

# East of England Development Agency

## Intranet Collaboration

### Background

EEDA is the driving force behind sustainable economic growth and regeneration in the East of England. A business-led government funded organisation sponsored by the Department for Business, Innovation and Skills (BIS), operating across six counties and with approximately 200 employees, it is one of nine regional development agencies (RDAs) focusing on economic development and building prosperity in the English regions.

### The Requirement

EEDA had an existing intranet but this facility could no longer perform to the desired level, and it had become difficult for staff to locate and access information and content. The intranet was heavily text-biased which did not encourage use, a fact supported by the results of an internal survey. In addition, EEDA had recently completed a major re-organisation and the existing intranet topology no longer reflected the new corporate structure and its services.

The principal requirement was to address issues and provide a facility that accurately reflected the EEDA corporate ethic and supported staff and partners in their day to day tasks.



### The Solution

SFW delivered a new intranet with a more user-friendly interface and a convenient and easy-to-use document storage and retrieval system. Other improvements included :

- Well structured site, reflecting the EEDA corporate visual identity, with consistent taxonomy.
- Electronic document storage and management, including basic records management and a simple archive function for all documents.
- Links to a wide variety of internal and external resources (including use of RSS Feeds).

- Collaboration facilities and remote access for all staff.
- Enhanced features, including an integrated staff contact list, a balanced scorecard presentation, an encyclopedia and blogging facility.
- Simple, centralised administration functionality with site status and usage reporting.
- Integration with other enterprise applications including a new taxonomy management tool.

## Benefits

Since deployment, the new Intranet has enabled EEDA to realise many benefits, particularly the ease of document storage and retrieval which has resulted in an increase in staff productivity. Devolved responsibility for content has led to greater staff empowerment and a sense of 'ownership' which has further improved data quality.

Key documents and records can be tracked, controlled, and managed more stringently and Agency decision making is now supported by information that is better structured, more accurate and timely.



SFW provided EEDA with a flexible platform which can scale to accommodate future developments and the requirements of further project phases, which includes the development of a collaboration platform for inter-organisational projects that can be accessed by internal and external parties such as partners and sister organisations. Efficiency gains have already been realised, with future phases set to increase return on investment and further benefit the users at EEDA.

## Technology

The following technologies were used in this development

- SharePoint Portal Server 2003
- Front Page
- .NET

## About SFW

SFW, established in 1992, is a Microsoft Certified Gold Partner with extensive experience working with Private and Public sector organisations. SFW truly understands the nature of these organisations and the challenges they face, combining this with the technical knowledge and ability to deliver streamlined effective tools that improve efficiency and enhance the experience of every user.

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