

Business Technology Services Business Collaboration

Business Technology

Advanced Analytics
Business Collaboration
Business Intelligence &
Analytics
Interim Leadership
IT Advisory
IT Infrastructure
Software Advisory

The Challenge

In today's fast-evolving business environment, organizations need to react quickly to challenges and opportunities. It is time to break down traditional corporate silos and provide an increasingly distributed, mobile and technically aware workforce with dynamic ways to connect, communicate and share knowledge. It can be tempting, and seemingly easy, to address these needs by signing up for the latest "free" collaboration tool trial; many tools are cloud-based and require little if any IT involvement to deploy. But this ad hoc collaboration approach is fraught with risks. Teams quickly find themselves using inconsistently adopted tools that lack clear purpose and are not integrated with other corporate platforms. This leads to confused users, uncontrolled content distributed across too many systems, and no clear ROI. There is a better way to transform your organization into a highly functional collaborative workplace.

Our Services

Point B has led over 100 collaboration engagements using a proven holistic methodology that ensures effective solutions for our clients. Successful implementation requires changes to both established business processes as well as employee behaviors. We focus on the technology only after there is a clear understanding of the desired outcomes and how they will be achieved. Our approach ensures both a successful technical implementation and long-term user adoption.



Project Examples

Business Process Automation & Intranet: A national nonprofit asked us to review its business processes, team dynamics and content to determine which Office 365 tools would best address its needs. We introduced integrated solutions that allow teams to break down traditional working silos and leverage common processes; route, approve and digitally sign documents; and easily access corporate information on a wiki-based intranet.

Enterprise Learning Portal: Point B led the design, development and implementation of an Adobe Experience Manager-based solution for the enterprise learning portal of a large global investment institution. The portal allows approximately 8,000 global users to discover all learning- and development-related content through personalized sites, deep search capability, and mobile access.

Global HR Collaboration Portal: A global Internet company asked Point B to lead its efforts to design, structure, build and populate a Human Resources content and collaboration portal for its global HR team. The HR team is using the new Jive-based portal to centralize and collaborate on global HR knowledge/content, develop a common governance model, and provide a tool to simplify collaboration across the Americas, EMEA, APAC and India.

Business Collaboration

Offices

Austin
Bay Area
Boston
Chicago
Denver
Minneapolis-St. Paul
Phoenix
Portland
Seattle
Southern California

The primary components of our Business Collaboration approach include:

Strategy & Approach Planning – We perform objective assessments of an organization’s readiness to deploy a collaboration solution. By engaging with business and IT stakeholders, we develop business collaboration strategies and actionable implementation roadmaps based on prioritized business needs.

Point B will work with your teams to:

- Conduct workshops to understand existing processes and identify opportunities for reducing and optimizing steps through collaboration and automation.
- Identify, classify and prioritize the content to be managed in a collaboration system.
- Develop a scalable governance model that defines content and process ownership, ensuring that collaboration tools highlight relevant and current information at all times.
- Perform cultural readiness assessments to identify both potential early adopters and champions for change. We also pinpoint areas that will require stronger change management to adjust to a collaborative workplace.
- Lead the evaluation and selection of tools.

Solution Design – Leveraging a prioritized implementation roadmap and selected toolset, we will:

- Design and build effective processes and intuitive/user-friendly technical solutions by bringing deep expertise in collaboration suites such as Microsoft Office 365, SharePoint, Jive and Google Apps for Work.
- Define a scalable information architecture that facilitates communication and information sharing through a common business vocabulary.

Implementation – Point B leads implementations that focus on quick user adoption and ensure long-term sustainability. Based on needs and goals, we:

- Develop and deliver comprehensive user and administrator training. This ensures that tools are properly used and adopted across the organization.
- Design a support model with clear roles and responsibilities for tool and process owners.
- Deploy a feedback mechanism for users so that administrators can quickly react to expanding user needs.

Why Point B?

Point B, Inc. helps organizations form, execute, and thrive. With capabilities including Management Consulting, Venture Investment and Advisory, and Property Development, our integrated businesses provide value to the organizations and communities we serve. Our 100 percent employee-owned firm was named a Best Workplace in the United States by *Fortune* magazine, and is regularly honored as an exceptional place to work.