

## DHIRAAGU

### DHIRAAGU IMPLEMENTS INTRANET EMPLOYEE PORTAL

*DHIRAAGU, the Telecommunication leader in Maldives, needed a Intranet Employee Portal for Collaboration, Content Management, Business Process Automation and Business Intelligence for streamlining the information flow. To achieve this, CCS has deployed Microsoft Office SharePoint Server Portal and customized it for them.*

## SITUATION

DHIRAAGU was already using an in-house SharePoint Portal which was mainly used for Document Management and Collaboration to a limited extent.

The main objective was to provide an employee portal with enhanced collaboration, business processes automation and Business Intelligence capability. The main challenges in the document management area were managing of scanned documents like application for new mobile connection, application for internet connection, invoices etc and email filing. Another area of concern was scheduling of repetitive tasks.

Business process automation was another major goal of this portal. The company has many process like Purchase request, Alarm check list etc. which are currently send as emails or as paper documents to participants for process management. Above all, various departments in Dhiraagu mainly use excel based chart for reporting purpose which were sent as mail to the concerned people for sharing.

One of the challenges was the migration of existing content to the new portal without disturbing the daily routine of the employees.

## SOLUTION

CCS has deployed a Content rich Intranet Portal with hundreds of sub-sites representing every department, several groups, social networking, and a blog site for employees. The portal is powered by Microsoft Office SharePoint® Server 2007 integrated with Exchange Server for email filing. A custom solution was provided for the automation of uploading of scanned document directly from the scanner with user definable metadata for document tracking. The current effort in scheduling repetitive task of was greatly minimized by custom developed job scheduler that takes care the task generation, once a task is defined in the job scheduler.

Various business processes were automated using workflow enabled InfoPath forms like purchase request, Alarm check list etc. Department level dashboard providing KPIs for different parameters and Excel Service based reporting enabled employees to share information with the concerned persons. CCS has developed custom Web Parts for Image Slide Shows, Flash announcements, Event Calendar etc. to provide rich user experience.

## BENEFITS

The deployment of the solution by CCS has helped DHIRAAGU to streamline the flow of information. The major improvements are control over time and processes. Employees could readily know the pending task and can act without fail. The awareness of task status and automatic task escalation to next level helps to have more control over the process. The exchange integration helped to store the email in a central repository in a organized manner. The metadata enabled automated uploading of scanned record has helped speedy document tracking and identification, thereby saving the paper storage cost. The information rich portal also help employees to share and exchange valuable information in a secured way.

## FOR MORE INFORMATION

Microsoft products      [www.microsoft.com](http://www.microsoft.com)  
Sharepoint Services    [www.ccstechnologies.in](http://www.ccstechnologies.in)  
Communication          [busdev@ccstechnologies.in](mailto:busdev@ccstechnologies.in)  
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