

people ready  team working™



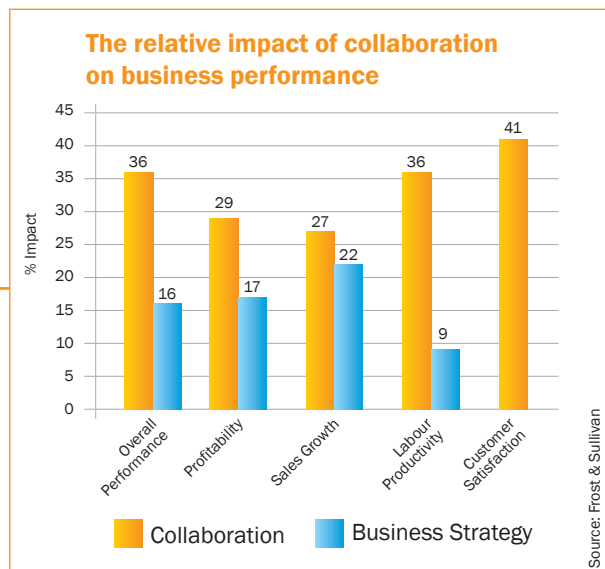
ShareWorkz™
intranet & extranet collaboration

Getting the team together

The increasingly distributed nature of business makes an organisation's ability to promote and support collaborative working crucial to business success. In fact, recent research shows that a staggering 36% of a company's overall performance is driven by its ability to collaborate effectively.

Frost and Sullivan global research in 2006 with almost 1,000 organisations looked in detail at the relationship between an organisation's actual business performance and their ability to collaborate. The effects of collaboration on business performance, profitability, sales growth, productivity and customer satisfaction were all assessed in detail.

With this in mind, companies are increasingly turning to collaborative technologies to encourage organisational interaction. However, the relationship between technology, process and culture is complex. To improve business performance an organisation must use its technology effectively, providing a positive return on investment and demonstrating success at the bottom line.



Implemented successfully, collaborative technology can produce significant results: reducing costs; allowing employees to work outside traditional organisational boundaries; enhancing team-working and increasing responsiveness and productivity.

Unfortunately, all too often, companies are reliant on collaborative technologies that are created as part of home-grown intranets or portals that are unintuitive, inflexible and have little or no focus on user benefits or business return.

In fact, industry research shows that as many as 80% of intranet projects fail either users or the business as a whole, and are unable to deliver the performance improvements expected of them.

Furthermore, collaboration portal benefits have, up until now, only been an option for a few organisations because they have been prohibitively expensive and time consuming to build, deploy and maintain.

Key conclusions:

- Collaboration accounts for 36% of an organisation's overall performance
- Collaboration accounts for 41% of customer satisfaction
- Business strategy, often perceived as most important, at 16% comes behind collaboration in terms of impact on performance



ShareWorkz

– intranet and extranet collaboration in one hour

ShareWorkz is a world first – a functionally rich, best practice based Intranet and Extranet collaboration platform, based on Microsoft's SharePoint technology and built in less than one hour.

Involving more than 5 man years of development, ShareWorkz builds on Microsoft's SharePoint platform to provide a solution that is sophisticated, functionally rich, intuitive and easy to use.

ShareWorkz overcomes the many problems associated with traditional portal developments. ShareWorkz' combination of ease of implementation, integration and day-to-day use dramatically improves your organisation's internal and external collaboration, with the potential to increase information worker productivity on routine tasks by over 50%.

ShareWorkz is built directly around the needs of the end user, so it provides functionality that your business can truly depend on and delivers the performance and productivity improvements you expect to see from your collaboration platform. It is the only product of its type to combine all the key functions of an intranet, extranet and collaboration portal into a single, integrated, off-the-shelf product.

Out-of-the-box, ShareWorkz provides:

- Instant intranet creator
- Intranet content publishing
- Document management and collaboration
- Business process collaboration
- Project and team collaboration
- Customer, partner and supplier management
- Instant customer extranet creator
- Instant partner extranet creator
- Instant supplier extranet creator

Consulting is also available to help you get the most out of ShareWorkz, including intranet or extranet specification, bespoke solution development, integration with other Microsoft products and user training.



