



CASE STUDY

Providing a Framework for Team Collaboration for a Community Children's Organization

Background

Mercy Home for Boys and Girls is a community organization committed to helping young women and men who have suffered abuse, poverty and neglect. Mercy Home provides safe homes as well as therapeutic, academic and vocational support to help these children grow into adults who can go on to pursue higher education, secure good jobs, and raise loving families of their own.

Mercy Home management had a set of requirements to enable easier collaboration and communication among its staff:

- Set up a list of favorite links pointing to internal or external sites, shared drive, documents, etc.
- Ability to share within the organization:
 - Documents
 - Policy and procedures
 - Calendar
 - Phone directory
 - Home notes (their version of newsletters)
- Ability to display content based on user permissions
- Search content
- Blast out mass alerts/notifications/news to the entire organization
- A website that can be easily updated

Enabling easier collaboration and communication among Mercy Home staff.

The Approach

MXOtech reviewed a number of options including leading industry vendors, open source solutions and MS SharePoint Server 2010.

In the final analysis, the latest version of MS SharePoint2010 was recommended, which could address all of the needs of the client. The site's look and feel was customized in the Mercy Home style, and SharePoint Designer 2010 was utilized to set up lists.

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Easy Access and Administration

Branded Interface

Online Announcement Board

Robust Search Capability

Results

An easy to access and administer portal enabling the entire organization to communicate more quickly and with more clarity.

- Customized site design to integrate the organization's marketing theme. The administrator has the ability to easily update the SharePoint site images without requiring special technical knowledge.
- Easy to maintain and utilize document management portal, logically organized by departments. Access permissions were set up based on the users within the different departments.
- Quick access to company calendar and directory in an electronic format. It replaced the old paper versions which required more work to edit and keep up to date.
- Custom web part list for shortcuts to folders and links to sites.
- Automatic notification of news and events, which replaces the previous company email blasts sent out to the organization. Current implementation offers an online announcement board which allows the user to view current and old announcements in one place. Once the admin person updates the SharePoint site, an automatic notification is sent to all users. This system was achieved with a custom built SharePoint workflow.
- Robust search capability, achieved by utilizing the built-in SharePoint functionality.

Technology

- **Platform:** Microsoft SharePoint Server 2010
- **Development Tools:** MS SharePoint Designer