — from manufacturing to retail to healthcare and more. And within those industries, they occupy a wide range of roles.

Despite their varying experiences on the frontline, these employees have several needs in common. Forty-four percent of frontline workers say they are leaving their current job due to a lack of flexible working options,<sup>3</sup> suggesting they seek greater flexibility in how they work and the tools they use. They want more control over their workplace experiences, with 76% saying that reliable and consistent hours have an impact on their ability to perform well.<sup>3</sup>

And many frontline workers desire a deeper sense of belonging and connection with their colleagues and organizations. In fact, 42% say positive relationships with coworkers would motivate them to remain in their current position.<sup>3</sup> At the same time, frontline managers and leaders are concerned about attracting and retaining talent, powering collaboration, increasing efficiency, and scaling operations.

**With these needs in mind, we've identified four areas of the frontline experience that can benefit from more helpful technology, no matter the industry:**

- Scheduling and task management
- Communications and engagement
- Onboarding, training, and upskilling
- Modernizing workflows

As you read on, you'll learn how **Google Workspace Frontline** can improve outcomes in each of these areas. You'll also find case studies highlighting our tools in action across industries.





SCHEDULING AND TASK MANAGEMENT

## Giving frontline workers more control over their time

Scheduling and task management are common administrative duties for frontline teams that can become unnecessarily complex without shared tools or a clear workflow. Information evolves rapidly on the frontline and scheduling often requires real-time collaboration between busy employees and managers. Understaffing puts undue stress on employees and can lead to higher turnover. Overstaffing, on the other hand, increases daily labor costs and can leave employees unmotivated and bored on the job. If you want your team to work together efficiently, getting a handle on scheduling, task management, and staffing is critical.

With Google Workspace Frontline tools like Calendar, Gmail, and Sheets, your frontline teams can streamline scheduling and stay in the loop as information changes hands. These easy-to-use, cloud-based tools simplify and democratize the process, ensuring everyone involved can easily participate in staffing and task management conversations, wherever they are, on any device. And if more specific or unique scheduling needs arise, organizations can use AppSheet to create their own custom tools that integrate seamlessly with other processes and software.

With visibility into everyone’s schedules and working preferences, meeting organizers and frontline managers can make informed, inclusive decisions about scheduling and resourcing. Ensuring the right people join the right meetings can improve meeting efficiency and decision-making. And these tools can also promote employee engagement and satisfaction, potentially reducing turnover. Collaborative, transparent scheduling and task management invites your frontline workers into the process — and it’s a great way to show them that your organization values their time and input.



44%

of frontline workers say “more flexible schedules” would motivate them to stay in their current jobs.<sup>3</sup>

39%

say the same of “more predictable hours.”<sup>3</sup>

 **Did you know?**


You can indicate whether you’ll join a meeting virtually or in person on [Gmail](#).

## SCHEDULING AND TASK MANAGEMENT

### How it's done with Google Workspace Frontline

- A nurse manager uses **Gmail** to share a link to a **Sheet** displaying upcoming shifts.
- Nurses use **Chat** or **Spaces** to contact the manager with scheduling questions, preferences, and conflicts.
- With the help of **AppSheet**, the manager quickly adjusts staffing using a shift management application that automatically alerts nurses to changes through device notifications like SMS or in their **Gmail** inbox.
- To improve future scheduling, the nurse manager turns to insights from **Google's Forecasting AI** to better understand ideal staffing numbers, peak times, and the top tasks driving productivity.



 **New chat**



**Ahmet Jondi**  
FYI I'm trading shifts with Kalie tomorrow.



**Tara Cruz**  
NP, thx for letting me know!



**Gmail**

Schedule w/o 12/3

Inbox x



**Tara Cruz**  
to me

Please find the schedule for next week attached... let me know if you have any questions or conflicts!

 **Upcoming Shifts**

## SCHEDULING AND TASK MANAGEMENT

### Transforming collaboration for a higher good

The RSPCA uses Google Workspace to help reduce barriers to communication, coordination, and collaboration.

Nearly 200 years after its founding as the world’s first animal welfare charity, the Royal Society for the Prevention of Cruelty to Animals (RSPCA) is still going strong. Today, the organization employs more than 1,500 people, including 273 inspectors and 90 animal rescue officers. With so many schedules to coordinate and tasks to manage, the RSPCA needed a secure, affordable, intuitive, and future-proof productivity platform. Google Workspace was the clear choice.

