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## One of the world's largest pharmaceutical companies

### Designing an intuitive, user-friendly portal

#### **Business Need:**

*Where can I find...?* This was the question asked most often by members of a global team within one of the largest pharmaceutical companies in the world. The second most often used statement was “*I don't have access to...*” The team is made up of members from all over the world with a need to collaborate and share information dealing with payers and reimbursements. Their current SharePoint portal was not meeting their basic needs because it lacked a coherent and logical structure. Poor governance had resulted in a portal that had no organization and therefore was difficult to use, difficult to understand, and hard to maintain. As a result, the level of use by team members decreased.

The team asked Ambassador Solutions to review the content and structure of the current site and propose an architecture that met the following goals:

- Increase the level of adoption by users
- Centralize security and access
- Create a navigation that is intuitive
- Create a portal that is easy to use containing information that is easy to find

#### **Solution Description:**

Ambassador Solutions held a series of requirement gathering sessions to understand how the client's team categorizes, shares and finds information. A design was developed and a prototype was built for users to test the design. The design contained a new logical structure that grouped sites and information based on the different groups within the client's team. This ensures that only the appropriate personnel can view and collaborate on the content they see. Additionally, it allows only a few administrators of the site to control access from one central point. The approved design was then implemented into a new portal solution that met all of their initial goals. The solution was built primarily with out-of-the-box SharePoint functionality with a few customized enhancements.

#### **Technologies Used:**

Microsoft Office SharePoint Server  
Microsoft Forms Services (InfoPath)

#### **Benefits/Results:**

The initial reaction from the client was very positive. With the new solution in place, users are able to find information on their own with the appropriate level of access. This is saving much time for the users who can now easily locate what they need, and is also saving time for the administrators who have far fewer questions to address.

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