

Case Study:

Microsoft® SharePoint® Solutions

Building an easy to use environment for the collaboration of knowledge and tools with accessibility and flexibility.



Situation

A global technology company needed a way to share and store knowledge about their services and experiences. The sales and marketing team responded to requests for information with disparate information from different sources, rather than pulling all information from a centralized knowledge repository. VMC took the lead to develop a collaborative workspace as a tool for improving organizational effectiveness, accessing shared information, and providing a platform for consistency in processes.

Solution

The original solution was based on Microsoft's SharePoint technologies, including SharePoint Portal Server 2003 and Windows SharePoint Services (WSS) 2.0 products. From there, VMC developed a custom application with InfoPath to help provide the additional functionality and interoperations needed to meet the business goals of the organization. The solution worked well for the original purpose, and therefore attracted other users.

As usage increased beyond the original scope in number of users, number of sites, applications and database size, VMC assessed the evolving environment and recommended an upgrade to MOSS 2007 and WSS3 to take advantage of additional features, including workflow engine and forms server in a farm setting. The multiple servers setting enabled additional custom development of additional applications and services, including integration of customized tools for proposals, contracts, change management, expense reporting, and other corporate tools.

The upgrade to SharePoint Server 2007 was planned and executed, with the cut-over occurring during a weekend, when usage and impact to the company was minimal. By Monday morning, all users were accessing the upgraded system with no issues.

As the collaborative solution became a more integrated part of the business, VMC also defined, designed and developed a disaster recovery plan for the MOSS systems, end-user training for site owners and users.

Success

The success of the collaborative environment far exceeded the initial goals. The SharePoint project has now evolved into the company Intranet, serving all employees as an information and application portal for sales, delivery and back office services. The SharePoint solution provides a central environment for tools that is easy to use and enables any time, any place access.

Although the solution grew, the original customer was always included in the design and development of that growth. The sales and marketing teams, for whom the solution was originally developed, now rely on the SharePoint solution as their most significant tool.

Plans are in development currently for a new migration to SharePoint 2010. As SharePoint is the top server product for Microsoft, VMC is happy to offer Microsoft Gold Partner expertise to clients for this industry leading implementation, customization and knowledge.

About VMC

VMC, a subsidiary of Volt Information Sciences, Inc., is a technology consulting company that provides flexible and scalable development and integration, quality assurance, IT outsourcing and customer care solutions to businesses, providing a competitive advantage through the effective application of people, process and technology. Using an integrated PMO methodology and world-class talent and resources, VMC delivers targeted solutions for the unique business needs of our customers.

By tailoring solutions to address specific challenges, VMC becomes a true partner for helping businesses reach high performance goals. Our value is in our blend of proven experience, skilled expertise and defined thought leadership. VMC is positioned to help through both consulting and outsourcing that delivers results. Learn more by visiting our web site at www.vmc.com.

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