



Bridgeall

SharePoint Service Description

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1. Service Description

SharePoint is a key solution for organisations and forms a core part of Office 365 & Microsoft 365. A web-based collaboration platform, SharePoint is used for hosting documents, teams, list databases and more. It has a wide range of use cases:

- Collaboration – Collaborate effortlessly and securely with team members inside and outside your organisation, across PCs, Macs and mobile devices.
- Document management – SharePoint provides intelligent document management taking away the pain of manual document control.
- Intranet sites – SharePoint is the ideal technology to build an intranet. Using the wide range of options, it is easy to build an intranet that inspires and supports your employees.

Bridgeall specialise in SharePoint and provide a wide range of SharePoint services. We have dedicated Office 365 and SharePoint teams, comprising of Solution Architects, Analysts, Developers and Project Managers. This team is managed by Bridgeall's M365 & SharePoint Practice Lead, who brings over 15 years' experience in the design, development and architecture of Microsoft based solutions.

As a specialist in the Microsoft technology stack, we have achieved Gold status in 10 competencies, including Data/Cloud Platform and Analytics, Productivity (M365) and Application Development. In addition, we are a Cloud Solutions Provider (CSP) – Direct. As a CSP we can plan, deliver, and manage our clients Microsoft services.

In addition, we are one of only 17 Microsoft Content Services partners globally with preferred partner status. This allows us early visibility and influence over changes that the Microsoft engineering team, are looking at making to the platform in the future. Through this partnership we also get early sight of new features such as SharePoint Syntex announced at Ignite 2020.

Our focus at Bridgeall is to accelerate the digital transformation of our clients' business. All transformation journeys have common themes but are also unique and our key aim is to assist our clients transform reliably and safely in an optimum timescale. We do this by building strong relationships and bringing our in-depth experience across Business Process, Analysis, Development, Operations, and Technology.

We adhere to the highest quality standards, continuously benchmarking ourselves against accepted best-practice. Our focus on quality is central to everything we do and is underpinned by our ISO9001/27001 accreditations, Cyber Essentials certification and Prince 2/Agile-SCRUM delivery methodologies.

1.1. Collaboration

SharePoint empowers teamwork with dynamic and productive team sites for every project team, department and division. Share files, data, news and resources. Customise your site to streamline your team's work. Collaborate effortlessly and securely with team members inside and outside your organisation, across PCs, Macs and mobile devices.

1.2. Document management

SharePoint provides document versioning, approval workflows, categorisation, search and control. Document control, relevance and disposition is managed by workflow tasks and granular security, taking away the pain of manual document control.

1.3. Intranet sites

Most companies will have an intranet site where they can share relevant information company-wide. SharePoint is the ideal technology to build an intranet. Using the wide range of options, it is easy to build an intranet that inspires and supports your employees.

Build cohesion and inform your employees throughout your intranet. Drive organisational efficiency by sharing common resources and applications on home sites and portals. Tell your story with beautiful communication sites and stay in the know with personalised, targeted news on the web and the SharePoint mobile apps.

2. Examples of SharePoint projects

2.1. Surrey County Council – New SharePoint Intranet

Surrey County Council had an intranet which was built on multiple different services. The systems were disconnected and often led to users not getting the most out of their internal network as they had to navigate from one site to the other.

Bridgeall engaged with the team to develop a SharePoint intranet which included well-structured sites and hubs for providing the latest and most important news. As part of this, site pages and important information which was previously stored in the old intranet was migrated into SharePoint.

2.1.1. Solution

Bridgeall developed a SharePoint intranet which included a site for each Directorate in the Council as well as a hub for providing the latest and most important news. As part of this, site pages and important information previously stored in the old intranet were migrated into SharePoint. Yammer was also set up to carry over the Council's internal social network, ensuring a group was set up for each community whilst remaining under the Microsoft 365 umbrella.

Various activities were undertaken to establish the ideal solution. Starting with wireframes, we were able to establish a set of templated pages to be used across different business areas depending on the use case.

Once a design had been agreed on, the next steps were to establish the ideal navigational structure to enable quick and easy navigation across the sites and hubs which were to be set up or were already in place. Once the navigational structure was in place, work was carried out to migrate content across from the existing CMS platform (Squizz). As there was no direct path of migration from Squizz to SharePoint, all pages were exported as JSON files, and then imported using SharePoint PnP PowerShell scripting tools. This allowed for content to be imported into the right sites and pages as required, maintaining the content structure.

We carried out a consultation on Yammer and the solution was set up to carry over the Council's internal social network, ensuring a group was set up for each community. We also carried out a consultation for Viva connections and advised on the correct process for setting up Viva connections, and how to integrate this into Microsoft Teams.

