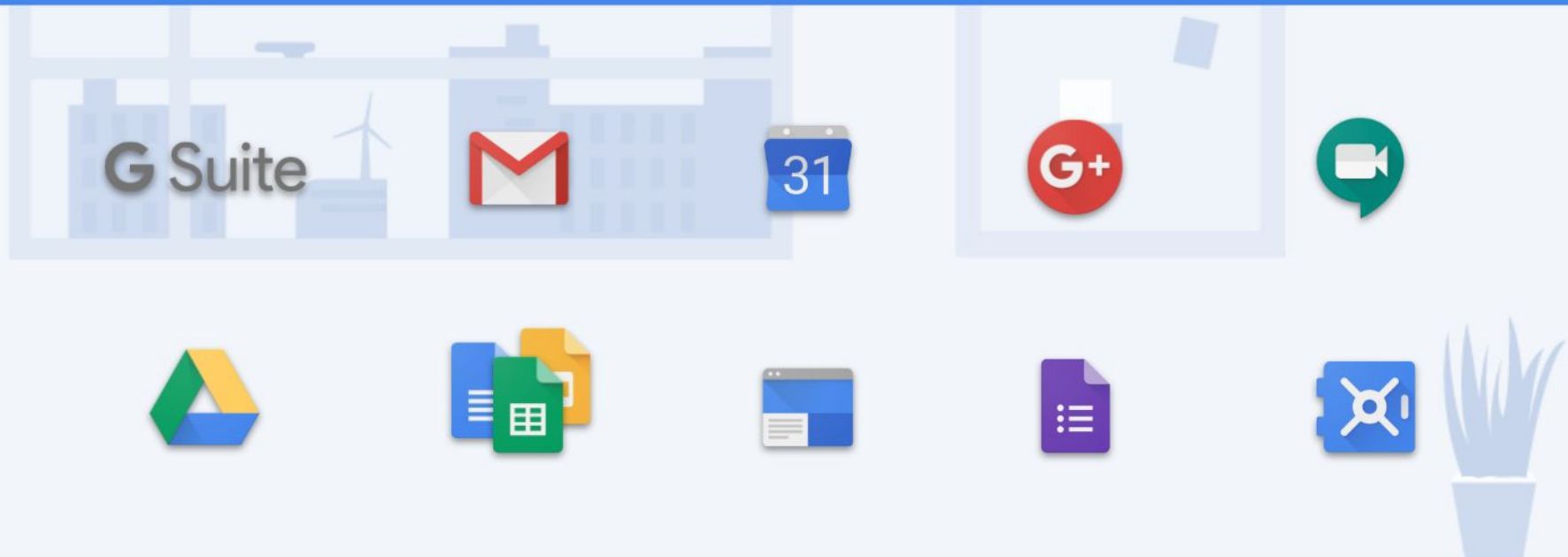


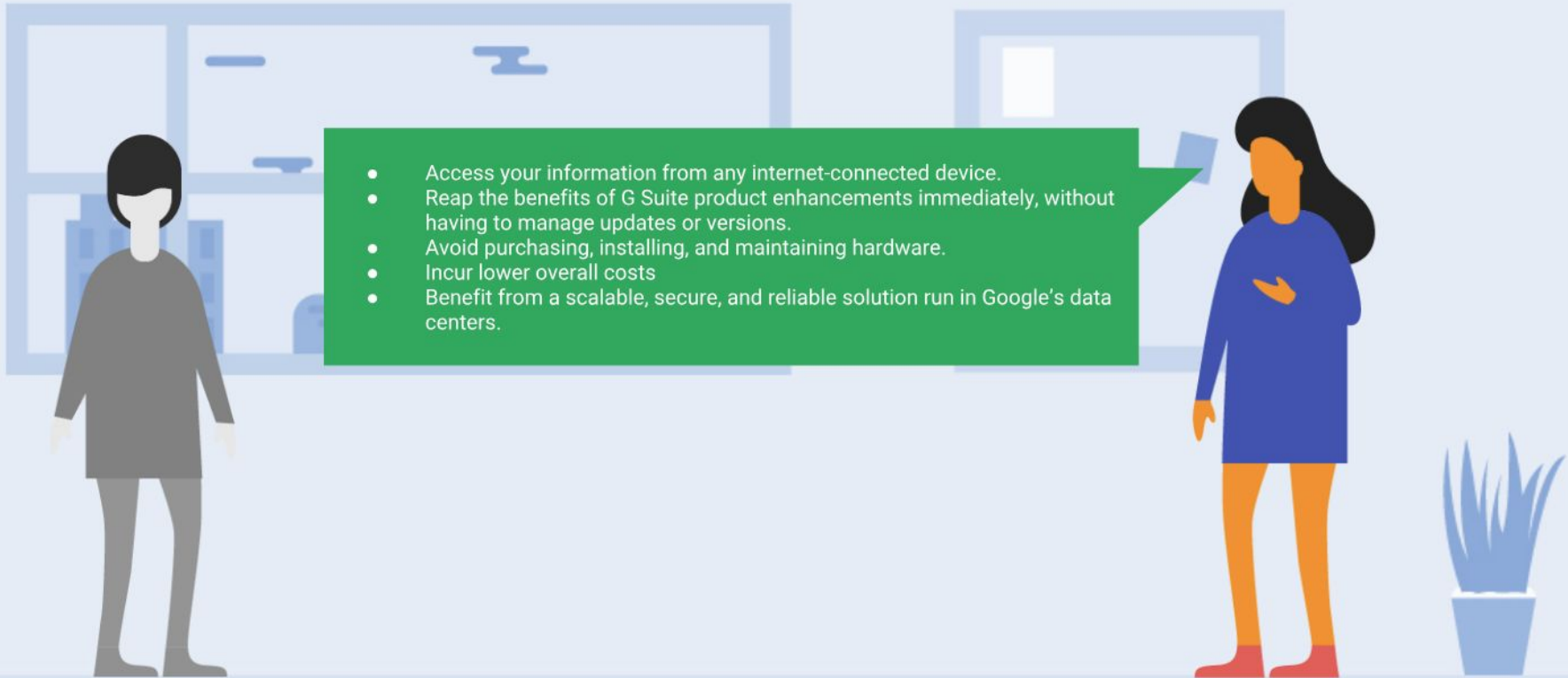
Addressing Customer Concerns





Why "cloud?" Why not
run my own servers?





- Access your information from any internet-connected device.
- Reap the benefits of G Suite product enhancements immediately, without having to manage updates or versions.
- Avoid purchasing, installing, and maintaining hardware.
- Incur lower overall costs
- Benefit from a scalable, secure, and reliable solution run in Google's data centers.



