



## Charter Global **CASE STUDY - SharePoint and Office 365 Deployment** Personal Technology Company

**Deployment of SharePoint and Microsoft Office 365 increases collaboration and innovation for global technology company.**

### About the Client

The client, a leading personal technology provider, is a global Fortune 500 company with more than 55,000 employees in over 160 countries. It has twice been named to Fortune magazine's prestigious list of the "World's Most Admired Companies." The company provides innovative consumer, commercial and enterprise technology, including PCs, workstations, servers, storage, smart TVs, and mobile products, including smartphones, tablets, and apps.

### The Challenge

With more than 55,000 employees globally, the client needed tools that would automate manual processes, strengthen collaboration, and shorten development timelines. The organization was using IBM Lotus® Notes DB. With more than 400 Lotus Notes applications, the demand for customized applications was high across the organization.

The company recognized the benefits of creating applications to automate workflow, but its IT resources could not keep up with demand. The company decided to migrate to SharePoint 2013, which would provide a collaborative environment and increase the efficiency of business processes.

The company also needed to develop a sourcing tool that would enable the consolidation of resourcing with dashboards to monitor volume. Finally, the company planned to integrate Microsoft Office 365 into its toolbox for greater collaboration and integration with SharePoint.



## Solution

The company-wide use of Lotus Notes templates made it necessary to engage resources with specialized expertise in Lotus Notes templates and the ability to successfully migrate 400 applications to SharePoint 2013. Charter Global assembled a team of IT professionals with the requisite expertise who developed a strategy to implement a portal solution in SharePoint Server 2013 Advanced Solutions to help automate the company's manual processes.

In addition to migrating the Lotus Notes templates and web applications, the team moved a legacy content management system and implemented several complex-environment IT projects. The client's manual approval process was replaced with SharePoint Workflow Automation, and a collection of spreadsheet data was moved into SharePoint Forms and Reports. The team designed workflows for complex processes, as well as custom web parts, a survey calendar, and business intelligence reports, all in the SharePoint environment.

In line with industry best practices, a custom sourcing tool was developed for the procurement team to manage product volume and forecasting, with integrated dashboards and reports. Microsoft Office 365 was implemented on the Azure cloud computing platform, and corporate branding was applied to multiple sites.

## Results

With the IT staffing resources and technology expertise provided by Charter Global, the client successfully migrated from Lotus Notes DB to SharePoint 2013. The improved technology strengthened collaboration among the company's workforce and functional areas, which was critical to the company's ability to innovate and compete globally.

The automation of manual processes and the consolidation of resourcing resulted in a savings of more than 1,000 labor hours annually, which translates to a measurable cost reduction for the client. Additional savings were realized with the elimination of Lotus Notes DB licensing costs. With a more consistent user experience in SharePoint, users gained confidence in the technology over a relatively short period of time.

## Why Charter Global?

- More than 850 skilled IT professionals
- Access to Microsoft SharePoint experts
- Increased scalability, flexibility, and security
- Broad range of technology solutions across multiple platforms
- Multiple IT certifications, including CMMI Level 3, PCI, Microsoft Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- Experience working with Fortune 1000 companies to improve business processes and increase efficiency with rapid ramp up, scalable resources, and shorter implementation timelines

## About Charter Global

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Charter Global drives innovation in IT projects and business operations by defining strategy and providing consulting, digital solutions, custom development, and skilled resources. With an established customer base of Fortune 1000 industry leaders and over 100 successful project implementations, our experience and proven methodologies enable our professionals to deliver industry leading solutions in cloud technologies, open source, DevOps, mobility, CRM, ecommerce, SAP, and Oracle JD Edwards platforms.

- Founded in 1994
- Headquarters in Atlanta, GA, and 3 development centers in India
- IT certifications: CMMI Level 3, PCI, MS Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- A team of over 850 professionals
- Specialize in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development
- Expertise in SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and Oracle JD Edwards Established customer base of Fortune1000 industry leaders
- Vertical experience in telecom, healthcare, media /entertainment, airlines, finance, energy, retail, and hospitality
- Active database of nearly 2M consultants with 30,000 on demand
- 100+ full-time staff recruiters supportclients in the U.S. and globally