BUSINESS SCENARIO:

Our client has been delivering successful solutions to organizations that belong to different industries such as Financial Services, Professional Services, Natural Services, Manufacturing and many more. Each organization follows a working pattern, or process like guidelines to stay on path and acquire the set goal. At times, these patterns are long and complicated to understand. Thus, the client required a technological solution that could divide these processes in various sections to simplify them and make it easy to follow. They also needed to streamline these complicated working process while having the liberty to assign tasks and acknowledge their employees with required details.

After rigorous selection criteria, the client chose Cygnet based on our software solution expertise and quality delivery procedures.

- Creating step by step processes that work as guidelines
- Upload files and documents for references
- Share the flow with different users and Assign work to users
PROJECT DETAILS

- **Customer Size:** Large Organization
- **Country:** USA
- **Domain:** Management Consulting
- **Solution:**
  - Technology: SharePoint 2010, SharePoint 2013 and SharePoint 2016
  - Programming Language: C#
  - Development Framework: .NET Framework 4.5
  - Database: SQL Server 2008 and 2012
  - Browser Compatibility: Firefox, Chrome, IE 8 to 11, Edge, Safari
  - Development Environment: Windows

CYGNET’S SOLUTION:

After understanding the client’s requirements, Cygnet team delivered a tool that will help streamline the long-complicated workflow management system and work as a guideline feature along with maintaining a detailed record of all the tasks, documents, which task was assigned to whom, how much time it took to complete it etc.

Major functionalities of a SharePoint based web portal and plugin are as following:

- **Creation of Processes for each Milestone:** Major function of ‘Creating Process’ was implemented with a motive to simplify task allocation to each person involved. Many elements in hierarchal model include Phases, Activities, Steps and Tasks. Each process can be further divided in various parts with an elaboration of each one individually.

- **Team Management:** An easy to use tool allows Admin to create processes along with creating new users, assign work and connect users by sharing specific files or parts of file. For ex: Sharing process file rights for a project documentation with a team size of 10 people ranging from junior to senior most decision maker. Sharing of relevant rights with relevant hierarchal user.

- **Process and User Right Management:** Add/Edit/Update/Delete processes was possible. User Rights Management was delivered as a part of process management. This helped them to change the order, update these processes as well as uploaded documents at any point of time with respect to roles and rights. Different Role Types &

CLIENT’S PROFILE:

Our client has invested 15 years in building a successful management consulting organization by developing hundreds of Talent Development Solutions to more than 120 client organizations. They expertise in delivering innovative solutions in what needs to be done to Design, Built and Support for business-driven Talent Development Solutions. These solutions enable organizations to build effective business strategies in important areas such as Learning and Talent Strategy, Program Design, Curation Services, Facilitation and Coaching.
Assignments allowed assigning specific tasks, activities or steps to individuals. Users have the liberty to view what they are responsible for or assigned by the admin.

- **Categorical Divisions:** Our client provides services to organizations spread across various industry domains. Thus, various categories were provided to cater to users from domains such as Education, Business Process, Software Development, Business Development, Human Capital and Talent Development.

- **Uploading Documents:** Since there are many elements in a single process, the client desired to have an option of uploading documents. Aim was to simplify complicated processes with an additional feature of uploading files – documents, spreadsheets, videos and photos for reference will help the users.

**BENEFITS TO THE END-CLIENT:**

- Simplify complicated Workflow Management System
- Reduce SharePoint configuration and maintenance time by over 50%
- Faster content search by 50%
- 80% Faster Tracking and Maintenance of all Documentation
- Reduced manual intervention and saved upon Admin costs
- Enhanced user experience and increased work engagement
- Provide Just in Time Performance Support
- Stimulates Creativity and Better Quality of Responsiveness

**BENEFITS TO THE CLIENT:**

- Healthy relationship with end clients
- Cost efficient and Time saving
- Multifunctional System enhanced user experience
- One of a kind product serving workflow and document needs across various industry verticals