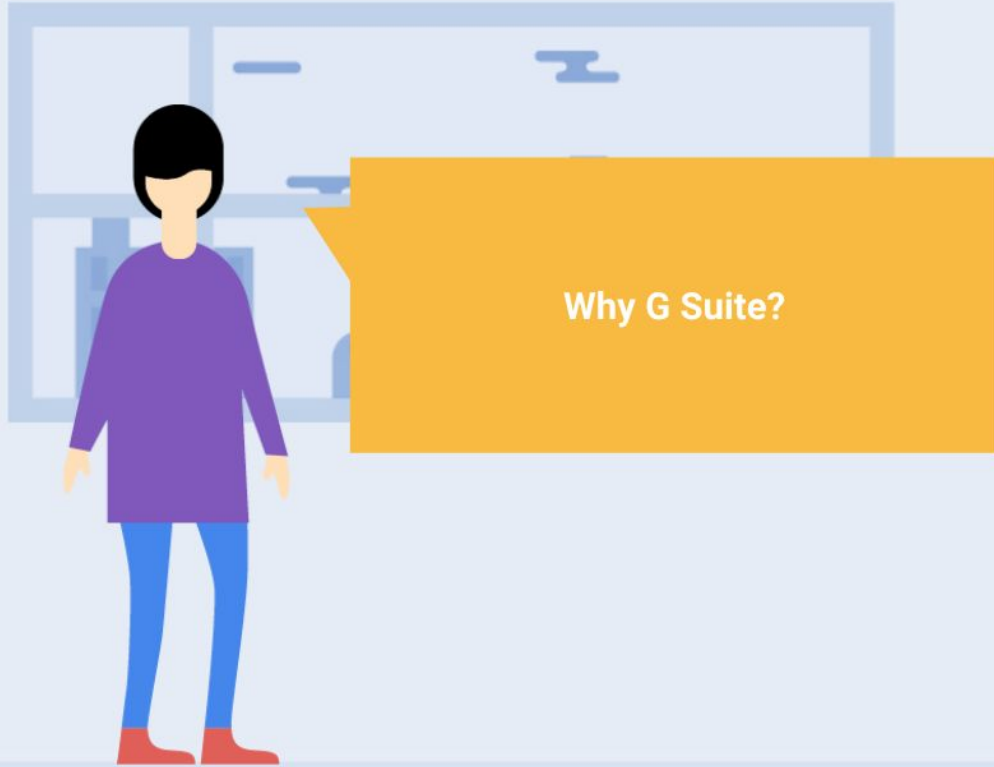
Why Google?



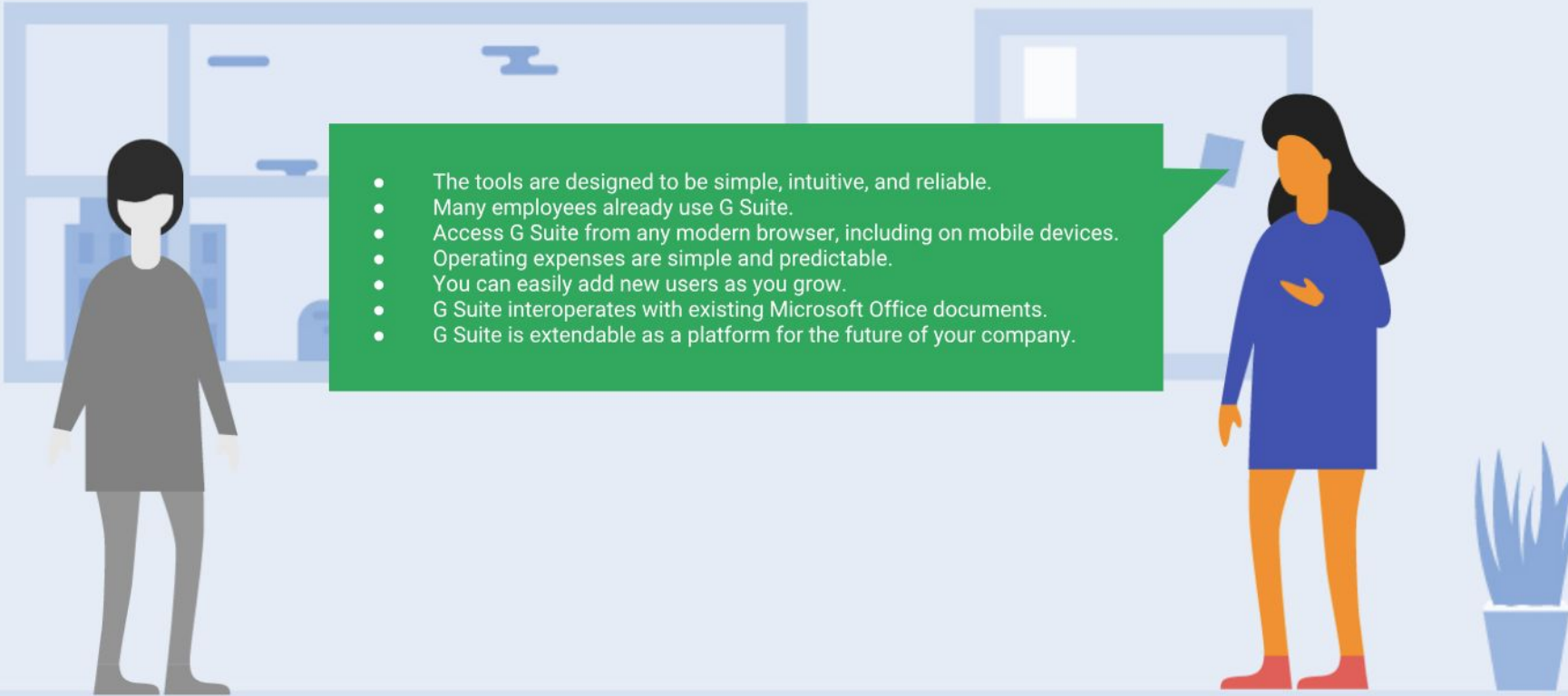


- Google is a trusted, reliable service-provider and partner.*
- Google continuously delivers rapid and visionary product innovation.
- Google provides a 99.9% uptime service-level agreement.
- Google's world-class security and privacy team monitors the services 24/7, providing a rigorous level of security

