



Corporate Headquarters
501 Congressional Blvd., Suite 250
Carmel, IN 46032
Telephone 317.571.6838
Toll-free 888.775.3778



A global leader in pharmaceuticals

Design and development of a new portal for a massive virtual library

Business Situation:

For this world-leader in the pharmaceutical industry, it is essential that its employees remain on the cutting-edge of knowledge and information. To allow for the availability of vital information, the client developed a massive internal research library that was accessible by all employees. The maintenance of this virtual library required a team of employees who were dedicated to keeping the site up and running for over 40,000 users. These employees are responsible for all of the R&D content in the library as well as the information purchased from third-party subscription vendors. Their challenge in managing this site was that it was a composition of several systems that had been developed in different technologies. Some of these technologies were declining or being prepared for retirement. Furthermore, the staff needed a more effective way to communicate with the library users. To address these needs, this pharmaceutical company turned to Ambassador Solutions.

Solution Description:

The Ambassador team developed a web collaboration portal solution that allows the pharmaceutical company's users to efficiently access all of their research needs. The solution leverages the latest Microsoft technologies and adheres to Web 2.0 standards. To provide optimal functionality, the Ambassador team utilized many SharePoint framework capabilities and designed a .NET N-tier architecture solution. Visually, the portal maintains the client's corporate identity with a consistent look and feel. The solution integrates seamlessly with third-party content providers along with the back-end Oracle database.

Technologies Used:

Microsoft Office SharePoint Server
Custom SharePoint .NET Web Parts
K2
InfoPath Form Services

Benefits/Results:

This collaboration portal benefits both the employees who manage the virtual library as well as those who use its resources. Users can effectively communicate with the library staff and quickly find the information they need. This makes the process of locating useful information much more efficient, and the client can link this efficiency to an increase in worker productivity. The employees have embraced the new portal and now consider a visit to the virtual library a much more pleasant experience.

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