With Docs, Slides, and Sheets, the RSPCA field and office teams can benefit from the power of anywhere, anytime collaboration without having to comb through long, confusing email threads. Forms has become a vital tool for quickly and cleanly gathering data across the organization. The RSPCA doesn’t have a huge team of staff developers, so easy-to-install add-ons within Google Workspace allow the IT team to quickly turn Forms into structured data for use with other tools.

Meet became a crucial component during lockdown, allowing team members to connect and work virtually with ease. The RSPCA even trialed digital rehoming initiatives, using video conferencing to virtually visit the new homes of rescued animals. Since lockdown ended, the RSPCA has continued using Meet to recruit staff and volunteers with onboarding and induction sessions for remote and hybrid workers.

With Google Workspace at its heart, the RSPCA is more prepared than ever to take on new challenges as it continues to rescue, rehabilitate, and rehome or release hundreds of thousands of animals every year.

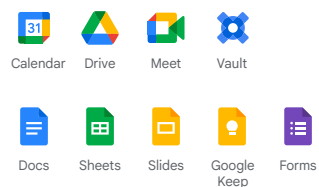
#### Case Study



#### Industry

Non-profit

#### Tools



**“Since COVID began, Google Meet has been absolutely vital for us. It has given us the ability to be flexible, agile, and consistently improve the way we are working.”**

— Alan Moynihan, Head of IT Customer Solutions, RSPCA

*[Learn more about how the RSPCA uses Google Workspace to support and empower its frontline workers.](#)*

## COMMUNICATIONS AND ENGAGEMENT

## Keeping frontline workers connected

In 2020, an overwhelming 96% of frontline workers reported wanting better technology to support communications.<sup>1</sup> Between a lack of access to robust collaboration tools, time constraints that make it harder to stay on top of communications, and physical distance from the office, headquarters, or flagship location, it's easy for frontline workers to feel disconnected from their coworkers and employers. This sense of disconnection can impact your frontline workers' productivity, employee experience, and general wellbeing.

Fortunately, Google Workplace Frontline gives your teams the tools they need to foster real-time communication across, from, and to the frontline. Your frontline workers and managers can share information in real time with Chat, Spaces, and Meet. Teams can use Gmail with Chat and Spaces to communicate asynchronously — for instance, across time zones. They can also create, edit, and collaborate on content using Docs, Sheets, or Slides, all of which are housed on Drive for easy, anytime access from any device.

These tools keep your frontline workers in close contact with managers and colleagues to improve productivity and efficiency. But those aren't the only positive outcomes. Empowering your frontline workers to communicate and contribute using their preferred tools and devices can help keep them engaged in their work. And powerful communication tools can help frontline workers feel more connected to your organization, strengthening a sense of inclusion, community, and belonging.