** [Harris](#) / [Forbes](#)*

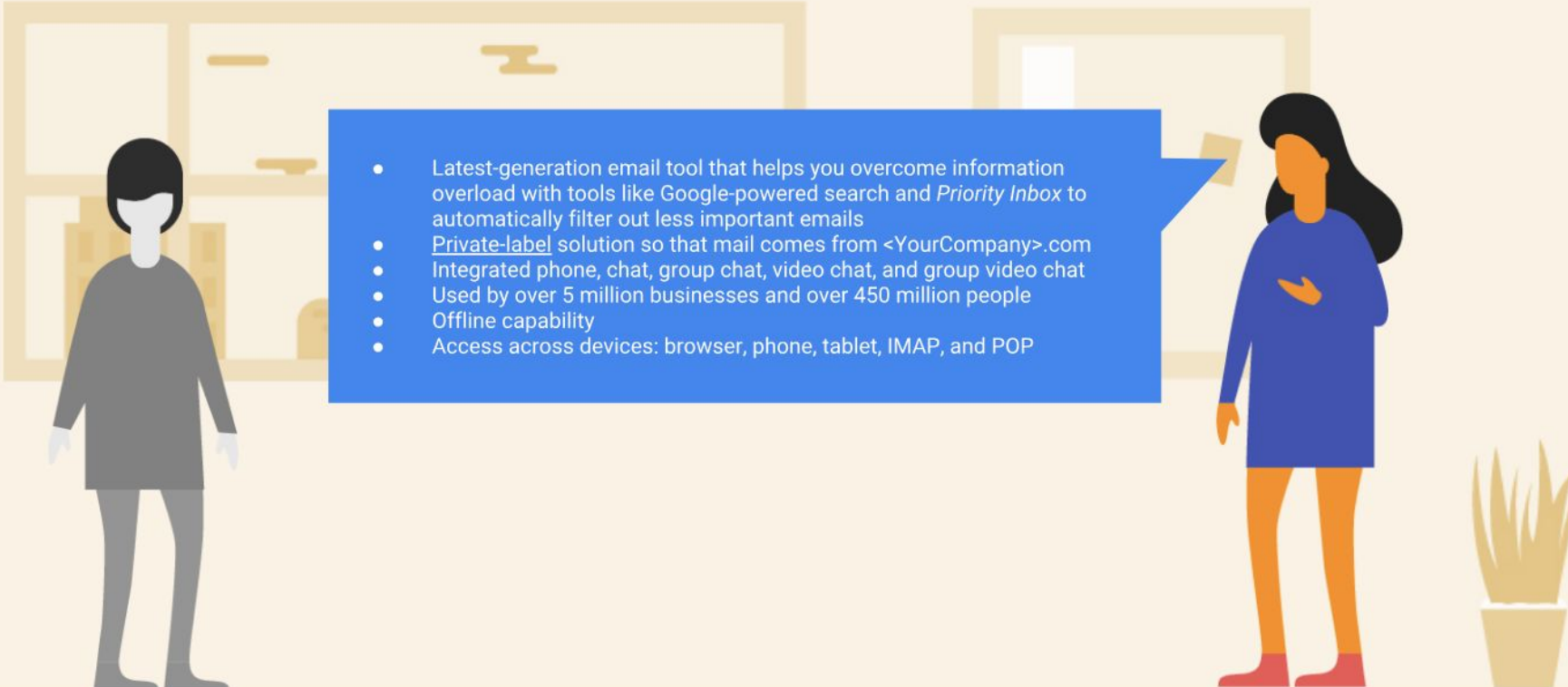




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- An illustration of an office environment. On the left, a person with short black hair wearing a grey long-sleeved shirt and grey pants stands with their arms at their sides. On the right, a person with long black hair wearing a blue long-sleeved shirt and orange pants stands with their arms crossed. In the background, there are light blue office cubicles with shelves and a potted plant with long green leaves in a blue pot on the right. A large green speech bubble is positioned between the two people, containing a bulleted list.
- The tools are designed to be simple, intuitive, and reliable.
 - Many employees already use G Suite.
 - Access G Suite from any modern browser, including on mobile devices.
 - Operating expenses are simple and predictable.
 - You can easily add new users as you grow.
 - G Suite interoperates with existing Microsoft Office documents.
 - G Suite is extendable as a platform for the future of your company.

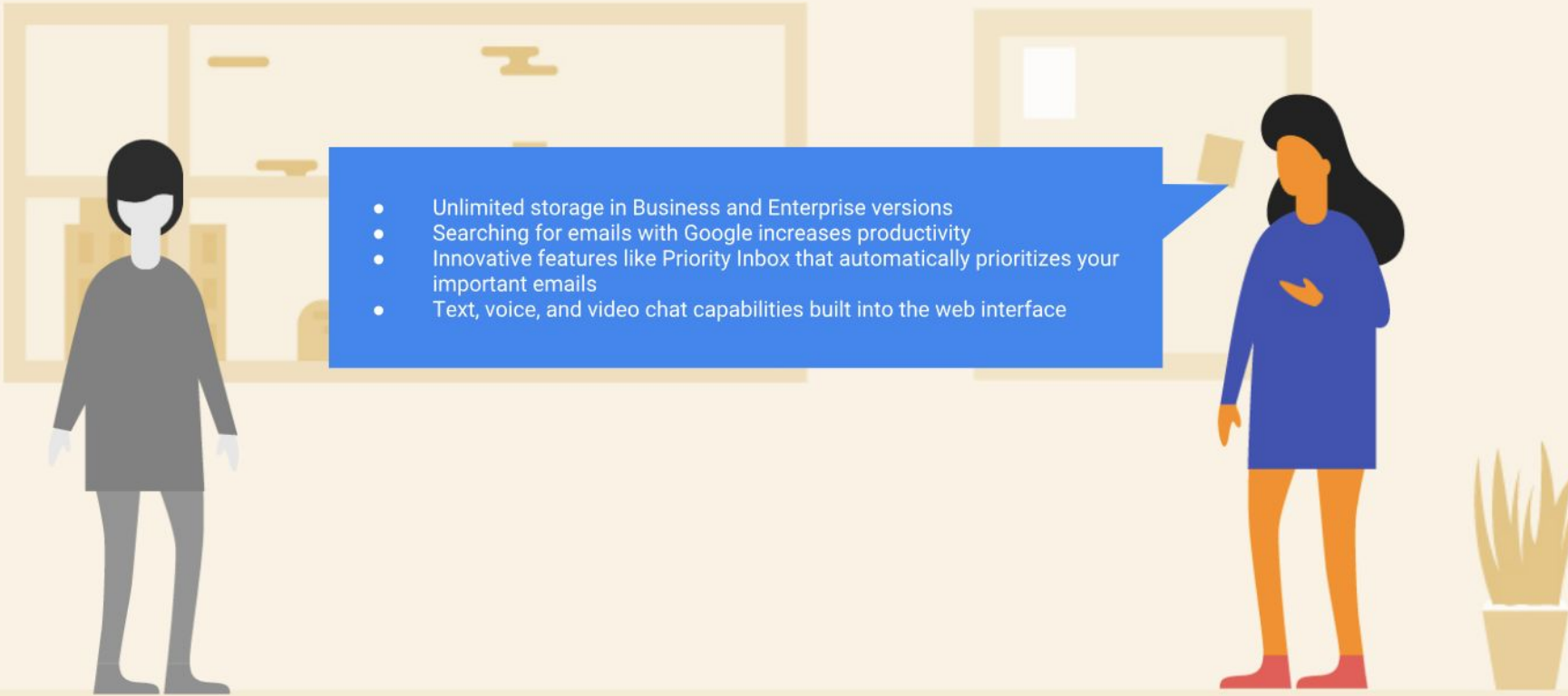




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- An illustration of two stylized human figures standing in a room. On the left is a person with short black hair wearing a grey long-sleeved shirt and grey pants. On the right is a person with long black hair wearing a blue long-sleeved dress and orange pants. Between them is a large blue speech bubble containing a bulleted list. The background features a light beige wall with a bookshelf on the left and a potted plant on the right. A doorway is visible in the background.
- Latest-generation email tool that helps you overcome information overload with tools like Google-powered search and *Priority Inbox* to automatically filter out less important emails
 - Private-label solution so that mail comes from <YourCompany>.com
 - Integrated phone, chat, group chat, video chat, and group video chat
 - Used by over 5 million businesses and over 450 million people
 - Offline capability
 - Access across devices: browser, phone, tablet, IMAP, and POP



