

# DEVELOPED AND IMPLEMENTED KNOWLEDGE MANAGEMENT SYSTEM USING SHAREPOINT FOR ONE OF THE “BIG FOUR”



## SUCCESS STORY

### **ENGAGEMENT:**

Project Based

### **INDUSTRY:**

Advisory & Consulting

### **OFFERING:**

SharePoint

### **COMPANY PROFILE**

The customer is a multinational professional services firm that provides assurance (including financial audit), tax, consulting and advisory services to companies. The customer is one of the largest professional services firm in the world and is one of the "Big Four" accounting firms.

## IT LANDSCAPE

Internal portal for document search was running on SharePoint.

## KEY BUSINESS CHALLENGES

- The search parameters of their existing portal were not efficient as per their requirements.
- The content search engine did not provide in-depth search results based on the input provided and custom preferences given at the time of profile creation.
- Document management workflow was complex and bulky.
- Document classification, tagging and tagging update in bulk were not systematic and properly defined.
- No event calendar management for upcoming events, having search option with multiple filters available at user disposal.
- Web-pages for content purpose were not integrated with their internal knowledge portal.

## SOLUTION

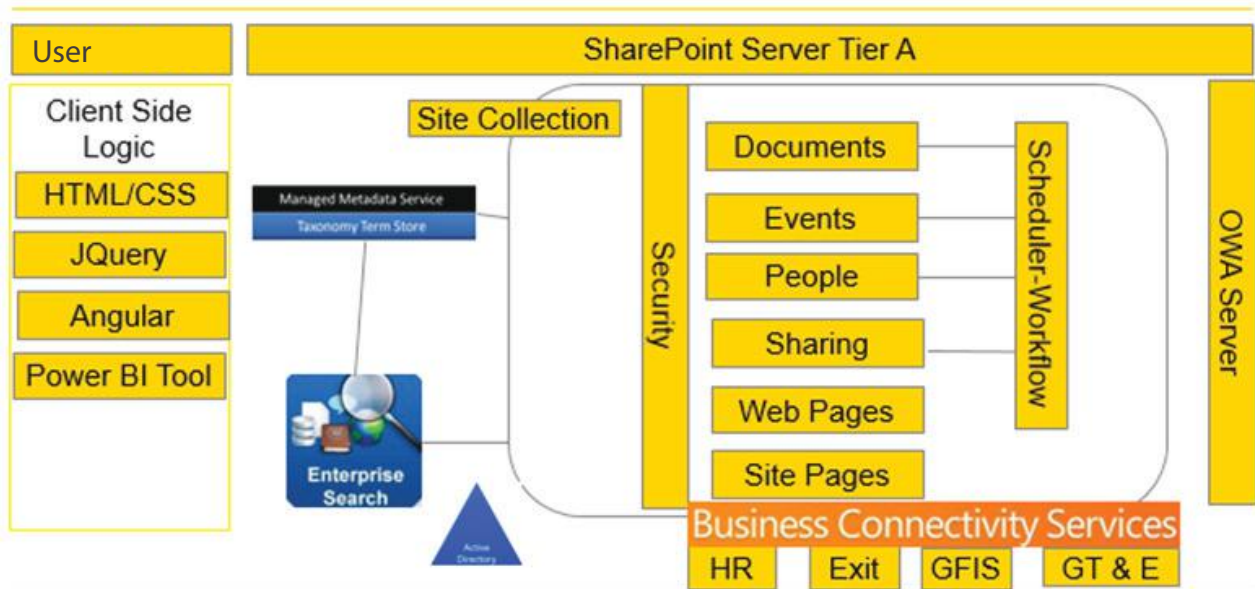
- To enhance the quality of service and improve the efficiency of internal users, we designed, developed and implemented a Knowledge Management System (KMS) portal with better look & feel, advanced functionality and user-friendly interface.

## KEY FEATURES

- **Search Engine:** In-depth search results based on the input provided by the user, custom user preferences, custom tagging and content of the document.
- **Restricted Document Access:** The downloading of the document is restricted and based on the access type; public and private.

- Contribution Workflow: The document is published via the contribution workflow where the document is reviewed by the Knowledge Champion and uploaded by the admin.
- Customization of Master Pages in terms of:
  - Page Layout
  - Global CSS injection for a particular web application/site collection.
  - Display template
  - CSOM using JavaScript and CS
- Business connectivity service/External Integration for fetching the data from the external source/tables.

## SOLUTION ARCHITECTURE



## BENEFITS

- Fast and accurate search results
- Easy document management
- Improved business processes, productivity and quality of service
- User-friendly, seamless knowledge contribution and submission workflows



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