

# SharePoint Customer Solution Case Study



## Redesigned Intranet Creates a Web Store for Apps, Takes Complex Systems to All Devices



<p><b>Overview</b>  <b>Company:</b> Persistent Systems Ltd  <b>Company Website:</b> persistent.com  <b>Company Size:</b> 7,500+ employees  <b>Country or Region:</b> India  <b>Industry:</b> IT Services</p>	<p>"My goal was to offer information to any person who is eligible to receive it anytime, anywhere. What we earlier had was independent islands of information, which have now been cohesively woven together into a single dashboard and presented to the employees on Pi, our new global intranet."</p> <p style="text-align: right;"><i>Mritunjay Singh, Chief Operating Officer, Persistent Systems</i></p>
<p><b>Company Profile</b>          Headquartered in Pune, India, Persistent Systems is a global company specializing in software product and technology services. It has 7,000+ employees spread across India, North America and Europe.</p>	
<p><b>Business Situation</b>          Persistent wanted to move away from its current portal that offered bits and pieces of information. What it needed was a cohesive intranet experience.</p>	
<p><b>Solution</b>          Persistent took a big leap in productivity and mobility. It chose to implement Microsoft SharePoint 2013 to enhance team collaboration and allow access across all devices and locations to company information.</p>	<p>Persistent Systems had outlived its out-dated HTML intranet. It was ready to take a big leap towards an innovative work environment. With mobility taking centerstage and Bring Your Own Device (BYOD) an accepted norm, it was time to create a Mobile App Store that lets employees' access apps on-the-go. On Pi, the new intranet employees discover relevant information from any device, anywhere. Simple access to business and employee centric apps improves collaboration and productivity companywide.</p>
<p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>• Makes work fun and refreshing</li> <li>• Makes mobile employees effective and efficient</li> <li>• The internal app store empowers employees</li> <li>• Provides information on any device</li> <li>•</li> </ul>	



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Madhuri Tambe, Program Manager,  
Persistent Systems

## Situation

Persistent is a global company specializing in software product development and technology services. Its 7,500+ team members share a passion for pushing the limits of the technology frontier and have an unwavering commitment to quality, efficiency and innovation.

For more than ten years, Persistent used a basic HTML page that was hosted on the company's local server as its intranet to support communications, document sharing, process automation, and especially collaboration. “What we had was a collection of links to different applications that our employees could use,” says Mohit Bhishikar, Chief Information Officer, Persistent Systems. “Each link redirected employees to pages with respective information.” The key challenge was that there were independent islands of systems which needed to be integrated into a single portal.

Apart from modernizing its intranet, the company wanted to offer mobility based applications for people to use in the Bring Your Own Device (BYOD) context. It identified a future need for collaboration tools that work with mobile devices.

Over time, usability was becoming a challenge for the employees. End users were not satisfied with the experience that they were getting. They had to log in to multiple applications to do their job. Finding even the most basic and routine employee information, such as travel expenses and leave balances was cumbersome and time-consuming. “If I wanted to check my leave balance and then apply for leave, I had to navigate across applications with completely different UIs to do so,” says Mohit.

## Solution

To achieve this success, Persistent wanted best-of-breed IT platforms that were aligned with the firm's social and business needs. “We needed to streamline and transform our organization,” says Madhuri Tambe, Program Manager, Persistent Systems. “It was time to look at every process, every workflow, and make it more efficient.”

Ultimately, Persistent decided to adopt a single system-wide user-centric portal that leveraged collaborative and document management capabilities that could seamlessly connect with enterprise data. After evaluating available solutions, Persistent was of the opinion that Microsoft SharePoint 2013 can deliver this functionality. “With SharePoint 2013 we got a platform where employees could discover information, share documents and manage data,” says Madhuri. “More importantly, the seamless integration with .Net based applications offered by SharePoint 2013 was a key differentiating factor as all our Employee Information Services (EIS) applications were built using the .NET platform.”

SharePoint 2013 contains highly customizable functionality combined with very efficient features, which helped Persistent create its new intranet, Pi. Pi offers an Enterprise Mobility Apps that leverages both ERP and EIS capabilities. All the internal EIS applications built on the .NET platform have been integrated with SharePoint 2013. So essentially, there was no need to rewrite these business applications. They continue to exist; only the key data relevant to the employee is surfaced on the landing page.

