

BigcityLaw

Knowledge Exchange Portal - Case Study

Brief Introduction

Law firms based in and around the Big City - Chicago wanted to build a single platform to solve common challenges to their profession : accessing information, communication and collaboration. The solution should also enable them to find the expert of specific area of practice and thus get advice on their questions. Microsoft and Salzer Technologies have worked together going through the requirements and built a communication and collaboration solution based on Microsoft Sharepoint Portal Server technologies.



Business Situation

Legal Professionals working in Lawfirms based in twelve major cities of United States found it difficult to collaborate and share knowledge with others. They also found it difficult to gather answers to their questions and ambiguities related to their profession.

Solution

A communication and collaboration solution based on Microsoft Sharepoint Portal Server technologies has been implemented by Microsoft in association with Salzer Technologies. This Portal simplifies information access, has city based workspaces and issue based communities for collaboration and features Expertise Locator to find and seek the advice of the legal experts.

Benefits

- Effective Communication Channel with Single point of access to all of data.
- Expertise Locator to reduce re-invention and save cost & time.
- Effective collaboration which enables attorneys of various Lawfirms to work together and share knowledge.
- Flexible content management and easily searchable information.

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Customer Profile

Lawfirms based in twelve major cities of United States including the city of Chicago which provides legal services in any area of practices

Business Situation - Detail

Legal Professionals of the Law firms based in and around the Big City - Chicago have a range of academic and professional legal skills in all areas of practices like administrative, civil, corporate, taxation, litigation...etc., Lawfirms are not using the best of technology to access the legal information. Lawfirms needed tools supporting collaboration and communication.

Legal Professionals use to have questions and ambiguities related to their profession and they have search for the expert of their practice area manually and find answer for their question. This is a time consuming and re-inventing process. Legal Professional needed to have a one stop place where they can browse for existing Q&A, locate expertise and gather answer from experts.

In sum these Lawfirms needed tools to support the following:

- Accessing Shared information
- Collaboration
- Communication
- Expertise Locator

Solution Description -Detail

Big City Law Department of City of Chicago created and implemented a communication and collaboration solution solving common challenges to their profession : accessing information, communication and collaboration.

This portal is a one-stop shop for Legal Professionals. Important features of this portal are

City based Workspaces

Each city will have its own private workspace and the Legal professionals working in the city will use the the workspace to share their knowledge. The workspace template is tailored with collaboration and communication components like Announcements, Discussion board, Events and Document Library.

Issue or Topic based Communities

Apart from city based workspaces the members of the portal are able to start communities based on a specific issue or topic which will enable them to share knowledge on the specific issue or topic. The Community template is also tailored with the components similar to a workspace.s

Expertise Locator

This portal features a "Ask a Question" module which enables the the members of the portal to locate experts of specific area of practice and ask their questions or ambiguities. The members also could browse the existing knowledge base of Q&A.

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Integrated Search

Advanced search interface to search for experts, documents, workspaces and communities.

This Portal was developed in partnership with Microsoft and Salzer Technologies. Through the project, Big City Law Department of Chicago has implemented and joined the Microsoft-based Solutions Sharing Network (SSN) program, a global initiative to provide an online, community-based capability to promote increased communication, deeper information exchange, and collaboration between public sector organizations. The SSN program was developed jointly by Microsoft and Salzer Technologies and works on top of Microsoft Windows Server™ 2003 and Microsoft Office SharePoint® Portal Server 2003.

Software and Services

- Microsoft Office Sharepoint Portal Server 2003
- Microsoft SQL Server 2003
- Microsoft Windows Server 2003
- .Net 1.1

Benefits - Detail

Effective Communication Channel

This portal serves as the effective communication channel with single point of access to all kind of data. Each workspace features

the general information components like News, Announcements, Events etc., by default. These city based workspaces enables the members to find other legal professionals of the same city and contact or communicate with them.

Reduces Re-invention

Expertise Locator module implemented in the system allows the members of the portal to locate expertise and gather answers for their questions and ambiguities. These Q&A interactions are captured as a searchable knowledgebase. Members can browse and search the knowledge base to find the answers thus saving the time and cost.

Effective Collaboration

This collaborative portal provides online, workspace based capability to promote enhanced collaboration between Legal Professionals. Each Workspace has been designed with the key collaborative components like Document library, Discussion board etc.,

Flexible Content Management

Legal Professionals can now save and check the documents into the document store, capturing the relevant metadata in Document Profile forms. Members of the portal are able to search the required information more easily. Both keyword based search and taxonomy based search are possible.

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About Salzer Technologies

Salzer Technologies is a global offshore outsourcing firm with offices in Chennai, India and in Northern Virginia in the U.S. The firm is a pioneer in providing knowledge management and business intelligence solutions to leading organizations. The Salzer methodology is driven by a Transparent Offshore Model™ (TOM) that is based on collaboration, communication and currency. Salzer Technologies approaches projects from the point of view of Information Worker Integration™ (IWI). They focus on developing solutions from the user's perspective, delivering information in the context of what information workers need to know—now. Salzer developers use a proprietary assembly-unit platform, called Solution Development Fabric™ (SDF), to create tailor-made business applications in a faster and less expensive way to meet business objectives. The Adaptive Product Development Lifecycle™ brings products to market in a personalized manner, helping companies offer services designed to meet individual needs. That's the Salzer way. Connecting resources through an optimal combination of people, tools, technology, methodology and process expertise - with the goal of satisfying client needs.

To learn more, please visit www.salzertechnologies.com.