Software Testing Firm Improves Client Project Collaboration with Microsoft Portal

Customer: SysTest Labs
Web Site: www.systestlabs.com
Customer Size: 100-150
Country or Region: United States
Industry: Professional Services
Partner: Pariveda Solutions

Customer Profile
SysTest Labs, based in Denver, is a professional consulting and services organization, specializing in quality assurance and software testing services for local, regional and national clients.

Software and Services
- Products
  - Microsoft Office SharePoint Server 2007

"Since deploying a Microsoft SharePoint portal, we've been able to offer our clients ready and timely access to project documentation and employee access to a host of internal corporate information."

Glenn Truglio, Chief Operating Officer, SysTest Labs

SysTest Labs, a nationally recognized leader in quality assurance and software test engineering services, sought a way to standardize its client project management approach and create a central repository of information. Working with Pariveda Solutions, SysTest Labs implemented a Microsoft SharePoint Server portal to provide a concise location for project information and artifacts, creating access for both employees and client team members.

Business Needs

SysTest Labs, of Denver, Colo., serves a large number of clients throughout the United States engaged in the development of technology for commercial, government and compliance applications. Its services are crucial to America's infrastructure, ensuring that the software used by major technology providers, state governmental agencies and voting systems meets security, reliability and performance requirements, while helping its clients reduce costs.

The geographic diversity of SysTest Labs'

clients, posed timeliness and efficiency challenges. Communicating the status of projects and managing the review and approval of documentation on a timely basis are critical for project success. SysTest had no central location where it could store all of its project documents and information for the lifecycle of any of its individual projects. The firm wanted to develop a more effective and standardized approach to use across all of its projects that would provide up-to-date information both internally and to clients. The company sought a new overall project management approach to client services.

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Solution

To guide development of this new approach, SysTest called on the Denver office of Microsoft Gold Certified Partner Pariveda Solutions to create a portal through which clients could access project documentation.

"We use SharePoint extensively for managing our own consulting projects and felt we could bring project collaboration best practices to SysTest Labs" said Jim West, vice president of Pariveda Solutions.

After doing its own prototyping, Pariveda created a SharePoint portal for SysTest Labs that included a template to enable SysTest to establish and manage additional external portal sites for future projects with new clients. Within four weeks from beginning the project, SysTest Labs was up and running with its Microsoft Office SharePoint Server portal.

All project documents now are stored in the SharePoint database and can be accessed securely via the Internet by individual SysTest Labs clients as their projects progress. Each client has its own site within the SharePoint structure, with its own calendar, announcements, issues and risks lists, contact lists and other features, in addition to a library of its project documents.

Benefits

The SharePoint portal enabled SysTest Labs to enhance its value-added services to clients, giving new levels of visibility to project documentation and keeping project collaboration and approvals timely throughout the engagement. Furthermore, the firm now has a platform on which to build other client-facing projects across the business.

• SysTest Labs expects the SharePoint portal to dramatically reduce the time spent by its own staff and by clients in searching for project documentation.
• The portal can be extended for use with new clients, accelerating the on-boarding process and allowing new projects to move forward much more efficiently than before.
• SysTest Labs now has an organizational site hierarchy that it will use across all of its divisions to improve client project delivery.
• The portal has become the first step in SysTest Lab's plans to leverage SharePoint and other Microsoft technologies both internally and externally.

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