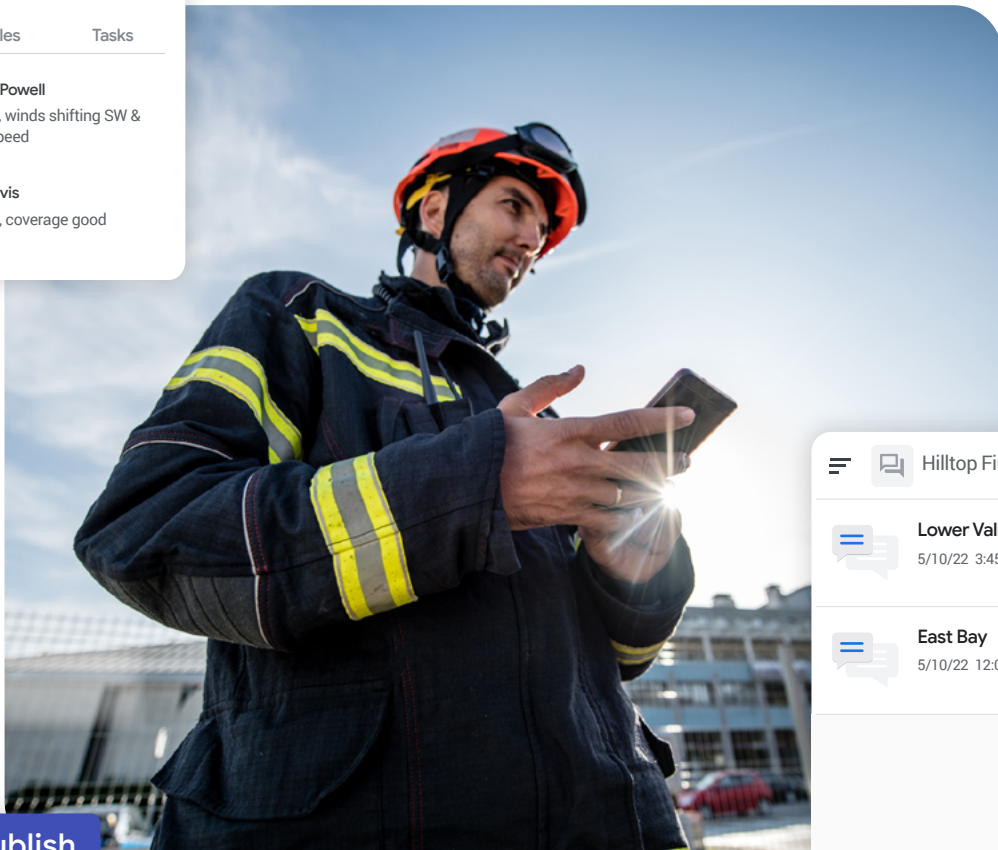
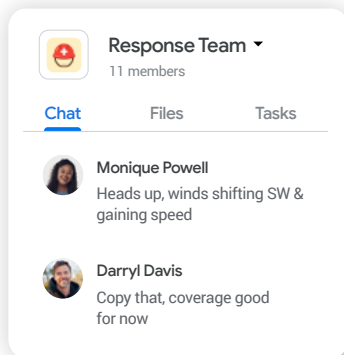
### 💡 Did you know?

**Spaces** in Google Chat are the central place for your teams to have topic-based discussions, share knowledge and ideas, move projects forward, and build communities and team culture.

COMMUNICATIONS AND ENGAGEMENT

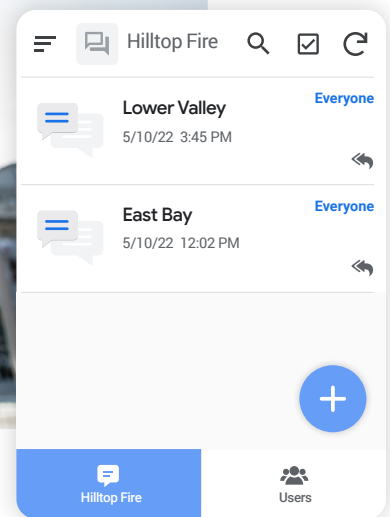
# How it's done with Google Workspace Frontline

- A county emergency response team receives a wildfire alert. First, they set up a group **Chat** or **Space**, so firefighters and workers on the ground can update the entire team in real time.
- With access to the most timely information, the communications team builds and continuously updates a **Site** that broadcasts safety information to county residents.
- The team creates an **AppSheet** app with a form to collect photos and notes both online and offline in the field. As submissions come in, dispersed crews on the ground are notified on their device or in **Gmail**. They can then respond and provide status updates in real time.



Publish

Safety Updates



COMMUNICATIONS AND ENGAGEMENT

## Connecting 9,000 teammates across multiple time zones

With the help of Google Workspace, Lush fosters collaboration and initiative.

From humble beginnings in 1995, Lush has grown into a global cosmetics brand known for its animal rights advocacy and ethical practices. At the heart of that activism is the company’s open working culture. Lush wanted flexible collaboration tools that could enable a global conversation with minimal environmental impact — so it turned to Google Workspace.

Previously, Lush relied on multiple on-premises legacy systems that were incompatible with a global business. Now, employees use Drive to create shared resources and a single point of truth, with files instantly available for reference. Docs, Sheets, and Slides have made compatibility and version issues a thing of the past, and teams use these tools to collaborate on local, national, and international marketing campaigns. Calendar has improved transparency by enabling Lush employees to share their availability and book online meetings via Meet. And Lush employees now use Forms to collect data for events and activities, participate in surveys, and request IT support. Google Workspace has kept employees connected during the pandemic, too. The Lush Retail team runs a weekly open call on Meet for employees to drop in, ask questions, or just see a friendly face, and the organization also uses Meet for company-wide events.

