



## Knowledge Management System



### Knowledge Management System- Case Study

#### The Summary

The client's basic requirement was to build a platform where people from different communities can carry out their work activities in a structured manner.

AG Technologies developed a corporate communication and collaborative portal using SharePoint Portal Server 2003 which acts as a comprehensive collaborative platform for all employees and stakeholders to work in a seamless, online and real-time manner.

#### The Client

The client is an organization of technocrats who believe in developing a deep sense of understanding of their customers' business objectives and help them achieve it. They provide services for Architecture and Interior Design, project Management, Mechanical, Electrical & Planning Design, Structural Design.

#### The Business Requirement

The client required a platform where different communities like - Sales and business development, clients, vendors and sub-contractors and operations will able to carry out their work activities in a structured manner using standard templates and Standard Operating Procedures (SOP).

The client wanted to achieve better deal closure rates resulting in increased top-line and tighter control over project execution leading to reduced costs of deliver - better bottom lines. There was a need for a solution that can provide a rich source of easily searchable, indexed repository of work products and experiences that can be drawn upon.

#### The Solution

AG Technologies has developed Knowledge Management system using SQL server 2005 and SharePoint Services 3.0 to over come the problems faced by the client.

The following are the features of the solution provided:

#### Project Summary

**Industry:** Interior Designing

#### Client Profile:

The client is providing services for Architecture and Interior Design, project Management, Mechanical, Electrical & Planning Design and Structural Design.

#### Business Requirement:

The client required Knowledge Management System a platform where people from different communities can carry out their work activities in a structured manner.

#### Solution Benefit:

- Increased Productivity
- Knowledge Sharing
- Develop a culture of sharing and collaboration



- 1. Creation and maintenance of employee master, client (opportunity) master:**

There will be a standard template for each client. The template will have two views viz. 'Client lead progress' and 'Project lead progress'. A single client can have multiple leads. The user will be allowed to create leads against existing clients. Each lead will create a new project workspace which is not linked with other project workspaces for the same client.

- 2. Creation and maintenance of multiple document libraries for templates and forms and SOPs. Versions of all documents will be controlled:**

SOPs and templates are stored centrally in document libraries. The solution will allow maintenance and storage of 50 different document templates.

- 3. A collaborative workspace that guides the presales process in a structured and standards compliant manner.**

As soon as the lead is created a standard lead life cycle management process has to follow. This will lead to the creation of a reusable template of workspace with predefined activities. The new lead creation form will present list of available activities and provide option to select specific activities to be part of the lead, thus it will show these selected activities as well as one custom view of lead progress with status indicator.

- 4. A collaborative workspace that makes project execution a disciplined and template oriented exercise.**

The research documents will be moved from the presales workspace to project workspace for reusability and collaboration purpose. The project manager will create and manage the project workspace by defining the team and tasks. Employees who have assigned the task will provide the update on the progress of the task which will be tracked and approved by Project Manager.

- 5. Archival of closed projects.**

All closed projects are stored in a separate workspace within each client's sub site. They will not be displayed / searched in normal working - the user needs to go to the closed project workspace to see details of closed projects.



## Technology and Tools:

### Operating System Supported:

- Microsoft Windows Server 2003

### Framework Supported:

- Microsoft .Net Framework 3.0

### Database Supported:

- Microsoft SQL Server 2005 Standard Edition

## The Solution Benefit

- Find, Share and reuse the firm's intellectual capital, thereby promoting productivity, quality and consistency.
- Leverage the firm's know-how and experience and promote client value.
- Build a resource of institutional knowledge and promote training, skill development and job satisfaction.
- Develop a culture of sharing and collaboration.