2.2. Cumbria County Council – SharePoint Document Management solution

Cumbria County Council, headquartered in Carlisle, employs over 10,000 staff and delivers a range of strategic services to the people of the county.

The Council wished to take advantage of a move to new premises by digitising physical mail they received. By ascertaining which departments received the most mail, the metrics would enable the Council to help digitise public services, resulting in more efficient and cost effective range delivery.

Bridgeall utilised the Council's existing on-premise SharePoint 2013 Enterprise Farm to deliver a digital delivery document management solution which combined out-of-the-box SharePoint components with custom development covering the more complex requirements.

2.3. NHS NSS – SharePoint Intranet

NHS National Shared Services (NHS NSS) is a national NHS Board operating right at the heart of NHS Scotland. They offer 55 core services on a national scale using best-in-class systems and standards

A key part of the organisations digital workplace strategy was to improve employee communication, collaboration and effectiveness. Central to this was the replacement of the existing Intranet which had become ‘a place for many employees to avoid, difficult to maintain and support’.

Bridgeall designed and built a SharePoint platform customised to meet the specific user and business needs within NHS NSS and subsequently made a significant contribution to their strategic objectives of reducing the amount of staff time spent on administrative tasks, improving customer engagement and providing the development team with a single, efficient communications channel.

“Bridgeall built an alpha version of our Intranet for NHS National Service Scotland. The build was managed extremely well, with the outcome being really useful for us. It has given us a firm foundation for further development. The team at Bridgeall have supported us with our learning and are still providing further technical support. The project was delivered under budget, meaning we can work on further developments that emerge from our user testing. I would not hesitate to work with Bridgeall again, it's been so easy”.

Debbie Murphy, NHS NSS Product Owner, Digital Workplace for the Digital Transformation Programme

Solution

Working closely with the internal team, Bridgeall successfully redeveloped the NHS NSS Intranet. The goal was not to rebuild the existing Intranet nor to deliver a standard, out-of-the-box solution. Rather, the overall objective was to build a platform customised to meet specific user and business needs within NSS.

The Project proceeded in three main stages:

User Research and Business Needs Analysis

The detailed user research and business needs analysis undertaken allowed the Bridgeall project team to prioritise user stories, producing an outline product backlog for the first iteration of the replacement intranet.

The user research highlighted in detail the high level of frustration staff were experiencing in using the existing Intranet and the extent to which time was being wasted, as staff struggled to execute routine tasks and administrative processes.

Development of an Alpha Intranet

Prioritising objectives from the user research, Bridgeall built an alpha Intranet delivering the following outcomes:

- Easy access to the Intranet regardless of time, location or device.
- Finding content – easy retrieval of a specific piece of information reflecting the broad diversity of the NSS as an organisation.
- Enhanced user experience through simple, uncluttered page layouts with out-of-date information being archived or deleted.

- The new Intranet focuses on performing its primary purpose as simply as possible i.e. ease of access to information. Additional features were avoided without demonstrable benefit.
- A secondary purpose was to provide a central news feed for NSS, including news feeds from other parts of the organisation as required.
- The new Intranet supports the primary and secondary purposes without confusing users.
- It is easy to search and navigate.
- Because the new Intranet was a chance to start afresh, much of the existing content was removed.

On-Going Support

Bridgeall continue to work with NHS NSS in further refining their corporate Intranet

3. About Bridgeall

Since 2002, Bridgeall has successfully delivered hundreds of projects to private and public sector organisations. Our focus is on providing an exceptional service to our customers by delivering class-leading digital solutions. We are ISO 9001, ISO 27001 and Cyber Essentials Plus certified, demonstrating our focus on quality and governance in everything we do.

As well as having our own software solutions for the water market (Trevi), we split our services up into our 3 main business units; Modern IT Services & Support, Modern Intelligent Workplace and Applications & Analytics.



We are a one-stop-shop for all things Microsoft with certified consultants across the full stack and cloud solutions including Azure, Dynamics 365, Data & Analytics, Microsoft 365, SharePoint, Power Apps and Power Platform, working with the likes of:



Microsoft

Bridgeall takes great pride in our achievements in recent years of being a 10 x Microsoft Gold Partner. With Microsoft's new Cloud Partner Program, this changed the accreditation approach to focus on key solution areas. As a result, we have achieved the designations required to qualify as an accredited Microsoft Solutions Partner in the following key areas.



Modern Work

Azure Infrastructure

Azure Data & AI

Azure Digital & App
Innovation

In addition, we are a Tier 1 Cloud Solution Provider (CSP), meaning we have unique access to Microsoft licensing and can offer specialist licensing advice and pricing.

Being a CSP partner, Bridgeall can also offer our clients flexible pricing and billing options, as well as the ability to bundle multiple services together under a single contract.

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