

## Customer Solution Case Study

**CHS Group, a charitable housing association uses a Microsoft SharePoint 2010 based Intranet to provide integrated document management and collaboration.**

*SharePoint 2010 provides a solid foundation and platform to continuously improve productivity in CHS Group by enhanced collaboration and more efficient document management. - Michael Cloete – ICT Manager with CHS Group.*

### Overview

Country: United Kingdom  
Industry: Charitable and Social Services

### Customer Profile

CHS Group, founded in 1927, formerly Cambridge Housing Society, headquartered in Cambridge, is a charitable housing association, covering 6 Local authority areas across Cambridgeshire and North Essex. Providing affordable homes for over 7,000 people and community care services including support and investment to over 2000 people. Using a team of 400 highly motivated and dedicated employees.

### Business Situation

CHS was storing over 300 Gb of business documents comprising mainly Word and PDF's, in a hierarchy of folders accessible via folder shares.

With a large number of documents and over 400 employees this method was very in-efficient with a significant negative impact on operating efficiency. Due to the time spent searching for data/information/documents, difficulty in

collaborating on documents from locking, lack of version control, etc.

Also, there were no formal tools or solutions in use to facilitate collaboration & communication across the company.

In summary the company was operating sub-optimally and inefficiently without the assistance of collaboration and document management tools /software.

### Solution

CHS decided to review solutions that better suited their business requirements in the areas of collaboration and document management.

These requirements included the need to provide a formal document management solution; provide collaboration capabilities such as forums, blogs, central news announcements, wikis; low cost and well proven; easy to use; easy to support and maintain.

CHS decided that an Intranet web site would best meet its needs, and identified Microsoft's SharePoint 2010 as best meeting its business

requirements, both in the short term and the long term.

SharePoint Foundation 2010 was implemented with an Information Architecture utilising departmental sub sites, that provide 'productivity' aids such as calendars, whereabouts, tasks, project tasks etc.

In addition, Search Server Express 2010 was implemented for a more enhanced and integrated search experience, encompassing SharePoint sites, network folders, web sites etc

### **Pygmalion designs and implementations SharePoint 2010**

To assist in the implementation of SharePoint, Pygmalion, a Microsoft Gold Partner was contracted.

Pygmalion provided services to implement a document management and collaboration solution based on SharePoint Foundation 2010. Activities included:

#### **Planning & Design**

- Defined and documented the business requirements and further refined the key functionality and features required
- Designed Information Architecture
- Designed templates for web sites
- Designed document libraries and templates for documents.

#### **Develop , Deploy & Test Stage.**

- Installation and configuration

- Developed the site structure and navigation
- Implemented web site branding
- Migrated data from the existing intranet
- Provided end-user and system testing

### **Benefits**

#### **Low cost**

Using SharePoint Foundation 2010 there is no licence fee (if Windows Server licences are already in-place).

#### **Improved User Productivity**

Productivity has been improved due to the reduced time to search and find information and data; ease of saving documents into a structured document library.

#### **Short Implementation time / Rapid deployment**

Solution was designed and implemented in a matter of weeks, using a well tried design methodology and standard out of the box components.

#### **Ease of updating content**

Using the built-in content management system it is now easy to for non-technical people to update content using familiar word processing type interfaces and templates.

#### **High Availability and Reliability**

Solution was built using the well tried and tested SharePoint platform without the need for custom software development.

#### **Easy to use and powerful systems administration**

Easy to use administration with a familiar Windows interface

### **Powerful Document Management**

The built-in document management functionality offers a range of powerful features such as: auto-archiving; check-in /check-out; use of mandatory templates for specific types of documents; ability to implement business processes using work-flow wizards; ability to add meta tags to documents to assist search and categorisation.

### **Improved and Granular Security**

The solution allows for security and access to data and information to be configured in a centralised and formal manner.

### **Contacts and More Information**

For more information about Pygmalion solutions and services:

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