Instant ShareWorkz Creator

– a working solution in less than one hour

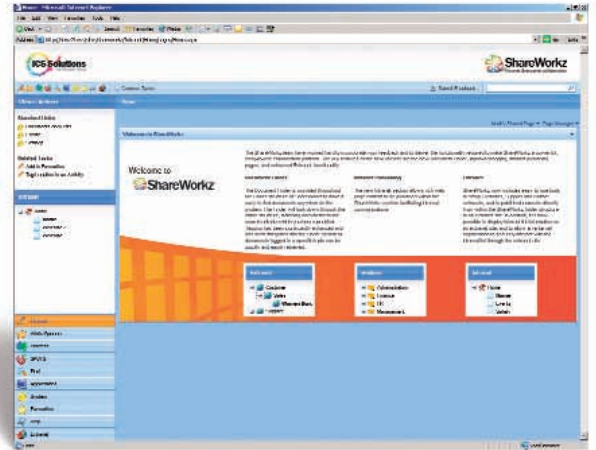
Using Instant ShareWorkz Creator you can build a working solution in less than one hour.

Nielsen Norman research highlights that the average small successful intranet requires at least £150,000 and over 14 months to build.

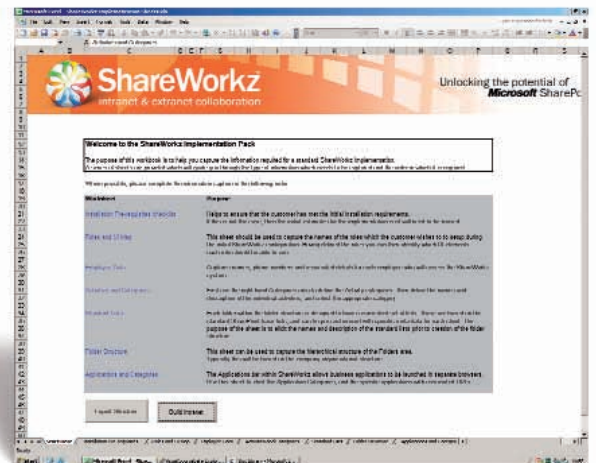
Based on Windows SharePoint Services, ShareWorkz is an off-the-shelf solution that can be implemented quickly with minimum impact on your IT resources. Its class-leading usability is supported by the familiar look and feel of a Microsoft Outlook Web Access style user interface.

ShareWorkz functionality is easily tailored to make it work for your organisation. It is incredibly simple to set up and can be customised, directly by users, to suit your specific requirements.

Because ShareWorkz is both recognisable at the outset and easily navigated, workers across your organisation will be at ease using the many built-in features available for performing routine tasks. This, coupled with speed of implementation using Instant ShareWorkz Creator, means that your organisation will immediately see the dramatic improvements in user productivity and performance that come from effective collaboration.



A recognisable and consistent user interface makes ShareWorkz easy to navigate and completely intuitive for users



Rapidly implement and customise ShareWorkz according to your organisational structure, processes and needs





Intranet Content Publishing

– all your information in one place

With a single location for corporate communication, employees can be kept up to date with consistent and timely information relating to them and to the business.

Effective corporate communication can often represent a huge challenge. Most organisations recognise the importance of information sharing, but many lack the ability to make information easily available to the right teams and people in a timely manner.

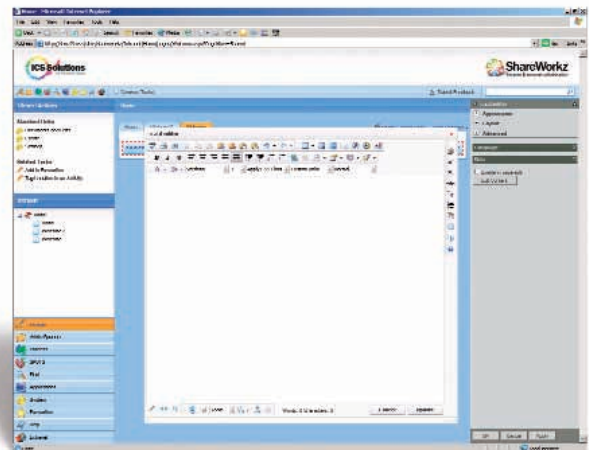
A common and centralised view of your company's communications can have a significant and positive impact on team cohesion, employee morale, staff retention and, ultimately, productivity.

ShareWorkz provides your organisation with a central point for publishing and accessing information about such things as corporate or departmental goals, company and industry news or company achievements.

