

Indianapolis Museum of Art Case Study



Behind-the-scenes SharePoint technology resulted in more efficient access to information, better collaboration and improved operations for museum community.

Overview

The Indianapolis Museum of Art (IMA) is the fifth largest general art museum in the U.S., with a collection of 50,000 works that spans the range and scope of art history. In addition to its galleries, the organization hosts classes and events, manages members and donors, maintains libraries of circulating art and references, and provides a host of resources to the public. With numerous attractions, a 152-acre campus and more than 300,000 visitors each year, ensuring smooth operations is critical to the IMA.

Challenge

The IMA sought a way to improve collaboration between its departments and 300+ employees. It also wanted to improve document/asset management and workflow. The IMA needed a solution that would provide 24-hour, remote access to information, event/project planning tools, data archival/retrieval and a central repository of physical and electronic assets with versioning capabilities. Ultimately, the IMA knew that improved business processes internally would result in improved experiences for its members and patrons

Solution

Utilizing Microsoft SharePoint Portal Server, Quest developed a portal dubbed Intaglio. The technology was selected because it provided the ability to leverage existing processes and documents, proven technology and implementation processes, integration with all

IMA systems, ease of use, integrity of content and customizable Web parts. The portal home page contains information of interest and links to other community-wide applications. Portal project pages help organize and track projects while departmental pages and other sub-sites serve the needs of specific areas and functions.

The system provides advanced functionality to search multiple data sources within IMA. Sub-sets of retrieved information can be accumulated into a project for collaborative work between employees/departments. IMA employees can organize and create ad-hoc connections between various pieces of the retrieved information and then search and browse on those connections.

Results

Intaglio significantly reduced the time and effort required to gather information for various tasks. In addition to providing meaningful gateways to data from multiple sources, the application created a process that fostered a team approach to research, communication, and collaboration. The impact on IMA employees has greatly improved operations and resulted in better experiences for the Museum community. Intaglio also helped promote the IMA as an industry leader as it was one of only three museums in the country to engage in a behind-the-scenes technology project.

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