

# KNOWLEDGE MANAGEMENT SYSTEM FOR ONE OF THE **LEADING TOBACCO** MANUFACTURER IN INDIA



## SUCCESS STORY

**ENGAGEMENT:**

Multi-year

**INDUSTRY:**

FMCG

**OFFERING:**

Knowledge Management System

**BUSINESS CHALLENGE**

Progressive's SharePoint Consulting Team designed a Knowledge management portal for Leading Cigarette manufacturer to empower the marketing and the product development team with latest industry trends and findings.

Industry Type: Manufacturing, FMCG

## **CHALLENGE**

Decentralized knowledge repositories, over dependence on some resources. Customer wanted a centralized knowledge repository to allow stakeholders from various departments to upload and access documents that vary from Industry reports, case studies, market survey analysis, white papers and individual findings and researches.

### **The customer wanted the following:**

- Document storage platform that provides accessibility, security and automated workflow
- The system was also provisioned to allow access to few selected stakeholders and allow the documents to be uploaded for future launches and competition analysis.
- Centralized repository for employees to quickly locate data critical to job performance
- Automated workflows for document approval to reduce overhead
- Dashboards for greater visibility of metrics and analytics for the executive team
- Quick learning curve and on-ramp for users

## **THE SOLUTION**

Progressive deployed a dedicated SharePoint team consisting of analyst, solution architects, developers and QA experts who analyzed requirements, designed the application and crafted the solution, meeting all of the client's needs. The Progressive team:

- Leveraged security groups to provide protection for the new portal containing the client's intellectual property
- Created departmental and cross-departmental sites
- Developed libraries to provide robust document management including version control, defined enterprise metadata and taxonomy, records management and rule-based, automated document routing
- Created comprehensive dashboard reporting, customized for management and tracking of goals and accomplishments
- Streamlined workflows toward intuitive employments, alerts, tracking, updates and approvals and rejections

## BENEFITS

With thorough analysis and expert implementation, Progressive delivered the project in Eight weeks, allowing the client to capitalize on:

- Increased team efficiency and communication with new collaboration tools and centralized data storage that allow for easy information and document sharing, including access by staff at remote locations
- Research related data search based on data in portal from the portal
- Improved search capability that increases employee productivity
- Dramatically reduced maintenance and administration costs for the intranet platform by reducing the number of systems
- Consistent “look and feel” that speeds up user adoption
- Accelerated process of document upload sharing within the organization
- Adaptable and flexible organizational processes
- Content managers can update content without having to depend on development/IT team.
- Content repository of the organization can be shared with relevant and restricted access based on the employee role/group.
- Easy and the better way of document management for the organization.
- Flexible portal structure that can be extended easily



## ABOUT PROGRESSIVE INFOTECH

Trusted IT partner since 1998, Progressive Infotech provides comprehensive suite of transformation and support services. The offerings span across cloud, digital and support operations, delivered through a matured and scalable service delivery model. In every client engagement, Progressive ensures clients realize higher ROI, stretch the intrinsic value of existing IT investments and are better prepared for emergent market changes.

Progressive Infotech is consistently featured as a “mature vendor for IT Outsourcing” in the Gartner hype cycle report for ICT in India for last few years.

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