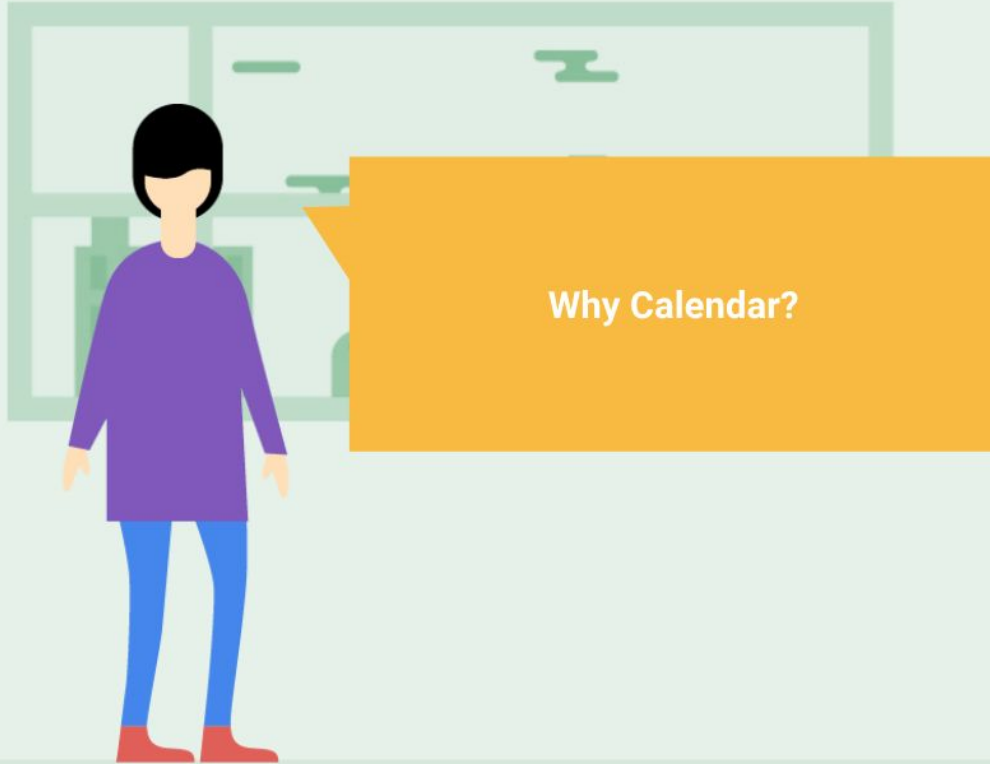


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- Unlimited storage in Business and Enterprise versions
 - Searching for emails with Google increases productivity
 - Innovative features like Priority Inbox that automatically prioritizes your important emails
 - Text, voice, and video chat capabilities built into the web interface

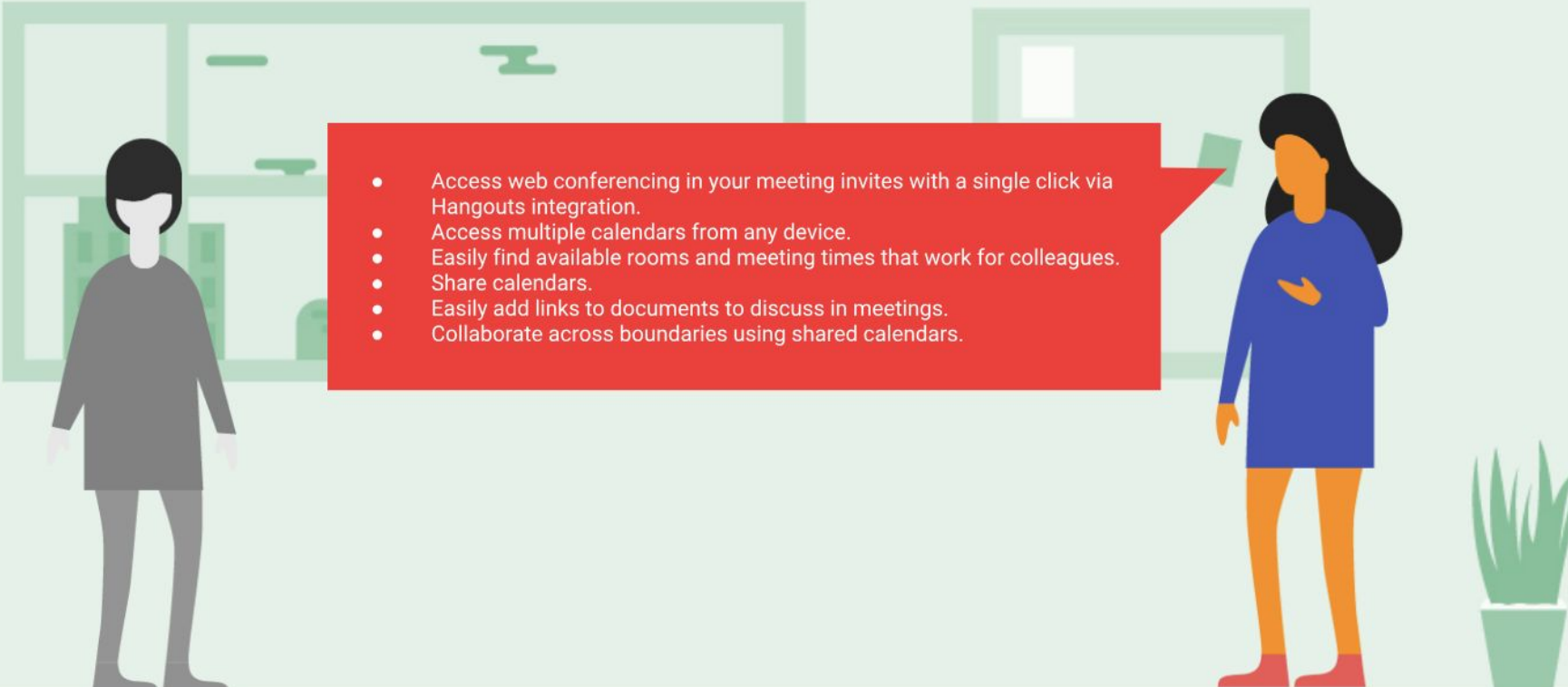


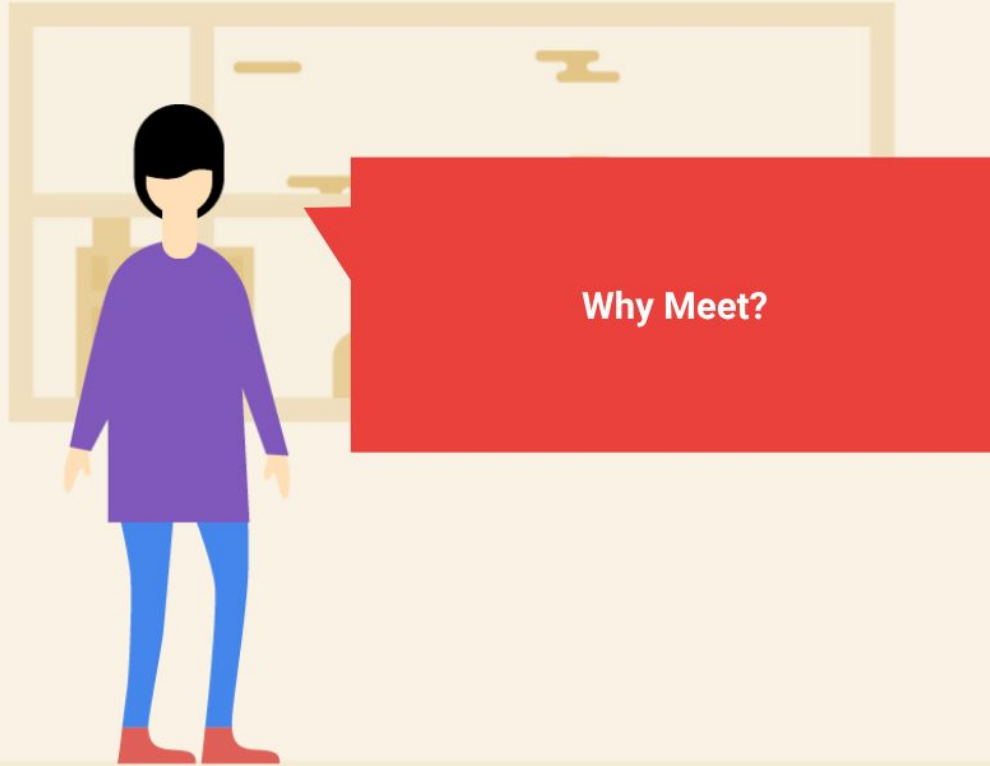
By the way...

