Real Estate Investment Company utilizes Office 365 to Accelerate Workforce Deployment in Support of Aggressive Growth Plans

Company Description

The company is a newly formed subsidiary of a global provider of financial, investment and funds management services. This entity was formed as part of a business initiative to improve and accelerate the company's presence in the growing real estate markets in Central and South America. This subsidiary will focus on real estate investments and leasing operation in Mexico.

The Challenge

The client contacted us to resolve one primary concern – how to reduce the go live time for the new Mexican office. The resources were available to be inducted as employees, but the IT solution to facilitate their work was not in place. When broken down, the challenges were:

- ❑ Overcome the five week lead time for hardware procurement
- ❑ Reduce the time-line to build a custom document management and task tracking application
- ❑ Implement processes to prevent unstructured content growth
- ❑ Reduce training time for the newly implemented solution
- ❑ Guarantee complete adoption of the solution in operations

The Solution

Trigent evaluated the challenges and proposed building a solution based on Office 365. The Office 365 hosted model eliminated the hardware availability issues for key business applications such as Email and Document Management. The offering provides Exchange and SharePoint features which were leveraged to meet the remaining business challenges. SharePoint comes with best-in-class document management features, reducing the time required to build the solution. Based on this decision, Trigent built the solution using SharePoint features available with Office 365. The key characteristics of the resulting system were:

- ❑ An information architecture to provide structure for both content storage and usage
- ❑ Out of the box features configured to manage the document lifecycle in SharePoint
- ❑ Web Parts implemented to made navigation similar to the familiar Windows file explorer, improving ease of use of SharePoint

- Document Sets to implement policies preventing unstructured content growth
- Enterprise Search to provide users with capabilities to easily discover and locate information

Along with the solution, Trigent provided the following services to ensure adoption:
- Customized training materials and plans for the client
- Administrative training to ensure that changes required for adoption are quickly done locally
- End user training in the form of classroom exercises to ensure users are comfortable with the solution

Results

The solution implemented by Trigent enabled the client to quickly start operations which improved the overall return on investment in setting up a new subsidiary; this has also positioned the company for future growth. Key benefits of the solution are:
- No hardware footprint resulting in rapid deployment and induction of users.
- Absence of hardware also meant no need for dedicated IT resources to maintain the solution resulting in a drastically improved TCO.
- Use of customized Web Parts ensured that users were at ease using the solution reducing the learning curve.
- Implementation of processes early on to manage the proliferation of information ensuring controlled and managed data growth.
- Training sessions to facilitate users' understanding of the solution and provide them with a local point of contact for future enhancements to the Information Architecture.