

Korean Air: Putting workplace communication first with Google Workspace

Korean Air is a leading global airline with 169 aircraft and flies to 127 cities in 44 countries, including 13 cities in South Korea, as of December 2019. In line with its motto, "Excellence in Flight," Korean Air is expanding its global networks by exploring the addition of new destinations and strengthening its international operations.

Korean Air uses Google Workspace to simplify the way documents are shared and edited, so it can improve productivity and international communications for its work that is based in the cloud and mobile.

Google Cloud results

- Lets employees focus on collaboration and communication when creating documents, instead of design templates
- Enhances channels available for communication
- Brings together personal schedules and company resource management in one place



"Improving productivity was crucial for us. With Google Workspace, there are no errors or lags, even when many people work on documents simultaneously. And with only one document from start to finish, consistency is high."
—Pil-Moon Jeong, Director of the Information Systems Office, Korean Air

In response to rapid changes in the workplace, Korean Air decided to improve internal collaboration and communications by adopting Google Workspace in April 2019. For a long time, Korean Air had been contemplating the need to adopt new tools for documents and collaboration. Pil-Moon Jeong, Director of the Information Systems Office, explains that Korean Air chose Google Workspace to prioritize productivity, mobility, and security.

Many documents call for collaboration at Korean Air, and this has become easier with Google Workspace. For weekly meeting memos, each team used to organize its notes for another employee to combine into one document, which was a time-consuming process. With Google Workspace, employees can now create one shared file and grant access to representatives from each team to add its notes, and they say this process is working well.

Mobility is the second reason why Korean Air selected Google Workspace. More and more, smartphones and tablets are becoming "mobile workstations," and commonly used work devices in addition to notebooks and desktops. Because all work done via Google Workspace is saved in the cloud, work is not confined to physical devices. Employees can log in from anywhere using their mobile devices and carry on with their work.

Security is the third reason why Korean Air selected Google Workspace. Previously, it had to adopt extra security measures for company executives' emails. Now, it no longer feels the need for separate security measures, because the features offered by Google Workspace enable the company to restrict access when needed.