

SharePoint Customer Solution Case Study



A leading wireless infrastructure operator enhances document management and reporting capabilities.

Overview

Client: CIG Wireless.

Client Size: 100

Industry: Telecommunication

Client Profile

CIG Wireless is a leading independent owner and operator of wireless communication infrastructures in the United States. The primary focus of the company is leasing antenna space on its multi-tenant towers to a variety of wireless service providers under long-term lease contracts.

CIG Wireless enhances its intranet portal to manage lease details and cash flows efficiently. With Trigent's services CIG Wireless became efficient at managing day-to-day operations, making better decisions and gain productivity improvements.

Business Challenge

CIG's existing intranet portal, which was built on Office 365 required several feature enhancements. Existing document management and search functions limited their ability to manage lease details and lease documents efficiently.

One of the major challenges was finding relevant documents, quickly and accurately. Contractual documents pertaining to Wireless Tower Sites and lease details were maintained in two separate document libraries, which resulted in an inefficient user experience with multiple manual interventions. Once a search was performed, a user had to sift through two separate document libraries to get the results.

InfoPath Forms was another area, which needed several enhancements. Asset, Ground Lease and Tenant forms which were three critical components of their business needed to be rewritten.

Moreover there were several additional functionalities including cash flow computing, reporting and usability enhancements, which needed immediate attention.

SharePoint 2013

SharePoint is the new way to work together. A simplified user experience helps you organize, sync, and share all your content. New social capabilities make it easy to share ideas, keep track of what your colleagues are working on, and discover experts you never knew existed.

Software & Services

- Microsoft Office 365
 - E3 Subscription
- Engagement
 - Design, architecture and implementation

Solution

Trigent's team worked closely with CIG's team for business requirements validation and knowledge transfer.

Our team of SharePoint experts redesigned the Information Architecture to include separate folders for each site in a single document library. This resulted in a much accurate search experience without the limitations on number of results and query types.

Trigent's team also rewrote existing forms, which limited data capture of all relevant fields needed for Asset, Lease and Tenant details. We also added an algorithm to predict cash flow for each tenant. This helped in timely reporting and cash flow planning.

The proposed solution addressed several challenges including a better search experience, timely reporting and better cash flow prediction.

Benefits

Centralized Search – Our client was able to cut significant productivity losses incurred due to hours spent every day on search related activities. A centralized search experience eliminated the need to manually review documents in multiple windows.

Better Decision Making and automated Cash flow computing

CIG was able to automatically predict cash flows with greater accuracy and zero manual intervention. This resulted in better decision making and timely reporting.

More Information

For more information on SharePoint and Microsoft customer successes, please visit:

www.microsoft.com/casestudies