

# SharePoint portal integrates departments, automates workflows, and increases collaboration

## Client

Our client is a world leader in computer technology and one of the largest manufacturers of electric and electronic equipment. Their products are focused on five areas: energy and infrastructure, community solutions, healthcare systems and services, electronic devices and components, and lifestyles products and services.

## Challenge

The client needed to integrate departments and improve business processes through increased communication with employees, customers, and partners. They did not have a centralized knowledge base to share information on a real-time basis, and information was stored in multiple silos across departments. The client needed a common platform to enable teams to share information on a real-time basis.

## Marlabs Solution

Marlabs built a portal to centralize knowledge sharing and document management. The solution increases the level of collaboration by aggregating information from various sources and presenting summarized information with drilldown capabilities. The portal hierarchy comprises a corporate site and several departmental sites, which are modeled to reflect department-specific reporting structures. Security permissions are controlled with active directory security groups for easier administration.

The portal provides a single user interface to connect to applications such as Oracle applications and CRM software. Data is also extracted from the numerous Excel files in use. Extensive reports and analytics are presented using SharePoint BI tools.

Lotus Notes workflows were migrated into SharePoint. Workflow processes were automated and streamlined with functions for managing employees, policies, and forms in one single repository. Electronic submission of forms such as leave and expenses were also incorporated in the workflow along with the hierarchy of approvals.

Proposal templates are maintained in SharePoint. When the template is filled, it picks up data such as discount percentages and margins based on pre-defined business rules. Rules are created in a customizable software rules engine.

Customization of Web parts made it possible to align the solution with our client's unique needs. Rebranding of the site was done to increase end-user appeal with rich and dynamic media content. This is a global platform accessed by the US as well as overseas locations. In the next phase, we will be integrating the portal with their manufacturing operations, including supplier management, production and inventory management, extending its reach across the enterprise.

## Benefits

- Empowered employees to find information and share knowledge
- Scaled up enterprise content management while lowering costs
- Reporting and analytics capabilities delivered increased business insight
- Enhanced customer satisfaction through faster access to service information
- Streamlined and accelerated enterprise-wide business processes.

## Technologies

- SharePoint 2007
- .NET
- C#, ASP.NET
- Workflow Foundation.

---

*Marlabs helps drive digital agility for our clients. We deliver innovative business solutions using digital technologies such as cloud, mobile, analytics, Internet of Things, and social. With a dedicated team of over 2,100 associates, a network of delivery centers in USA, Canada, Mexico and India, and strong partnerships with industry leaders, Marlabs offers a wide range of IT services across industries. Through our emphasis on quality driven by CMMi, PCMM, ISO 9001-2000, ISO 27001 and SSAE 16 Type II best practices and a customer-centric client engagement model, Marlabs has achieved a dependable track record of meeting high standards of excellence in every customer engagement. This has resulted in several awards and recognitions, including being consistently ranked in the Deloitte Technology Fast 50 and Fast 500 programs. Marlabs is headquartered in New Jersey, United States.*

For more information: please call us at +1(732)-694-1000 or email us at [sales@marlabs.com](mailto:sales@marlabs.com) • USA | Canada | Latin America | India | Malaysia • [www.marlabs.com](http://www.marlabs.com)