Google Workspace has become integral to Lush’s operations. It has scaled as Lush has expanded, and team members enthusiastically embrace the tools to connect, communicate, and collaborate across the globe.

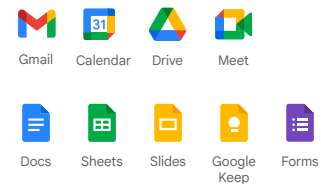
 Case Study



Industry

Retail

Tools



**“We moved [our store manager event] online with Meet and Sites, so participants could see the program and schedule sessions. We could see people posting reactions in the chat, which felt more intimate. And... we reached a bigger cross-section of the company.”**

— Sheelagh Davies, Senior Producer, Lush Digital

*Learn more about how Lush uses Google Workspace to support and empower its frontline workers.*

## ONBOARDING, TRAINING, AND UPSKILLING

## Creating a culture of learning and development

Onboarding, training, and upskilling can all support employee development and drive business growth. If these processes are underdeveloped, unstructured, or confusing, frontline workers may end up educating themselves in a vacuum. As a result, unclear expectations can arise, with the potential to negatively impact quality of work, employee morale, and turnover.

Rather than relying on inflexible and costly one-size-fits-all HR solutions, you can use Google Workspace Frontline to create custom resources for supporting, educating, and engaging frontline workers on day one and throughout their tenure at your organization. During training sessions, frontline managers can use Forms to solicit feedback and make sure employees understand the material. Your teams can employ Docs, Sheets, and Slides to share knowledge and educational resources. Drive and Sites are useful for creating shared informational hubs or organizing learning communities. And custom AppSheet apps are a helpful way to automate the employee onboarding process or track employee progress.

Optimizing these processes and empowering your frontline workers to prioritize learning and development yield key benefits. Successful onboarding can improve your new-hire satisfaction rates, and consistent access to educational resources can transform employee learning into a habit over time. And with happier, well-trained employees comes improved product or service quality, which in turn can lead to better customer experiences.



# 33%

of frontline workers cite “access to more training and skill development” and “more career advancement opportunities” as reasons to remain at their current company.<sup>3</sup>

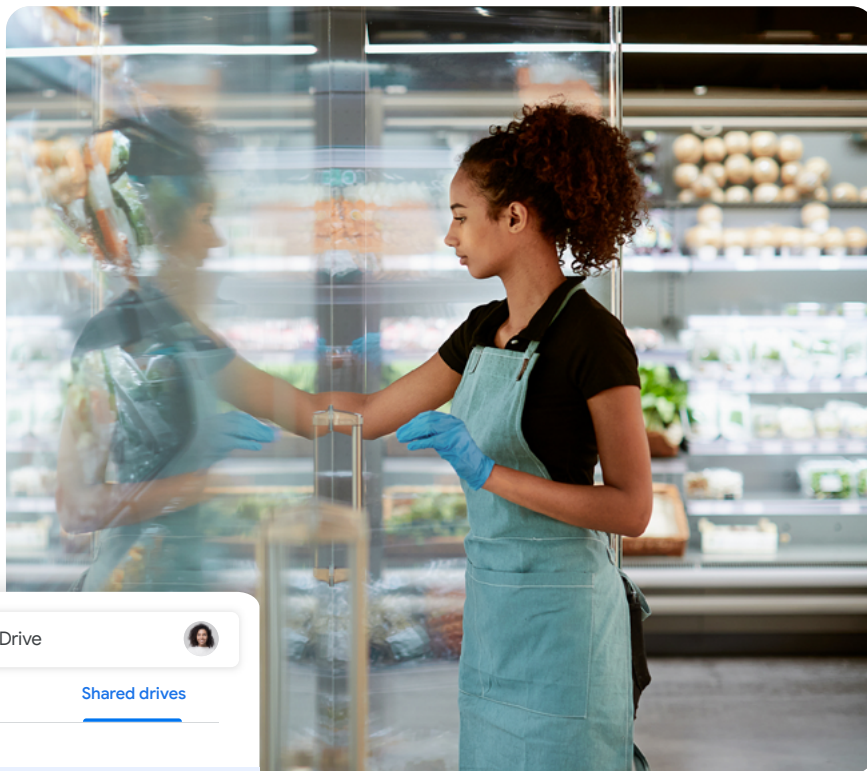
### 💡 Did you know?