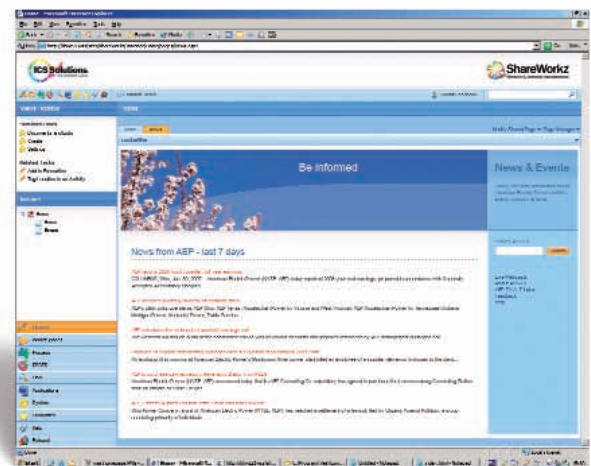
What's more, the integral and comprehensive rich content editor in ShareWorkz enables individual users to take greater control over intranet content updates. Content management becomes easier and more controllable for users and approval processes more automated, eliminating reliance on IT departments.

Users can upload their own content, images and layouts to create sophisticated looking intranet pages that can be accessed throughout the organisation. Pre-defined content templates make this process even easier.

The ShareWorkz intranet portal provides a central, quick and easy mechanism for keeping employees up to date, ensuring that information is shared across the organisation effectively.



A sophisticated content editor gives users control over the information they publish and what it looks like



Keep employees up to date using the ShareWorkz automated news engine

Document Management and Collaboration

– find, use and share information

A single location for the creation, storage, management and retrieval of published documents and list-based information. Version control maintains document currency and employees can rapidly and reliably access and collaborate on business materials.

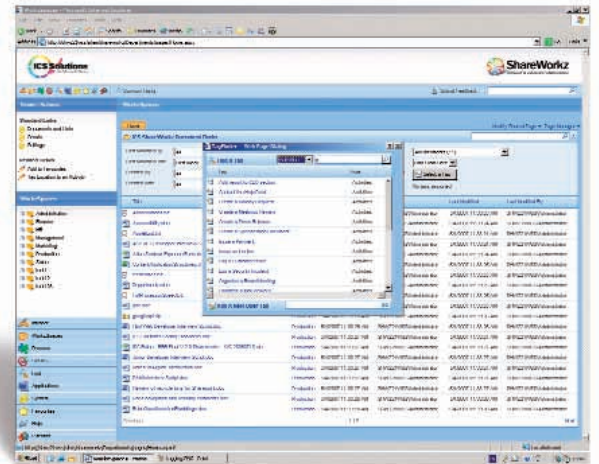
Recent Nielsen Norman research shows that when intranet users try to complete common day-to-day tasks on a poor intranet they can waste up to an hour a day, often because they simply can't find the documents they need.

ShareWorkz provides a complete document storage, retrieval and collaboration solution, with user-defined WorkSpaces creating a clear company-wide view of where documents should be stored.

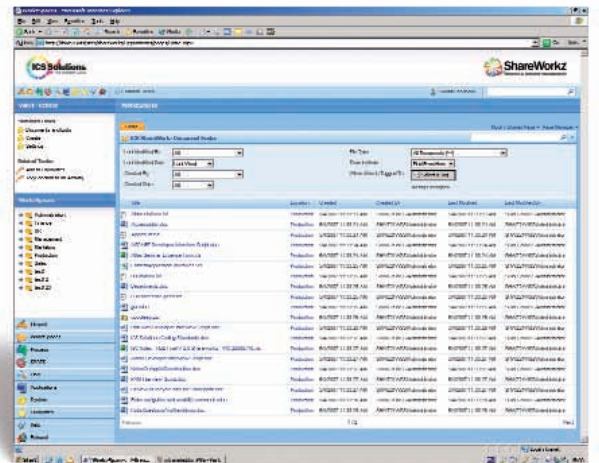
The tagging feature in ShareWorkz provides a user-extendable corporate taxonomy for classifying information. Documents and files can be classified in ways that are relevant to users as well as to an organisation's structure and processes, making it easy for users to quickly search for and retrieve documents and files.

Integration with Microsoft Office makes document management even easier. Documents can be created in traditional Microsoft Office applications and then tagged and stored directly through ShareWorkz.

