



CASE
STUDY

**US Mortgage & Banking
Company Integrated
Employee Portal
Enhances Communication
& Collaboration**



CUSTOMER PROFILE

The company was a Top 10 Mortgage and Banking Company in the United State headquartered in Florida. Their growth each year starting in 2006 was phenomenal, and it grew from \$5 Billion USD in lending, to a portfolio of \$45 Billion in 4 years.

BUSINESS CHALLENGE

Due to new offices opening, it became more difficult to maintain effective communication within the organization. Not only the interaction between separate offices and departments was poor, but internal business processes needed optimization.

The company had a requirement to build a cost-effective Intranet portal which could be used as a document repository to host and share documents among employees and that allow a rich interface where data and documents could be managed with unique permissions.

The solution was supposed to cover a number of requirements:

- Optimization of communication across all organization's levels
- Creation of unique environment for common work, share of knowledge and informal communication
- Optimization of business processes
- Promotion of corporate values, strengthening sense of community within the workplace

Also the company wanted to have a transparency between employees and management where employees have freedom to suggest or provide feedback on any company provided facilities.



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SOLUTION

The NDS Global team architected, designed, and implemented a state-of-the-art employee intranet that fully realized the organization's vision. NDS Global leveraged their extensive experience with SharePoint and employed a collaborative solution delivery methodology in which the organization was involved in major design decisions.

The many features of the new intranet included:

- Allowing each user to see a landing page specific to them, with access to information required for their role in the company.
- A “two-click” design rule was applied so that each user is able to find necessary information in two clicks or less.
- The homepage also displayed company event calendars.
- A list of trending tags will help users to explore current trends to see what other people in their network are talking about.
- The “My Vault” page also served as a task scheduler reminding each employee the tasks needing attention.
- Many SharePoint environments edit documents (for co-authoring) at the team site level, which creates a copy for each team working on the document. The design stored documents in one central repository (for content authoring with permissions and workflows set up) to eliminate duplication, increase system performance and better organize the document library.

Informal interaction between users was even more encouraged and allowed staff members to post notes on the bulletin board, send pictures and collect likes, participate in lottery, leave comments, buy/sell items.

The intranet provided clear links to various department sites. Access to department web pages was only available to users from the respective department.

BENEFITS

The organization was provided with a multifunctional user-friendly experience that addresses all their major needs.

The corporate solution significantly facilitates collaboration between departments by offering them specific tools for sharing documents and storing corporate knowledge base.

The solution also encourages internal communication and streamlines business processes across all the organization's levels.

TECHNOLOGY

 **SharePoint**

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ABOUT NDS GLOBAL

NDS Global, a trusted Microsoft Gold Partner, offers its customers consulting, implementation, development and support services on Enterprise, Cloud & Mobility for digital solutions.

NDS Global helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our solutions span across Microsoft Project Online, Microsoft CRM Online, Microsoft SharePoint Online, Office 365, Dynamics 365, Microsoft Dynamics AX, PowerBI & Azure.

Headquartered in the US since 1999, we are preferred partners to customers in USA and India. Our customers span across Consumer Goods, BFSI, Infrastructure, Manufacturing, IT/ITES, and Retail.

A strong team of 180+ Microsoft consultants have provided many a success stories to Enterprise & Small/Medium customers globally.



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