



Enterprise Portal Solution



SharePoint Portal 2003 - Case Study

The Summary

Client was looking for an effective collaboration solution to drive and inculcate IT culture among its employees. AG Technologies deployed an enterprise wide portal solution using Microsoft Sharepoint 2003 products and technologies. The Enterprise solution facilitated the following :

- Provided an effective collaborative environment for their employees
- Provided a single place to work
- Organized silos of corporate information that can easily shared and discovered
- Increased employees' productivity and efficiency
- More informed decisions resulting in effective customer interaction, elimination of redundancy, greater customer and employee satisfaction

The Client

The Client was formed on 1st April 1995 by merging the International Airports Authority of India and the National Airports Authority with a view to accelerate the integrated development, expansion and modernization of the operational, terminal and cargo facilities at the airports in the country conforming to international standards.

Client manages 126 airports, which include 11 international airports, 89 domestic airports and 26 civil enclaves at Defence airfields. They also provides Air Traffic Management Services over entire country's Air Space and adjoining oceanic areas with ground installations at all airports and 25 other locations to ensure safety of aircraft operations.

The Business Requirement

Client had an existing portal deployment which was limited to the IT division and the Company's secretary only with a user base of 10-15 users. The deployment was limited in functionality and primarily used for sharing documents. It was intended by the client to extend the portal to the entire enterprise and take advantage of its centralized data storage and collaborative features. The client's other requirement was to increase the user base of the portal and use more features of the product.

Project Summary

Industry: Aviation

Client Profile:

Client creates, upgrade, maintains and manages Civil Aviation infrastructure both on the ground and air space in the country.

Business Requirements:

To Develop Corporate Communication and Collaborative Intranet Portal solution

Solution:

AG Technologies implemented Enterprise Portal solution using SharePoint which provided a single place to work where processes and information was created, coordinated and shared easily and efficiently within and across the strategic business units.

Solution Benefits

- Taxonomy
- Common Storage Environment
- Personal Storage
- Collaboration
- Group and Division Portals
- Enterprise Services



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The Solution

AG Technologies deployed an enterprise wide portal solution using Microsoft Sharepoint 2003 products and technologies. The Enterprise Portal solution provided a single place to work where processes and information was created, coordinated and shared easily and efficiently within and across the strategic business units. It was streamlined, customizable and highly personalized information management tool, serving as a collection point for all information and tools needed to manage the work daily.

The Solution provided employee relevant information quickly through customization and personalization of portal content and layout, as well as by audience targeting. Organizations targeted information, programs, and updates to audiences based on their organizational role, team membership, interest, security group, or any other membership criteria that needed to be defined. Portals also enabled IT divisions to create a central data storage that was easy to manage at low costs. Apart from document libraries, portals provided features such as team sites that enabled teams to communicate and work together on projects. Information stored on these sites was restricted to the team or was made available to a larger audience. Pictures, audio and video files was stored and managed from a single repository. These files were organized based on certain criteria thereby allowing users to search for relevant information quickly.

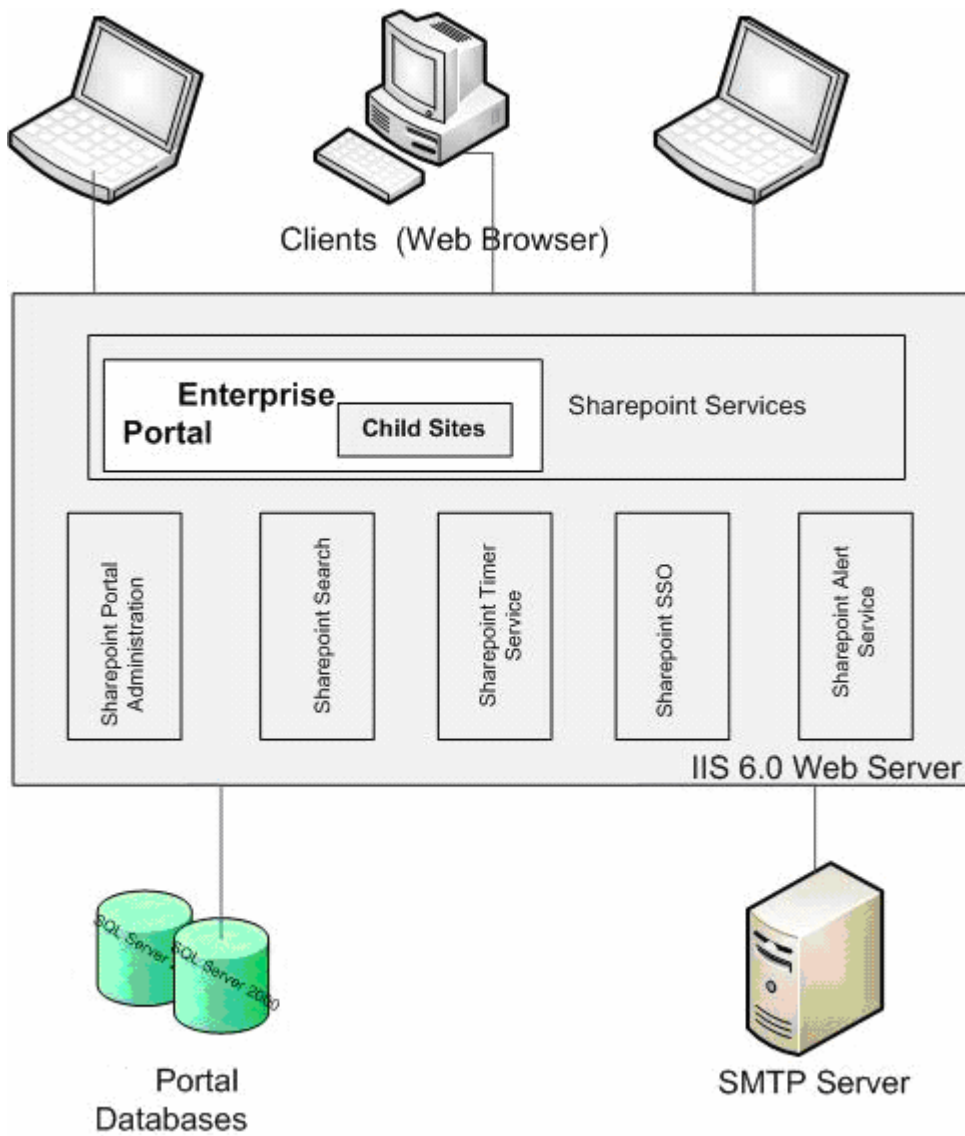
The portal's flexibility in mapping workflow made it ideal to handle document approvals. This feature allowed enterprises to do away with all manual document approval processes and improved efficiency.

