

Case Study

Central Bank of Ireland

Fujitsu delivers SharePoint expertise and partnership



The customer

The Central Bank of Ireland provides financial regulation and banking oversight to the Republic of Ireland.

The challenge

Fujitsu was initially engaged in 2008 by the Central Bank of Ireland to redevelop their two external websites; www.financialregulator.ie and www.centralbank.ie, using Microsoft Office SharePoint Server 2007 (MOSS). The sites were aging and difficult to navigate, search was difficult to use and the content publication process was extremely cumbersome. In some cases single documents were taking more than half an hour to be uploaded and published on the website. A common complaint from the financial industry was:

"It is very difficult to find information that you need, and having found it, there is no way of knowing that all the information has been located."

The solution

A joint team from the Central Bank and Fujitsu designed and built the Financial Regulator site. The Central Bank had already engaged with industry user groups seeking their input, and a graphic design company on the overall visual look. Fujitsu took these requirements and designed the site structure and functionality to enable the users to get to the information they required in as short a time as possible. Graphic design was converted into SharePoint templates.

Key features:

- Site design and built to international standards for accessibility, web standards, and metadata
- Related information grouped in one place, providing a single location for industry information, for example for Credit Unions
- Consistent look and feel across the whole site
- Authoring of content put back in the hands of users rather than technical staff
- Single set of search results.

Approval processes are crucial to the Central Bank, and Fujitsu implemented an approval workflow to match the Bank's Four-Eyes principle, where one group can author content, but another group must approve it.

The customer

Country: Ireland
Industry: Finance
Founded: 1943
Employees: 1001-5000
Website: www.centralbank.ie



The challenge

In September 2010, the Government passed legislation combining the Financial Regulator and Central Bank of Ireland into one organisation. Fujitsu along with the Central Bank designed a solution that would migrate the Financial Regulator SharePoint solution and the old ASP-based Central Bank website into one combined MS SharePoint website.

The solution

Fujitsu was selected by Central Bank to implement new websites based upon selected Microsoft SharePoint platform based on an ongoing relationship over four years for SharePoint and .NET resourcing and consultancy.

The benefit

- Process of authoring content greatly simplified and time required to publish decreased
- Subject matter experts in each department are now able to create their own content, rather than relying on IT bottlenecks
- Measures to structure information consistently give greater confidence in site
- Regulator site changes generally accepted by industry and considered a vast improvement

Knowledge transfer was a key goal of the Central Bank in this project, and two of the team of six were from the Central Bank. Fujitsu invested time in building their knowledge and capability so that these staff could continue to support and develop with MS SharePoint after project completion.

The site was developed using Microsoft SharePoint Server 2007, and implemented across System Test, Internal Authoring and live Production Environment. User's author content on the internal authoring instance, and when the approval process is complete, a content deployment job pushes it out to the live external site. The site went live in February 2009.

By the time the Financial Regulator site went live the Government had begun a process of changing the remit of the Central Bank, and as such the redevelopment of the Central Bank site was put on hold. Fujitsu continued its partnership approach in design and development of a number of MS SharePoint initiatives.

A joint Fujitsu/Central Bank team developed a SharePoint solution for one of the departments to automate the process of receiving and approving prospectus applications from financial institutions. Key features:

- Email-enabled workflow process, which extracts prospectus information, and creates appropriate document libraries
- Custom Visual Basic .NET code
- Automatic generation of Word and PDF documents at the appropriate point in the approval workflow.

The benefit

Fujitsu worked with the Central Bank in the design and development of their intranet site, known as 'Plaza'.

- Design of overall site structure
- Staff directory search
- Announcement list aggregation.

One of the goals for the Bank was to reduce the amount of email that was sent to 'all users'. Announcement lists were set up for the main types of notifications, and aggregated onto the home page. Users can subscribe if they wish to receive emails for particular types of announcements.

Products and services

- Microsoft SharePoint Server 2007
- Fujitsu services

The marketplace allows staff to advertise tickets for sale or other items. Plaza has received a high approval rating in staff surveys.

Fujitsu has also worked on development of functionality for committee meeting sites and; a site for displaying balanced scorecards.

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Key drivers for this project were:

- Maximise the use of the work done on the Financial Regulator project, but extend where necessary
- Implement a single solution that could then be migrated to SharePoint 2010
- Restructure the content according to the combined goals of the single Central Bank organisation.

Fujitsu's determination to see this project through to completion ensured that all promised functionality was delivered, and the site went live on schedule in June 2011.

The old Central Bank website was based on old technology so it did not show up on Google search results. The new solution ensures that the combined set of Central Bank documents and pages are now searchable, both using the SharePoint search functionality and through Google.

Conclusion

Fujitsu has a proven track record in providing innovative and reliable IT services and solutions, incorporating the best and most appropriate technology that creates value for its customers by helping them to realise their business vision and deliver impeccable customer service.

Fujitsu's Microsoft Gold Partner status and Information Worker competency, together with their in-depth knowledge of the required technologies, especially MS SharePoint and the .NET framework, were a key benefit for the Central Bank.

Fujitsu has provided a crucial partnership role to the Central Bank for the last four years, in the area of Microsoft SharePoint and .NET expertise.

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