



Catapult Systems improves internal collaboration for document solution leader



Catapult Systems

The Microsoft Consulting Company

SharePoint solution reduces administration costs and improves data accessibility

A world-leader in document solutions and business services was struggling with document management, data accessibility and collaboration. The portal that provided access to their critical business information, documents and third-party applications was comprised of five disparate, externally supported systems, which created a complex and disjointed portal environment.

It lacked consistent formatting and search tools, and caused slow system response and data access. It also had limited content management and no document management capabilities. The result was difficulty finding and accessing critical information, as well as limiting collaboration at the corporate office and remote locations to phone and email processes.

The legacy systems in the existing portal were each supported by different third-party suppliers and were not always maintained adequately. The multiple-vendor solution increased maintenance costs and lowered support levels. IT wanted to consolidate the technology onto a single platform in order to reduce administration, and improve application extensibility and interoperability.

In an effort to address its business issues, the client chose to invest in an enterprise intranet solution based upon Microsoft Office SharePoint Server.

How Catapult Systems Helped

As a Microsoft Gold Partner with significant experience implementing this new version of SharePoint, Catapult Systems was tapped to develop a solution to replace the client's legacy technology with a dynamic, collaborative solution that streamlines business processes into a common platform to increase team efficiency and corporate communication.

The Catapult team began with a proof-of-concept, which included deploying several key features of SharePoint to demonstrate

how it could be used in the client's environment. The team then conducted a series of envisioning workshops to define the details of the environment, identify risks and success factors, and confirm the project scope and priorities. In-depth sessions were conducted with the client's eight key stakeholder departments to understand the functionality and features necessary for the new system.

Catapult developed an implementation plan which prioritized the features and functionality by business priorities, business value and organizational readiness. Complete with detailed timelines, the plan was approved by the client. The team then implemented it, following the step-by-step methodology of Catapult's proven SharePoint delivery approach. The plan encompassed:

System Infrastructure: covering physical server farms topology, capacity and hardware specifications needed to support the solution—in this case, a four-server configuration that included two load-balanced Web servers, one index/central admin server, and one query/search server connected to a clustered database farm, all to support availability and failover for up to 50,000 users.

Application Design: including technical planning for site administration considerations, documenting procedures for site provisioning Shared Services design, user directory import, authentication, Excel and Forms Services, site hierarchy and security.

Information Architecture: focusing on architecting content, including content types, business workflows, rights management, audit controls, content publication, expiration of metadata and search configuration.

Site Branding: bringing Catapult's flexible model for designing a site's look and feel, supporting rich and meaningful user experiences, and improving adoption rates.

Deployment and Training: including an initial limited production pilot (LPP) to enable the adjustment of the solution prior to general rollout; implementation of content conversion; and "train the trainer" classes on the production environment.

The Catapult-designed intranet replaced the five legacy systems with a single solution that could be supported by the client's IT staff. The secure and scalable system allowed the client to deploy collaboration processes at the corporate level, as well as between corporate and remote location. It also automated and streamlined business processes, providing content management and document management, and a consistent branding style throughout the site.

Additionally, the new portal enabled an enterprise-level search engine allowing users to quickly access relevant information. With SharePoint, the client could also maximize content personalization capabilities to target information to its intended audience.

Results

- Increased team efficiency and communication by improving system speed and enabling new collaboration tools which allowed information to be more easily shared and accessed by employees at remote offices and the corporate offices.

- Dramatically reduced maintenance and administration costs for the intranet solution by reducing the system from five legacy systems supported by outside suppliers to a single system supported by internal IT staff.
- Improved data accessibility through consistent look and feel and search tools.
- Enhanced control over portal content through document and content management tools.
- Streamlined business processes.



How can we help you?

Contact us at 1-800-528-6248 or info@CatapultSystems.com