

# Knowledge Management Portal for International Organization



## Knowledge Management – Case Study

Datamatics is currently managing the Controllers' Content Management Portal for an Inter-Governmental Organization. Datamatics is engaged in re-designing additional functionalities to the CCM portal. The overall effort resulted in providing Richer functionality with better navigation controls.

The execution model involved firstly the movement of the Java based portal to .Net and now to SharePoint based portal as SharePoint emerged to be the standard within the client organization.

## Client Background

Our client is a leading multilateral international organization in global economic development and has offices across the globe. As a part of key initiatives, the Controller's Knowledge Dissemination Unit (CTRKD) provides knowledge management, content management, learning, business analysis, communications and service desk support to managers and staff throughout the organization. CTRKD has a special focus on financial controls, efficiency, and effectiveness. The knowledge dissemination happens through an internal application called Controllers Content Management (CCM) portal.

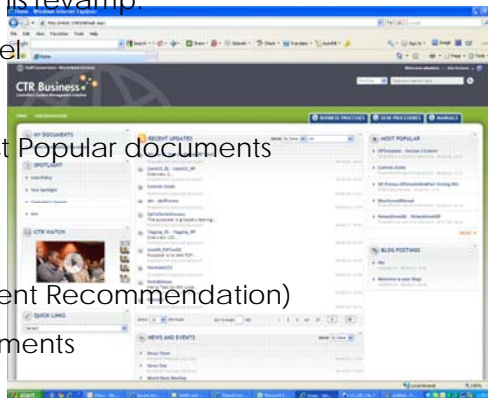
## Business Challenge

CCM works in a three stage authoring/dissemination process (i.e. Authoring, Workflow, and Dissemination) while at the same time providing advanced value-added features for staff needing business knowledge. Datamatics team is currently working on the support of the CCM application. CCM dissemination site was developed using Java and the authoring and workflow part using SharePoint.

## Datamatics' Solution

As a part of technology consolidation exercise, Datamatics had recommended the movement of the Java based site to a SharePoint based portal. However due to licensing limitations, it was decided to use WSS as the base and custom develop the additional functionalities using web parts and .NET code. Key functionalities that were included as part of this revamp:

- a. Enriched user interface with Web 2.0 Feel
- b. News and Events
- c. Recently updated documents and Most Popular documents
- d. Spotlight and Quick links
- e. Blog Postings
- f. Tagging, Comments and Ratings (Content Recommendation)
- g. Option to download a PDF of the documents
- h. Search and Alert



## Business Benefits

- Technology Consolidation and thereby reduction in number of servers utilized
- Single Technology stack and thereby reduction in skill set requirements for maintenance
- Richer functionality with better navigation controls

## About Datamatics

Datamatics Global Services Ltd. is an established provider of 'SMART' solutions that integrate information technology and business process outsourcing. Having executed projects in over 60 countries, our clientele includes a large number of companies in the Fortune 500. Datamatics has been featured as a 2010 Global Services 100 Provider, having demonstrated business excellence in serving mature global customers through advanced global delivery models with a broad portfolio of service offerings. Datamatics is also the first and only company to win the International Asia Pacific Quality Award in the services category from India.

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