**Forms** provides automatic summaries of responses with raw data you can analyze with Sheets.

ONBOARDING, TRAINING, AND UPSKILLING

# How it's done with Google Workspace Frontline



- On day one, a new grocery store employee uses **Forms** to complete hiring paperwork for HR.
- The new employee then logs in to **Gmail** to find a welcome email that highlights select resources available on **Drive**.
- A manager adds the new employee to a team **Space** and initiates virtual introductions.
- The new hire attends a training session dedicated to the store's custom inventory and restocking app created in **AppSheet**.




Search in Drive 


My Drive [Shared drives](#)

Name ↑

-  **New Employee Resources**  
Modified Feb, 2022
-  **Insurance Benefits**  
Modified Jan, 2022

 **Gmail**

Welcome Training Inbox X

 **Jason Ng**  
to me ▾

Welcome to the team!

Click through for a list of resources to help you get started.

[New Employee Resources](#)



ONBOARDING, TRAINING, AND UPSKILLING

## Sharing information and knowledge to transform patient outcomes

SCL Health turned to Google Workspace to modernize patient and provider experiences, including communication and knowledge sharing.

For SCL Health, achieving its goals requires reimagining how healthcare providers and administrators communicate, collaborate, and learn to efficiently deliver the highest quality of care. Since its founding in 1864, SCL Health has been devoted to improving the health of people within the Mountain West communities it serves across eight hospitals and 150+ physician clinics. To sustain that mission, SCL Health continues to transform many of its everyday operations, including how its 17,000 associates work together and develop skills to deliver outstanding patient care. To support these goals, SCL Health selected Google Workspace.

SCL Health takes advantage of the instant, collaborative document editing capabilities within Docs and Slides. This kind of hands-on, direct collaboration reduces the delays and errors that can emerge when setting new employees up for success. Drive is now SCL Health’s centralized storage environment, putting resources at employees’ fingertips while eliminating costly on-premises server maintenance and improving security and ongoing management. Providers and other employees also benefit from greater access to evolving information, such as clinical decision support, the latest medical science, and training and education.

SCL Health can enhance clinical systems, get processes reviewed, and deliver new, more advanced employee experiences and patient care faster thanks to seamless collaboration and anytime, anywhere content access through Google Workspace.

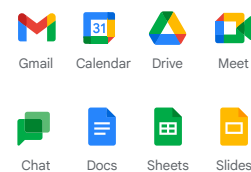
 Case Study



**Industry**

Healthcare

**Tools**



**“How healthcare is financed and delivered, the tools we give our providers and patients — the clinical decision support, medical science, education, training — are changing constantly. Google Workspace enables our organization to keep up with these changes with more modern communication and collaboration.”**

— **Craig Richardville**, Chief Information & Digital Officer, SCL Health

*Learn more about how SCL Health uses Google Workspace to support and empower its frontline workers.*

MODERNIZING WORKFLOWS

## Freeing up frontline workers to focus on what matters most

On the frontline, time is precious, and accuracy is paramount. Frontline workers must stay nimble and flexible in response to changing circumstances, so analog or legacy processes can slow them down, inhibit their performance, introduce risk, and jeopardize their quality of work.

Teams of all sizes can rely on Google Workspace Frontline to modernize and streamline workflows in a variety of ways. Frontline workers can keep track of their tasks inside Gmail or Calendar. Surveys and checklists can be built in Forms, which teams can easily archive, search, and reference. With AppSheet, frontline managers can empower their teams to create no-code custom apps that automate repetitive tasks to save time, increase throughput, and reduce waste. Finally, a secure digital paper trail protected by Vault can promote compliance, increase safety, and reduce your organizational risk.

With these once-manual, time-intensive tasks off their plate, your frontline teams can better focus on serving customers, clients, or patients.



64%

of AppSheet Automation early adopters were able to focus on meaningful, high-impact work, rather than manual tasks.<sup>4</sup>

### 💡 Did you know?

When you create a custom app in AppSheet, it works on both desktop and mobile. No need to create multiple versions.