As Persistent had a number of existing EIS and ERP applications, there was a need to create a web services layer to be able to

access these using mobile devices and through the new Pi portal. The API layer was designed to deliver a layer of abstraction on top of EIS and ERP. "We created a landing page, which had widgets representing various activities/ applications, and then there were dashboards," says Madhuri. "As of today we have gone live with Android and IOS platforms. Windows will follow in Q3FY 2015," she adds.

The implementation was carried out over a period of six months by a team of 40 employees, which included business analysts and UI designers. Today, approximately 3,100 users visit the Pi portal every day. Currently, ten mobile applications have been published on the portal, which includes both employee and enterprise applications. The plan is to have 20 applications by the end of year 2014.

BI dashboards already existed in Persistent but were on SharePoint 2010. When the Pi portal was built, the dashboards were integrated into it. "Earlier, everyone had to explicitly log in to the system and look around to find the right dashboard with the right information," says Madhuri. "Information was not available easily. Now, with single sign-on across Pi and BI dashboards, the moment you log in, the system identifies you based on your role, and the dashboards are right there in front of you."

SharePoint 2013 has been integrated with Microsoft SQL Server Reporting Services, which is currently hosted in SharePoint 2010. All senior management executives, including CXO and CFO who tightly monitor the company's revenue and utilization are benefiting from these reports. "For me revenues and opportunities are important," says Mritunjay Singh, COO, Persistent Systems. "At the organization level, I am able to see

my yearly target, the run rates on a monthly basis, the executed revenue and the projections. The role based dashboards are a brilliant feature."

## Benefits

"My goal was to offer information to any person who is eligible to receive it anytime, anywhere," says Mritunjay. What we earlier had was independent islands of information, which have now been cohesively woven together into a single dashboard and presented to you on Pi, our intranet."

### Makes Work Fun and Refreshing

Pi, built on SharePoint 2013, brings everybody together on a single system. This includes taking advantage of the collaborative document management and employee search capabilities of SharePoint 2013. It also includes integrating with all existing internal applications. Employees look forward to coming on to the Pi page often. "Even work can be fun, lively and refreshing," says Madhuri. "We are excited to see the change in the way information is being propagated. Earlier we had to find information. Now information is coming to us. We like the new approach and feel comfortable using it. It is very intuitive."

### Makes Mobile Employees Effective and Efficient

A mobile workforce was one of the key sets of customers that Persistent wanted to target with this implementation. By offering devices on mobility, the company can now reach out to mobile workers who have not used intranet unless it was absolutely needed. "Employees, who are at remote or satellite locations or offsite, often tend to lose out on the key initiative updates," says Madhuri. "We have launched different functionalities that are available to them on mobile devices and it helps them receive information effectively. For example, CXO

messages are now being sent through mobile applications and all the approvals can be done on the go.”

### **The Internal App Store Empowers Employees**

With the SharePoint 2013 collaboration environment, Persistent can deliver better access to information, create efficiencies and avoid duplication of effort. The portal offers data consolidation and data segregation. What it means is that there will be a consolidation application, which will have multiple functionalities and then there will be individual applications with only one functionality. “We are offering a collection of applications through Pi,” explains Madhuri. “Employees basically pick and choose what they want and then install that.”

Madhuri further explains, “For example, I can install the individual Travel and Leave applications which will cater only to their respective functionality. On the other hand, I can install the Pi mobile app which is a consolidated application that provides me the status of all my approvals, whether leave or travel or any other app. SharePoint 2013 is transforming the way we work.”

### **Provides Information on Any Device**

“I travel a lot and easy access to the Pi portal was absolutely helpful,” says Deodatta Deshpande, Delivery Manager, Persistent Systems. “Earlier, I had to be back at the office to approve the travel requests. Now I can do it on my mobile, saving time and optimizing travel costs.”

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For more information about Persistent products and services, visit the website at: [www.persistent.com](http://www.persistent.com)

## SharePoint

SharePoint is the new way to work together. A simplified user experience helps you organize, sync, and share all your content. New social capabilities make it easy to share ideas, keep track of what your colleagues are working on, and discover experts you never knew existed.

For more information go to: [www.sharepoint.microsoft.com](http://www.sharepoint.microsoft.com)

### Software and Services

- Microsoft SharePoint Server 2013