



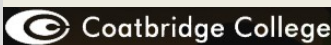
IRW Systems Limited
concept to realisation



Coatbridge College — SharePoint

Microsoft
GOLD CERTIFIED
Partner

"IRW were efficient and professional which enabled us to implement the solution with a minimum of disruption to staff and maximum benefit to the organisation."



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THE CUSTOMER: Coatbridge College was founded over 110 years ago, as a Technical and Mining School. It is Scotland's oldest further education college, but has a clear and structured forward vision for employing new technology in the planned achievement of business improvement and e-business. Coatbridge College serves the community in North Lanarkshire, particularly Coatbridge and Airdrie.

College Overview:

- 4 Academic Divisions;
- Over 300 Members of Staff;
- Over 7000 Students;
- The College offers the only Dental Practice Management qualification in Scotland;
- £25 million campus re-development.

THE REQUIREMENT: The College's intranet at the time provided basic document storage and announcement information, accessible to both staff and students, however this was under-utilised by staff and even more so by students, information was 'patchy' at best and on some occasions, very out of date.

With terms such as 'Widening Participation, Inclusion and Best-Value' becoming more prevalent and relevant, a decision was taken to analyse current and emerging technologies, and how best these technologies could assist the College in serving its customers better.

High-level outcomes consisted of but were not limited to:

- Consistent Enterprise Level Reporting;
- Simplified and Delegated Administration;
- 'Gotcha's' to Hold and Keep Attention (both Staff and Students);
- A System to Support Current Business Processes;
- Simplicity & Usability;
- Self-Management.



"The IRW analysts brought our business user into the design process, continuously improving the user interface and functionality, allowing us to have a rapid, effective web presence and intranet solution."

THE SOLUTION: After a period of evaluation, research and demonstrations, it was decided that the technologies with the 'best-fit' to the requirements would come from Microsoft.

Where possible, Microsoft Office SharePoint Server 2007 (MOSS 2007) would serve as the delivery mechanism, and where not possible, it would serve as the presentation layer. In addition SQL Server 2005 Reporting Services and InfoPath 2007 would be utilised for additional and complimentary functionality.

Coatbridge College, having limited internal resources, chose to partner with an organisation that had the required experience in the technologies and equally, if not more importantly, an understanding of the sector and the challenges the College faced. The partner they chose was **IRW Systems**.

Through a series of workshops, meetings and scoping exercises together, a Project Initiation Document' was agreed on which covered all of the 'needs' rather than all of the 'wants', which at the same time met the constraints that stakeholders had on finance, time and functionality.

BUSINESS BENEFITS: The solution was designed, configured and implemented by IRW Consultants, and included the following functions, capabilities and benefits for the College:

- Single Location Enterprise (MIS) Reporting for Disparate Sources – including, but not limited to reporting against, Student Information System (Oracle), Attendance & Registers (MySQL) and Timetabling Information (SQL Server)
- Document Management (Enterprise Search) - controlled & managed at department/divisional level, versioning, control and consistency are greatly improved (with additional scope for capturing rich metadata)
- Staff Directory - single source of enterprise staff information again including, but not limited to, internal phone, hobbies, interests and skillsets. With additional functionality of being able to book appointments with qualified staff (such as lifelong learning advisors) and the ability to be self-manageable by staff
- Electronic Forms backed up by Process - Course Design, Staff Activity (timesheets), CPD, Expense, HR and Requisition (Finance). With both simple or complex workflow and auditing. Extracts imported into Finance System
- Electronic Store - both Staff and Students can place orders through central store and also check stock levels and order status dynamically. Can assist in automatic replenishment
- 'Gotchas' Attention Retention & Targeted Content - MySites, Social Networking, Wiki's, Blogs, Showcase talent etc. Allowing Staff and Students to browse sites within a controlled (sandbox) environment but at the same time allowing a degree of freedom and as an organisation allowing us to target relevant content



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