

# Case Study | SharePoint Managed Services

## Overview

Isuzu is a leader in transportation, commercial vehicles and diesel engines. Founded in 1916, Isuzu has the longest history of any Japanese vehicle manufacturer and takes pride in supporting customers while respecting the environment.



## ISUZU

### Challenges

Isuzu needed a repository solution to enable the storing and sharing of business, sales and HR data files, links and updates across Isuzu's multiple US locations, with the head office in Japan, and with Isuzu's vendors and suppliers. The sought solution had to include workflows as well as the capability to provide each location/department with its collaborative portal that is managed and customized by the location.

### Our Solution

Calance recommended Microsoft SharePoint. Our team implemented SharePoint back in 2001, starting with WSS 2.0, and has been managing and maintaining it since that time.

In addition to hosting the solution in our US-based data center, we provide 24/7, 365-day system monitoring including regular health checks and analysis to proactively identify issues and remediate. We provide full site administration including site provisioning, permission management, and workflow configuration. We support the different Isuzu North American locations with content management – creating lists, libraries, page layouts and site templates.

Our Isuzu SharePoint system support and issue resolution is governed by Service Level Agreements (SLAs) that are tailored to meet Isuzu's enterprise needs. We continue to develop and improve our SLA's to meet Isuzu's growing environments. We also provide knowledge transfer and training to Isuzu's teams to empower each location/department to maintain and manage their own SharePoint sites.

Isuzu's SharePoint end users are also supported by our US-based Service Desk where they can log tickets through emails and calls 24x7. Tailored Service Desk SLA's also govern our service desk support.

In addition to the SharePoint Managed Services, our development team has performed SharePoint enhancements, custom development, and integration with Isuzu's other systems throughout the years.

### Results

Over the past 15 years, Isuzu has been optimizing its investment in SharePoint. It is the repository for all the sensitive data, shared in real time between Isuzu's locations, per each locations needs, as well as with outside vendors, suppliers and agencies. It empowers each location/department to create, customize, and maintain their own collaborative portals without IT help.

The real time sharing and access to Isuzu's business, sales and HR data across the maintained SharePoint sites improve employee productivity and ensure seamless connectivity between locations, departments and the online resources.

## About Calance

Calance is a global IT Services firm operating in the United States, Canada and India. We provide IT Consulting, Application Development & Systems Integration, Managed Services, IT Staffing and pre-built Products & Solutions. With a long history of success in IT Services, we help clients tackle many of today's technology challenges. [www.calance.com](http://www.calance.com)

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