



# CASE STUDY: SHAREPOINT

## SIMPLIFYING EMPLOYEE DIRECTORY

### Summary

Administrative staff was struggling to maintain an Excel spreadsheet that contained employee information. The organization utilized the information to align projects with internal resources who had a certain skillset.

iV4's Business Process Intelligence Team utilized SharePoint to create an interactive and continuously up-to-date employee directory that ultimately:

- Saves administrative staff time to focus on other tasks
- Eliminates data entry human error
- Discontinues the use of a static Excel spreadsheet

### Challenge

A real estate company with 600+ employees and properties across multiple states was struggling to keep information about their employees up-to-date and readily available. Administrative staff were responsible for updating a single Excel document that included each employee's location, email address and phone number.

This presented challenges. Not only was the data entry process slow and hard to maintain for administrative staff, but other departments struggled to find the correct information when seeking a person internally for specific projects.

## Discovery

When iV4's Business Process Intelligence Team began digging into the process, they discovered that the information being manually entered into the Excel spreadsheet was also being put into Active Directory by the IT and HR departments. The information was either entered when a new employee started or when there was a change to their information.

Upon further detection, it was also discovered that their Active Directory and Office 365 were not synced. With those two key issues revealed, the first step was to tie Active Directory and Office 365 together. By doing this, iV4 created a continuous sync between both Active Directory and Office 365 environments.

## Solution

With the information now available in Office 365, iV4 utilized SharePoint and Advanced Search to create an interactive Employee Directory. Now, each employee has their own image and information in an easy to read and searchable format.

In addition, because the Employee Directory utilizes an Office 365 application, we were able to link to each person's Delve profile where we had included more information about projects, skills, hobbies and education history.

With adding this feature, the organization found that they could search for a specific skill set that was needed for a project before hiring outside specialists.



## Results

With the new Employee Directory in SharePoint the organization is now able to:

- Free up time for administrative staff to focus on other tasks and projects
- Discontinue the use of a static Excel spreadsheet
- Find up-to-date contact information quickly and connect directly
- Get insight into what other people in the organization are working on through Delve profiles
- Search by specific skills needed for a new project or open position

With a fresh perspective on process problems, iV4 develops new ways to deliver a better customer experience, increase efficiency, and improve consistency.

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