

## CASE STUDY

# SharePoint Portal for Medical Malpractice Insurance Company

### Customer Profile

The customer is a leading specialty insurance company providing medical professional and general liability insurance coverage and risk management services to major academic medical centers such as university hospitals and their various affiliated entities, employees and physicians. The company's primary mission is to provide its customers with a long term, stable and cost effective source of medical, professional and general liability insurance coverage that meets their insurance needs for health care delivery and medical education. The company's goal is to be the leading worldwide medical malpractice insurer by operating at a "best practice" and "best-in-class" level in all the traditional functional areas of insurance company operations.

### Business Need

The company provides insurance to over 15 major hospitals, 400 operating rooms and 12,000 physicians. In order to service their clientele in uniformly and consistently, the Company needed a unified portal platform to share information and collaborate amongst employees, customers, business partners and the medical community. They needed an enhanced intranet to enable employees to do their jobs more effectively by delivering content and information that are needed for their job functions. Individual departments needed the ability to control the dissemination of information to intranet, extranet and internet via a collaborative approval workflow process while maintaining a common graphical look and feel and navigation.

### Solution

Trigent designed, developed and deployed a SharePoint based solution along with select Microsoft stack components. The following are the highlights of the solution:

- ❑ Designed SharePoint Site Architecture to support Extranet and Intranet model
- ❑ Developed Custom Web parts for supporting Business Object Dashboards
- ❑ Developed Custom Web part for Single Sign-On and associated to SharePoint 'Secure Store Service'
- ❑ Developed Custom Web part for displaying data from External Database and filter based on current user. This web part allows to execute the SQL query with filter values
- ❑ Developed Taxonomy and Metadata mappings for every content type
- ❑ Setup 'Content Synchronization Hub' for replicating 'Content Types', 'List Columns' and 'Managed Metadata'

### Overview

#### Customer Profile

A leading specialty insurance company which provides medical professional & general liability insurance coverage & risk management services to major academic medical centers.

#### Project Objectives

- ✓ Build a Centralized Information Exchange Portal for academic and medical partner community
- ✓ Business Objects display dashboards
- ✓ Single Sign On to multiple Applications
- ✓ Events and Reports Management

#### Technology Stack

- ✓ SharePoint
- ✓ Silverlight 4.0, BO Integration
- ✓ Microsoft .NET platform
- ✓ MS SQL Server 2008

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- ❑ Setup 'Content Organizer' for uploading documents from Intranet Web Application to Extranet
- ❑ Setup Metadata Synchronization Hub
- ❑ Setup Custom Work-flows and Quick Steps to allow users to start Approval & Publications to Extranet from the Ribbon control
- ❑ Setup Custom Approval and Review Work-flows based on the content types
- ❑ Associated Publishing Workflow for Home Page contents such as Events, Messages and Welcome text

### Key Features

- ❑ Display the Business Object Dashboards to target audience based on the interest and allow them to choose their Favorite Dashboards for easy access
- ❑ Provide Single Sign-On access to the core business applications
- ❑ Present information from the core business applications with user context Biter and options to search data from external database(s)
- ❑ Contribute to Reports and Packages with security and permission controls from the Intranet Collaboration Department Portal(s)
- ❑ Ability to manage Portal contents such as Events and Messages

### Benefits to the Customer

Trigent helped the customer create an Information Exchange portal using an easily deployable SharePoint Solution Package. The portal allowed the customer to achieve the following:

- ❑ The unified portal empowered business users to easily manage and publish content such as announcements, job postings, events, business reports to intranet, extranet and internet instantly with no support from IT
- ❑ Work flows and forms streamlined data collection, automating business process and reducing errors and manual effort
- ❑ Rich interface and page designs allowed users to add rich content such as images and video
- ❑ Single Sign-On to SharePoint and diverse set of business applications
- ❑ Ability to select content, rich graphical business intelligence reports and forms into a personalized dashboards to suite their working needs
- ❑ Easy access to core business application data using the SQL viewer
- ❑ Reduced dependence on IT for day to day activities. Overall operational costs have reduced substantially
- ❑ Integrated search that spans content and people allowed employees to quickly find content that is relevant to their work and easily collaborate with co-workers and business partners
- ❑ Consistent UI with Customized Top Navigation and Quick Launch, providing easy access to information

#### Benefits

- ✓ Quick implementation and rollout
- ✓ Unified enterprise environment for intranet, extranet and internet
- ✓ The unified portal empowered business users to easily manage and publish content
- ✓ Reduced operational cost and IT oversight, still ensuring control and governance
- ✓ Improved collaboration within and across business units