

Building the Foundation for a Seamless Microsoft® SharePoint® Upgrade Wireless Telecommunications Provider

The Client

This national provider of wireless voice, messaging and data services provides telecommunications solutions to nearly 300 million Americans. The company operates thousands of locations nationwide.

The Need

The telecommunications leader was leveraging Microsoft® SharePoint® Portal Server 2003 across many of its nationwide offices. Rather than deploying SharePoint companywide, the client had allowed local markets and IT teams to deploy and leverage the technology as needed.

The silo-based deployment allowed teams to leverage the numerous tools SharePoint offers as their needs and schedules allowed. However, in foregoing a standardized, companywide deployment, the client greatly limited the benefits it could gain from the collaboration, data management and business intelligence sharing capabilities of SharePoint. In addition, some of the company's offices had purchased Microsoft Office SharePoint Server 2007, which had resulted in both 2003 and 2007 SharePoint sites being created across the company.

Determined to make the most of its various SharePoint investments through a companywide upgrade to SharePoint Server 2007, the client company sought an outside partner that could conduct a comprehensive assessment of its current landscape and provide expert recommendations on how to efficiently, effectively and securely upgrade the entire organization.

The Solution

TechDiscovery, a Harvey Nash Group, was selected to conduct a full assessment and provide the client's IT team

- A national wireless telecommunications provider had invested in SharePoint Server 2007 and wanted to implement it across thousands of locations nationwide.

- Some of the company's locations were using SharePoint Portal Server 2003, but the exact locations and extent of use was unknown.

- The telecommunications company turned to Harvey Nash to help analyze its current use of SharePoint 2003, and to provide a roadmap for a seamless upgrade and implementation of SharePoint 2007 across all of its locations.

with a comprehensive strategy for successfully upgrading the entire organization to SharePoint Server 2007. TechDiscovery provided a small team of select consultants to manage the 12-week engagement.

The assessment process began with a comprehensive inventory of all SharePoint sites and hardware in order to provide an exacting Current State Analysis. TechDiscovery completed the inventory through a combination of direct client communication and the use of sophisticated analytical tools.

The TechDiscovery team built a detailed map of the client's current sites, users and servers. The resulting Current State Analysis delivered by TechDiscovery included:

- **Sites** - A map of all existing SharePoint 2003 and 2007 sites
- **Current user groups** - which locations and teams were leveraging SharePoint and for what purposes
- **Server utilization** - which servers (SharePoint or otherwise) were being utilized to create SharePoint sites

Once the Current State Analysis document was completed, TechDiscovery was able to take all it had learned of the client's current companywide use of SharePoint and create a comprehensive roadmap. The roadmap provided the client all the information it needed to upgrade the entire company to SharePoint Server 2007. In addition, the client was able to bring the SharePoint Portal Server 2003 sites under organizational control and keep the sites up and running during the upgrade process. The analysis from TechDiscovery included detailed recommendations of the following critical upgrade areas:

- Architecture
- Hardware
- Software
- Site provisioning
- Site security
- Back up and recovery processes
- Monitoring/maintenance processes
- KPIs (key performance indicators)
- SOX compliance issues
- End-user training
- Migration recommendations

The Results

In less than 12 weeks of engaging TechDiscovery for the SharePoint assessment project, the client was able to begin its companywide deployment of SharePoint Server 2007. As a result of the full implementation package from TechDiscovery, the client has an exhaustive roadmap that expertly addresses its most critical challenges, keeping content live and accessible at SharePoint Portal Server 2003 sites throughout the upgrade process, and bringing 2003 sites under centralized organizational control.

To learn more about Harvey Nash, call 800.286.9574 or visit www.harveynashusa.com.