

Case Study

Praj

» Every Praj employee can effortlessly connect with organizational and service updates through PRAJ CONNECT- the SharePoint portal established for us by Fujitsu «

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The Customer

Praj is an Indian company that offers innovative solutions to significantly add value in bio-ethanol, alcohol, brewery plants, process equipment and water and wastewater treatment systems for customers, worldwide. Praj is a knowledge based company with expertise and experience in bioprocesses and engineering. It has one of the largest resource bases in the industry with over 500 references across all five continents.

The Challenge

Praj wanted to resolve challenges in employee communications and information sharing. The Communications and IT Department of Praj identified the need to create an employee focused communication channel which would enable centralized storage and access to documents, and also serve as a messaging portal.

Praj was looking for a low cost solution, with the ability to customize the theme of the user interface to reflect the Praj brand. A key business concern that needed to be satisfied was the ability to create a taxonomy of sub-sites that was easy to navigate and could be properly secured.

The objectives that Praj wanted the solution to fulfill included:

- Increase visibility to important messages and documents that are current, relevant, and easy to find
- Content is personalized and relevant, based on organizational role
- Improve the processes for creating, maintaining, and locating corporate content
- Provide a taxonomy that is easy to navigate and intuitive with a unique brand
- Incorporate search as a major component

The Solution

Fujitsu Consulting implemented a low cost solution utilizing SharePoint 2010 Foundation Server and SQL Server to provision a corporate intranet site for Praj.

Fujitsu worked with the IT team at Praj to identify and implement the site structure and taxonomy, and provide appropriate security controls. Special attention was paid to the designing of the user interface to ensure that the platform provided a similar user experience as other online platforms deployed by Praj, and was aligned to its brand's visual aspects.

THE CUSTOMER

Country: India
 Industry: Energy & Utilities
 Founded: 1984
 Employees: > 1,000
 Website: www.praj.net



THE CHALLENGE

The Communications and IT Department of Praj wanted to simplify communication channels to Praj employees by providing them with a centralized document repository and messaging portal.

THE SOLUTION

Fujitsu Consulting provisioned a corporate intranet site for Praj through the implementation of SharePoint 2010 Foundation Server and SQL Server leading to simplified employee communication, providing a single source to employees for easy access to current and relevant information, and creating a unique platform for departments and groups at Praj for publishing information to all employees, or restricted user groups.

THE BENEFITS

- Easy access to relevant information
- Better corporate communication leading to increased employee engagement
- Improved service levels from the IT team as they can search tickets per category, priority and office location, and track tickets to closure, with feedback collection for service improvement
- Minimal maintenance costs
- Praj's IT department can independently maintain and manage the no-code portal solution

Since users had to be introduced to the concept of using SharePoint 2010 as a leading portal and collaboration tool, Fujitsu conducted workshops across the various departments at Praj to help employees understand the benefits of the platform. The training sessions also focused on providing Praj employees the necessary skills for effectively utilizing the various features of the newly implemented intranet solution for easy day-to-day collaboration. These workshops helped Praj's Communication and IT Department with easier and faster change management. Adoption of the intranet was smooth as the structure and function by Fujitsu keeps the end-user requirements and expectations at the forefront.

The Benefit

Praj's communication department can now provide up-to-date information and important messages and documents to employees through a single avenue. Praj employees feel confident the information they receive is current and relevant.

Apart from the communication department, the intranet solution from Fujitsu is being utilized by departments and groups at Praj to publish their information specific to their departments with fine-grain control on access permissions. This has proved to be especially beneficial to knowledge workers who can share their experiences and get their queries resolved with the groups beyond their day-to-day interactions. This helps Praj to capture knowledge in a central repository which can improve reusability in their future projects

Conclusion

"Every Praj employee can effortlessly connect with organizational and service updates through PRAJ CONNECT- the SharePoint portal established for us by Fujitsu. Now that the platform is established, it empowers Praj to build further on processes to make it easier to serve employee requests from various departments, share organizational knowledge in a safe and secure environment and have faster access to information. Thanks to Fujitsu for developing and implementing this tailor made collaboration solution that will energize and further the levels of process automation and enhanced collaboration."

About Fujitsu

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