



Corporate Communication & Collaborative Portal



SharePoint Portal Server / SharePoint Services - Case Study

The Summary

A typical client process involved cross-functional teams collaborating with each other and with the client using information (process documents, online conversations, emails, project management data) lying at disparate locations. The challenges lay in moving from a disjointed, uncoordinated style of functioning to a more collaborative and informed one and have all critical information lie at a centralized location. AG Technologies developed a corporate communication and collaborative portal using SharePoint Portal Server 2003 capable of web enabling their employees to become more productive by having secure, role-based access to key business data and facilitating effective collaboration

The Client

Our client is a global knowledge process outsourcing firm providing analysis and research on critical financial and market information to their clients. Their main responsibilities towards their client include extensive web-based research and data analysis as per client needs.

The Business Requirement

To increase the value addition offered to its end customer, our client had identified the following business objectives as critical

1. To move from a disjointed, uncoordinated style of functioning to a more collaborative and informed one
2. Maintain the diverse types of data involved in a particular process such as word documents, emails, images, and online conversations, audio files in a single workspace
3. Ensure adherence to BS7799 levels by strictly controlling access to data by the internal workforce as well as the customers
4. Integrate the core business operations to backend functions like customer relationship management, business development and value added customer services.

Project Summary

Industry: BPO

Client Profile: Global knowledge process outsourcing firm

Business Requirements:

Development of a Corporate Communication and Collaborative Intranet Portal solution

Solution:

Created a functional Corporate Communication and Collaborative portal, capable of enabling the client employees to become more productive by having secure and role-based access to key internal business and organization-related personal data

Solution Benefit:

- Enable fast and better decision making
- Centralization of Organizations Data
- Secure and Control Environment
- Provide an effective audit trail mechanism



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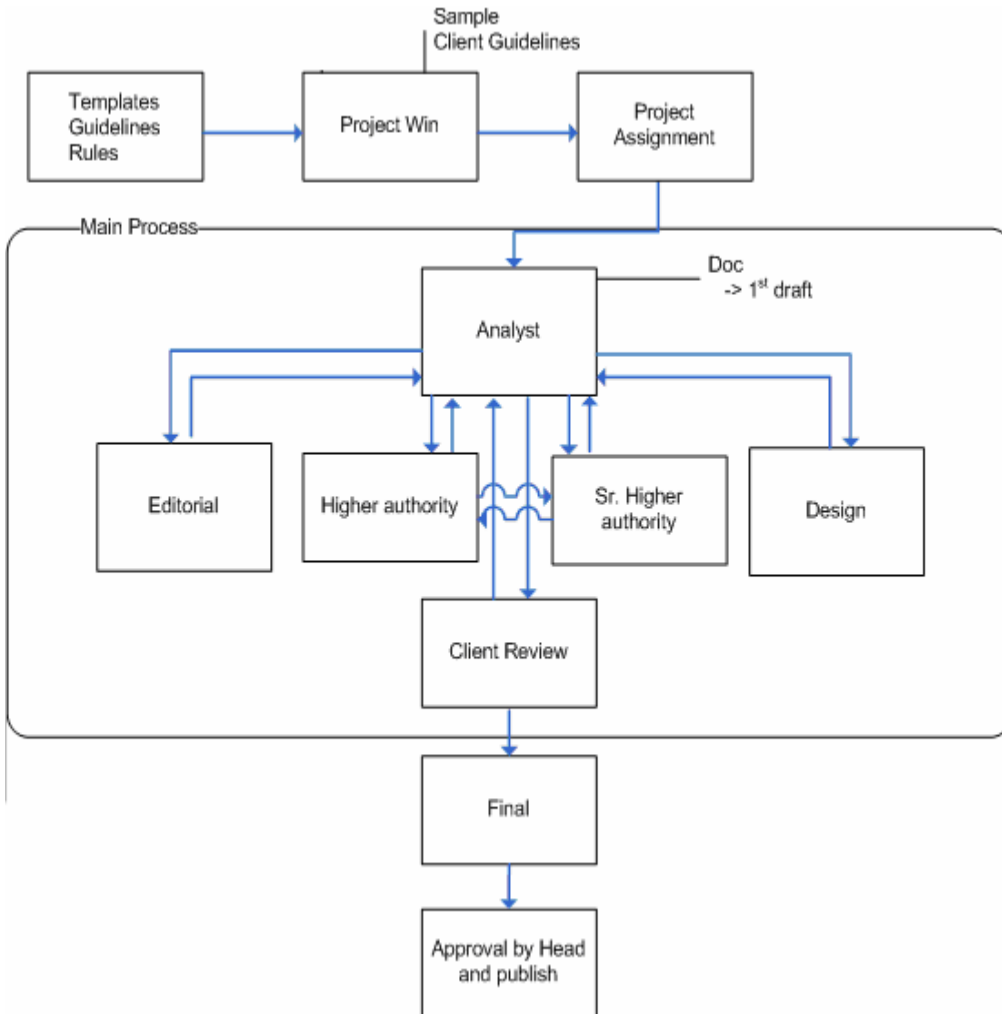
It's business revolved around projects involving publishing one or more documents for customers. The general project lifecycle involved creation of documents, subsequent reviews and editing of documents before approval from the customer. Depending on the type of project, there were different document lifecycles. A typical document lifecycle was as follows:

- Client brief marketing
- Research
- Modeling/calculations
- First draft by analyst + model sheets
- Review by senior analyst Draft finalization
- Editorial review
- Formatting/Layout
- Finalization
- Delivery to client
- Feedback and rework
- Final delivery



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A diagrammatic representation is provided below.





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The Solution

AG Technologies created a functional Corporate Communication and Collaborative portal, capable of enabling the client employees to become more productive by having secure and role-based access to key internal business and organization-related personal data. It was also able to collaborate on projects effectively with their co-workers.

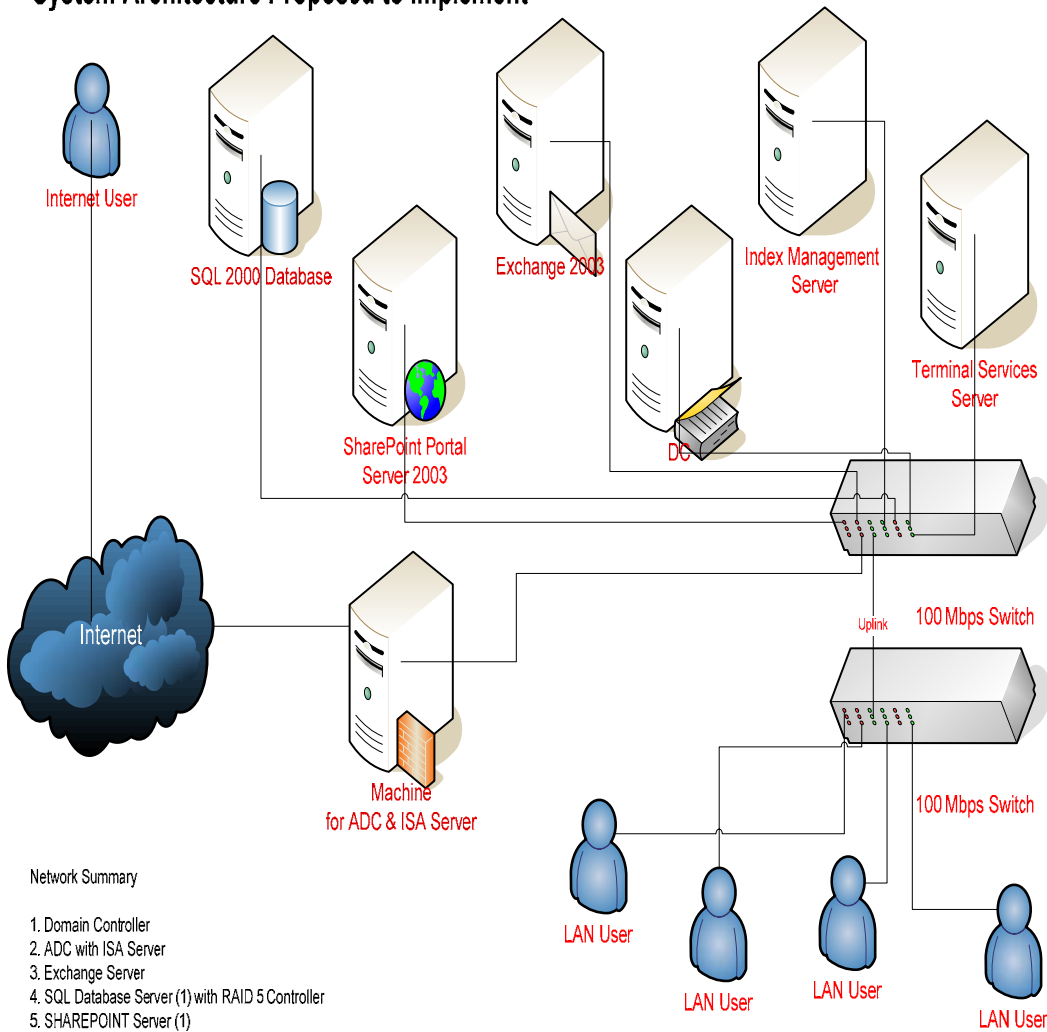
The solution was built using these main technologies:

- Microsoft SharePoint Technologies
 - Microsoft SharePoint Portal Server - SharePoint Portal Server provided an easy way to create the Web portal with integrated document management services and search capabilities. It established a central point of access to all existing key business information required at the various phases of the project, as well as share information across file servers, databases, public folders, Internet sites, and SharePoint Team Services-based Web sites.
 - Microsoft Windows SharePoint Services – Windows SharePoint Services significantly improved the way teams managed information and activities. It allowed easy creation of a Web site that served as the central repository of all team information, such as documents, contacts, tasks, discussions
- Microsoft SharePoint Technologies
 - Automated migration of existing project data from file system to SharePoint Portal Server 2003 (around 85GB of data, 20000 folders, 300000 files)
- Microsoft Exchange
 - Migration of Linux based email infrastructure to Microsoft Exchange 2000
- Microsoft Internet Server and Acceleration Server
 - Implementation of Microsoft Internet Server and Acceleration Server 2004 for providing secure extranet access to the Portal for users residing in US and Europe and for clients



Solution Architecture

System Architecture Proposed to Implement



Network Summary

1. Domain Controller
2. ADC with ISA Server
3. Exchange Server
4. SQL Database Server (1) with RAID 5 Controller
5. SHAREPOINT Server (1)
6. IMS Server
7. Terminal Services Server



Technology and Tools:

- Microsoft Windows Server 2003
- Microsoft SharePoint Portal Server 2003
- Microsoft Internet Server and Acceleration Server 2004
- Microsoft Exchange 2000 Server
- Microsoft Internet Explorer 5.01 or later (best results with Microsoft Internet Explorer 5.5 or later)
- Netscape Navigator version 6.2 or later
- Microsoft SQL Server 2000

The Solution Benefit

- Manage projects with numerous team members and enable them to make quicker and better decisions and collaborate more effectively
- The solution enabled storage & segregation of organization & business specific data at a centralized location where users can share their information & activities
- Maintain the diverse types of data involved in a particular process such as word documents, emails, images, and online conversations, audio files in a single workspace.
- Maintain strict and secure controlled access to enterprise data and monitor nefarious activities by using web publishing capabilities inside MS Share point Portal.
- Provide an effective audit trail mechanism for active documents by facilitating support for reviews, approvals and versioning