You may receive sales inquiries for Gmail only. Never position email alone, because it's much more valuable as a suite and platform. You should quickly identify business needs for the full suite so you can sell the full value. Positioning email alone could lead to lower customer satisfaction and lower renewal rates.

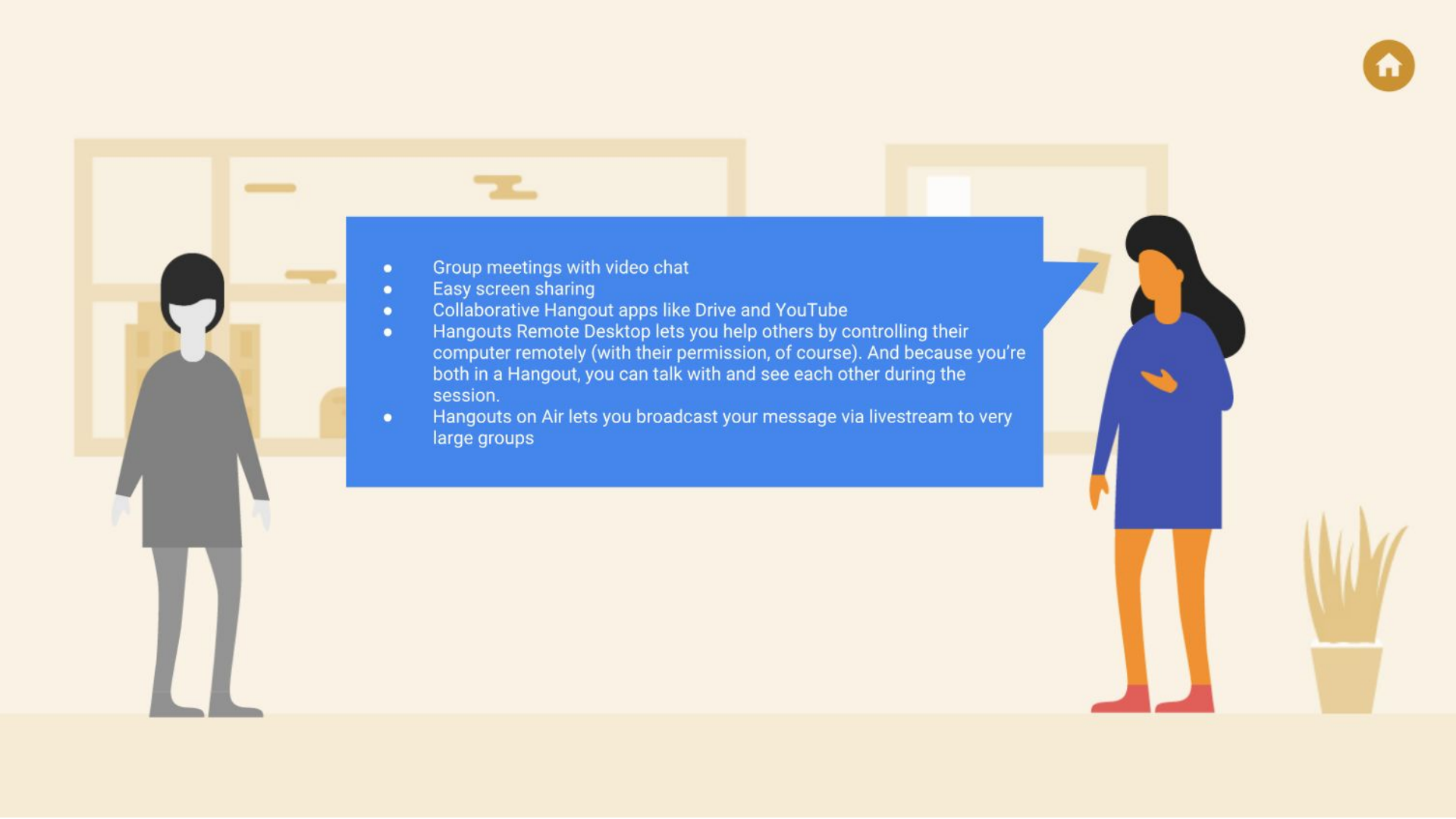




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- Access web conferencing in your meeting invites with a single click via Hangouts integration.
 - Access multiple calendars from any device.
 - Easily find available rooms and meeting times that work for colleagues.
 - Share calendars.
 - Easily add links to documents to discuss in meetings.
 - Collaborate across boundaries using shared calendars.





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- An illustration of a room with a light beige background. On the left, a person with short black hair and a grey long-sleeved shirt stands. On the right, a person with long black hair, wearing a blue dress and orange leggings, stands with their arms crossed. Between them is a large blue speech bubble containing a bulleted list. In the background, there is a light brown bookshelf with some books and a potted plant with long, thin leaves on the right side.
- Group meetings with video chat
 - Easy screen sharing
 - Collaborative Hangout apps like Drive and YouTube
 - Hangouts Remote Desktop lets you help others by controlling their computer remotely (with their permission, of course). And because you're both in a Hangout, you can talk with and see each other during the session.
 - Hangouts on Air lets you broadcast your message via livestream to very large groups



