



Portals and Collaboration

Intentional collaboration driving workforce connection.

What We Do

As workforces become more geographically disbursed, it is critical to enable online collaboration and facilitate the targeted delivery and exchange of information based on job function.

110 Consulting offers effective and efficient solutions to build and manage communities, enable collaboration, facilitate organizational communications, and automate community membership management with the goal of establishing cohesiveness and connection among your workforce.

Challenges & Approach

Online communication and collaboration has become a necessity with the globalization of workforces and the trend toward remote work arrangements. Team members and leadership must remain connected both horizontally and vertically to achieve goals and compete. While cloud and mobile technologies enable a workforce to connect and collaborate virtually, solutions must be implemented on the foundation of a well-planned strategy aligned to the unique needs of the communities within an organization.

110 Consulting empowers clients to marry strategy and execution, by having consultants take a flexible approach to provide support for some or all of the steps on the path to engaging and managing healthy communities. These steps range from strategy development, to solution design and development, to implementation and execution.

110 Consulting strategically works to rationalize and simplify client's workforce arrangements, creating logical and effective communication, community management and collaboration solutions.

Client Benefit

Intentional collaborative solutions result in increased workforce productivity and satisfaction, decreased overhead, and yield a framework which enables companies to effectively communicate, plan and execute for future growth.

110 Consulting provides the highest caliber of experienced professionals to plan, develop, deliver, execute and maintain your business initiatives. With an agile and flexible approach, 110 Consulting is competitive on price and tailors processes to meet each client's unique needs.

Services and Solutions:

- Community Development & Management
- Communications Strategy & Framework
- Executive Communications
- Project Management
- Creative Design
- Portal Administration
- Application Development
- Custom Development

Portals and Collaboration Case Study: Corporate Communications and Collaboration

Client: Based in Redmond, Washington, this large software company develops, manufactures, licenses, and supports a wide range of products and services predominantly related to computing through its various product divisions

Industry: IT Services

Challenge

The client wanted to reach groups of employees with targeted communication and content, and enable interactive dialogue among worldwide teams. It was important to the client to balance the goals of building community and providing the right information to the right people with the need to minimize overhead.

Solution

110 Consulting developed a framework for reaching role-based communities and enabling virtual community interaction. The framework was based on an assessment of the type and frequency of communications, the nature of the information and the preferences of the communities for consuming information and interacting globally. The framework set forth an approach for how to communicate information based on priority, time sensitivity and content type.

To facilitate a push-oriented delivery of information, 110 Consulting deployed Community Central, a proprietary solution which provides an infrastructure to programmatically define and manage distribution group membership based on business requirements and standard roles. Community Central enables highly targeted email-based communications according to job titles and eliminates the need to manually manage distribution groups.

To facilitate a two-way exchange of information, 110 Consulting designed, configured and managed two additional community assets. Yammer, an internal social platform, encourages community interaction and best practice sharing, and a community-based SharePoint implementation ensures relevant job resources and content are available online and facilitates collaboration among the communities. 110 Consulting also developed a custom feature to deliver news and reinforce announcements to specific role-based communities via SharePoint or a mobile device.

Solution at a Glance

Technology

- Community Central
- Sharepoint
- Yammer

Services

- Project Management
- Engagement Management
- Technical Development
- Creative Design



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