



# Portal and Intranet

## CASE STUDY

### Client

The client is a leading multinational retailer of electronics products and services. The client specializes in leading brand names in consumer electronics for personal computing, gaming, home and office use. The client has significant operations in the United States, Canada and commitment to grow business in Europe, China and Mexico.

### Problem Statement

The client had multiple intranet applications which were being used by employees and managers for career management, performance management, time & vacation management, benefits & policies, pay & taxes information. The applications were originally built on ASP-based web architecture, and over the years there were many expansions and modifications that significantly increased the total cost of running the applications.

### Program Goals

The client launched an Intranet Transformation program with the following goals:

- ➔ Reduce TCO – make the site more dynamic with ability to deliver customized information quickly and accurately
- ➔ Productivity Improvement – provide employees a single platform to access personal information, collaborate with colleagues and share information, enable multi-channel access to the new platform
- ➔ Better employee engagement – improve employee satisfaction by providing targeted content based on user's role, notify users of major events, ability to search & find information across all applications quickly

### Our Solution Strategy

- ➔ Divide the target Portal into 2 areas – Employees area and Managers area. Employees area was further divided into 3 sub-areas – Home, Work & Life, Knowledge Management and Collaboration
- ➔ Implement the target Portal in 2 phases to deliver incremental benefits to the client
- ➔ In the first phase, Home, Work & Life sub-areas were implemented for Employees
- ➔ In the second phase, Managers area, Knowledge Management & Collaboration for Employees area were implemented

## Our Solution Details

- ➔ We have implemented the solution using Microsoft SharePoint Server 2013, SQL Server 2012, Microsoft Services and C#/.NET custom web parts (where needed)
- ➔ Key functionalities implemented in Home area – SSO, about the company, Rolling messages, top 10 messages, video carousel, weather info, quick poll, tool box
- ➔ Key functionalities implemented in Work & Life area – my pay, my benefits, my career, my performance & development, my time off, my profile, find internal jobs, reimbursement
- ➔ Key functionalities implemented in Knowledge Management & Collaboration area – wikis, internal blogs, forums, recent blogs widget, learning, search for expertise, full text search in blogs & wikis
- ➔ Key functionalities implemented in Managers area – SSO, company news, BYOD/security/travel/training approvals, nominations, projects status, leadership forum

## IT People Value Add

- ➔ Played a critical role in requirements finalization, use case elaboration, preparing phase-wise implementation plan, architecting & designing solution components and defining roll-out strategy
- ➔ End-to-end implementation partner for the Client with full ownership from requirements to functional verification testing, developer support during user acceptance testing and production roll-out
- ➔ Implemented the project using Agile methodology (3-week sprints) and onsite-offshore delivery model (25% Onsite and 75% Offshore)

## Business Impact

- ➔ Increased synergy among employees, improved productivity and increased employee satisfaction
- ➔ Reduced total cost of ownership by 30% by bringing multiple intranet applications under one umbrella and delivering a uniform and contemporary experience to users
- ➔ Improved the responsiveness of IT by reducing the time to market to deliver content changes, add new functionality and customization

## FOR MORE INFORMATION

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