

CASE STUDY



200  SOLUTIONS



Table of Contents

| | |
|---------------------------------|----------|
| Client Profile | 3 |
| Business Need | 3 |
| Challenges | 3 |
| Solutions Features | 4 |
| Benefits | 4 |
| Technology | 4 |
| Screenshots | 5 |

SharePoint Intranet based Knowledge Management Portal

Business Engagement Model

Offshore Dedicated Resource Model

Client Profile

- The client is a large regulatory body for solicitors in England and Wales.
- They serve more than 125,000 solicitors and other authorized individuals at more than 11,000 firms, as well as those working in-house at private and public sector organizations.
- Client regulates firms and individuals in the public interest. This means setting the minimum professional standards that solicitors should adhere to so their clients - as consumers - get the service they expect. When these standards are not met, professional sanctions are taken to act as a deterrent.
- They are also one of the largest solicitor's service providers.

Business Need

- The primary purpose of the new SharePoint platform is to provide a classified, content repository for organizational knowledge that is used in the context of risk-based decision making as well as an ordered storage facility for the documents and records that are used to support the case working of regulatory matters.
- They wanted their employees to be able to read knowledge base articles to solve problems on their own and search for any knowledge needed to solve a problem or HOW TO things in a much simpler but yet efficient way.
- They wanted the system to accept any new knowledge base article search within and keep their employees up-to-date about any events/maintenance notifications happening in their respective branches.
- The Vision for the Knowledge Management portal is to have one single point where people will go to for the consumption and dissemination of Knowledge -a "Single version of the truth".

Challenges

- Complex SharePoint Designer reusable workflow to include multiple stages with various approval processes.
- Complex Timer job which is used to create task for multiple sites and sub sites.
- Search records with Pagination and sorting with column header.
- On Administrator approval need to change content type from Base to Knowledge.
- User should able to convert any item from base to knowledge with admin of his superior approval which involves content type change and approval workflow.

Solutions Features

- The solution we have provided meets every need of the client to the par. We have provided our best technical resources to create a user friendly, versatile and effective SharePoint 2013 intranet site for them.

- Maximum use of approval workflow and content type change on single ribbon button click.
- We have used custom web part with jQuery plug-in which is used to show home page and full page with custom sorting and paging functionality.
- The navigation helps the user to perfectly identify what he needs to do in terms of any knowledge search and review information or study.
- Implementation of Taxonomy and Managed Metadata service to set hierarchy of organization and search data.

Benefits

- Knowledge management process biggest benefits are that admin or superior can easily know that which user has knowledge of each thing or not.
- The Search solution allows the users to search for any type of article, topic, issues, problems, errors or even knowledge base item.
- User can easily search content and view then also once they got knowledge of item they can tag them as knowledge which may help admin or his superior to follow up item.
- Smooth process of reusable workflow and timer job which helps to create task for multiple sub sites and approval for administrator.
- jQuery plug-in UI and other functionality like sorting and paging reduced page load and event and user can now easily search content quickly.
- With huge content in place, the performance is also taken care of by effectively using jQuery scripting and designs

Technology

- Microsoft SharePoint Server 2013 Enterprise
- Microsoft Visual Studio 2010
- Microsoft SQL Server 2012
- Microsoft Windows Server 2012

