

## Aker Solutions

### Enterprise Speeds up Intranet Development by 50 Per Cent with Communications Solution

**Information sharing is crucial to Aker Solutions. With thousands of employees in more than 30 countries, the company's intranet is an important business tool. Previously, its intranet—called eNet—was based on Microsoft® Content Management Server 2002 and Microsoft Office SharePoint® Portal Server 2003. In 2007, the company's IT team worked with Microsoft Services and Microsoft Gold Certified Partner Tieto to update eNet, with Microsoft Office SharePoint Server 2007 as its foundation. Now, employees use powerful search functionality to find documents and people quickly, and collaborative working features to connect with colleagues. Most importantly, the intranet is highly flexible and the company's IT team can implement features faster.**

#### Situation

Aker Solutions is a major provider of engineering, construction, and maintenance technology and services. With operations in more than 30 countries worldwide, the company employs around 26,000 people. Ensuring the smooth flow of information around such a large workforce is a mammoth task, but a vital one. Employees at all levels in the business need to share documents, from purchase orders to news reports, and complex technical specifications.

A robust information exchange system is critical. In the past, the company's intranet— called eNet—was based on Microsoft® Content Management Server 2002 and Microsoft Office SharePoint® Portal Server 2003. While the system functioned well for several years, the management team at Aker Solutions began to see limitations to its functionality.

Joar Handeland, Vice President of Business Development at Aker Solutions, says: "With tens of thousands of documents stored on eNet, employees were struggling to find information. We needed more powerful search functionality. At the same time, the Content Management Server solution was already so heavily customised that it took too long to add new features. Each request from a team would take hours of development time from our IT personnel."

Aker Solutions wanted to give employees a better user experience on eNet. "We conducted a survey in 2006, and discovered that employees often found eNet difficult to navigate. They also wanted greater customisation opportunities and better collaboration features." In response to the feedback, the consultation team explored solutions that could give each user the ability to modify his or her view of the intranet, and add functionality. An interactive tool would offer more possibilities for user interaction and social networking features, rather than a one-way newsfeed or simple document repository.

The team also had to consider the global footprint of the business. Because Aker Solutions has offices across the world, any new content management system needed to be flexible enough to accommodate location-specific intranet sites in every region. Localisation is crucial to the usability of the system, because each part of the business has different requirements.

#### Solution

Having decided to upgrade the company's intranet, Aker Solutions called in the expertise of Microsoft Services, with support from Microsoft Gold Certified Partner Tieto. The consultation team chose to create a solution based on Microsoft Office SharePoint Server 2007. Handeland says: "Microsoft has been one of our primary IT partners for several years. We prefer to standardise products across the business, and choosing Microsoft helped us limit our number of suppliers, cutting down on costs." The decision also offered Aker Solutions the opportunity to build on the existing knowledge and skills of its IT team, and take advantage of new features offered by Office SharePoint Server 2007.

In 2008, an implementation team began rolling out the system. Having prepared more than 78,000 articles for migration, the team used built-in automated migration tools to transfer information from the existing system. The

updated intranet went live in June 2008.

Staff can now set up new pages or team sites using a range of customisable templates, tailoring them to their business unit. And editors can easily add functionality to pages on the intranet using Web parts, which are more accessible with Office SharePoint Server 2007 than the previous version.

Administrators, meanwhile, create targeted audiences for publications such as newsfeeds and corporate communications, linked to user profiles in the Active Directory® service, giving users access to data that is directly relevant to them.

The updated eNet solution provides a cleaner and simpler interface for users. While search functions in the previous system had begun to struggle with the company's expanding data volumes, employees using the updated solution have access to powerful search functionality across the Office SharePoint Server 2007 environment. The most relevant information is now displayed first, based on location and business area.

Users can not only search for documents and pages, but for individual employees and groups. With Office SharePoint Server 2007, personnel can create My Site pages. An employee's My Site is intended to be a repository for documents, links, and contacts information. The site displays a list of his or her immediate colleagues, so employees can easily contact one another and share information.

