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concept to realisation



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NHS Lanarkshire — SharePoint

THE CUSTOMER: NHS Lanarkshire is responsible for improving the health of more than 553,000 people living within the North and South Lanarkshire local authority areas and currently employs approximately 12,000 staff.

THE REQUIREMENT: NHS Lanarkshire previously maintained a traditional intranet which, although successful, became increasingly difficult to maintain as it grew in size and complexity.

THE SOLUTION: NHS Lanarkshire deployed Microsoft Office SharePoint Server. SharePoint's flexible structure means that NHS Lanarkshire has been able to develop an intranet to reflect its organisational structure but with the knowledge that, should the structure change, it will be a straightforward process to change and will not require expensive technical resources.

SharePoint Portal Server has allowed NHS Lanarkshire to devolve management of the Intranet to those closest to the information. Key department staff have been given authority to manage and maintain their own pages but the application of site templates ensures that the overall 'look and feel' of the intranet is not compromised. Devolved management also prevents the bottlenecks associated with all changes having to be applied by the central intranet management team.

As with any health authority, NHS Lanarkshire has many documents stored on a diverse range of servers across the organisation. SharePoint Portal Server has allowed documents to be stored and managed centrally but available to those who need access from anywhere in the organisation. Additionally, SharePoint has made collaboration on documents possible through document versioning and the provision of document workspaces.

SharePoint Portal Server's extensibility proved important to NHS Lanarkshire when it required a Staff Search function which would integrate with internal databases. IRW produced a SharePoint Web Part which is displayed on the home page of the intranet site and is fully integrated into the SharePoint site.

BUSINESS BENEFITS: Key deliverables and benefits from IRW Systems included:

- Flexibility in the face of organisational changes and configurable intranet platform
- Devolution of responsibility to those closest to the information
- Faster time to update without centralised bottlenecks
- Central management of meetings and calendaring
- Reduce duplication of information and organisational inefficiencies
- SharePoint Solution supports staff in their daily tasks and improves the customer experience