

SSN Case Study

Brief Introduction

On numerous occasions, government customers have asked Microsoft to help them improve applications they have created on a Microsoft platform and share those more robust applications with other governments. In response to this request, Microsoft has worked with Salzer Technologies to create Solutions Sharing Network Program (SSN). This Sharepoint Portal based SSN Program is a global initiative that aims to develop and share effective solutions while promoting increased collaboration among those who work in government organizations, academic institutions, and other public sector agencies.



Business Situation

All government agencies share common technological and administrative challenges. Most of the government agencies are using Microsoft technology to solve their challenges. The inability to share and retain knowledge resulted in costly duplication of efforts between government agencies and countries.

Solution

Solutions Sharing Network (SSN) program is a global initiative which provides an online, community-based capability to promote increased communication, deeper information exchange, and collaboration between public sector organizations.

Benefits

- Increased knowledge sharing and collaboration
- Eliminates redundant work
- Leads to time and cost savings
- Flexible Content Management
- Promotion of best practices

Customer Profile

Government organizations, academic institutions, and other public sector agencies.

Business Situation - Detail

All government agencies share common technological and administrative challenges. They have to develop tools or software and adapt best practices to solve their challenges. A government agency might have taken initiative to develop and implement set of tools or software which solves their challenges. These tools could benefit other government agencies of same category. But there is no system in place to share solutions and knowledge. This inability to share and retain knowledge resulted in costly duplication of efforts between government agencies and countries.

Solution Description - Detail

Solutions Sharing Network platform is designed to host a catalogued repository of knowledge around which a community of peers can collaborate. This collaboration facilitates the sharing of knowledge and reduces the cost and time required to develop effective solutions.

Depending on need, governments, organizations, and agencies can either contribute or draw solutions from an SSN portal. Creating a sense of community, clarity, and balance among stakeholders is key to building trust and value in the network.

SSN can also be used by academic institutions to advance education and research around open application development. That same catalog may be used to promote the benefits of sharing knowledge, solutions, and technical information between both commercial and non-commercial organizations and institutions.

Software and Services

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

Benefits - Detail

Mechanism to Make Sharing Possible and Easy

SharePoint Portal based Solutions Sharing Network provides an online, community-based capability to promote increased communication, information exchange, and collaboration between counties. The tools support and deepen the culture of sharing among government agencies.

SSN provides a mechanism for sharing. All government agencies are constricted by both time and money so sharing becomes futile if they have to spend a lot of effort doing it. SSN has made easy for them to share.

Reduces Re-invention

By making it easier to share knowledge, government agencies are able to implement new solutions faster and save money by reusing solutions shared by other agencies. This system has reduced re-invention and thus saves cost & time..

Effective Collaboration

Solution Sharing network portal provides online, community based capability to promote enhanced collaboration between the government agencies. The community template has been designed with the key collaborative components like Document library, Discussion board etc.,

Flexible Content Management

Workflows are implemented to automate the process of authoring, review and publication practices. Users of the portal can now save and check the documents into the document store, capturing the relevant metadata in Document Profile forms. Users are able to search the required information more easily. Both keyword based search and taxonomy based search are possible.

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.