

Transportation Leader Empowers Employee Innovation while Ensuring Data Security with Google Workspace

Pythian helped the transportation and logistics company configure its security settings, while allowing users the freedom to innovate and develop custom solutions



Company Overview

This company is a leading North American transportation service provider and one of the largest transportation service providers in Canada, providing a complete slate of transportation and logistics services for businesses of all sizes. The company specializes in providing customized solutions tailored to the way customers do business, with 1,000 employees, 1,500 trucks and 12 terminals, making 72,000 shipments every month.

The challenge

In the transportation and logistics industry, many companies rely on bespoke software solutions—yet many critical components are often missing from that software. For this company, that meant they had to wait for software updates and rely on costly third-party providers to make changes. As a result, several users started to experiment with Google Workspace (then G Suite), which the company was using for entry-level business applications, to build out some of the missing components of their transportation and logistics solution.

When a new IS&T leader joined the organization, he saw that some of those solutions were well entrenched within the organization. “We now have a full development operation inside our facilities and do a lot of custom development. We want to be as agile with technology as our drivers need to be on the roads—because information is just as critical as the assets we’re moving around on behalf of our customers.”

But the team wanted to ensure this environment was secure and that critical data wasn’t being compromised. So the company immediately moved their environment to Google’s Enterprise Plus edition, supporting 500 users, to gain access to Google’s full suite of security, auditing and monitoring tools. However, the IS&T leader also didn’t want to stifle the creativity and productivity of users who were using Google Workspace to develop ingenious business solutions. Rather, he wanted to put automated guardrails around their “innovation incubator.”

Industry

Transportation and logistics

Location(s)

Canada

Technologies

- Google Workspace – Enterprise Plus edition

Overview

Pythian helps harden security posture for transportation leader while helping to empower employee innovation.

But this presented a new challenge. Previously, they only had to deal with about 5,000 different security settings. Now, with Enterprise Plus, they had closer to 50,000 potential security settings.

The solution

Google recommended the company reach out to Pythian, a premier Google Cloud and Workspace partner with experience in bespoke vertical markets. Pythian conducted a [Google Workspace Security Posture Analysis](#), which would help to flag any potential issues.

Based on real-world experience in the field, the Pythian team could make suggestions on what would work better. “They were very quick—talk about the ability to smell and eat low-hanging fruit in a hurry,” said the IS&T leader. The opposite was also true. Thanks to the company’s culture of innovation, his team had the ability to quickly test and make system-wide changes to improperly configured settings on the fly without downtime or detrimental performance impact.

But the real value came from discussions about specific use cases. While the project started by building guardrails, it became apparent to the IS&T leader that Pythian wasn’t just an ordinary solution provider. Instead, the Pythian team wanted to learn about the company’s specific challenges and come up with the right solutions. Rather than just ticking items off a checklist, they took a much more holistic approach in helping the company leverage Google Workspace.

What Pythian did:

- **Review** of security configurations and processes associated with the Google Workspace environment, including ChromeOS and third-party apps granted OAuth access to user data in Google Workspace
- Implemented best practice **security operations** such as Google Workspace domain account recovery, admin alerting, event monitoring, user training and incident response handling
- **Training and guidance** on how to execute top-priority recommended actions
- **Recommended configurations** to improve the Google Workspace security posture
- Developed a **prioritized action plan** for next steps

Business need

The company faced challenges with its bespoke software solutions which lacked essential components, leading to dependency on costly third-party updates and modifications. To address these gaps and improve agility, they utilized Google Workspace to develop in-house solutions, prompting a shift to Google’s Enterprise Plus edition to enhance security without stifling innovation.

Solution/What Pythian did

Recognizing the need for enhanced security in their Google Workspace environment, the company partnered with Pythian, a premier Google partner, who performed a comprehensive Security Posture Analysis and implemented several best practices. Pythian’s approach went beyond basic security measures; they deeply engaged with the company’s specific challenges to tailor security operations, training, and a prioritized action plan to robustly fortify their workspace without compromising their culture of innovation.

Result/Key outcomes

Through Pythian’s improvements, the company significantly enhanced its security posture and employee engagement in security practices, leading to a workforce that is more aware and proactive about security challenges. This transformation not only provided a competitive edge over peers using standard logistics software but also fostered an innovative, secure DevOps environment, boosting both operational security and developmental agility.

Learn more about Pythian’s security offerings for Google Workspace [here](#).

Business outcome

The company saw immediate value in improving its overall security posture—not just how the tools are being used, but how data is being managed with those tools. It's also been an opportunity to help develop users in a way that they hadn't been engaged in before. "As a result of doing this live on the fly with a lot of users, we are engaged in more discussions about security," said the IS&T leader. "As a result, we now have a workforce that is much more security conscious because they're starting to think more holistically."

It also gives the company a competitive advantage, since most of its competitors use the same transportation and logistics software. The company has its own agile DevOps environment—and now the team knows it's secure. "We're one of the few within the industry, and we get a lot of our ideas by putting Google Workspace capabilities in the hands of our users who are in front of our customers," said the IS&T leader. They're also exploring the use of Gemini and how that could help speed up the process.

The company is also switching everything over to Google, "in no small part to the improvements in the service and the maintenance that we've been experiencing on our side," said the IS&T leader. "I was so impressed with the fact that after every meeting with Pythian, we were in a better place leaving the meeting. We were making those changes in real time and in some cases seeing the benefits almost immediately."

Want to see similar results for your company?

Find out more about Pythian's [Google Workspace Security Posture Analysis](#) or contact us to see how our team can help.

About Pythian

Founded in 1997, Pythian is a data and analytics services company that helps organizations transform how they compete and win by helping them turn data into valuable insights, predictions, and products. From cloud automation to machine learning, Pythian designs, implements, and supports customized solutions to the toughest data challenges.

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