



World-class Intranet Portal for Leading Healthcare Non-Profit Organization



Microsoft Partner
Gold Application Development
Gold Collaboration and Content



Client Profile

The client, a not-for-profit organization, with over 35 years of experience, is a leader in the hospital and health-care segment in Massachusetts serving local residents who live below the federal poverty line. Ranked as one of the six Alternate Medicine Fellowships in the country, the client serves more than 56000 patients annually with the mission to improve and maintain the health of individuals and families. With over 600 employees, the client offers high quality, comprehensive health care services and trains healthcare professionals to respond to the needs of a culturally diverse population.

The Challenge

- The client's existing legacy platform was built on outdated technologies and did not provide workflow processes as a result of which business activities were not streamlined and did not maximize employees' time and effort.
- The platform was often used as a document repository. However, lack of a storage structure had resulted in a huge amount of duplicate data, making version control impossible.
- The platform was not user-friendly discouraging its 600+ employees from actively using the same.

To overcome these challenges the client wanted a highly intuitive, aesthetically designed, platform for information upload, storage and dissemination. The client's 500 GB of data had to be seamlessly migrated to the new application. Most importantly, the client mandated that the platform be delivered within three months.

Trigent Services and Solution

Trigent selected SharePoint 2013 On-premise as the platform to create the intranet portal, as SharePoint with its inherent capabilities would help the team to jump start the project. It would also help the team to stick to critical time lines.

Using the out-of-box capabilities of SharePoint, Trigent's engineers quickly developed features (web parts) to share company information like announcements, upcoming events,

new hires, message from CEO, photos from recent events and employee directory. The platform provided a simple and easy method for department-specific data management and eloquent search of data across the system.

■ **Robust Development Model**

During the first week of the project, i.e. the discovery phase, the team created the visual design / wireframes with the client's branding. They collaborated with the client's end-users and helped them visualize the final product. At the end of the discovery phase, a solution document capturing the detail requirement, wireframe and design was delivered to the client. This document became the primary source of development information. The team, then continued to engage with the client on a regular basis by sharing application demos and incorporating the feedback on-the-go.

Trigent's robust development model of discover, design, develop and deploy helped in delivering the first iteration within the first month of the project and the complete application in three months.

■ **Automated Workflow**

Using the SharePoint workflow engine, all the workflow processes were automated, i.e. new employee enrollment, termination, award nomination, incident reporting and change request, which significantly reduced end users' effort and helped them to do paperless transactions.

All these workflows involved notifications and one or more approvals. Automating them reduced manual work and lead time.

■ **Simplified Migration**

After detailed analysis of the existing 500 GB of data, the team chose ShareGate as the tool to migrate data from MOSS 2007 to SharePoint 2013. This tool made the entire migration a one-step process. In its absence, the team would have had to migrate to SharePoint 2010 and then to SharePoint 2013.

■ **Office Web Apps Server**

SharePoint 2013's add-on feature 'Office Web Apps' was used to enable users to view/edit documents without mandating them to have MS office installed in their local machines.

■ Training User

One of the biggest challenges was to make the workforce aware and appreciate the value of this application. The team addressed this challenge in two ways.

- Trigent's engineers developed a self-explanatory admin guide that explained the security, data management, department management, workflows and layout creation. This document could be used by administrators and power users.
- The team provided a four-day onsite training session to end-users, with a hands-on walkthrough of the applications features, SharePoint features and shared benefits.

Client Benefits

The client had a working application within the stipulated three month period for project completion.

Detailed brainstorming of visual design during the initial period followed by training ensured smooth transition and user adoption.

Scalable design and deployment ensured that the application could now handle a high volume of users 24/7.

Using SharePoint platform for development and ShareGate for data migration helped in delivering a high quality application and in the process ensured ROI in terms of time and money for the client.