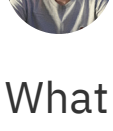


How GoTo Group Reimagined Work Across Southeast Asia with Lark

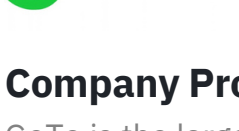
Operating across multiple markets and brands, GoTo set out to unify workflows, streamline collaboration, and empower every team — all on one platform. From smart approvals to automated onboarding, GoTo turned to Lark to build a faster, more connected way of working across Southeast Asia's digital economy.



Cubic Wu

Chief Information Officer

What amazes me most is how seamlessly Lark brings people, tools and workflows so easily together, making it easy for ideas to spark, evolve and take shape, turning everyday conversations into real innovations, no matter where they come from in the organization.



Company Profile

GoTo is the largest digital ecosystem in Indonesia, with a mission to "empower progress" by offering technology infrastructure and solutions that help everyone access and thrive in the digital economy. The GoTo ecosystem provides a wide range of services, including mobility, delivery, payments, financial services, and technology solutions for merchants. The ecosystem also provides e-commerce services through Tokopedia and banking services through its partnership with Bank Jago.

Industry	Company Size	Location
Technology & Internet	1 000-4999	Indonesia

With thousands of employees across various markets, GoTo is the largest digital ecosystem in Indonesia, and one of the region's most influential forces shaping the digital economy. Now, GoTo is reimagining modern work — starting with how teams collaborate, innovate and grow together.

As the company behind Gojek and GoTo Financial, GoTo powers everything from daily commutes to payments and deliveries. Its mission is simple: empower progress. But delivering on that mission depends not only on customer-facing innovations, but also on how internal teams operate and collaborate to bring them to life.

Why GoTo needed a change

Like many large companies, GoTo's ecosystem of enterprise SaaS tools evolved organically, supporting communication, project management and documentation across teams and markets. But as the business grew, so did the opportunity to bring more cohesion, agility and efficiency to how teams worked together at every level.

GoTo continues to transform how millions of people move, transact and access everyday services. Sustaining that momentum means strengthening the internal alignment and enabling faster, more collaborative ways of working across the organization.

That's where Lark came in.

Why GoTo chose Lark: One platform to reimagine everything

GoTo needed a unified platform that could support seamless collaboration at scale, without compromising security, scalability or user experience.

What stood out about Lark:

- All-in-oneworkspace: Messaging,meetings, documents, calendars, wikis, and workflow automation in one seamless experience.
- Global collaboration made easy: Lark's auto-translation, shared workspaces, and real-time sync features supported cross-market collaboration with greater speed and alignment.
- AI that simplifies work: Features like AI Meeting Notes and smart summaries streamlined meeting follow-ups and gave teams more time to focus on high-impact work.

As a PMO, I'm often in back-to-back meetings, and capturing key points is essential. Larks' Auto Minutes helps by automatically transcribing our discussions and generating a summary, so I can easily review and fine-tune it afterward. It saves time and lets me focus on what matters most.

– A, Project Management Office, GoTo Group

- Enterprise-grade security: With granular controls, audit trails, and data governance features, Lark met GoTo's stringent internal requirements.

