



Leading US-based Health Care Enterprise Maximizes Internal Communication with Next-Gen Intranet Portal and BI Dashboard



Microsoft Partner
Gold Application Development
Gold Collaboration and Content



Client Profile

The client, a two-decade-old company, has helped healthcare providers deliver extraordinary infusion therapy care and expanded that strategy into other critical aspects of healthcare. As a leader in the delivery of parenteral services to medical facilities they manage infusion centers for physicians, hospitals and medical centers. Their revolutionary infusion program encourages physicians to infuse patients under their direct supervision. This eliminates many of the risks and liabilities of traditional home health facility treatment. Head quartered in Houston, they are present across the United States.

The Challenge

The client's internal communication portal, accessed by over 600 employees, was the main platform for internal communication and relationship building. However, built on legacy HTML-based technology, the portal was slow, unfriendly and unwieldy, requiring technical personnel to upload information.

- The client wanted a user-friendly, attractive, informative portal which employees would feel compelled to access. The portal would display company announcements, events, most popular links, recently updated documents, latest downloads, weather updates and, thus, enhance collaboration among employees.
- The client's business and functional information resources were stored in multiple systems across geographical locations creating information silos. Their senior management, wanted a finance-based business intelligence dashboard to access the performance of the company based on location, product and specialty for any given period. They also wanted to have the dashboard displayed with the company branding.
- They wanted non-technical administrators, who had no programming knowledge, to be able to post updates to the intranet.
- The performance of the portal had to be at its peak even during heavy traffic times such

Technology Stack

- SharePoint 2013 Online (Office 365)
- jQuery, Bootstrap, CSS, HTML
- SQL Server 2012
- ETL - SSIS
- BI Dashboard - Datazen

as when all the employees were accessing it simultaneously.

To summarize, the stakeholders wanted an agile, sturdy, user-friendly platform which would make the whole process from uploading, to sharing, to dissemination, a smooth and hassle-free exercise. More importantly, the portal needed to be their finance-based business intelligence dashboard.

Trigent Services and Solution

SharePoint 2013 Online was defined as the platform of choice to develop the intranet portal as its inherent capabilities would be able to address all the outlined challenges.

Trigent's engineers created wireframes which displayed the functional elements of the portal. The wireframes, with branding and intuitive navigation, helped the client to visualize the end-product and paved the way for active collaboration. This helped to minimize iterations and hasten the development cycle.

When visualization was frozen, Trigent's engineers used the out-of-box capabilities of SharePoint to develop features like carousel/banner, announcements, most popular links, recently updated document/links, weather and data search across the system. The team engaged with the client on a regular basis by sharing application demos and incorporated their feedback on-the-go.

Salient features of the portal:

Performance

By following industry standards and performing client-side coding for the visual web parts (thus not stressing the server), the page rendering speed was reduced to about a second even on high user load.

Compatible and Responsive Design

- Customized layout for each function, to simplify content upload and management.
- User groups created to manage security access to different functions.

- Discussion boards and Skype for Business integrated to encourage collaboration.
- The device-agnostic platform, designed using Responsive web design, helped the application to work like a fluid grid and automatically fit the display resolution for different devices.

Business Intelligence Dashboard

To ensure that data income statements, balance sheets and cash flow position, along with branding was displayed on the main portal, the team extracted, transformed and loaded data from multiple sources into the DataMart, a repository of data. Using Datazen, a powerful BI dashboard, and SharePoint for brand retention, this data was displayed on the dashboard and made accessible on mobile devices.

Client Benefits

- The client had a working intranet portal and dashboard within three months of the project onset.
- Scalable design and deployment ensured that the application could handle high volumes of traffic 24/7.
- Using SharePoint platform for development helped in delivering high quality application and in the process saving time, cost and having a happy client.
- Dashboards provided intelligence and insight to senior management paving the way for on-the-go smart business decisions.