

Case Study:

Enterprise Microsoft Sharepoint Solution



CDI SharePoint team supports global migration to an enterprise portal.

Client Description:

A global automotive manufacturer and distributor, which also provides financial services through their financing entity.

Background:

Our client recognized that IT globalization was driving the need for individuals, teams and organizations to collaborate non-stop. A solution needed to be implemented to allow information to be accessed easily and from anywhere and at anytime.

With this need in mind, our client adopted SharePoint to facilitate collaboration, provide content management features, implement business processes, and supply access to information that is essential to organizational goals and processes. Microsoft SharePoint is an application that is part of the Microsoft Office system which is also utilized by our client worldwide.

Business Issue:

For years, our client had relied upon retrieving important workflow information from many different, disparate data and content repositories which often did not contain the latest document or workflow version. As the need to access information quickly increased, our client decided to migrate all of their existing worldwide data to a single, integrated portal location.

Since our client lacked the internal SharePoint expertise, CDI was engaged to work with them and Microsoft management to build a team to focus on the specific SharePoint needs of our client. This encompassed the application of an out-of-the box solution while assisting in the migration of data, training and support of end users, and support of the infrastructure. Our client also required CDI to assist in the development of standards for use and application of SharePoint to manage, access and publish content.

CDI Solution:

Our CDI SharePoint Team supported the global migration to Microsoft SharePoint. Our team worked closely with Microsoft and client resources and was comprised of the following five technical resources:

- One Senior Enterprise SharePoint Consultant
- Two Senior SharePoint Moss End User Support Resources and Trainers
- One Senior Content Manager
- One Senior SharePoint Systems Administrator

CDI worked with internal client resources to support the SharePoint content owner's to quickly create SharePoint sites that supported specific content publishing, content management, records management, and/or business intelligence needs. CDI assisted users in leveraging SharePoint sites to facilitate day-to-day collaboration activities. This involved supporting applications and all productivity users to conduct effective searches for people, documents and data, participate in forms-driven business processes and access and analyze business data.

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Results:

The triangle to the right represents the enterprise levels of SharePoint support that CDI provided and continues to provide in the context of the available site types that support specific client organizational needs.

The triangle shows the hierarchical nature of these sites. While the layers titled Enterprise and Divisional Portals are dedicated to a restricted number of specific lines of business, the bottom three layers of the triangle signify the variety of unlimited SharePoint site definitions available to the rest of the enterprise.

CDI continues to support the North American data migration to SharePoint to provide a single, integrated portal location where employees can efficiently collaborate with team members, find organizational resources, search for experts and corporate information, manage content and workflow, and leverage business insight to make better-informed decisions. This solution includes the following components:

- Collaboration: Allows teams to work together effectively, collaborate on and publish documents, maintain task lists, implement workflows, and share information through the use of wikis and blogs.
- Portals: A personal portal can be created to share information with others and personalize the user experience and content of an enterprise Web site based on the user's profile.
- Enterprise Search: Users can quickly and easily find people, expertise, and content in business applications.
- Content Management: Provides the ability to create and manage documents, records and Web content.
- Business Process and Forms: Workflows and electronic forms can be created to automate and streamline your business processes.
- Business Intelligence: Allows information workers to easily