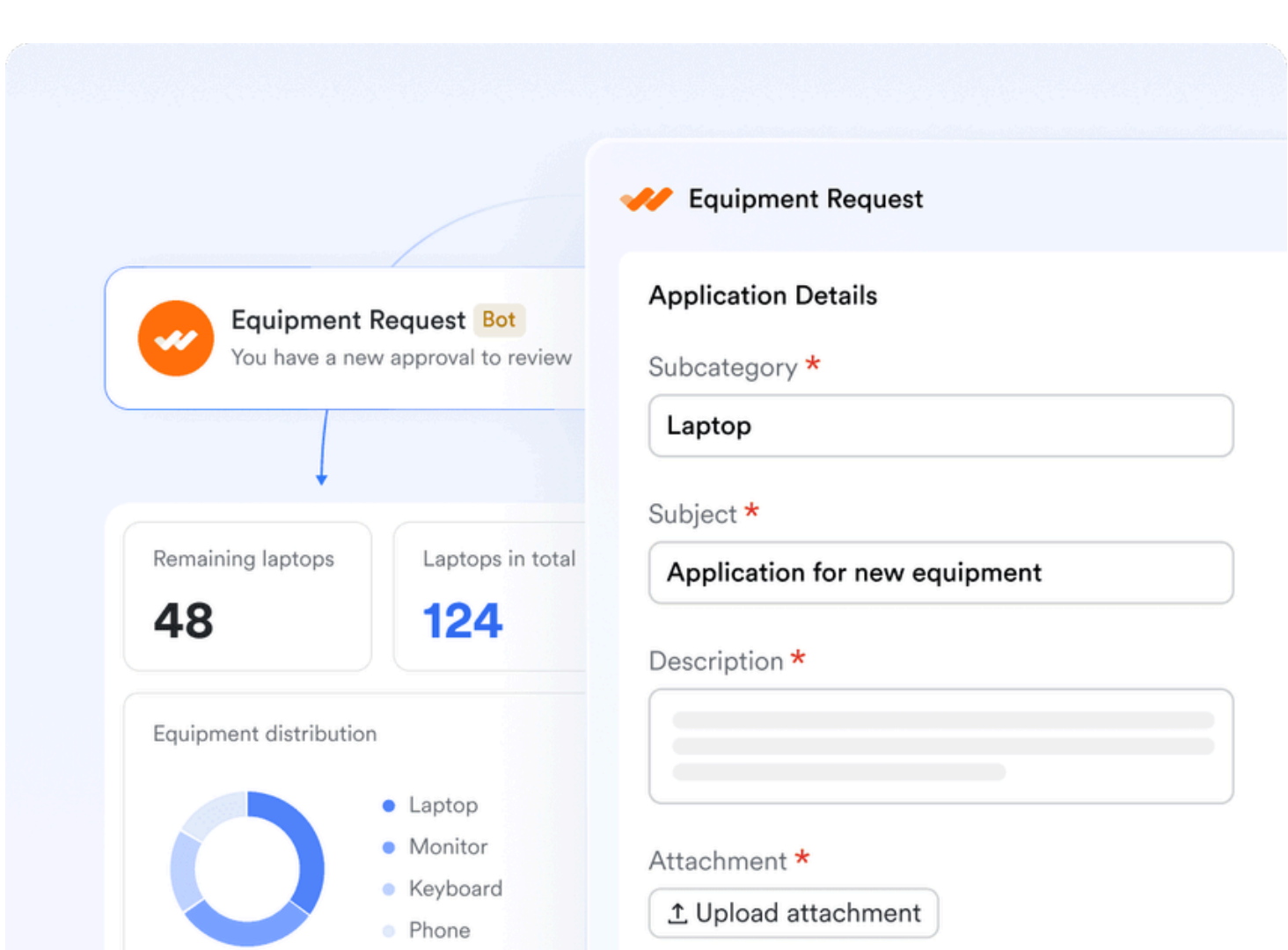
Lark provided more than just a tool, it became an information highway, enabling teams to collaborate, share ideas, and contribute to a shared momentum.

Reimagining work, one team at a time

Today, Lark powers collaboration across GoTo, supporting how thousands of employees work together every day. But the true impact of Lark isn't just in tech consolidation or reducing costs. It's in empowering teams to rethink how they operate, automate tasks, and streamline processes, all within a single platform.

From IT and HR to workplace operations and analytics, GoTo's teams have simplified daily workflows, gained greater visibility, and moved faster as a result.

From requests to real-time visibility



Previously, IT support and workplace service requests were handled across multiple tools, with communication happening via email and chat.

Today, all of that is centralized within Lark. Employees submit requests through Lark Approval, receive updates via Lark Chat, and track status without leaving the platform. Teams can initiate conversations directly from the request, and approval data is automatically synced to Lark Base, powering dashboards and operational planning.

