

## CASE STUDY

# SharePoint 2013 Intranet Upgrade Project

## Company Description

The client is a leader in the utilities industry for advanced metering infrastructure with solutions used to capture, analyze and apply utility data to meet the demands. The solution helps to lower the operating and distribution costs, and provides visibility and reduction of non-technical losses in the utility sector. Being a technology company themselves, this client was an early adopter of the SharePoint platform with Microsoft Office SharePoint Server 2007. The client's public website, as well as their intranet, is deployed on the SharePoint platform. Over the years, both public and intranet portals have increased in size (content and structure) to accommodate the new practices and offerings. The client contacted Trigent when they wanted to upgrade to SharePoint 2013. Along with the upgrade they also wanted to build additional modules which leverage features available in the latest version of SharePoint.

## Technology

- ✓ MOSS 2007
- ✓ SharePoint 2013
- ✓ SQL 2005
- ✓ SQL 2012

## The Challenge

The main constraints identified in this project were time and required skill set. Trigent worked with the client to evaluate and analyze their existing SharePoint environment. It was found that the existing solution spanned multiple web applications and had a number of embedded custom features. The site was initially built as a generic solution but as usage and acceptance increased, the effectiveness of the communication mechanisms decreased. This was attributed to the nature of the solution, which relied upon a generic communication mechanism to serve the entire user base. There was a compelling need to target communications to users based on application domains.

Though the client had an in-house SharePoint team, they lacked experience with some of the advanced SharePoint features. They also had limited experience in upgrading SharePoint environments. The client determined that a significant amount of effort and time was necessary for the in-house team to obtain sufficient training to implement a SharePoint migration.

## The Solution

This project was delivered as a collaborative effort between Trigent and the client. The collaboration benefitted the client as it resulted in the SharePoint team acquiring the knowledge of SharePoint 2013, and also provided them hands-on experience of upgrading a SharePoint environment. Key advantages of the new solution included:

## CASE STUDY

- ❑ SharePoint Farm setup - Trigent recommended the server sizing and topology used for the new solution, including using a farm. A SharePoint farm is a logical grouping of SharePoint servers that share common resources. Trigent also provided guidance to the client's team for the installation and configuration of the farm. Post setup, Trigent audited the environment and rectified any issues identified with the configuration.
- ❑ Reduced customization - the SharePoint upgrade offered an array of options out of the box (OOTB) to display content on pages. Where possible, Trigent identified custom web parts in the existing implementation and replaced them with OOTB features. The reduced customization footprint made the solution more stable with better response.
- ❑ Audience Targeting - By using target audiences, you can display content such as list or library items, navigation links, and entire Web Parts to specific groups of people. Audiences can be built from distribution lists, Windows security groups, locations in an organizational reporting structure, or by public properties in user profiles. Trigent utilized user profile properties to build audience groups. The audience group was scheduled to recompile to accommodate any changes to user properties or for the addition of new employees. For additional information see: <http://office.microsoft.com/en-in/sharepoint-server-help/target-content-to-specific-audiences-HA010169053.aspx>
- ❑ Knowledge Transfer - Working closing with the client team, Trigent provided the necessary training and project documentation which helped the team to maintain the solution moving forward. As part of the engagement, Trigent ensured the client's administrator was aware of the changes in the new solution.
- ❑ Quality assurance- Manual checks were made between the existing and new site to ensure that there were no residual issues in the new environment. Any issues were documented and corrected.

### Results

Project was completed on schedule and the collaborative approach helped in reducing the time to market of the solution. Trigent also ensured that the environment was scalable and supports future expansion of the farm. The client IT team discovered supporting the application was easier after the knowledge transfer sessions with Trigent. This project was a classic example of how Trigent acts as an extension of the client's IT team, collaborating to achieve the client's strategic goals.