

**Trust Service Corporation
Enterprise Portal**

BACKGROUND

A large institutional investment group with multiple facilities managing over \$500m in assets on behalf of its TPA and corporate clients.

CHALLENGE

An employee population of over 600 located in three primary locations were tasked with managing multiple projects, initiatives and product development efforts using classic project toolsets. The absence of a collaboration suite made document collection, real-time communication and team member accountability highly laborious and inconsistent.

SOLUTION

Deployed Microsoft SharePoint to provide the company with an intranet for all employees with information specific to their personal and project needs. SharePoint served as the central document repository alleviating the need to email and distribute information in an insecure manner. Furthermore, implemented Microsoft Team Services to serve the online collaboration needs of this fast growing organization.

RESULTS

The recommendations included near term proposals such as enhancing existing systems to more efficiently process data and increase throughput up to 300% (and remain well within SLA compliance); as well as a longer term strategy to reengineer the architecture to align with their carrier-focused

business model which allows for a highly customized solution yet abstracts common layers for consistency and agility. The technical assessment and solution recommendations provided the client with the clarity and justification for preparing its technology strategy.



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Business Development
sales@spitfiregroup.com



Business-Driven Technology Solutions

11409 Business Park Cir., Ste 110
Firestone, Colorado 80504

303 485 1880

www.spitfiregroup.com