ShareWorkz Finder takes you beyond traditional search tools, providing a comprehensive and easily used hub that pulls search and find options into a single location. You can find precisely the document you are looking for, without having to trawl through lists of irrelevant results.



Relevant and personalised classification and tagging enables rapid search and retrieval of documents and files



Specifying relevant search criteria narrows selection to find exactly the documents and files that you are looking for





Business Process Collaboration

– streamline real-world business processes

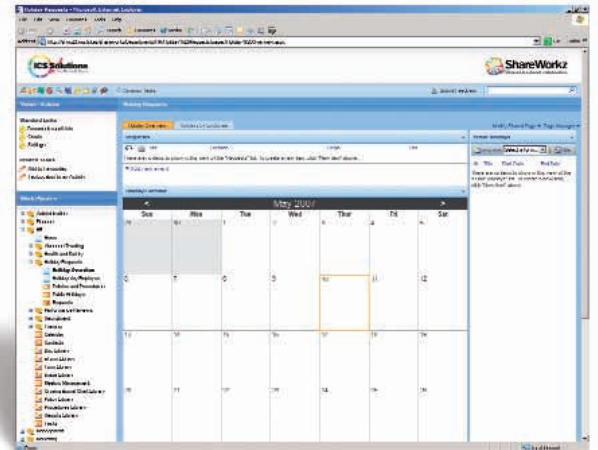
Create a single location for viewing and using business process information in a fraction of the time and at a fraction of the cost of a typical business automation project.

With Frost & Sullivan research showing that 36% of an organisation's productivity is driven by successful collaboration, standardising common business processes makes a significant impact on the bottom line.

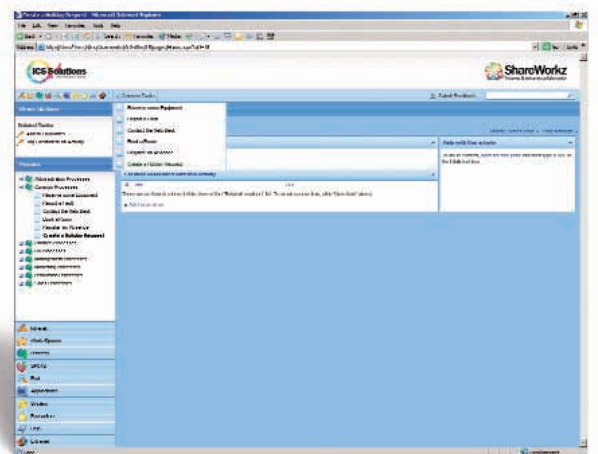
By providing you with online access to self-service processes, ShareWorkz can help you significantly reduce administrative costs whilst increasing quality of information and worker productivity.

Business process collaboration in ShareWorkz is designed so that users can view and interact with portal content by process rather than by organisational structure. A library of more than 30 standard templates, such as holiday bookings or expense claims, is provided and new processes can be easily and quickly created.

ShareWorkz tagging and aggregation technologies pull together process specific content from across the portal and relate it to a given process. A customisable user interface allows you to create specific process-centric actions and views.



A library of more than 30 standard templates makes it easy to create new processes



Streamline common business processes with a single location for users to view and update information



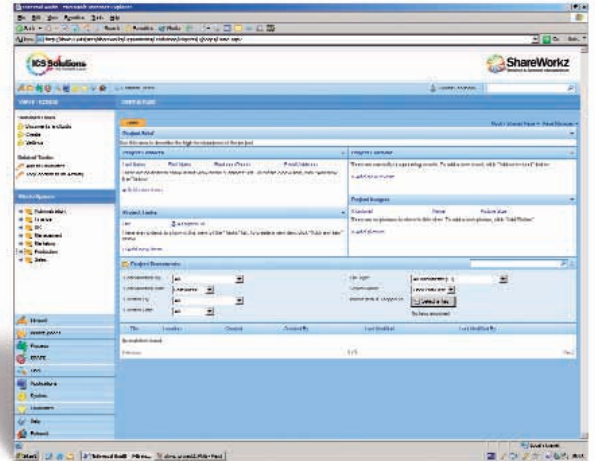
Project and Team Collaboration

– productivity driven by team working

ShareWorkz provides teams with a rich set of tools for collaborating effectively on projects. Information is published and accessed through a single web-based location, thereby overcoming the logistical challenges of place, time and administration that can otherwise severely hamper project and team collaboration.

