

SharePoint Collaboration Portal

For one of the world's largest providers of drug development services

Challenge

The CRO and client teams were disconnected and struggled to obtain the information they needed to collaborate.

Solution

A SharePoint collaboration portal provided a central location for storing and managing shared information and processes.

Results

- Easier to find and utilize information related to the partnership
- Strengthened working relationship by facilitating collaboration between individuals and groups
- Planned upgrade to SharePoint 2010 to add social networking features and augment workflow capabilities
- Expanded offering to other partners as a competitive advantage

Company Overview

The client is one of the largest providers of drug development services in the world, with nearly \$2 billion in revenue. It offers clinical and non-clinical development as well as commercialization solutions for the pharmaceutical and biotechnology industries.

Its partner is a pharmaceutical and medical device firm that commercializes products in North America for its parent, a multi-billion dollar Japanese group of companies. The corporation focuses on neuroscience, cardiovascular, and oncology treatments to improve patients' health and quality of life.

Business Challenge

Upon commencing their strategic relationship, both companies created teams that were responsible for aligning business processes within the partnership. These teams were circulating documents through email, leaving them disconnected and making it difficult for individuals to access the information they needed. Recognizing a need to facilitate this work, the client's partner requested a web-based collaboration tool that would:

- Serve as a central location for the most up-to-date information
- Provide orientation on the partnership for new employees
- Offer a place to store and manage process documents for all functional areas
- Maintain a calendar of partnership events, programs, and meetings
- Recognize partnership-related accomplishments

The CRO also hoped that providing this kind of offering to its partners would give it a competitive advantage in the marketplace.

Solution

Since both firms were already using SharePoint, HighPoint Solutions proposed a collaboration portal based upon that platform.

To ensure that information shared on the portal remained secure, HighPoint created SharePoint user groups and mapped them to the CRO's security requirements. This enabled forms-based authentication without requiring the partners to connect to each other's internal systems. Content was then tagged with group access level to show or hide information as appropriate.

The portal featured news, key performance indicators for each study, newsletters, FAQs, announcements, a calendar, policies and procedures, a discussion board, and collaborative sites for each team and study. HighPoint utilized its Orchestration Framework to eliminate many of the design and development constraints inherent in the native functionality of SharePoint.

The Orchestration Framework, shown in Figure 1, offers several key benefits that would not otherwise be available in SharePoint:

- Enables searching across multiple sites
- Allows for pages to have an individual look and feel

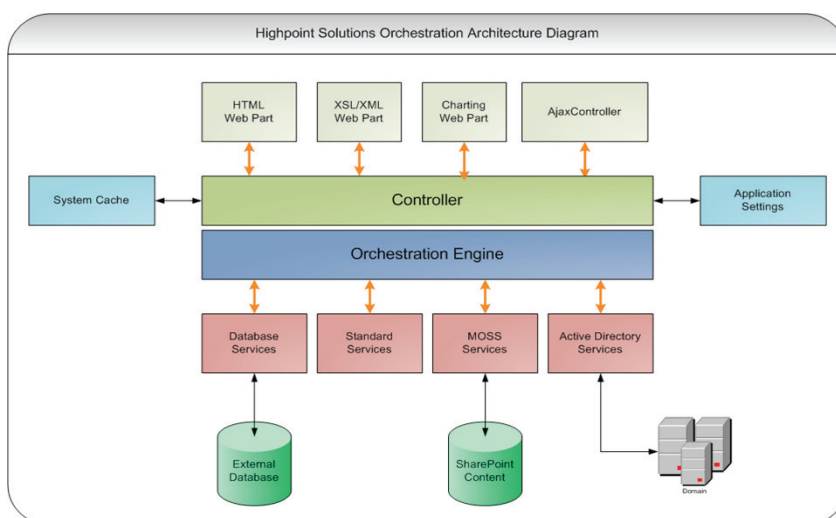


Figure 1

- Supports filtering with complex expressions and without limits
- Provides flexibility in creating data entry forms, including complex field validation
- Supports dynamic data from other SharePoint lists
- Groups and counts data in database-style lists
- Allows for charts to be created directly from list data, without using Excel

The portal also included a learning management solution, which allowed managers to upload policy and procedure documents that everyone on the team needed to read and understand. HighPoint built a custom application to allow the portal administrator to identify which documents people had to review and bundle them by role. Individuals with that role were then notified to read the appropriate materials and acknowledge that they understood the information. Automatic reminders encouraged people to complete the assigned material.

Results

The analysis, design, development, testing, and deployment phases took approximately eight weeks to finish. Once completed, the portal made it easier for both teams to find and utilize information related to the partnership. It also strengthened the working relationship by facilitating collaboration between individuals and groups.

The client plans to upgrade the portal to SharePoint 2010 to take advantage of additional enhancements, such as the new social networking features and augmented workflow capabilities. They are also currently working to expand this offering to their other partners.

For more information on our SharePoint solutions, contact us at **800-238-1230** or **marketing@highpoint-solutions.com**.