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A National Automotive Supply Company Corporate Intranet Implementation

Business Situation

The client, a national automotive supply company, employs more than 360 sales personnel and a total of 1,550 associates throughout its national network of sales outlets and distribution centers. With a presence in 28 states, ensuring all associates have access to current company information was a daily challenge. The company implemented a basic Intranet utilizing HTML technology to disseminate information. Over time they found the manual maintenance and lack of robust features hindered their ability to provide timely information updates. They decided to move their Intranet to an updated platform and identified the following needs: Basic content management and collaboration, Report distribution, Single sign-on capabilities to existing web platforms, and Distribution of human resources forms.

Solution Description:

For this solution, Microsoft Office SharePoint Server was chosen. SharePoint allows for a centralized portal experience as well as many base services including identity management, navigation, content management, workflow, meta-data storage, and primary data connectivity. The implementation included setup and configuration of the SharePoint environment as well as customizing the Intranet to match the company's branding standards. The Ambassador team met with key content owners to ensure the Intranet layout would not only be user-friendly for their associates, but that future management of content would be simple for all content managers. The Intranet design focused on several key areas including a Report Center for report distribution and a Human Resources library. Additionally, the Single Sign-On Service provided by SharePoint was used to provide access to several existing web applications. Finally, training was provided to both content managers and the Information Technology staff.

Technologies Used:

Microsoft Office SharePoint Server

Benefits/Results:

The company is able to distribute updated sales information, new items, reports, and human resources documentation to their national network of associates through their Intranet. Due to the distributed nature of SharePoint, these updates are performed by the content owners, such as a member of the sales department, instead of requiring Information Technology involvement which leads to additional overhead and delays. Hundreds of reports that were distributed via e-mail are now stored in one location on the Intranet, thereby reducing the strain on the e-mail system. Sales and Human Resources information was originally provided to remote associates through quarterly CDs that were mailed to each associate, often leading to outdated forms and sales data. Since this information is located on the Intranet, there is no longer a need to mass produce these CDs and the sales force is able to provide their clients with the latest information.

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