

CASE STUDY

SharePoint Team Services



Industry Data Online is a business benchmarking company headquartered in Brisbane. Sales representatives are located in Queensland, New South Wales and Victoria and must have access to the latest proposal documentation and sales information at all times.



"We can share information amongst staff 24 hours a day, 7 days per week regardless of whether they're in the next office, the next state or the next country."

MICHAEL NITSON
Operations Manager
Industry Data Online



BUSINESS ISSUE

With sales and development staff working on projects in Queensland, New South Wales and Victoria, Industry Data Online's workforce is geographically separated. When sales information and new product documentation is released, it is critical that it flow to sales directors, management and sales staff quickly, regardless of their location. Fax and email are currently used to notify staff, but this is ineffective when employees are out of the office. The business challenges currently facing Industry Data Online are:

- Critical information cannot be efficiently communicated to staff;
- Staff performance drops when they are away from the office;
- It is difficult to track different versions of documents;
- Staff have no central contact or sales history database; and
- Investing a large sum of money in developing a customised intranet to address these issues is not feasible.

BUSINESS SOLUTION

In order to aid communication and the sharing of information between head office and sales representatives, Industry Data Online developed a SharePoint Team Services site as a central resource for all staff. Documents are stored and worked on in a collaborative environment, which allows staff to have input. Staff can subscribe to be notified when changes are made to certain documents. When new information is added to the site, each staff member can be automatically notified of the changes via email.

- **Key information is stored in one location**
"All company product information, contact lists and sales documents are now stored in the one location which helps ensure consistency. Automatic email notifications alert staff as soon as information is added."
- **Staff performance is increased by greater access to information**
"Information can be accessed from anywhere with an internet connection allowing staff to be flexible and productive both in and out of the office."

- **Ideas and changes to documents occur faster with fewer errors**

"When staff are asked for input on a new document, one central copy is maintained and changes are automatically tracked by which staff member made them, and the time they occurred."

- **Changes to the intranet can be made through a standard web browser**

"Staff with permission can make changes to the appearance and functionality of the intranet site through a standard web browser without knowledge of HTML."

- **Access to critical information can be controlled**

"Confidential information, such as group sales figures and board reports, can be stored securely and only made available to senior management and directors."

- **It's affordable and easy to use**

"Not only can we configure the site ourselves easily, we don't have to purchase capital equipment such as servers."



SharePoint Team Services from WebCentral

Microsoft SharePoint
Products and Technologies

BENEFITS

Microsoft SharePoint Team Services allows you to run an intranet over the internet at a fraction of the cost of a LAN or VPN, while providing security for your documents and restricting who views your sensitive information.

With a SharePoint Team Services web site you can set up multiple document libraries, make announcements, post events, direct tasks, conduct employee and customer surveys and a whole lot more. SharePoint Team Services allows your team to collaborate and share information effectively.

You don't need any web development skills to create your intranet as SharePoint Team Services lets you easily build a feature-rich intranet site using pre-programmed web-authoring forms. Once your intranet is launched, team members with the appropriate permissions can also add, edit and delete information via a web browser.

By assigning templates to your document libraries, you can ensure that all documents are consistent and compatible. The document library functionality within SharePoint Team Services also provides powerful text-based searching, making it quick and easy to find the documents that you and your team are looking for.

SharePoint Team Services also allows you to restrict who can view sensitive information. Date, time, and author stamping functionality also makes it easy to track member interaction with content on the site.

SharePoint Team Services includes a range of collaborative functionality:

- Team members can share ideas through subscriptions and notifications that alert everyone to changes on the intranet site;
- Online document discussions make it easy for team members to collaborate on deliverables without altering the original documents or emailing endless copies to all team members – all they need is a web browser and an internet connection;
- Discussion boards provide a central forum for specific topics; and
- Surveys can be easily conducted on staff or customers to gather responses to key issues.

FEATURES

- 10 mailboxes
- 40MB free disk space
- 20 users per site
- 200MB data transfer per month
- Includes 5 sub webs
- Web-based site administrator tool - you control who browses, contributes, authors and administers your SharePoint Team Services site
- Convenient online self-help section

OPTIONAL WEBCENTRAL PRODUCTS SUPPORTED (additional charges apply)

- Additional mailboxes
- Additional mailing lists
- Additional storage space
- Additional SharePoint users
- Additional sub-webs

PRICE

AUD\$79 per month or

AUD\$869 per year

AUD\$99 set-up fee

Prices are inclusive of GST

HOW CAN I GET SHAREPOINT TEAM SERVICES?

Call WebCentral's Sales & Service team on **1800 800 099**

(ext 2 for sales) or visit

www.webcentral.com.au/sharepoint

and select **SharePoint Team**

Services from our Products & Prices

section to sign up online.

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