

# Maine Pointe Customer Spotlight

Maine Pointe  
Total Value Optimization • Guaranteed™

 **25%**  
decrease in content  
discovery time

 **1.8k+**  
hours of productivity  
gained per year

 **543%**  
return on investment

## About Maine Pointe

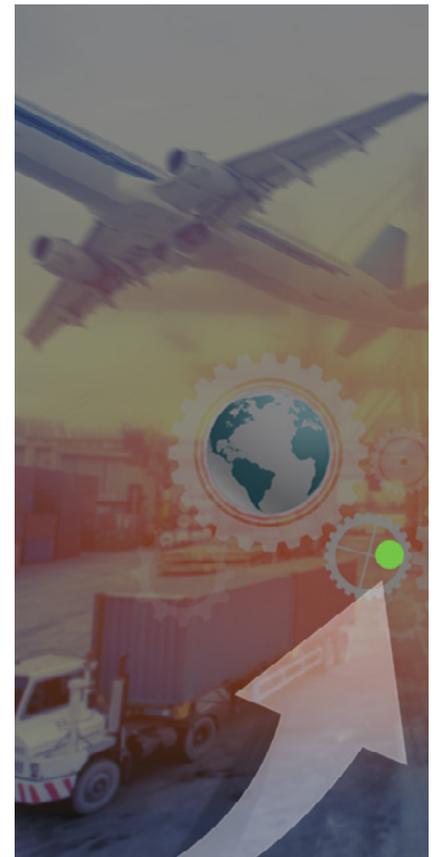
As specialists in procurement, operations and logistics, Maine Pointe's practice is built on driving Total Value Optimization for clients. The company is so dedicated to this mission that it employs a unique "100% engagement fee guarantee" that promises results.

Over time, the company has developed a reputation for driving EBITDA, cash and growth improvements and was named by Consulting Magazine as one of its "Small Seven Jewels" of 2018.

## Journey to Dropbox

Delivering on high standards requires Maine Pointe to be lean and flexible. Early on, the company used Sharepoint instead of on-premise servers for content collaboration. As Maine Pointe grew, Sharepoint became cumbersome to access from the field and caused

difficulty managing content. Some users began expensing their own Dropbox accounts, leading the IT team to evaluate alternatives. Due to its existing footprint and user familiarity, Maine Pointe chose to deploy Dropbox.



## Key Results

Maine Pointe's decision to deploy Dropbox has impacted project management, client interaction and internal collaboration.

Below are some key results:



### 1 Client bandwidth

- Maine Pointe's engagements require collecting and sharing a large amount of customer data.
- In the past, on-site teams were wary of sharing that data because of the strain it could put on the client's bandwidth.
- Smart Sync has eliminated these concerns by enabling the team to share large amounts of data at any time.



### 2 Executive visibility

- Maine Pointe's executives need the ability to check in on any of the firm's engagements at any time.
- "Before Smart Sync, leadership couldn't access the files for all our engagements because the data would cripple their machines," says IT Director Bryan Hallas. "Now, we add an 'All Access Group' of executives to all our folders. It's reduced overhead for IT and greatly increased transparency for our leadership."



### 3 Contractor management

- Maine Pointe works with a network of contractors who serve as subject matter experts for specific client needs.
- These contractors can work on an engagement for several weeks or several months at a time.
- With just a few clicks, the IT team can provide and remove access to all the content these contractors need by provisioning or deprovisioning Dropbox licenses.

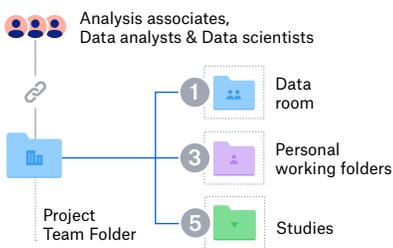


### 4 Ease of use

- The challenges of managing and working with Sharepoint left end users frequently unable to find the content they needed.
- "Teams often struggled to find useful and relevant information on SharePoint but now in Dropbox we can quickly locate the files we need," said Analysis Associate Katie Ward.

# Client Engagement with Dropbox

The first step of a typical engagement is a six-week diagnostic phase. This requires Maine Pointe to work with a mountain of data—covering everything from purchasing, to operations, to logistics—that informs the effort to improve clients’ businesses. Read below to understand the role Dropbox plays in streamlining the process of collecting, organizing, sharing and collaborating throughout this process.



## Setting the stage

- A templated folder structure is used to organize information collected early in the engagement.
- The folder structure is added to a Team Folder and shared to the entire team.

