

Challenge

The Washington Technology Industry Association (WTIA), formerly the Washington Software Alliance (WSA), is the largest statewide association of technology companies and executives in the world. With more than 1,000 member companies, the WTIA is instrumental in setting industry direction, facilitating expertise sharing, and advancing the economic value and global impact of technology companies doing business in Washington.

The WTIA was using two separate file shares to store all documents and information for key business areas including memberships, events, marketing, and finance. The shares housed extensive content, but their deep file structures made it cumbersome for users to navigate and locate the information they needed. At best, users were lucky to “stumble” across relevant documents while searching through files. In an effort to improve information discovery and streamline operational efficiencies, the WTIA wanted to move from its existing document storage system to a more robust knowledge management platform that would make information more easily accessed, stored, indexed, and searched.

Solution

The WTIA needed help in developing an employee portal and knowledge management system that would improve and encourage information sharing across their organization.

With an existing technology infrastructure that included Microsoft Windows, Exchange Server, SQL Server 2000 and Internet Information Services 5.0 / 6.0, the WTIA was perfectly poised to implement Microsoft Office SharePoint Server 2007 (MOSS 2007) as a solution to address their information and knowledge management concerns. Allyis worked closely with WTIA management and IT teams to define how the MOSS 2007 platform would serve their immediate business, infrastructure, and technology requirements, while also providing an extendable infrastructure for their longer-term goals of improving process efficiencies and organizational collaboration. Offering an integrated location for information access, valuable collaboration features, user-friendly content discovery tools like search and tagging, and robust document management capabilities including version control and management meta-data, MOSS 2007 was the perfect solution for WTIA's needs.

Allyis also provided training to ensure all WTIA personnel had an understanding of how to use and operate within the new portal. Training included key stakeholders and server administrator functional overviews, as well as training content for the employee base at large.

Technologies Used

- Microsoft Office SharePoint Server 2007
- SQL Server 2007

Key Benefits:

- **Improved Knowledge & Information Discovery:** Leveraging search, tagging, and a well thought out information architecture, WTIA employees are now able to find and access information and resources to do their jobs quicker and more easily than on their old file share system.
- **Extendable Platform:** MOSS 2007 offers the ability to broaden the platform's capabilities, integrate new systems, and expand the platform's functionality as the organization and its needs evolve over time.

Quotes:

"The SharePoint solution Allyis provided truly transformed WTIA's infrastructure. The capabilities we now have make a difference, not only in the services we provide, but also in our staff's user experience so they can be more productive and have more time to spend on high priority items."

- Ken Myer, WTIA President & CEO