

Intranet Portal Implementation Project



Industry

Communications

Overview

Collaboration platforms can help organizations simplify business intelligence, content management, search and sharing for intranet and internet sites.

Improving Organizational effectiveness through Collaboration for Global Communications Enterprise



Client

A leading global provider in the world of communications, the organization delivers managed solutions to MNCs, service providers & Indian consumers. Their network includes one of the most advanced and largest submarine cable networks and nearly 1 million square feet of data centre and collocation space worldwide.

- Collaboration features like social networking, who-is-who and discussion forum
- Access to crucial policy documentation and standard operating procedures
- Information in many areas like branding, business process, etc.
- Interface with other core business applications for data exchange

Business needs

The Client was looking for easy access to all the departments from a central point, enabling smoother organizational governance. To address these needs, a united workspace with easy information management, sharing capabilities, document storage and retrieval was required.

Datamatics' Solution

- To address this diverse set of needs and improve organizational efficiency, Intranet portal solution was proposed
- Microsoft SharePoint 2010 Server was identified as a best fit solution
- Information management, sharing capabilities, document storage and retrieval modules were implemented
- SharePoint 2010 features such as central document repositories, access & version control, Content publishing, Event Publishing & Meeting Management were leveraged

Challenges

The client's current intranet platform for B2E collaboration lacked:

- Scalability to support the growth of the organization

Datamatics' Advantage

- Global Information Technology (IT) & Business Process Management (BPM) organization taking you forward on your route to Digital Transformation
- Trusted partner to several Fortune 500 companies globally
- Capabilities built around technology, domain expertise & knowledge of business processes
- Alliances with global technology leaders such as Microsoft, IBM & EMC²
- More than 7,500 employees globally
- Certified for SEI CMMI Level 4 V1.3, ISO 27001:2013 & ISO 9001:2008
- SSAE 16 compliant processes
- Global presence: U.S., UK, Australia, Dubai & India

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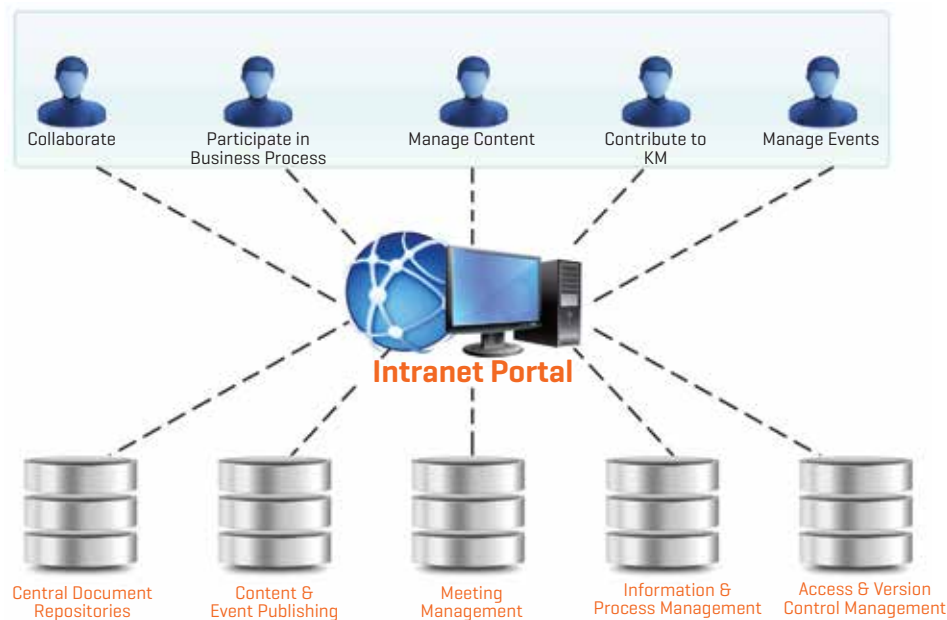
Approach

- Conducted a thorough analysis of the existing processes
- Automated the Supplier Evaluation and Change Management business process
- Portal was integrated with the ADS to ensure user authentication and security along with identification of alerts and messages for meetings and approvals that were sent to business users using MS Exchange
- Thousands of documents and content pages moved to the new platform
- Formulated a content migration strategy that avoided the traditional process
- Analyzed the different sources of the content, formats and templates and streamlined the migration process in specific scenarios; delta migration was carried out to make sure there was no impact on business

Benefits

- Unified the customer experience and provided consistent & relevant information across the organization. The new dashboard helped provide better visibility across the organization and enhanced dissemination of organizational messages through events, videos and marketing placeholders
- Enhanced Communication & Collaboration features helped users browse through top blogs, latest news and alerts
- Number of emails from country offices reduced substantially, enabling higher productivity
- Dedicated workspaces helped lowering maintenance costs
- The migration process was executed with no production down time

Process



Result

Marked improvement in organizational effectiveness through enhanced inter-team communication channels, better project management tools, ability to coordinate deadlines, and collaboratively create and edit documents.