

CASE STUDY

Overview

Country or Region: United Kingdom
Industry: Telecoms

Customer Profile

Z1 Telecoms provide telecommunication and broadband services to the business sector.

Business Situation

The company needed a secure and efficient way to manage their accounts and ongoing projects.

Solution

The company adopted a SharePoint application to manage their customer and billing data.

Benefits

The application was implemented quickly, and enables staff to access and amend account and billing information simply and with less chance of error. The new system saves time and money, as previously weekly accounts would take many hours to complete. Adopting SharePoint also means that staff are able to utilize a powerful search function, which makes finding relevant information simple and takes a fraction of the time finding the same information on an Excel spreadsheet would. From a security point of view, the new system is far safer, due to employees having separate logins, with different permissions, enabling those in charge to make sure only the data necessary for the job is being accessed.



Background

Z1 Telecoms is a new business that in the past year alone has seen increases in their client base of over 300%. Offering comprehensive and efficient business telecommunications packages, they look to provide businesses with the products and services they need from their voice network, from premium rate services to specialist broadband requirements.

Previously operating on an email and Excel system to share document files and data, Z1 implemented SharePoint in September 2010, for use by the entire company workforce. Although Excel functioned adequately as a means to share and store information, it did not have the flexibility of SharePoint to enable remote access from anywhere at any time. Staff also embraced SharePoint's efficiency and ease of use – as well as the excellent search functionalities.

Needs

1. Payment Schedules and Bank Detail Security

One of the fundamental needs of Z1 as a telecommunication business is the availability of an easily accessible way to change and update client and customer payment schedule data and personal information. Using Excel, new customers would be added correctly, but changes made could easily be wiped or even omitted due to the confusing nature of the spreadsheets used to

store this critical information. Bank detail security was also somewhat of a grey area with Excel, and Z1 ideally wanted a system that would grant people permissions only to information that was directly relevant to them. This

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Ian Syddall, Director at Z1

would also save time, as employees would not have to scroll through reams of information they couldn't relate to, to reach useful data.

2. Ease of Accountancy

A particular challenge Z1 faced lay with Excel's inflexibility when dealing with accountancy figures. Filing accounts was a huge task to be carried out, which took upwards of a whole day to complete – a day that could have been spent far more effectively somewhere else. Z1 therefore wanted to implement a system that would not only make inputting and calculating accounts easier, but more time-effective too.

3. Powerful Searchability

The previous system Z1 had been using to file and share information did not have a reliable search facility. This meant that employees often could not find a particular account or service at the time they needed it. Z1 specified in their solution plan that whatever the outcome of their updated computer system, it needed to have a simple and effective search function, in order to keep all the information readily available.



About Cloud2

Cloud2 specialise in providing SharePoint solutions to the health sector.

We are known for our frank and supportive project style and our ability to deliver successful projects rapidly. Our solutions and services include:

- NHS Intranet, Extranet and Internet
- Document Management and collaboration
 - Policies and Procedures
- eForms and workflow
- BI and Performance Management
- Slate computing
- Rich search
- Access database migration
- Programme/Project Mgmt
- GP Referral reduction
- Length of Stay reduction
- SharePoint Support
- N3 Hosting

What Next?

If you would like any further information on our SharePoint solutions or any other services please get in touch.

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The Solution

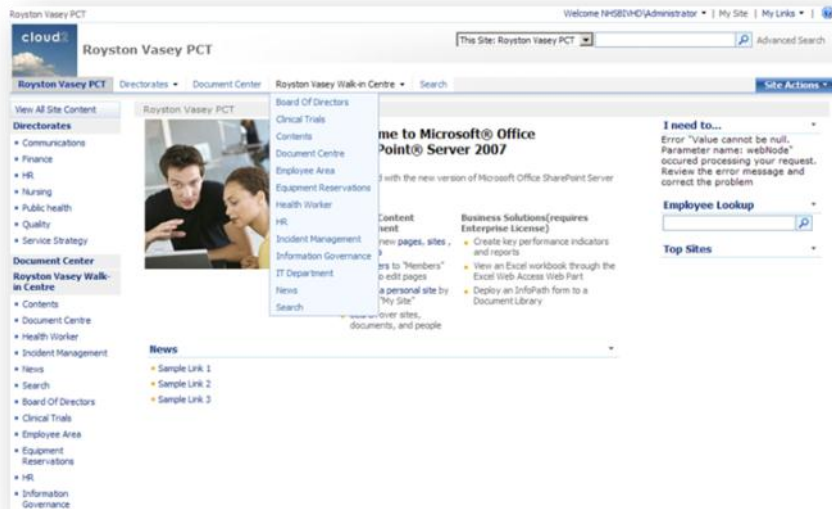
Cloud2 assessed Z1 Telecom's existing intranet and looked into how it could be improved. It was decided that this could be done a number of ways but that the implementation of SharePoint onto the company's system using our Solution Accelerator provided the most rapid and well featured approach. Although there was an initial outlay cost to license SharePoint for all the staff, what Z1 achieved was a unified intranet which could be accessed from anywhere in the company or, when necessary, remotely. Cloud2 quickly designed an intuitive and flexible solution to fit the needs and implemented it with a minimum of disruption.

Ian Syddall, Director for Z1 telecoms said of the new SharePoint system: *"I was ecstatic with the work Cloud2 did for us. SharePoint is highly flexible and efficient; all my staff can use it with ease, and it has undoubtedly enabled us to gain twice as many clients as we would have managed previously. As the business expands we will absolutely be looking to Cloud2 to present us with more SharePoint applications."*

The Solution Accelerator

NHS SharePoint Solution Accelerator is an approach Cloud2 adopt for delivering better SharePoint projects to save information worker staff time and money. The Solution Accelerator includes a predesigned Information Architecture (IA, based on a year of development - far more than most trusts can commit to developing) combined with a set of features that meets the core needs of trusts. It includes solutions for Enterprise Search, People Search, a central Document Centre for the management and publication of corporate documents (and especially Policies and Procedures) and a full set of other features and areas for the entire trust. Search alone has been seen to save information worker staff an average of 15 – 30 minutes per day.

Using SharePoint to store company data and sensitive information makes perfect sense in a business situation such as Z1 Telecom's. All the information can be stored in one application, accessed through a browser and using the Microsoft Office applications staff are already familiar with. Employees have different access



permissions to ensure they can view only the information and records they are entitled to. This makes it secure, but also easy for the manager or executives to review the information and make any necessary changes

Using SharePoint for accountancy is one of the strengths of this particular model – any data placed onto the accounts lists can be exported to Excel with the click of a button, should a client need it in this format. It's quick too, "Using our previous system, the accounts spread sheet would take at least a day to complete. Since we started using SharePoint, it takes no more than thirty minutes, and that's not even on a quick day. We are honestly shocked at the difference it has made to us." To make things even easier, information can be exported to invoice creation application ready to improve the speed of payment.

Using SharePoint has had instant results with Z1's employees: information is so much easier to find and takes much less time to process, resulting in much greater efficiency all round.

Conclusions

Z1 were clear about their expectations, and implementing a SharePoint solution for them made absolute sense given their requirements. Once the solution was presented, it was possible to deliver an upgraded intranet that exceeded their expectations within a timeframe that suited them. By using the Cloud2 Solution Accelerator it was possible to create a SharePoint site in a fraction of the time normally spent on uniquely-coded alternatives; should anything need to be changed or reviewed within the next year or so, being that it was not coded it will be easy to implement any further additions or changes to the site.

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