JIVA InfoTech, Inc.
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Case Study

Hospital Internal Communication - Intranet Solution

Business Challenge

Our client happens to be one of the best cardiac hospitals in US. They have a chain of 25 hospitals spread across US. This group of hospitals has about 600 employees and has an additional 350 contract employees.

Our client was using an outdated HTML based intranet service to communicate and find information including phone directories, clinical forms and handbooks on policies and procedures. They wanted to have a new intranet solution as the older intranet was difficult and time-consuming to use. In old intranet application, the users required to scroll through all posted messages to find the information they were looking for. In addition, the outdated information had to be deleted manually.

JIVA's Solution

We proposed the new intranet on Microsoft Office SharePoint Server 2007, to help the users to have a consistent, organized way to communicate and interact with content, processes and data.

We used Microsoft Office SharePoint Server 2007 to create an intranet for our client which gives its team members access to diverse kinds of information they need, all from a single location. Our solution helped in offering a streamlined user experience, enhanced employee relations by providing information important to them and helped to increase the security of information residing on the portal. Additionally, the new intranet extends content management to individual hospital

Business Result

We created a document library that allows the hospital's Chief Operating Officer to communicate to team members by creating messages and posting them in the library, and thereby improving the team member relations. In addition, Microsoft Office SharePoint Server 2007 has provided team members with an efficient, easy way to conduct surveys, which can also improve team member morale.

With the tools in Microsoft Office SharePoint Server 2007, the client can now create customized security levels to determine which users can do with the content on it. Different content on the same site can even have different permissions.

The Enterprise Content Management features in Microsoft Office SharePoint Server 2007 have made it possible for the client to expand content management to individual departments within the hospital. Because the new intranet solution is easy to use, it has grown to be an important part of the business process and successfully transformed information into impact.