Users can create their own collaboration sites by selecting from pre-built templates or by building from scratch. Additional tools such as team WorkzSpaces, status lists, task lists, shared libraries, email alerts, contact lists and announcements further enhance collaborative capability and team productivity.

Another significant benefit of the ShareWorkz Project and Team Collaboration feature is integration with Microsoft Live Communication Server, providing you with messaging, presence information, telephony and video conferencing for team communication.



Create project sites for bringing all project-based information together into a single location

Customer, Partner and Supplier Management

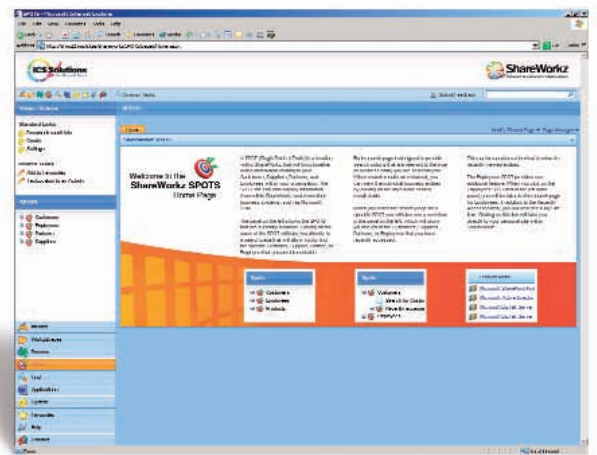
– single points of truth

Providing a single location where previously scattered information can be pulled together, ShareWorkz promotes and supports the collaborative management of customers, partners and suppliers.

Critical information is all too often held in 'silos' distributed across the organisation. ShareWorkz SPOT (Single Point of Truth) technology brings content and data from disparate locations and external systems, such as CRM, into a single ShareWorkz location.

The unique tagging and aggregating technologies within ShareWorkz make it possible to associate data or documents, stored within the portal, directly with a SPOT.

Of even further benefit is integration with Microsoft Exchange Server, enabling employees to access or search for all email communication with customers, partners or suppliers in association with any given document, file or business process.



Single Points of Truth provide a single location for accessing all information relating to a particular customer, partner or supplier



Instant Extranet Creator – build high-value customer, partner and supplier connections

ShareWorkz Instant Extranet Creator provides sophisticated ‘out-of-the-box’ extranets, eliminating the costs and complexity of bespoke extranet development. In minutes, employees can create secure, web-based locations for sharing documents and information with third parties.

Extranets are typically time consuming and expensive to build, requiring significant custom development and complex levels of security. All of this puts a huge burden on IT teams and can often require additional consultancy expertise.

Extranets can be an extremely valuable collaborative tool but risk becoming ‘silos’ of information if they do not integrate with other systems containing customer, partner or supplier information.

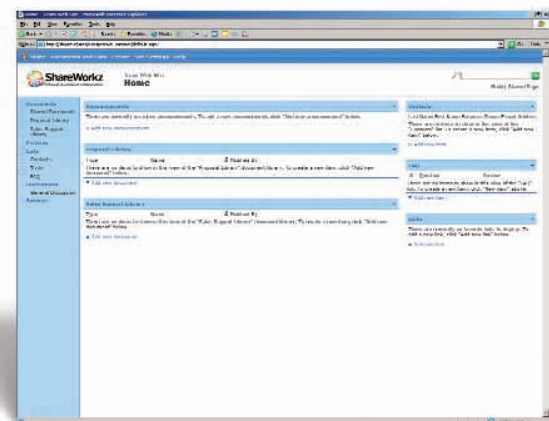
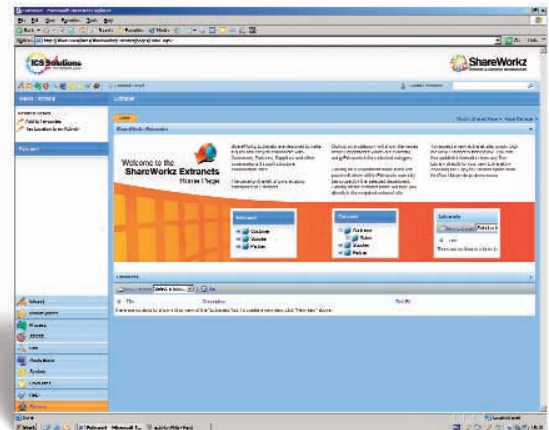
Used properly, an extranet can significantly enhance your management of suppliers and grow your relationships with customers and partners, resulting in better retention, increased trading and reduced transaction costs.

