

Daugherty Delivers SharePoint Portal Services to Growing Organization

SUMMARY

Daugherty's SharePoint Portal solution improves communications throughout this growing organization.

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BUSINESS CHALLENGE

Our client provides administrative services for individual health insurance policies. With approximately 750 employees, growth plans called for substantial staffing increases over the next few years. Continued growth in membership led to a need for operational excellence in management and operational reporting. Corporate communications and collaboration between current and new employees was becoming increasingly challenging. No common repository existed to help new employees with the "on-boarding" process. There was no foundation for future use by Agents and Policy Holders, as well as the customer facing Internet site. Consolidation, centralization and control of documents and information across corporate, division and department lines were cumbersome. Significant resources and time were invested to manually collect and communicate company, division and department information, typically via e-mail.

SOLUTION

Daugherty developed architecture capable of running SharePoint applications externally, on the Internet and provided input to hardware, data storage sizing and performance needs for the SharePoint repository. Our team provided guidance for the installation and configuration of the SharePoint tool suite. We leveraged consistent branding and design for the homepage and sub-pages. Business use components now exist for News Item of the Day (Executive / Corporate News, CEO's Corner, Social News), Health Happiness Committee News, Employee Surveys and access to Policy / Procedures Documents / Forms.

Additionally we defined and developed content management and workflow governance processes, loaded current content into the SharePoint repository, configured single sign-on capabilities, and provided knowledge transfer to client team members.

RESULTS

- **Improved Communications at all organizational levels:** Provided a common, version-controlled content, user administered repository and intuitive-use capability.
- **Scalable Solution:** Established a baseline Portal framework for on-going agile and iterative incremental and reliable delivery of business objectives, extensible functionality and scalable technology. Provided a foundation for future use by Agents and Subscribers as well as the next generation customer facing Internet site. Company is now positioned for success in achieving both their immediate and long-term Intranet and web initiatives.
- **Improved User Experience:** Personalization through secured access, improved and consistent touch, feel and intuitiveness, and established content management processes.
- **Information Disseminated Quicker:** Provided an intuitive and rapid adoption collaboration site for new, in-flight and production initiatives, communications, status and information access.