The Enterprise portal solution provided with the following Features

- Fast information source to all the employees that is easily navigable and searchable
- Decision support tool providing relevant news and information to make quick and effective decisions
- Access point for individual personalized sites
- An effective collaboration environment for sharing documents, data, announcements, news, and hosting meetings.
- Another important feature of portals was its ability to integrate with other applications using a single logon.



The Solution Architecture





Technology and Tools:

Operating System on Server:

- Microsoft Windows Server 2003

Framework:

- Microsoft .Net Framework (ASP.NET, C#)
- Microsoft Active Directory Services
- Microsoft SharePoint Portal 2003
- Microsoft Exchange Server 2003

Database

- Microsoft SQL Server 2000

3rd Party integration:

- None

Operating System on client:

- Microsoft Windows XP
- Windows Internet Explorer 5.5
- Windows Office 2003

The Solution Benefit

SharePoint Portal Server 2003 provided a scalable portal server that connects people, teams, and information across business processes. It facilitates end-to-end collaboration by enabling aggregation and organization, and the ability to search for people, teams, and information. The new platform offered scalability and content consolidation through clustered servers. It also provided improved backup and restore functionality.

Following are the business benefits that resulted from the adoption of a Sharepoint based collaboration solution.

- **Taxonomy:** Corporate taxonomy provided a simple navigation interface that allowed user to browse corporate content without having to search, and is analogous to the Yahoo topic navigation environment. File and team websites was categorized to provide for efficient content discoverability and reuse.
- **Common Storage Environment:** Organizations was benefited from a vastly simplified management environment for the data.
- **Personal Storage:** With personal sites, called "My Site" in the Sharepoint Portal Server 2003 user interface, users had a clear location for storing content where they can control who has access to it. This personal site had a private storage area for personal content and work in progress, as well as a public storage area for easily sharing the projects and documents they are working on as the personal site



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included some profile information from the Active Directory service, it also provided information to others about the role one plays within a team or organization.

- **Collaboration:** Integration streamlined team collaboration by making Document Workspace sites and Meeting Workspace sites available to team members working on a shared document. Microsoft Outlook 2003 creates Document and Meeting Workspace sites from e-mail attachments and meeting requests. The sites are tailored specifically for collaborative work on documents and meetings.
- **Group and Division Portals:** Out-of-the-box portals provided a single point for browser-access to linked team sites and enabled employees to search linked sites on the portal independently of information available across the enterprise. In addition, information can be submitted to a portal from within a linked team site. Thus, portals are capable of providing a summary view of the most important information from the team sites.
- **Enterprise Services:** The advantages of a single enterprise collaboration platform included the following:
 - Leveraged available knowledge for business decisions across the company by making relevant information easier to find with enterprise and portal search capabilities.
 - Allowed information workers to focus on business issues while reducing IT costs for common site services.
 - Economies of scale was achieved by centrally implementing shared best practices and offering common high volume service.
 - The portal is capable of enabling the employees to become more productive by having secure and role-based access to key internal business and organization-related personal data.
 - The solution formed the basis of a common service offering – it met all existing requirements, while having the ability, flexibility, and adaptability to form the basis of all future work.
 - Improved the Productivity of the Company.