

Large Microsoft Office SharePoint® Server 2007 deployment achieved with zero business interruptions.

Indiana Office of Utility Consumer Counselor



The Indiana Office of Utility Consumer Counselor (OUCC) is a state agency that represents the interests of all residential, commercial and industrial utility ratepayers in cases before state and federal regulatory commissions.

Overview

Under Indiana law, the Indiana Office of Utility Consumer Counselor (OUCC) is a formal party in all cases before the Indiana Utility Regulatory Commission and employs attorneys and technical experts who actively participate in utility matters. Utilities include electricity, natural gas, sewage, water and telecommunications. Critical to OUCC's operations, its SharePoint 2003 system required a conversion to SharePoint 2007.

Challenge

The OUCC began managing document storage in 1996 with a system designed for scanning, storing and retrieving case related documentation. The system met the agency's needs for several years, but when the OUCC decided to automate case management and researched options, it determined SharePoint was a comprehensive solution that could handle both case management and document management functions. As a result, the OUCC implemented SharePoint 2003. Over time the system evolved into a mission-critical application for OUCC operations, helping with time tracking for its attorneys, production standards and measurements, statistical analysis, workflow and document storage and retrieval.

In 2007, the Indiana Office of Technology (IOT) strongly encouraged all agencies to migrate from SharePoint 2003 to SharePoint 2007 as it planned to end support for the older version. The OUCC was challenged with ensuring a smooth implementation that would also allow the

agency to take advantage of SharePoint 2007's broad functionality while having no adverse impact on the day-to-day operations of the agency.

Solution

After a competitive bidding process, the OUCC selected Quest Information Systems to evaluate its needs. Quest did a thorough analysis of the existing system and user interface as well as the OUCC's business processes, documents, data, data management practices and integration with other systems. Quest also looked at custom web parts that were written in an older version of Microsoft .NET. At the completion of the analysis, Quest delivered a plan outlining custom web parts that needed to be rewritten, a timeline for converting to 2007 and an inventory of the SharePoint environment and components.

The OUCC extended the contract engaging Quest to implement and deploy SharePoint 2007 as well as rewrite its custom web parts. Quest's Microsoft certified professionals designed the architecture and developed a tool to migrate over 500 sites and 120,000 documents. Quest successfully executed a seamless migration with no business interruptions and zero lost documents. To aid future enhancements and modifications, Quest also documented all technical components.



Results

The new intranet collection of sites has been developed with the support and collaboration of IOT. It allows the OUCC users to run ad-hoc reports, tweak web parts, workflow and other components using the expertise located within the agency. It also provides easier navigation and integration with the entire Microsoft Office suite. The OUCC worked to prepare its staff for the conversion and its users easily adapted and responded positively to the new version.

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The OUCC Project Manager, Scott Wright, oversaw the implementation. Now that SharePoint 2007 is deployed, he looks forward to maximizing its business value by tapping into more out-of-the box capabilities like wikis, blogs and key performance indicators. "The payoff of the system is fantastic. It's like we got a new car and now we need to discover what bells and whistles it has for us to take advantage of," Wright commented. He believes the OUCC is at a beginning stage and plans to meet with key stakeholders to determine how they can improve business processes and integrate better with Microsoft Office.

Quest met the OUCC's project deadlines, expectations and delivered on-budget. "We enjoyed working with Quest," expressed Wright. "We appreciated that they were well-managed, they kept to an established timeline and made sure expectations were clear to both sides – ours and theirs. With Quest there were very few surprises and when unexpected situations came up, we worked together well to address them."

Technology

- Microsoft SharePoint Server 2007 (MOSS)
- SQL Server 2005
- Windows Server 2003-R2
- Microsoft .NET 3.5
- Business Data Catalogs

Quest SharePoint® Services

Quest provides comprehensive services and support to maximize the functionality of Microsoft® Office SharePoint® Server 2007. While many organizations have the technology available, they lack the expertise or resources to configure and customize it.

Whether you need to implement SharePoint®, integrate it with other key systems or develop custom web parts, Quest has the experience to meet your specific needs. Contact us to find out how we can help your organization take full advantage of its technology investment.



- Deployment and Planning (SDPS)
- Business Value Planning (BVPS)
- Customization
- Integration
- Web part development
- Application development
- Administrative support
- Workflow/document management
- Reporting and dashboards