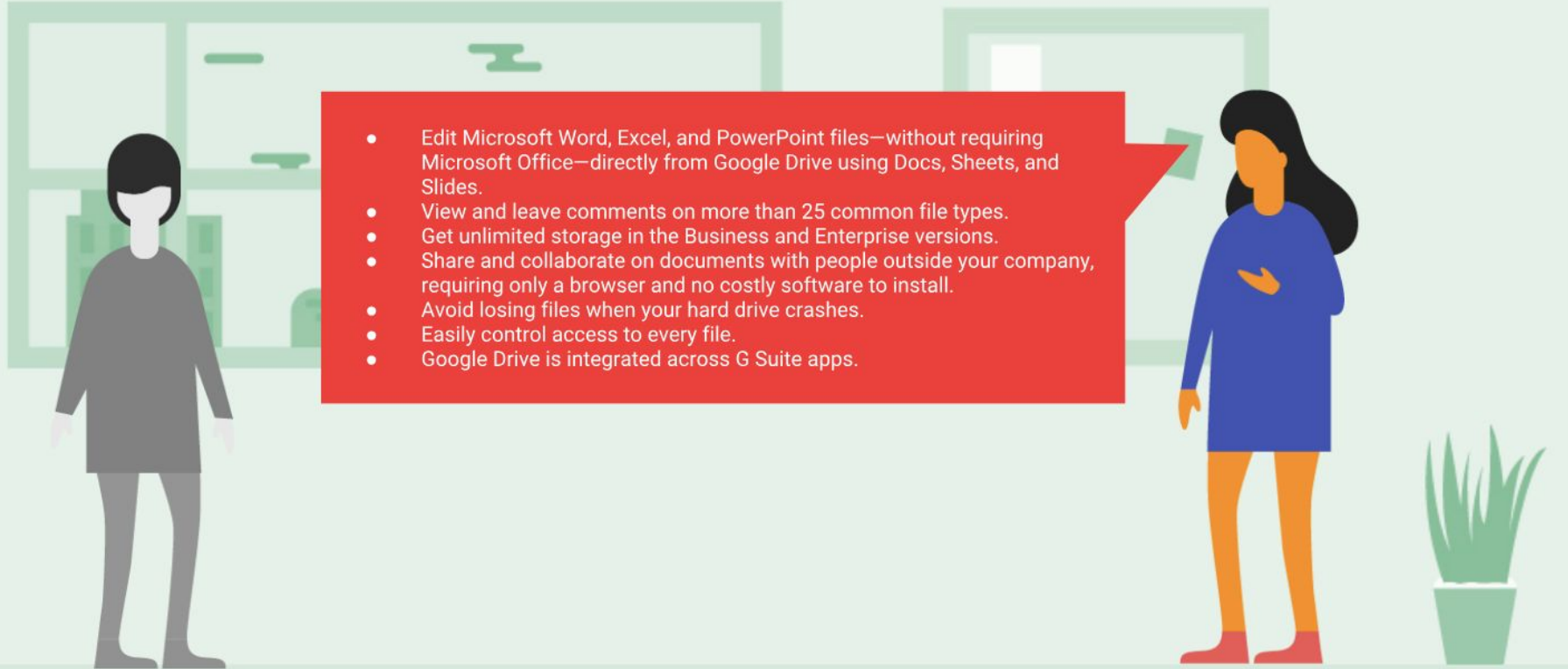


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- An illustration of two stylized human figures in an office setting. On the left, a person with short black hair and a grey dress stands with their arms at their sides. On the right, a person with long black hair, wearing a blue dress and orange leggings, stands with their arms crossed. Between them is a large red speech bubble containing a bulleted list. The background features light green office shelves and a potted plant on the right.
- Access all your files from all your devices.
 - Easily share and collaborate on Google Docs, Sheets, Presentations, PDFs, videos, images, and so on, across geographies and time zones.
 - Easily find your content with Google's sophisticated search capabilities.
 - Admins can restore deleted documents and transfer ownership of documents after employees leave the company.
 - Drive encrypts all files in transit to and from the end user's device to the Google server: at rest when stored on Google servers, and in transit between Google data centers.



How is Drive different?



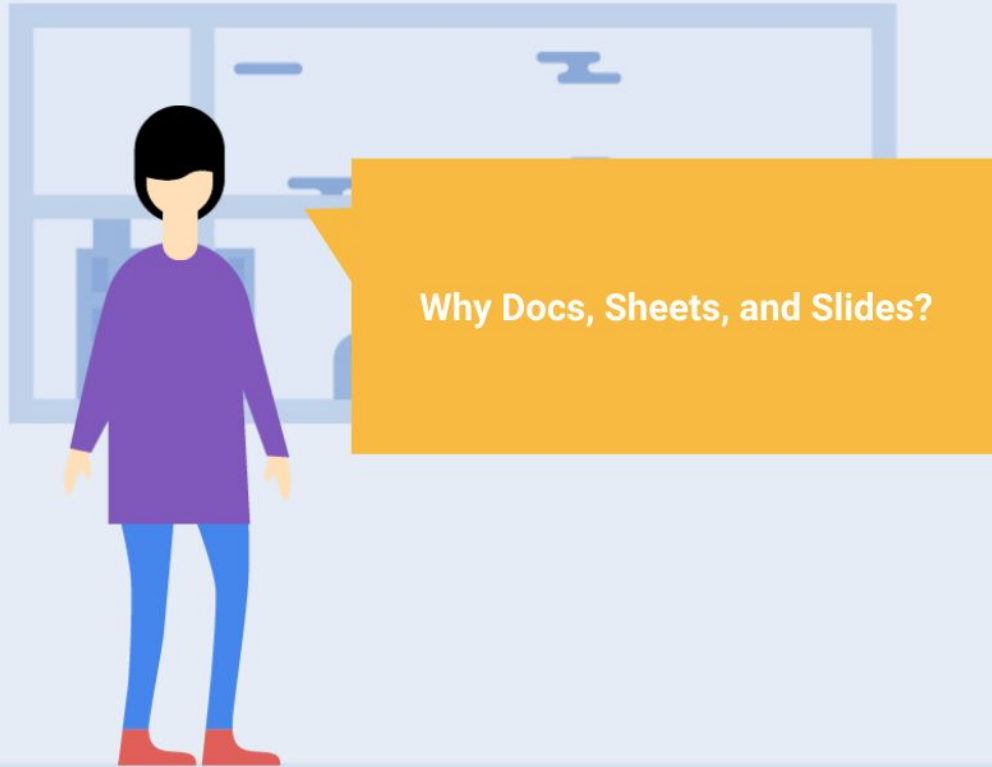


- Edit Microsoft Word, Excel, and PowerPoint files—without requiring Microsoft Office—directly from Google Drive using Docs, Sheets, and Slides.
- View and leave comments on more than 25 common file types.
- Get unlimited storage in the Business and Enterprise versions.
- Share and collaborate on documents with people outside your company, requiring only a browser and no costly software to install.
- Avoid losing files when your hard drive crashes.
- Easily control access to every file.
- Google Drive is integrated across G Suite apps.

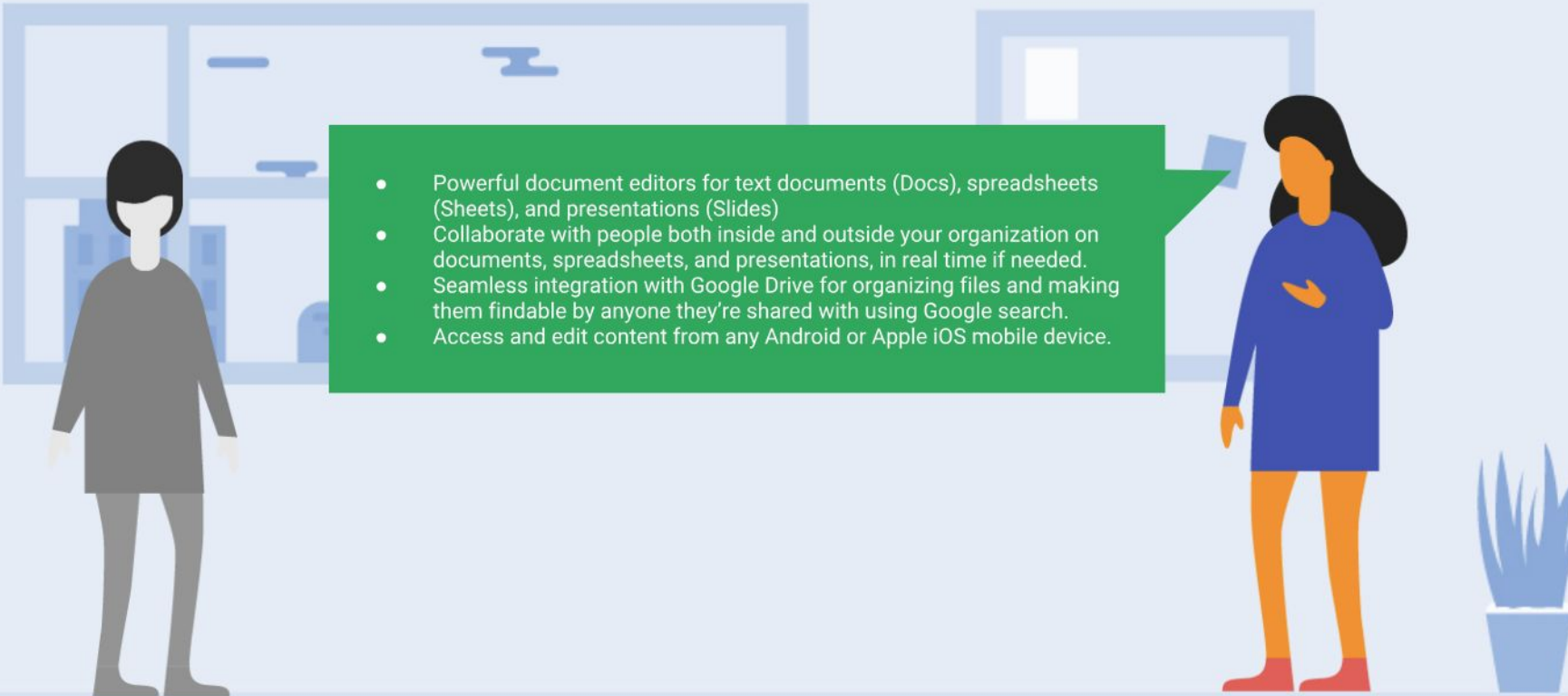
An illustration of two stylized human figures in an office setting. On the left, a person with short black hair and a grey long-sleeved shirt stands with their arms at their sides. On the right, a person with long black hair, wearing a blue long-sleeved shirt and orange pants, stands with their arms crossed. Between them is a large red speech bubble containing text. The background features a light green office environment with shelves, a window, and a potted plant on the right.

