

UNDP Case Study

Brief Introduction

United Nations Development Programme (UNDP) is the UN's global development network, an organization advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. UNDP is comprised of many offices around the world that use different business processes, languages and resources. To have an integrated knowledge sharing and collaborative environment to support the Regional Centers and Country Offices, UNDP has implemented customized version of Solution Sharing Network portal. Developed in partnership with Microsoft and Salzer Technologies, this system facilitates collaboration and knowledge sharing between the Regional Centres and Country Offices.



Business Situation

Formerly, email and other freeware collaborative tools were employed which made it difficult to share knowledge and collaborate effectively and effortlessly with the various Regional Centres and Country Offices. UNDP wanted to build an effective knowledge sharing and collaborative environment to support the Regional Centers and Country Offices around the world.

Solution

Solutions Sharing Network (SSN) portal based on Sharepoint Portal Server 2003 is a global initiative which provides a knowledge sharing and collaborative environment for the Government agencies, Education Institutions and other public sector organizations.

Understanding the requirements of UNDP, Microsoft and Salzer Technologies have worked together to customize and implement the UNDP version of SSN Portal.

Benefits

- Effective Collaboration tool which allows Regional Centers and Country Offices around the world to work together
- Flexible Content Management and easily searchable information
- Effective Communication Channel with a single point-of-access to all the data
- Tailored workspace templates for Regional Centres, Country Offices and Practice Areas built with required key components

Customer Profile

UNDP is the UN's global development network, an organization advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. Its network links and coordinates global and national efforts to reach the Millennium Goals on halving global poverty by 2015. UNDP has its Regional Centers in Bangkok and Colombo and the sub-regional center in Fiji. These regional centers provide country offices (COs) with advisory services and products based on research, lessons learned and partnerships.

Business Situation - Detail

UNDP is comprised of many offices around the world that use different business processes, languages and resources. UNDP has its Regional Centers in Bangkok and Colombo and the sub-regional center in Fiji. These regional centers provide country offices (COs) with advisory services and products based on research, lessons learned and partnerships.

The former email system and other freeware collaborative tools were making it difficult to share knowledge and collaborate effectively and effortlessly with the various Regional Centres and Country Offices. In the absence of integrated knowledge sharing and collaboration environment, a major chunk of valuable organizational knowledge landed in mailboxes and could easily be lost or deleted.

UNDP wanted to have a knowledge sharing and collaborative environment to support the Regional Centers in Bangkok and Colombo and the Sub-Regional Center in Fiji. These Regional Centers provide Country Offices (COs) with advisory services and products based on research, lessons learnt and partnerships. UNDP wanted to have a consistent and intuitive one-stop-shop for all its content management functions across the regional and country offices.

Solution Description - Detail

Solutions Sharing Network (SSN) is a global initiative that provides an online, community-based capability to promote increased communication, deeper information exchange and collaboration between government organizations, academic institutions and other public-sector agencies. The Solutions Sharing Network platform is developed by Microsoft in partnership with Salzer Technologies and works on top of SharePoint Portal Server 2003.

Salzer Technologies has been asked by Microsoft to customize and implement Solutions Sharing Network portal to UNDP. The UNDP customized version of SSN has following key features:

Tailored Workspaces

- Different workspace templates tailored to suit the needs of workspace categories - Country Offices, Cross Regional Centers and Practice areas.
- Key components are Task management, Issue Management, Events, Discussions and Document libraries

Personalization

Personalization needs like MyTask, My Issues, My documents, My profile, Extranet and Intranet User classification are implemented.

Content Management

Flexible content management has been implemented. The key features are

- Taxonomy / tagging of Documents
- Version control
- Enhanced Content Search
- Easy content browsing
- Template based document creation

Exchange Email Server Integration

UNDP members are able to upload document to Portal document libraries from e-mail, thereby ensuring the Knowledge Network conforms to existing behaviors. This feature is achieved by integrating Exchange server 2000 with Sharepoint Portal server.

Integrated Search

- Advanced search functionality has been implemented to search for all kind of data. Both keyword based search and taxonomy based search are possible.
- Ability to search external data using web services

Benefits - Detail

Effective Collaboration

UNDP Solution Sharing network portal provides online, workspace based capability to promote enhanced collaboration between the Regional Centres and Country Offices. Each Workspace has been designed with the key collaborative components like Document library, Discussion board etc., Integration with Exchange Server enables the users to upload documents from email thereby ensuring the Knowledge Network conforms to existing behaviors.

Flexible Content Management

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

Effective Communication

UNDP Solution Sharing network 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. This presents visibility to the activities of the UNDP Office and keeps the members updated.

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.