

## Bailiwick's Web Collaboration Tool: SharePoint

### What is SharePoint?

SharePoint is Microsoft's collaboration management portal that Bailiwick employs to more effectively facilitate communication between us and our customers. SharePoint enhances communication by centralizing all project information, making it easier for "virtual teams" to work more efficiently.

### The SharePoint Difference

SharePoint takes the concept of a virtual team one step further by integrating rich document management with the familiar features of Microsoft Office. It allows Bailiwick to communicate both high level and detailed status, centralize real time project data, and connect internal and external project team members. Remarkably easy to use, it allows you to:

- Enjoy seamless communication
- Look up real-time project status
- Quickly locate needed information
- Share information with others
- Scale functionality to meet unique project needs
- Provide a platform for consistent project delivery methodology
- Log service requests via an online forum
- Upload, edit, and retrieve project-related information at your convenience.
- Review open-issues and resolutions

### Project Successes with SharePoint

#### Project Example #1

Bailiwick was recently awarded a project that involved the installation of a media server and LCD monitor in hundreds of stores that covered the East and West coasts. SharePoint provided the ability to manage and maintain efficient communication throughout the life of the project. The pace and dynamic nature of the project required the field technicians to collaborate with Bailiwick and the customer real time regarding status, issues, and deliverables. Bailiwick was able to facilitate this through the use of SharePoint. The web-based portal gave our field technicians the ability to login and load the nearly 1,500 deliverables, including site photos and site surveys.

The Bailiwick Project Manager for this project reflected on the advantages of using SharePoint:

“By having a place to collaborate with the customer, field technicians, and other Bailiwick employees, it has allowed the Project Managers to focus on project issues instead of repetitive daily tasks.”

## **Project Example #2**

Bailiwick utilized SharePoint to manage and execute approximately 300 locations for a Server Upgrade PCI Compliance Project. SharePoint provided one centralized location for Bailiwick’s Project Manager, field technicians, and customer to maintain status updates and schedule changes.

Bailiwick’s Project Manager for the Server Upgrade PCI Compliance Project noted one benefit of using SharePoint:

“It is a great time saver that allows our customer the freedom to grab real-time information saving valuable project management time.”

## **SharePoint Features**

SharePoint’s unique project specific customization features support Bailiwick’s methodology of maintaining the highest care and concern for our clients. These features are:

- Document Library – Provides versioning, folders, and checkout for all types of documentation. We use these to collaborate on manuals, survey results, CAD drawings, reports and configuration docs.
- Picture Library – Provides thumbnails and slideshows to display deliverables and other pictures in useful ways. We use picture libraries to share site survey pictures, site collateral, and installation results.
- Lists – Tables used to hold and display data in various formats. They replace Excel spreadsheets, providing simultaneous editing and status updates. Examples include contact list, change order log, rollout schedules, and open action items.
- Alerts – Automated emails sent from lists and libraries which keep project team informed of changes to critical information.
- Request for Service (RFS) forms – Allows you to submit requests for service in a structured form which immediately alerts project team.

SharePoint is a user friendly, convenient, and organized solution that encourages our client participation as part of a project’s virtual team.