By the way...

Don't position Drive as an exact replacement for a hard drive or a company-wide network file share. It might be tempting to try to draw these analogies, but they can be misleading



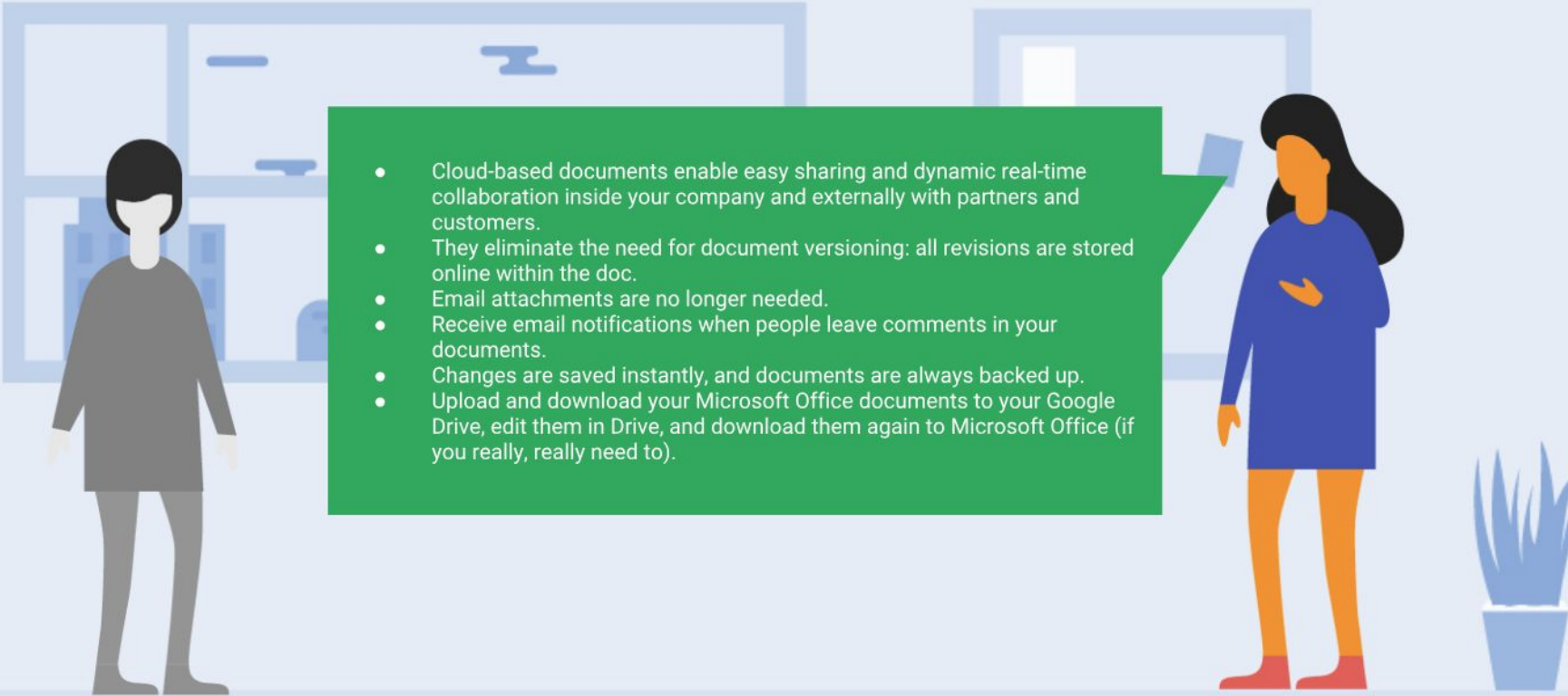


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- Powerful document editors for text documents (Docs), spreadsheets (Sheets), and presentations (Slides)
 - Collaborate with people both inside and outside your organization on documents, spreadsheets, and presentations, in real time if needed.
 - Seamless integration with Google Drive for organizing files and making them findable by anyone they're shared with using Google search.
 - Access and edit content from any Android or Apple iOS mobile device.

An illustration of two people in an office setting. On the left, a person with short black hair, wearing a purple long-sleeved shirt and blue pants, stands next to a large yellow speech bubble. On the right, a person with long black hair, wearing a grey dress, stands with their arms crossed. In the background, there is a blue shelf with some items, a blue bulletin board with papers, and a blue potted plant.

How are Docs, Sheets, and
Slides different?



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- An illustration of two stylized human figures in an office setting. On the left, a person with short black hair and a grey long-sleeved shirt stands with their arms at their sides. On the right, a person with long black hair, wearing a blue long-sleeved shirt and orange pants, stands with their arms crossed. In the background, there are light blue shelves with some items and a potted plant with spiky leaves in a blue pot on the right. A large green speech bubble is positioned between the two figures, containing a bulleted list.
- Cloud-based documents enable easy sharing and dynamic real-time collaboration inside your company and externally with partners and customers.
 - They eliminate the need for document versioning: all revisions are stored online within the doc.
 - Email attachments are no longer needed.
 - Receive email notifications when people leave comments in your documents.
 - Changes are saved instantly, and documents are always backed up.
 - Upload and download your Microsoft Office documents to your Google Drive, edit them in Drive, and download them again to Microsoft Office (if you really, really need to).



By the way...

Google Docs, Sheets, and Slides are not a 100% replacement for all Microsoft Office features. However, they will accomplish around 90% of the tasks for users that currently use MS Office, so for the vast majority of employees, G Suite is more than adequate as a business productivity suite.