### Stage 1

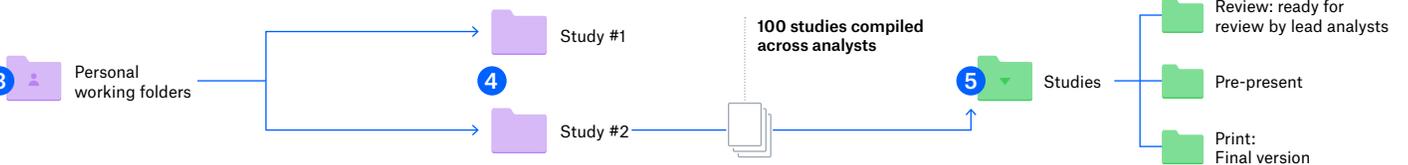
## Collecting the data

- A shared folder or file request acts as a “data room” for clients to upload data directly to Dropbox.
- Before, data was shared across many contacts, causing miscommunication.
- Streamlining this process has helped **save one week of work per engagement.**

### Stage 2

## Sharing the data

- Data uploaded to the Team Folder is automatically shared with all team members.
- Smart Sync ensures this does not overwhelm individual laptops or client bandwidth.



### Stage 3

## Accessing the data

- Analysts copy data into personal workspaces for analysis, leaving the data room as an untouched source of truth.
- With Smart Sync, it’s easy for analysts to browse all their data—including archived work—from the desktop, **reducing time spent on data search by 75%.**

### Stage 4

## Analyzing the data

- Consultants use the data to create studies—primarily in Excel and Powerpoint—to identify optimization opportunities.
- Data is also used to generate Tableau and Power BI dashboards that are shared through Dropbox, removing the need for an additional data warehouse.

### Stage 5

## Compiling the findings

- The studies—over 100 for most engagements—are compiled into a presentation for the client.
- Maine Pointe’s folder templates allow for a smooth flow of content through a series of Dropbox folders.

## Powering Data Analytics

Maine Pointe's commitment to driving insights with data is reflected in the growth of its Data Analytics team. In two years, the team has grown headcount from 4 to 20. We talked to VP of Data Analytics Nate Powrie to learn more about the critical role Dropbox plays in helping the team scale and powering its insights.



**Nate Powrie**  
VP of Data  
Analytics

**Can you tell us about your team and the role it plays at Maine Pointe?**

Our Data Analytics team consists of 17 data analysts and 3 data scientists. We have at least one team member staffed on every Maine Pointe engagement, working with our consultants to ensure engagements are driven by powerful and unique data insights.

**How does your team use Dropbox on a day-to-day basis?**

Dropbox is at the center of everything we do. It's where we keep raw data but, more importantly, it's where we work together to develop insights and share them across the team. We rely on a few critical tools—Microsoft Power BI, Tableau and Alteryx—to organize our data and create dashboards that help us understand it. All those files, are organized, developed and shared through Dropbox.

**How has Dropbox helped address the challenges of scaling your team so quickly?**

Dropbox helps me be in 10 places at once. On any given day, we work on engagements around the world. The most challenging part of my job is keeping track of all that work—knowing what the deliverables are, whether we will deliver on time and making sure the work is done properly. Dropbox keeps everything in one place and allows me to check in on every aspect of an engagement without a hassle. The level of transparency and access I have to engagements that could be happening 3,000 miles away is amazing.

**How do you think about the value Dropbox provides to the individuals on your team?**

Efficiency is the main metric we think about. It's safe to say everyone on my team saves 30 minutes out of an eight-hour workday thanks to Dropbox. Think about the ability to export a massive data model directly into Dropbox. Once it exports, that model is automatically shared to the entire team. On the receiving end, Smart Sync allows us to open that file with just a couple clicks right from the desktop. There's no converting, dragging and dropping, figuring out how to transfer large files or anything else. From end to end, it's essentially frictionless.

**Many products on the market offer similar functionality. Why would you recommend Dropbox over some of the other options available?**

Let me put things in perspective. Last year, at the start of our largest engagement ever, we received a 500 GB backup of an entire SQL server on a flash drive. We created a Dropbox folder that stored not only the raw data, but also an additional 100 GB of Alteryx and Tableau files from our analysis. With a single folder, we basically created both a data warehouse and an analytical sandbox that allowed us to start collaborating on a massive data set right away, without any technological challenges. From a performance perspective, there's no any other tool could do that.