

CUSTOMER SOLUTION CASE STUDY



Summary



Customer:
Adcorp Accountability

Country or Region:
South Africa – JHB

Industry:
Business Optimisation, Recruitment

Company Profile:
The Adcorp Group of companies specialises in optimising capacity, skills and processes for organisations. Through its provisioning of industry leading brands, Adcorp companies provide innovative staffing solutions and business process outsourcing services to both the public and private sectors. Services provided include flexible contract staffing, permanent recruitment, process outsourcing, contact centre sourcing, employee benefit services, payroll outsourcing, back office administration and various personnel-intensive clerical and technical functions. Adcorp has been listed on the Johannesburg Stock Exchange (JSE) for two decades.

Business Situation:
The Adcorp Group requires cohesive, secure and effective project and document management tools and general portal services to drive internal communications and collaboration throughout the group. As a leading provider of business process outsourcing and staffing solutions the Adcorp Group relies on effective internal communications and the ability to holistically disseminate news to the entire group of companies.

Technologies used:
Microsoft Office SharePoint Server (MOSS) 2007

From Sharing to Management

3fifteen has provided Adcorp Accountability with a flexible Microsoft SharePoint-based intranet solution for document sharing, internal news dissemination and other portal services.

Client Background

The Adcorp Group is a publicly-listed holding company for several organisations focused on business optimisation, process management and recruitment. The company provides industry leading solutions in the space and offers outsourcing services across the spectrum of public and private sectors. In doing so it is vital for Adcorp companies to be able to effectively share information throughout the group and manage centralised documents, while effectively coordinating projects.

The Right Fit

Linda Matz, IT Operations Manager for Adcorp explains that the group was making use of publicly shared folder for the sharing of documents prior to engaging with 3fifteen.

These publicly shared folders were housed at particular premises within the group and accessed remotely via wide area network. Matz says that this solution posed serious security risks to the company and meant that tracking down particular documents was challenging as one would have to sort through messy folders.

The other problem with this approach was that it led to a large amount of duplicated data existing within the group when individuals made their own offline copies of files.

Adcorp used public folders in its Exchange Server deployment to achieve this level of sharing, but all of the aforementioned problems along with the company's upgrade to Exchange Server 2007 prompted Adcorp to seek a more dedicated and effective solution for document management.

This need was coupled with the company's requirement for a portal solution that would enhance the sharing of information and dissemination of news throughout the group, while providing Adcorp with project management tools.

Essentially Adcorp would require an intranet solution with included portal provisioning that would allow the company to share documents centrally, safely and that could be accessed more quickly and easily by staff.

Matz says that Microsoft Office SharePoint Server (MOSS) was a perfect fit for Adcorp's needs and 3fifteen were brought in as development and implementation partners.

Effective Intranet Solution

3fifteen scoped out the Adcorp environment and analysed requirements, finding that a near-standard deployment of SharePoint Server would meet the client's need for a dedicated portal and intranet solution.

The only custom development required would be in customising specific forms for use by Adcorp. For example, the group's Quest company required a travel form to be made available on the Intranet. This could then be accessed by employees who filled out the form, which was securely and centrally stored online. Managers would then receive an email notifying them of the request for travel approval, can access the form on the intranet and approve requests. Travel coordinators would then be automatically emailed to make arrangements.

An internal news portal would also be established, based on the SharePoint Server deployment and features were to be enabled to provide Adcorp with a project management tool.



“The portal solution provided by 3fifteen makes information available from a central location while enabling powerful document and project management.”

Linda Matz
IT Operations Manager

Growing the Intranet

Matz says that roll out of the solution went smoothly and most companies within the group are already using the intranet with a couple of departments already going all out with the solution as a project and document management tool.

The implementation achieved its primary goal of making information available from a central location and providing employees with quicker access to stored resources.

As a project management tool, Matz says that Microsoft Office SharePoint Server is incredibly capable with functionality that enables the assigning of tasks and project tracking, for example.

The group is also able to maintain a news portal and quickly disseminate information throughout the range of subsidiary companies.

Document management is more secure and provides divisioning of document groups which are more accurately and securely stored, while being rapidly available to staff.

Matz concludes that around 100 staff are currently loaded onto the system, but that the solution will accommodate around 1000 users in the near future.