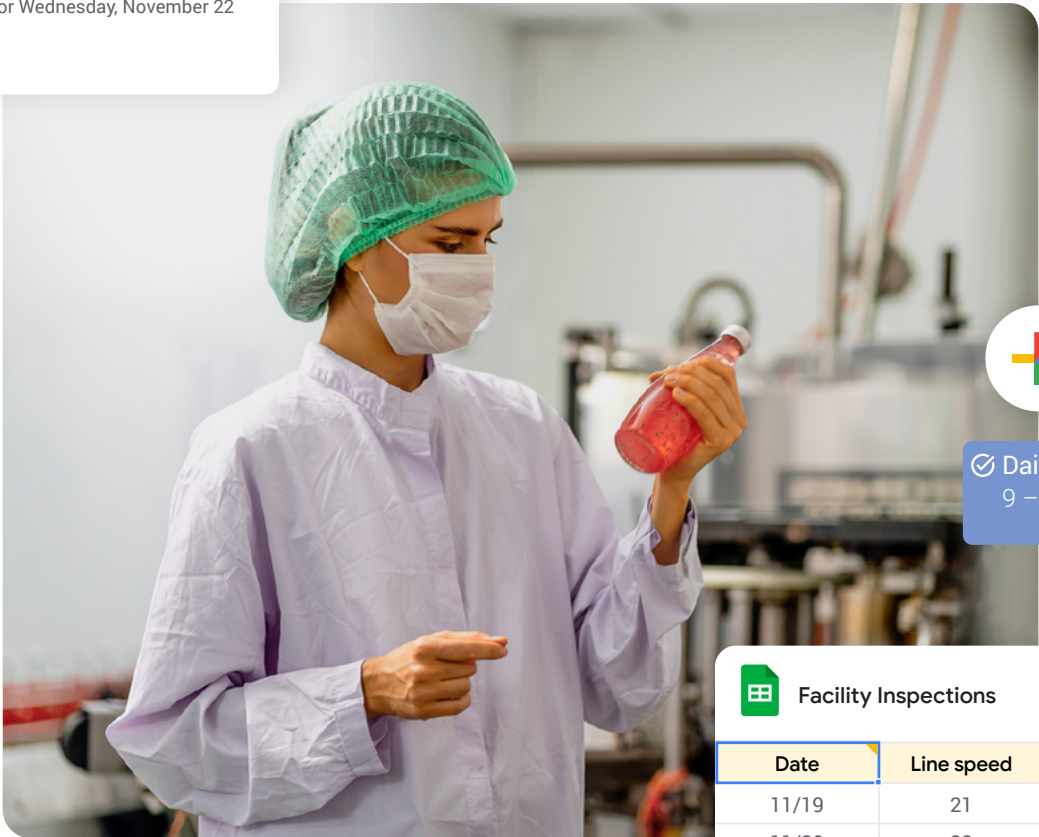
MODERNIZING WORKFLOWS

## How it's done with Google Workspace Frontline

- A factory worker sets a **Calendar** notification to perform their daily floor inspection.
- That same worker then creates a reporting **Form** and completes it on their phone during their next inspection.
- The factory worker can then review the inspection data in **Sheets** before sending it to their manager via **Gmail**.
- To streamline the process even further, the factory worker uses **AppSheet** to build a custom floor inspection app that automatically updates **Sheets** and emails the report to their manager.


**Inspection Form**  
Daily status for Wednesday, November 22

Submit





✓ Daily Floor Inspection  
9 – 10am

 Facility Inspections Share

Date	Line speed	Headcount
11/19	21	✓
11/20	23	✓
11/21	23	✓
11/22	20	✓

MODERNIZING WORKFLOWS

## Reimagining employee workflows to drive business value

ATB Financial optimizes business processes with Google Workspace, so employees can focus on innovation and customer service.

To retain its advantage in an industry primed for disruption from big banks and fintechs alike, ATB transforms the delivery of banking products and services. Yet legacy office tools and software were inhibiting employee productivity, innovation, and business processes.

