



Case Study

SharePoint Search Solution for Effective Sales

Business Challenge

Our client is an innovative manufacturer focused on identifying, formulating and communicating effective solutions for everyday grooming challenges. Our client happens offer the most coveted products from around the world.

Our client needed to get timely product information to its sales team. They wanted to make it easier for employees to find accurate, relevant information, which increases their productivity and, ultimately, improves the company's service to its customers.

JIVA's Solution

We proposed our solution to the client by providing search capabilities to system administrators to quickly and easily search public share information using the new Office SharePoint Server 2007 capabilities. We have tailored the solution to grant role-based permissions so that individual users have full access to only those file shares that are appropriate for them.

We successfully implemented a solution using Microsoft Office SharePoint Server 2007 to the client by giving them a flexible, cost-effective search solution that helps its sales force and others find the relevant information that they need to do their jobs.

In the past, the sales force was frustrated because of the time taken to get the necessary information. The new solution is a marked improvement. It's fast for sales people to find the information they need—even if they only have a vague product description on which to search. After they locate what they want, it's a straightforward matter of dragging and dropping the image directly into their Microsoft Office Word document or the Microsoft Office PowerPoint® presentation graphics program

Business Result

The new solution we offered using Microsoft Office SharePoint Server 2007 has resulted in increased customer relation on a long run, as the employees can find information more quickly and is therefore more responsive to the customers. Since we are able to provide an out-of-the-box solution to the client in a short development timeline, the client was able to have a part of cost saving.