SHAREPOINT COLLABORATION

Managing People and Technology Together

INTRODUCTION

A global pharmaceutical client had experienced rapid growth and had not been able to focus on basic tools for collaboration and communication among departments and locations. SharePoint was installed in the client's global HQ, but user performance issues were reported in regional areas. The client had good foundational infrastructure and support in IT, and was seeking to expand the capabilities at a regional level.

OBJECTIVE & SOLUTION

The objective was to implement a new regional SharePoint environment, based in the US to service North and South America. The goal was a localized SharePoint farm that provided better response time for users and was technically structured for efficiency and expansion.

A VerisVisalign Project Manager was assigned to lead implementation of the new regional SharePoint environment.

- **Scope:** It was determined that basic team site collaboration workspace would be the only available feature. The scope was also limited to new team site creation and not site migration/conversion from older SharePoint farms. VerisVisalign determined that out of box features would be enabled and not be restricted for users.

- **Governance:** Policies were implemented to prevent unregulated future growth and orphaned sites. Additionally, administrator level training was provided for users to manage and control their own team site without IT support.
- **Team Site Template:** The existing team site template was highly customized and contained many errors when installed. A new base team site template was created that matched the corporate branding and style guidelines.

> **Defined general governance, along with detailed policies and best practices to prevent unregulated growth and orphaned sites.**

- **Site Request Process:** To streamline user requests for new team sites, a request submission form was developed with a workflow process that required management approval.
- **Home Page:** A regional home page to support the online request process for a new team site was created. It provided access to training materials, FAQs, and the governance documents.

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- **Structured Testing:** Due to multiple desktop and laptop images and nonstandard software within the environment, extensive testing of the base SharePoint platform capabilities against multiple laptop configurations was conducted. Failures and incompatibilities were documented, and resolved during the Pilot.
- **Pilot:** To verify performance and usability, a pilot program was created to allow individuals to test the design and features of the team sites. The pilot users also became program champions for the value of the tools.

SERVICES

- SharePoint Design and Implementation
- Microsoft Technology Consulting
- Project Management
- Requirements Gathering
- Process Design

RESULTS

- **Governance:** Defined general governance, along with detailed policies and best practices allowing users to gain effective understanding.
- **Training:** Comprehensive program to train site administrators on the tools and methods. Included classroom and on-demand training.
- **Adoption:** Strong adoption of team sites with steady intake of new site requests which were, and continue to be, fulfilled quickly with a workflow process to create new team sites.

- **User Guides/FAQs:** Provided step by step instruction to reinforce the classroom training and go beyond and in more depth from the areas covered in class.
- **Improved performance:** Client experienced significant performance improvement in response time and support resources by establishing a local environment.

WHAT MADE THE DIFFERENCE?

- Technical Acumen and Microsoft Partnership
- Experience with Technology Upgrades and Migrations
- Setting and Validating Mutual Goals and Milestones
- Proven Project Methodology

Project Management and Microsoft Partner

VerisVisalign Project Managers are seasoned, trained professionals in project management. As a long-term Microsoft partner, we also maintain multiple technical competencies, including SharePoint governance, development, and deployment offerings.