ATB adopted Google Workspace to help employees save time, quickly make decisions, and spend more time with customers. ATB chose Google Workspace, in part, for its artificial intelligence (AI) capabilities, which would give teams valuable insights, with little manual effort, while maintaining security and helping ATB meet its regulatory and privacy obligations.

With Google Workspace tools like Gmail, Drive, Sheets, Docs, and Calendar, ATB is moving beyond the rooms of filing cabinets and legacy processes still in place at many financial institutions. Instead of being held back by a locked-down, inflexible working environment, employees can use cloud-based tools to help ATB reimagine banking.

Google Workspace also helps ATB optimize business processes. The ATB banking operations team previously struggled with workflows and lost files in public folders — a common challenge with legacy office applications. Now, according to ATB, Google Workspace has made strategic planning, consolidation, and reporting approximately twice as fast. ATB quarterly board reporting time has been reduced by nearly 60%, and its People & Culture team uses Sheets to reduce the consolidation time associated with its semiannual talent review process by 50%. As a result of the changes facilitated by Google Workspace, ATB is reclaiming employee time to redirect into developing new computing experiences.

 Case Study



**Industry**

Financial Services

**Tools**



**“Google is revolutionizing collaboration and individual productivity through AI, making it easier for our team members to streamline their workflows... Employees can focus more on creating value for our customers and less on mundane tasks.”**

— **Barry Hensch**, VP for Technology Enablement, ATB Financial

*Learn more about how ATB Financial uses Google Workspace to support and empower its frontline workers.*

# Enabling IT with a solution that's **easy to manage, secure, and extend**

Frontline workers have long used technology to help them do their jobs, even if those tools weren't built for the new demands of anywhere, anytime collaboration. Google Workspace Frontline was designed to work alongside your existing technology investments, including databases, customer relationship software, and ERP solutions. And when it comes to extending the value of Google Workspace, [developers](#) can customize solutions for specific use cases, choosing from no-code applications built with AppSheet to simple integrations with App Script—all the way to APIs that allow deep integration across the entire solution.

Because Google Workspace tools like Gmail and Docs are broadly adopted and familiar to more than 3 billion global users, the need for specialized training or enablement from IT departments is minimized. And with AppSheet, organizations can give business users the tools to build no-code applications, enabling them to create custom solutions that meet the specific needs of their business or team. Now, users can create simplified automation and workflows that work for them—all without the need to write a single line of code.

## Secure-by-design, easy to deploy

Google Workspace is cloud native and cloud only, so there are no software clients for the IT team to deploy and secure. Additionally, Google Workspace adopts a secure-by-design approach, providing the protections needed to keep your users safe, their data secure, and their information private. Your organization is always running the current version of Google Workspace without the need for patching or end-of-life support. This means your security approach stays up to date, everywhere, and new risks are mitigated automatically.

Google Workspace is trusted by some of the world's leading organizations to fuel collaboration among their employees, with customizable data protections and controls, including client-side encryption.

[Learn more](#) about our enterprise security approach.



### Ready to take the next step?

When you're ready to get started, you can access technical transition guides, or detailed, step-by-step plans for a rollout or pilot, with our [change management resources](#). Or [find an industry-leading partner](#) to help with your deployment.

# Empower your frontline workers to do their best work in any environment

The COVID-19 pandemic underscored the invaluable role frontline workers play in our businesses, our communities, and our economy. The past two years have also revealed the importance of understanding and honoring frontline workers' urgent needs for flexibility, empowerment, opportunity, and inclusion.

Technology can help your organization meet these needs — and you can empower your frontline teams with the collaboration and productivity tools they already use and love in their personal lives.

**Google Workspace Frontline** is secure by design, easy to adopt and use, and flexible enough to support your frontline workers today and in the future, as new challenges and opportunities arise.

To learn more about how Google Workspace Frontline can benefit your team or organization, [contact sales](#) or [sign up for a free trial](#) today.



<sup>1</sup>"The State of Technology for the Deskless Workforce." Emergence. 2020.

<sup>2</sup>"Mobile Workers Will Be 60% of the Total U.S. Workforce by 2024." IDC. 9/9/20.

<sup>3</sup>"Essential, Confident and Burned Out: The State of the Frontline Work Experience in 2021." Axonify & Arlington Research.

<sup>4</sup>"AppSheet Automation." TechValidate. 4/12/21.