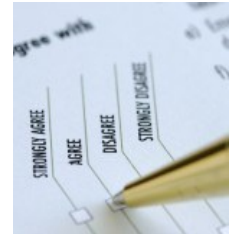


“ We were looking for a Microsoft Solutions Provider to help us with some tricky problems we had with our SharePoint system and fortunately we found DB Consulting. They took the trouble to understand our requirements, delivered exactly what we needed, as promised, and have clearly demonstrated their potential to become a long-term business partner.”

Tony Hodgson, Technical Director, Lorien Customer Research



## Background

Part of the Lorien Group, Lorien Customer Focus is one of the leading providers of dynamic content marketing, market research and training in the UK.

## Business Issue

Lorien Customer Focus used a number of bespoke solutions to manage their business and connect with their customers. As part of an overall strategic move to centralise on Microsoft technologies, Lorien decided to deploy Microsoft SharePoint. The aim was for SharePoint to be used for customer and content management, collaboration (both internally, and externally with customers) and to deliver customer information and functionality via a new portal.

## The Challenge

Microsoft SharePoint had already been chosen as the 'right' tool, but an earlier implementation had encountered a wide range of teething problems, and the content management and collaboration components were slow and perceived as unreliable. There was real concern within Lorien that SharePoint had been a poor choice and should not be used to roll out the new planned portal.

## Solution

DB Consulting undertook a short assignment to analyse how SharePoint had been initially implemented and configured. A number of root-cause problems were identified along with gaps in user knowledge which had led to many of the issues. A correction plan was created and SharePoint was re-installed and re-configured to optimise the environment for use at Lorien, whilst considering both short-term needs and long-term extensibility.

## Results

Lorien's key concern was to put SharePoint on the right track as quickly as possible, and then move forward incrementally, minimising additional costs.

From start to finish, the DB Consulting project took just under one week and was delivered at very low cost. Key issues were identified and documented and Lorien staff were brought into the loop, restoring confidence in SharePoint by ensuring users could build their knowledge and expertise of the system.

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## DB Consulting

DB Consulting works with ambitious, forward-thinking companies aiming to achieve strategic business objectives through the deployment of modern Information Systems.

We design, build and support software for companies operating in a wide range of industries, using technology products from Microsoft, Oracle, IBM and other leading software vendors.

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