



## Collaboration Project

### Client:

SPiN Global is an international network of ping-pong social clubs headquartered in New York City. SPiN attracts a wide swath of individuals, as well as private groups and company outings to its ping-pong courts, full bar service, dining, and live music. From New York, their popularity has led to new locations in Los Angeles, Toronto, Chicago, and San Francisco.

### Obstacle:

After partnering with Progressive Technology to remediate performance issues with their website, SPiN then brought its struggles with the Google Apps platform to Progressive Technology's attention. Using Gmail, SPiN was running into serious scaling issues that interrupted its rapid organizational growth. At the time, all account adds, moves, and changes had to be run through the CEO, and using Gmail meant not having business-level security on their communications. Additionally, SPiN used an antiquated analog phone system in their corporate office that could not be expanded to their new locations. Furthermore, many VoIP systems wouldn't be cost efficient as SPiN needed mobility and flexibility in setting up numbers and offices with as little as one user (i.e. sales offices while the social club was in construction at new location), which would often be temporary. Finally, SPiN used personal DropBox accounts to store and share all company documents. However, the consumer-level subscriptions made document management highly disconnected and hectic. This unique, global organization needed a unique communications solution that could keep pace.

### Resolution:

Progressive Technology first recommended a migration from Gmail to Microsoft Hosted Exchange. Over the course of a month, Progressive Technology led project planning, systems testing, and mailbox migration to the new platform. Without any client involvement or interference of business operations, Progressive Technology moved SPiN to the new email platform. The Progressive Technology team also helped SPiN migrate to the DropBox for Business platform for centrally-managed and shared documents. To address the limiting phone system and need for quick temporary set-ups across multiple geographies, Progressive Technology implemented a cloud-hosted VoIP phone system, starting with SPiN's opening of its Chicago location. With each subsequent opening, the same interconnected hosted phone system was set up, and when SPiN was ready, the incumbent analog phone system at NY headquarters was replaced with the Cloud-hosted system. Today, SPiN operates its impressive global organization across five locations with the help of a flexible, robust, and mobile communications platform that caters to its unique operations and fiscal needs.

### Outcome:

*"Progressive Technology has enabled us to optimize our operations, scale quickly, and collaborate efficiently by helping us leverage 'The Cloud'. Despite our being a multi-national organization (spanning many metro areas), the Progressive Technology-supported platforms we use give a premier virtual-office feel."*

*Michael McKinley, COO*

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