Automating onboarding from start to finish

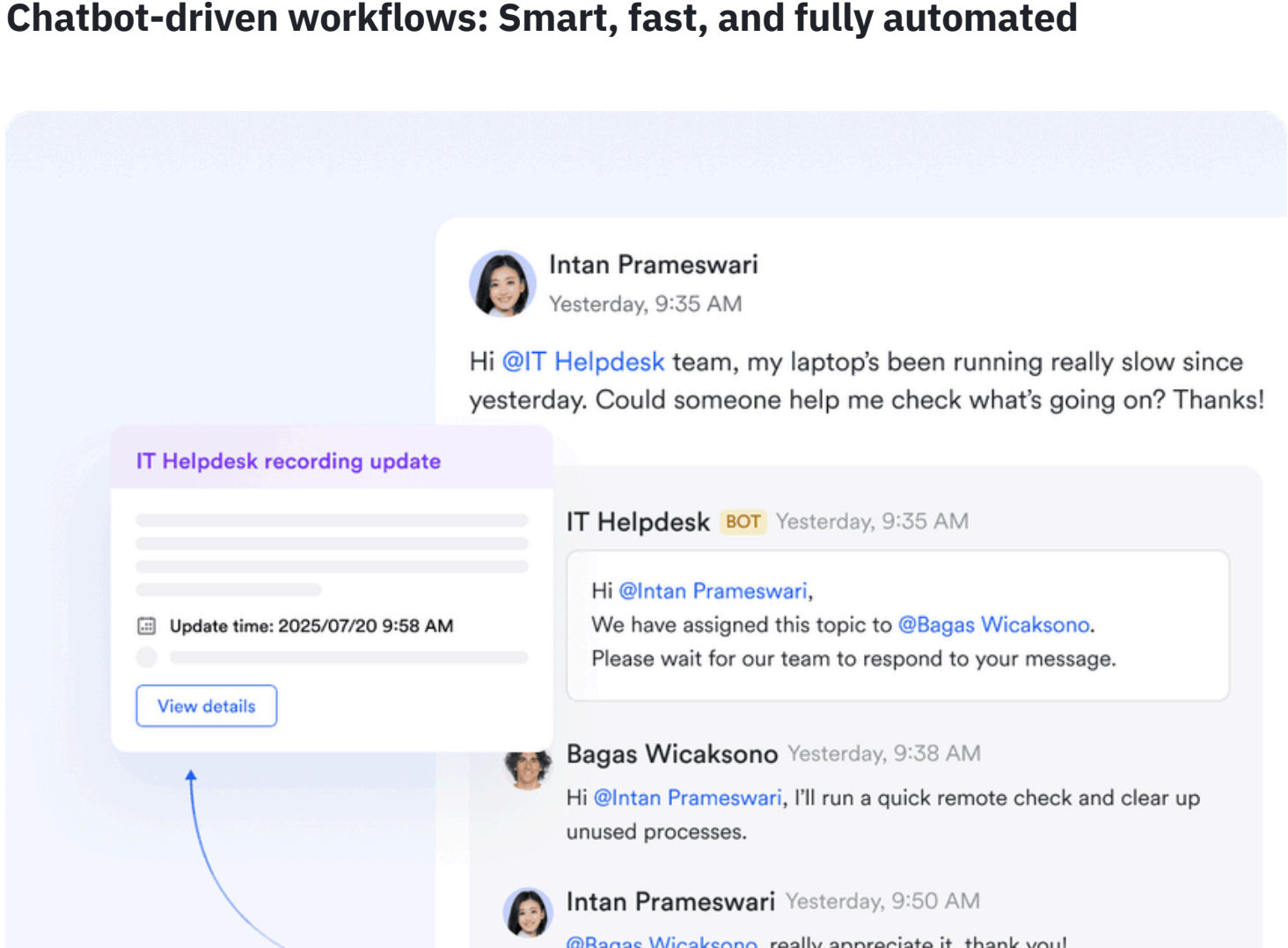
Onboardinganewemployeepreviouslyinvolvedcoordinatedsteps across multiple systems and teams.

Now, once a new hire is approved via Lark Approval, account creation is automated and completed within two hours. Everything is centralized, integrated and easily trackable — creating efficiency for HR and IT, and giving new hires a faster, smoother start.

Smarter approvals, built on real-time org data

With Lark, employee data,reporting lines, andteam structuresare all housed in one place, enabling approval flows that automatically follow the right organizational path. The result: faster, more accurate approvals that scale effortlessly. What once took several steps can now be completed in as little as two hours, with clearer visibility across the board.

Chatbot-driven workflows: Smart, fast, and fully automated



To improve task tracking and ticket management, GoTo deployed a chatbot built on Lark Agent, integrated with Lark Approval and Lark Base. Users can trigger requests directly from group chats, without switching platforms.

Once triggered, the bot captures key details, assigns the request to the appropriate owner, and keeps all stakeholders updated, while feeding real-time dashboards for visibility and reporting.

This approach has enabled teams to automate routine tasks and manage requests more efficiently, with no engineering support required.

Meetings and knowledge sharing, reimagined

WithLark's features likeAI Meeting Notes, real-time transcription, and auto-generated summaries, meetings now end with clear, actionable documentation. Lark Wiki and Lark Docs centralize knowledge, while robust search functions make it easy to find what teams need.

As a result, GoTo teams spend less time on admin and more time on meaningful collaborations and execution, supported by aligned, accessible information.

The result: A more connected way of working

Lark supported ashiftinhow GoTo teamwork, bringing togethercommunication, documentation and automation in one platform. By simplifying everyday tasks, teams can focus more on collaboration and execution, helping GoTo move faster and stay aligned across the organization.

Reimagining what's possible at scale

GoTo's move to Lark was more than tool consolidation. It was a step towards rethinking how work happens across a complex, distributed organization. With thousands of employees across markets and functions, the shift has brought greater alignment, speed and empowerment.

This is what it means to reimagine work: one unified platform where teams can communicate clearly, share knowledge easily, and build better workflows on their own.

In a world where work moves faster than ever, more organizations are exploring how to unify their tools and teams, it might be time to ask:

What would your version of an information highway look like?