## **Benefits**

Using the advanced features of Office SharePoint Server 2007, Aker Solutions and the Microsoft Services team created a solution that saves time and resources across the business. IT personnel can implement new features much more quickly than in the past, which leaves them free to focus on strategic projects. Search functionality within the updated eNet intranet helps other employees find information faster, while social networking features such as customisable My Sites and collaborative workspaces will have a positive impact on the working culture of the business.

### **Flexibility Makes Deployment of Features 50 Per Cent Faster**

One of the greatest benefits of the solution is the speed with which the IT team at Aker Solutions can implement updates and improvements. Says Handeland: "The flexibility of Office SharePoint Server 2007 means our IT team can implement self-service functionality for employees. This frees IT personnel to devote their time to higher value projects, including development of the global collaboration tools on the intranet. Aker Solutions is saving at least 50 per cent in development time."

Using the updated version of eNet, employees can be assigned permission to edit site features themselves, using Web Parts to implement new functionality in their team sites and personal pages. Editors can customise their sites to provide the most relevant functions for their region and business division. In the past, alterations such as these required input from skilled IT personnel, so the change saves even more IT development time.

### **Powerful Search Features Save Employee Time**

Search functionality in Office SharePoint Server 2007 helps employees across the business work more productively. Users can search the entire intranet, with results intelligently tuned to display the most relevant information first. Personnel can find the right documents and articles much more quickly than in the past, meaning they spend less time looking for information and more time working on projects.

### **Collaboration Features to Improve Working Culture**

Another positive impact of the new system is the improved social functionality. By using My Site pages, for example, the employees can choose what information to share with other people. Employees also have the tools to standardise and share best practices for working on projects. "Features such as My Site and collaborative workflows can help our employees work with each other in new ways. Our aim is to facilitate better sharing of information and create more opportunities for colleagues to work together," says Handeland.

Another asset, People Search, aids this sort of personal networking by allowing employees to build their own set of internal contacts. The company is exploring the possibility of using publishing tools such as blogs and wikis to get employees communicating even more effectively.

### **Simplified Rollout Cuts Costs and Keeps Them Low**

An early benefit of the solution was that it was quick to deploy. Aker Solutions had a timeframe of just six months to update the entire intranet, so the pressure was great. But even with thousands of documents to migrate to the system, the project remained on schedule due to the combined expertise of Aker Solutions, Tieto, and the Microsoft Services team. Together, they aligned resources to meet the requirements of critical deployment stages. Another

reason for the smooth rollout was that the IT team was working in a familiar Microsoft environment. Says Handeland: "Our teams used their existing skills to roll out the new system, and they use them to maintain it too. The decision to use Microsoft technology saves on initial and ongoing training costs, both in the IT department, and for users across the business."

The team's decision to replace the two existing systems with one unified solution also keeps costs to a minimum because management is simpler for IT personnel.

### For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: [www.microsoft.com](http://www.microsoft.com)

For more information about Tieto products and services, visit the Web site at: [www.tieto.com](http://www.tieto.com)

For more information about Aker Solutions products and services, visit the Web site at: [www.akersolutions.com](http://www.akersolutions.com)

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## SOLUTION OVERVIEW



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**Organization Size:** 26000 employees

### Organization Profile

Aker Solutions is a leading global provider of engineering and construction services, technology products, and integrated solutions to the oil and gas, chemicals, and mining industries.

### Business Situation

Aker Solutions has a large, distributed workforce, which makes information sharing between employees essential. The company needed an intranet with more powerful document management, search, and collaboration features.

### Solution

Aker Solutions worked with Microsoft Services and Tieto to implement a solution based on Microsoft® Office SharePoint® Server 2007, taking advantage of the product's out-of-the-box functionality.

### Benefits

- Faster development
- Greater functional flexibility
- Increased productivity
- More effective collaboration

Familiar software environment

**Software and Services**

Microsoft Office SharePoint  
Server 2007  
Microsoft Active Directory  
Domain Services

**Vertical Industries**

Heavy and Civil Engineering  
Construction

**Country/Region**

Norway

**Partner(s)**

Tieto  
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