However, the difficulties associated with the creation and ongoing maintenance of traditional extranets often mean that only a handful of companies choose to create them or truly benefit from their collaborative capabilities.

ShareWorkz Instant Extranet Creator allows you to create extranets for customers, partners or suppliers in moments, either from supplied templates or from scratch. The extranet sites are created on a separate secure location outside the firewall and web service technology used to maintain synchronisation.

Portal content and data held on internal systems can be published to your extranet, securely and in real time. Users can also create secure input forms, such as order forms, invoices or information requests, and make these available through the extranet, ensuring that central lists inside the firewall are kept up to date.

Collaboration is further enhanced by access to features such as team WorkzSpaces, shared document libraries, task lists, status lists and email alerts.



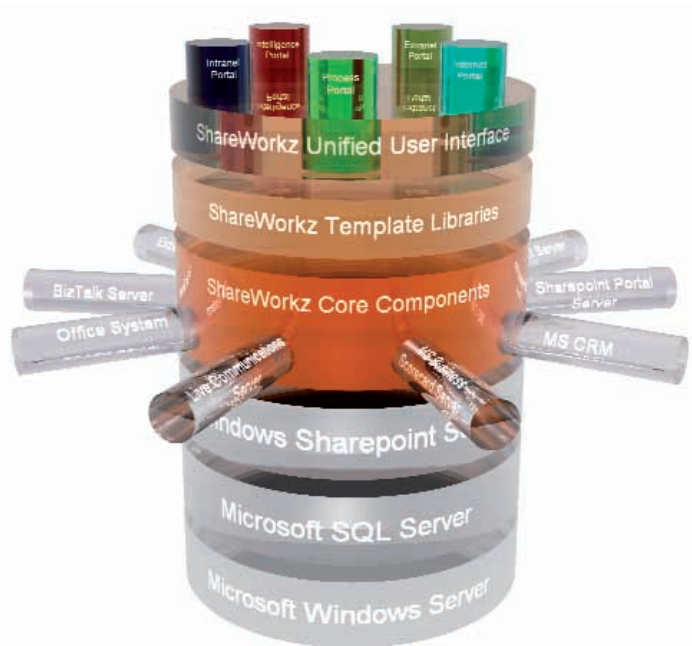
Secure extranets can be created out-of-the-box using customer, partner and supplier templates

ICS ShareWorkz and Microsoft SharePoint compared

ShareWorkz has been built on top of Microsoft Windows SharePoint Services and has been designed to integrate with and compliment the Microsoft technology platform.

ShareWorkz integrates with many popular technologies including:

- **Microsoft SharePoint Server**
- **Microsoft Office Suite**
- **Microsoft Live Communication Server**
- **Microsoft Exchange Server**
- **Microsoft Dynamics CRM**
- **Microsoft Project Suite**
- **Microsoft BizTalk Server**



Although an extremely powerful enterprise intranet and collaboration platform, SharePoint is complex and time-consuming to implement. Successful SharePoint installations will typically require significant bespoke development and custom development time.

ShareWorkz was designed with the user in mind. Its implementation methodology federates common portal tasks to trained users, eliminating the IT department bottlenecks that typically hinder the implementation of a portal across an organisation.

Whereas SharePoint relies on and requires IT teams for customisation, ShareWorkz incorporates features such as the rich Content Editor and Instant Intranet and Extranet Creators. ShareWorkz is designed to put users in control, making your collaboration platform deliver real productivity benefits to both users and the organisation as a whole.



ShareWorkz Collaboration features

Collaboration Challenge

ShareWorkz Solution

ShareWorkz Instant Creator

The average successful Intranet collaboration Portal takes 17 months to build	ShareWorkz Instant Creator takes less than 1 hour to build a complete working solution
Over 70% of Intranets fail and are replaced within 2 years	With over 2,000 man days of development undertaken, success is guaranteed as best practice is built in with ShareWorkz
The largest cause of Intranet Collaboration Portal failure is poor useability	The familiar Outlook Web Access style look and feel of the ShareWorkz Universal Navigator ensures a high level of useability and rapid user adoption

