

CASE STUDY

SharePoint 2010 Intranet Upgrade Project

Company Description

The client is a global leader in commodity management services with over 30 years of experience. Their product offering includes cutting tools, abrasives, special tools and industrial supplies. The passionate team of procurement specialists, analysts, engineers and information technology personnel strive to reduce customers' "total cost". This client has presence in 10 different countries and manages 70,000 parts comprising millions of dollars of inventory at over 94 locations.

The client adopted SharePoint in 2010 and built an internal-facing portal for collaboration and content management. They contacted Trigent to evaluate and identify other areas where SharePoint could be implemented to derive benefit and improve ROI.

The Challenge

The client had an existing SharePoint environment which required substantial investment in effort and costs associated with infrastructure, licensing, creation and user training. The initial rollout helped in familiarizing users with SharePoint and its capabilities. It also allowed the administration team to tweak the solution for better usability and acceptance. The team wanted to expand the SharePoint benefits within the organization, and implemented a process improvement project. This project had tangible benefits to demonstrate and improve the return on investment.

The study also identified the two specific challenges:

- ❑ Total compliance was difficult to achieve in some areas due to lack of visibility into the process.
- ❑ Considerable time and effort was being spent collating information from multiple systems, updating regular operational reports and circulating them to the intended audience.

The Solution

Trigent worked with client to understand their business processes as part of consulting engagement. The engagement helped identify opportunities where SharePoint features could leverage optimal benefits to the user community.

The SharePoint features identified were:

- ❑ Work Flow Management services
- ❑ Enterprise search
- ❑ PerformancePoint services

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The areas of improvement were:

- Corporate Management Information Systems
- ISO Compliance
- Helpdesk services
- Data discovery

Trigent developed complex workflows and BPM solutions to automate process steps and also ensure all work items are tracked to closure. The solution also provided required process metrics which are utilized to evaluate any process improvements opportunities.

Trigent also implemented Microsoft SQL SSIS and SSAS based analytics which does the following:

- Collate information from disparate systems and build data relationships
- Cleanup outlier and exception data
- Build an OLAP object for multidimensional analysis

SharePoint PerformancePoint services are capable of consuming an OLAP object and provide features to build Key Performance Indicators (KPI), Scorecards and Analytical Charts. Trigent used the Dashboard designer to create dashboards, charts and scorecards in critical areas such as Accounts Receivable, Projects, Inventory, Purchasing and Sales. This provided interactive analytics to create operational reports. Trigent also trained power users on the Dashboard Designer which enabled self-service capabilities for the users.

Results

The project was completed in time and within budget. The client realized the following benefits:

- Zero items dropped in ISO and Helpdesk processes
- Reduction by 20% in ticket turnaround time
- Shift from report distribution model to self-service model
- Significant reduction in effort required for report generation
- Ability for users to interactively filter content based on their interests
- Significant improvement in response time for ad hoc report requests