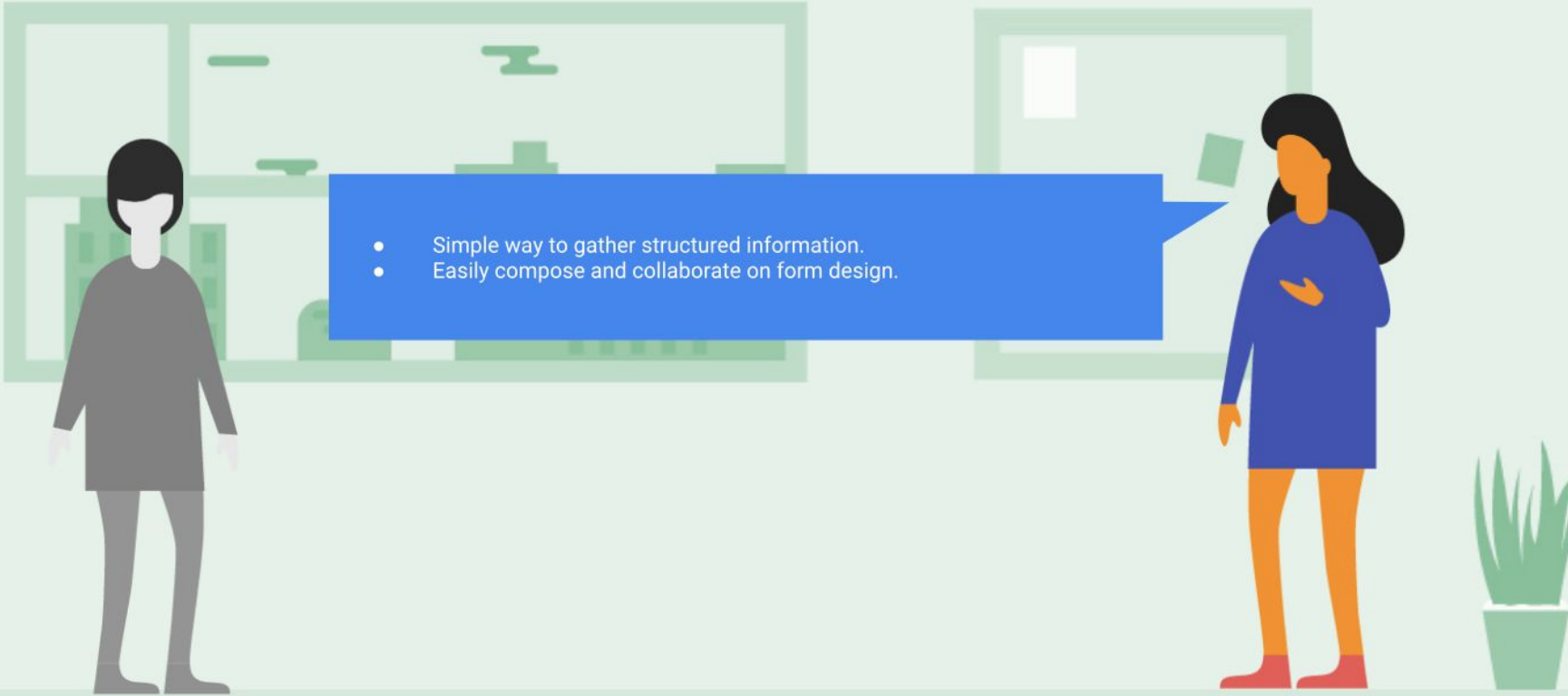
Note that this is also true of Office 365, which also doesn't have all the features of the desktop version of MS Office. Some of your prospect's employees might need to keep one or more of the Microsoft Office products for specialized tasks, but encourage them to make this the exception, not the rule.



An illustration of two people in an office setting. On the left, a person with short black hair, wearing a purple long-sleeved shirt, blue pants, and red shoes, stands facing right. On the right, a person with long black hair, wearing a dark grey dress and grey shoes, stands facing left. Between them is a large orange speech bubble containing the text "Why Forms?". In the background, there is a green shelving unit on the left and a green bulletin board with several papers on the right. A small green potted plant is on the floor to the right of the person in the grey dress.

Why Forms?

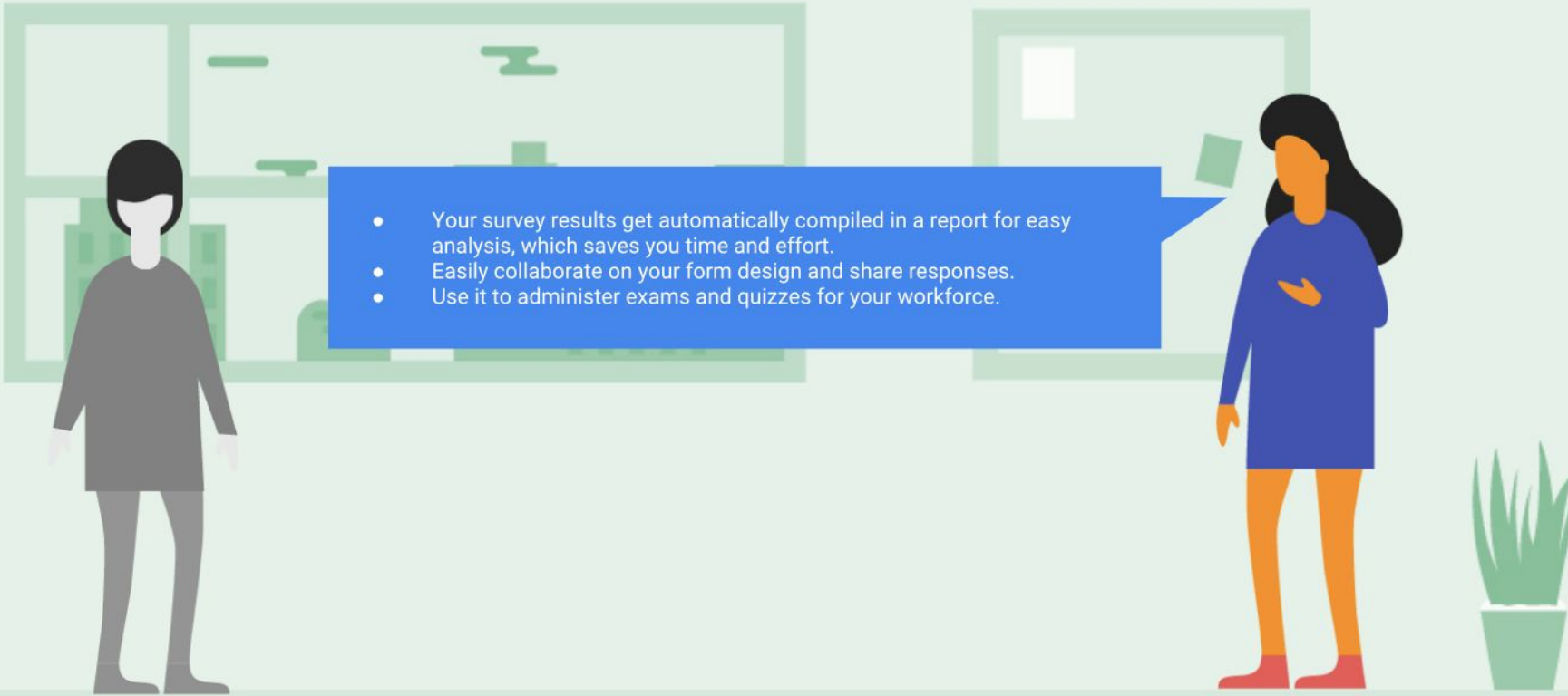


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- Simple way to gather structured information.
 - Easily compose and collaborate on form design.

An illustration of two people in an office setting. On the left, a person with short black hair, wearing a purple long-sleeved shirt, blue pants, and red shoes, stands with their arms at their sides. On the right, a person with long black hair, wearing a dark grey dress and grey shoes, stands with their arms crossed. Between them is a large orange speech bubble containing the text 'How is Forms different?'. In the background, there is a green shelving unit on the left and a green bulletin board with several papers on the right. A small green potted plant is on the floor to the right of the person in the grey dress.

How is Forms different?



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- Your survey results get automatically compiled in a report for easy analysis, which saves you time and effort.
 - Easily collaborate on your form design and share responses.
 - Use it to administer exams and quizzes for your workforce.