



Industry: Retail

Technology: MS 365 SharePoint, Yammer

Country: United States of America

Client Profile:

The client is managing one of the fastest-growing retail chains in the United States of America. The company has multiple stores in various parts of the USA and Canada. The company is selling various products such as furniture, electronics, etc. to its customers. The client has also partnered with some of the popular furniture and electronics manufacturing companies in the USA.

Challenges:

The client already had a system but it was not performing as per their expectations. The company needed a fresh document management system and intranet system that helps their employees to communicate, collaborate, and share content. Experts at KCS reviewed the client's previous system, and found below-listed challenges:

- The previous system was old and performed poorly
- The "search" facility in the previous document management system was also not working accurately
- The previous system was static and lacked features that were necessary for a document management system
- The company was planning to replace their communication tool Facebook Workplace with a new one
- The company wanted to connect those users who did not have an official company email address

Solution

Experts at KCS analyzed the client's previous system and delivered the below-listed solutions to the clients:

- We decided to develop a web-based Intranet system comprising of document management, collaboration tool and central location for news and company updates
- The Intranet platform was based on Microsoft technology stack; components included were SharePoint, Yammer, Delve, Teams

- The solution was built such that it could be upgraded in future if the client so desired
- Using this tool, the client could store, create and manage unlimited documents, news, quick links, image/video gallery, look up fellow employees and could collaborate with them too
- The revised "search" functionality in the new document management system will help the client to find any document, links, people contact etc. in no time
- Using this intranet system, multiple users can easily collaborate and work on the same file
MS 365 SharePoint offered complete security as all the data are stored over the cloud
- We replaced the client's previous collaboration tool Facebook Workplace with Yammer
- Yammer made it easy for the client to post updates, generate interest, and increase engagement in the company
- It also acted as a conduit for messaging and updates that define and reinforce the company culture

KCS Approach

Using Microsoft 365 SharePoint, programmers at KCS developed a powerful document management system for our client. We developed a dynamic intranet system that can store, create and manage unlimited documents, news, photos, videos, events, presentations and a lot more. We replaced the client's previous collaboration tool with Yammer that helps to post updates, generate interest and increase engagement in the company.

Outcomes

- Our solution streamlined the client's daily tasks
- The client had already implemented the new intranet system in their business and shared positive reviews for the same
- Using the new intranet system, the users are now able to store can create and manage unlimited documents, news, photos, videos, events, presentations, and a lot more
- Employees can also access the new intranet system from their tablets and smartphones
- The user base is now able to send messages and updates related to their company using Yammer

Tech Stack



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