Intranet Content Publishing

Successful Intranets requires technical and design skills to set-up	ShareWorkz Instant Creator automatically provides out-of-the-box content management functionality, with no setup required
Requires technical and design skills required to change and add content	ShareWorkz Intranet Editor allows users to easily create and edit rich intranet content with no technical or design skills required
No content management facility	Content library collaboration and approval processes ensure that content is created effectively and managed appropriately
Heavy reliance on IT with no user involvement	ShareWorkz Intranet Editor removes the need for IT involvement in content creation or upload, empowering users to own content and feel involved

Document Management and Collaboration

No obvious or intuitive locations to store documents and files	Shareworkz WorkSpaces and Stores provide users with an intuitive single place to store and collaborate on documents and lists
Difficult to find the documents and files you need	ShareWorkz Document Finder provides an easy-to-use multi-layered search tool to enable rapid retrieval of documents and files
No classification to enable rapid search for documents	ShareWorkz Tagging provides an intuitive, user controlled method for classifying documents and files
Traditional search facilities reliant on knowing the name, date or size of documents	ShareWorkz Document Finder allows users to specify logical search criteria to instantly return the most relevant results
Duplication of documents and files	ShareWorkz aggregation technologies including SPOT provide a single location for accessing documents, regardless of their location within the portal
No Document publishing capability	ShareWorkz Document publisher allows selected documents to be automatically published to a single common location
No integrated tools to effectively manage documents	ShareWorkz Microsoft Office integrator makes it quick and easy for users to work with documents in the portal, directly from Microsoft Office

Project and Team Collaboration

Setting up and subsequently changing intuitive Project collaboration areas is time consuming and typically requires IT involvement	ShareWorkz Instant Project creator provides Project templates to empower users to set up and manage their own project sites as required
No logical per-project based storage areas	ShareWorkz project templates provide logical storage structures and intuitive storage methods
Project sites do not typically support both internal and external third party collaboration	ShareWorkz project sites are designed to interact, out-of-the-box with ShareWorkz Extranets to enable secure third party access to project data
Typically no email or telephony integration for complete end-to-end collaboration	ShareWorkz Microsoft Exchange and Microsoft LCS Integrator allows users to collaborate effectively, utilising all the products in the Microsoft stack
Difficulty with collating all intellectual effort and documentation associated with a project	ShareWorkz Tagging and SPOT technology ensures that all documents and files can be retrieved on a project by project basis

Business Process Collaboration

Setting up new intranet based processes typically requires IT involvement	ShareWorkz Instant Process creator allows end users to set up new process to support new or improved business processes
Creating common standard process from scratch is time consuming	ShareWorkz Process templates provide over 30 of the common business processes required by most organisations
Creating more sophisticated process require software programming	The ShareWorkz Forms Engine enables sophisticated processes to be created by end users without the need for development

Customer Management (also Partner, Supplier and Employee)

Difficult to manage customers when vital information is scattered around the organisation	ShareWorkz SPOT (Single Point of Truth) aggregate scattered information into a single viewable ShareWorkz location
The heterogeneous nature of modern IT infrastructure makes it difficult to view information stored across multiple systems	ShareWorkz Business Data Centraliser is able to aggregate real-time information from multiple systems into a single viewable location
Difficult to provide a common taxonomy to support single views	ShareWorkz Tagging and aggregation technology provides user defined views on corporate data
Changing the views and format of information required technical assistance	Views on ShareWorkz SPOT sites can be modified by users to support individual requirements

Customer Extranet Collaboration (also Partner and Supplier)

Setting up new Extranets is slow, expensive and requires significant input from IT	ShareWorkz Instant Extranet allows trained users to quickly and easily provision their own Extranets for Customers, Suppliers and Partners
Making changes to Extranets layout, structure and content requires technical expertise	ShareWorkz Extranets can be changed by end users to meet the requirements for each extranet
No mechanism other than email for sharing documents and files with external 3rd parties	ShareWorkz Extranets permit version controlled publishing of documents and files to customers, suppliers and partners
Development of secure, viable Extranet interfaces is expensive and time consuming	ShareWorkz secure web service enables secure interaction between extranet users and Intranet data and documents
No unified interface for publishing information to third parties	Secure data surfacing from multiple internal and external sources
Heavy impact on IT development and infrastructure teams	End-user provisioning of Extranets reduces load on IT and infrastructure staff

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Contacting us

For further information about ShareWorkz
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