

IT Facilities Management Company

Microsoft Sharepoint Consultancy

The Challenge

The company provides services to Customers using a number of different software packages with data stored on numerous servers. A manual process was being used to gather information together to provide monthly reports to customers and management of the service provided. An automated system was required.

The Solution

The system uses Microsoft Windows Sharepoint Services as the underlying security system and content management system with the use of additional asp.net pages as required to achieve requested functionality. Microsoft Sharepoint has been used to develop Internet, Intranet and Extranet portals:

Intranet: The intranet site stores all company documents, telephone contact lists etc and also incorporates a daily workload planner to manage the usage of consultants on projects. Numerous management reports are created and circulated daily, weekly or monthly summarising the activities of the company.

Extranet: The extranet site includes a customer reporting interface where information is extracted from a number of database systems used internally to manage customers facilities, and this information is integrated together to form for useful reports and graphs to show trends, etc.

Internet: The Sharepoint system has been used to provide a content management system to allow the company's users to modify and extend their Internet whenever they need revisions.

E-Commerce: The Internet site includes an E-Commerce interface for customers to order some of the company's products and services. Information on the products and services provided is stored in a database to be edited directly by authorised staff members. The user enters their details and some information related to the service they require and the system calculates the costs. They can then proceed to an order or request further information. All data is stored and edited directly on the web server so no uploading is required.



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The Benefits

- Prior to developing the computerised Customer reporting system reports had to be manually run for each month for each Customer and published to a web interface. Automating this system freed up $\frac{3}{4}$ of the time of a trained software specialist to work on profitable projects.
- The use of Sharepoint as an information sharing and document management system provides a common portal that can be accessed from any internet connection allows staff to more easily work from home or Customers offices, thus saving money on central resources.
- Provides Customers with access to live specific reporting on the services they are being supplied. This involves extracting data from a number of disparate software applications and bringing it together into a common reporting interface.
- Static Internet pages can be developed and edited in-house without requiring external expenditure.
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The Technologies

- Microsoft Sharepoint
- Microsoft SQL Server 2000
- ASP.NET
- VB.NET

Case Study...cont

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