



CASE STUDY

MICROSOFT SHAREPOINT BASED EMPLOYEE PORTAL FOR A LARGE MALDIVIAN TELECOM PROVIDER



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ABOUT CLIENT

The client is one of the largest telecommunications providers based in the Maldives, offering mobile, internet, TV connections, and other digital services across the country.

BUSINESS NEED

The client had difficulty maintaining scanned documents, which consisted of service request applications for new mobile or internet connections and invoices, email filing, etc. They were partly using an in-house SharePoint Portal for Document Management and Collaboration and wanted a full-fledged intranet portal to cater to their growing business needs. Their priorities included business automation, content management and improving their collaboration, and Business Intelligence capabilities. They wanted a portal to streamline the flow of information and promote a paperless culture in the increasingly digital business environment.

CCS SOLUTION

- To meet the client's requirements and streamline the flow of information, CCS deployed a content-rich Intranet Portal powered by Microsoft Office SharePoint Server 2010 integrated with an Exchange Server for email filing.
- The custom solution automated the uploading of scanned documents directly from the scanner with user-definable metadata for document tracking.
- A custom job scheduler saves time in scheduling repetitive tasks since it generates tasks defined in the scheduler.
- Various business processes were automated using workflow-enabled InfoPath forms like purchase requests, alarm checklists, etc.
- Department level dashboard providing KPIs for different parameters and Excel Service-based reporting enabled employees to share information with the concerned people.
- CCS developed custom Web Parts for image slide shows, flash announcements, event calendars, etc. that provided a rich user experience.



BUSINESS BENEFITS

- Helped the client streamline the flow of information.
 - Better control over time and processes.
 - Employees could evaluate pending tasks and avoid delays. Being aware of the task status and automatic task escalation to the next level helped employees gain more control.
 - The Exchange Integration helped store the email in a central repository in an organized manner.
 - The metadata-enabled automated uploading of scanned records sped the document tracking and identification, saving the paper storage cost.
 - The information-rich portal also helped employees share and exchange relevant information in a secure way.
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