



Adapting technology to empower an enterprise publishing division

News, media, email, chat, and a host of other user-driven tools complement our client's global footprint in the portal market, where people access geographically relevant information, tools, and software in their daily life. As one of the larger portal provider and content sharing platform, our client deployed over 150 people in publishing, editing, and writing for the sites. Over the years, the existing content management system (CMS) in place was outpaced by the user requirements internally, as well as by the way technology itself was adapting to the different business processes users were implementing in their daily work-life.

The client engaged with Revel Consulting to migrate the publishing environment to the more robust Microsoft Office Sharepoint Services (MOSS). The MOSS platform provided some immediate benefits:

- Provide a single workspace for teams to coordinate schedules, organize documents, and participate in discussions—within the organization and over the extranet.
- Easily author and manage documents, and help to ensure their integrity with enhanced features including the option to require document checkout before editing, the ability to view past revisions and restore to previous versions, and the ability to set document-specific security.
- Help people and teams stay on task with a variety of communication features that let users know when actions are required or important changes are made to existing information or documentation, including announcements, sophisticated alerts, surveys, and discussion boards.
- Provide creative forums for brainstorming ideas, building knowledge bases, or simply gathering information in an easy-to-edit format with new templates for implementing blogs and wikis.
- Stay productive while mobile with enhanced support for offline synchronization through Microsoft Office Outlook 2007 that users can apply to manage document libraries, lists, calendars, contacts, tasks, and discussion boards even offline, and to synchronize changes when reconnected to the network.

Working with the internal IT team, Revel also managed the project to rebuild the old CMS UI to resemble the more sophisticated Windows Vista. This dramatic change in the way technology could adapt to work flow and people enabled the publishing team to tightly integrate efforts, reassign roles based on capabilities, and train resources for goal-based performances. Revel provided user guides and documentation for the new publishing environment, as well.

Using workshops, holding theaters for “actors” and “elements,” Revel ensured that external vendors were transitioned so the client could retain IP, training and adoption. Today, the MOSS CMS has helped the client dramatically improve site performance, content management, and user experiences.