

## CASE STUDY

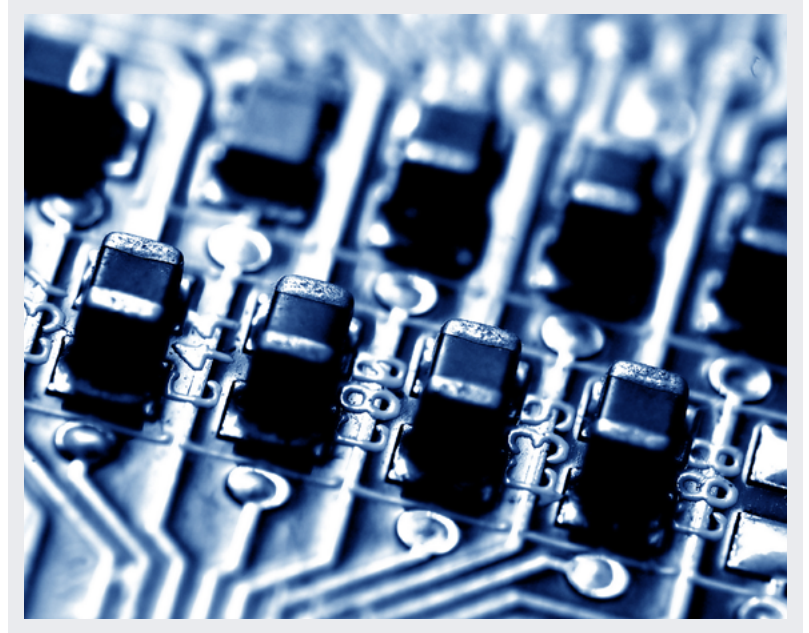
# Technology



Deploy sustainable SharePoint®-based business solutions and leverage the platform of success

## Industry Overview

The technology industry is a powerful driver of the global economy, and Microsoft SharePoint has evolved into a mission-critical tool for organizations worldwide. To fully leverage the platform for success, technology firms must develop strategies to deploy sustainable SharePoint-based business solutions safely and efficiently. Unfortunately, though extremely powerful as a platform, SharePoint's out-of-the-box capabilities do not always deliver all the functionality that technology companies require to deliver solutions that enhance their business processes. Bamboo's portfolio of products provides the tools needed to fill-in the gaps and can be used and re-used in a variety of business applications. These tools, used across a SharePoint farm, provide consistency for end users while speeding up business solution deployment.



## Solutions Brief

A large technology company was experiencing a great demand for answers to legal and corporate affairs inquiries from employees using their intranet. The legal and corporate affairs site on the intranet was well organized, had lots and lots of content, and provided a prominently placed individualized email link to the employee's legal representative. If an employee couldn't find what they were looking for, they just needed to click the email link to send an inquiry to their representative. The problem was that there was no process in place to track the emails, nor was there a central place to store answers to previously asked questions. The legal representatives spent a lot of time answering a wide variety of questions - sometimes again and again. Additionally, employees had no way to know if their question was received and when to expect an answer.

Using Bamboo's **Knowledge Base**, a knowledge base was

deployed in order to provide a repository for articles stored by category. Employees were able to browse or search for articles using the same tools they used to search the rest of the site. Once found, they could rate articles and provide comments. Because the Knowledge Base tracks how many times each article has been viewed, users can browse through popular articles first, if desired. When an employee cannot find needed information, he simply submits the new question.

The Knowledge Base was extended using **Bamboo Workflow Conductor**® to automatically route questions submitted by employees to the appropriate subject matter experts. In addition, using Alert Plus, reminder alert emails were sent to the subject matter experts when a question was assigned as well as two days after a question was assigned to them. Thank you emails are also sent to employees, acknowledging the receipt of their question and providing some guidance as to when they can expect an answer.

**Bamboo Solutions**

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