

Team Up: Collaboration Portal for Erste Group

How we contributed to make project collaboration more efficient for Erste Group employees



Working on our new collaboration platform Team Up together with Millennium was a perfect experience. Their agile methodology of implementing our specific requirements enabled us to fully participate in the whole process of development, to see results very quickly and to ensure smooth realization of the project.



Andre Waditschatka
Head of Unified Communications



The client

s IT Solutions AT Spardat GmbH

Solution

Team Up Collaboration Portal
for Erste Group

About the Client

s IT Solutions AT Spardat GmbH is the Erste Bank and Sparkassen's IT solutions provider in Austria and has its headquarters in Vienna. It is a member of Erste Group, which has a network of almost 2,600 branches in seven European countries and employs around 47,000 people.

Initial situation

In the past, sending documents and information via e-mails or exchanging files via shared folders was the primary form of team collaboration on projects and document sharing within Erste Group. Collaboration – especially across departments and entities – was complicated and required a lot of coordination effort. Thus, the customer looked for a way to share, modify and comment documents and information and to record the history of changes.





About the solution

s IT Solutions approached us with very specific ideas and requirements for a new collaboration tool and attached one strict condition: the new solution had to be based on the Microsoft SharePoint platform. The customer had worked with this platform before and was satisfied with its previous version. Since functional ergonomics and visual aspects of SharePoint did not meet the set requirements, we extended it in close cooperation with the customer to include new features and improve usability.



The solution was further developed by adding the following functionalities according exactly to the client's requirements:

- **Team sites** – the core of the whole collaboration portal named Team Up. Employees themselves can create team sites for project collaboration and exchange all the information needed.
- **Document library** – unified and centralized document storage containing the complete history of changes that comes with the possibility to modify documents “with a single click”, send notifications, assign rights, comment documents, etc. The standard SharePoint functionality was improved with the aim to minimize the number of mouse clicks for users.
- **Blogs** – a communication tool that enables users to share information (technological innovations, news from a project, inspiring articles, and so on).
- **Tasks** – task tracking and assignment of tasks not only to individuals, but also to entire teams.
- **Milestones and Events** – the most important activities and events, important for employees as well as members of a project team.
- **Forum** – space for sharing opinions, questions and answers.
- **Wiki pages** – knowledge base for users, comprising know-how of the respective team e.g. project, work group, etc. . .
- **Dashboards** – overview of tasks, events (visually depicted and clearly arranged timeline), the newest documents and forums, chat, and other content boxes.
- **Picture library**
- **Important links**



Team Up in numbers

Team Up Collaboration Portal is available to all employees of Erste Group. Currently, **more than 7,500 employees and external co-workers** of Erste Group use Team Up on a daily basis (July 2017).

The solution boosts project collaboration by minimising the need to send data and documents via e-mails. This results in better and more efficient handling of projects.

By now, employees have created **more than 1,450 team sites** with the number steadily rising. Team Up is used for collaboration, mutual communication and information sharing when working on different tasks and projects.

Technology used

- SharePoint 2013
- SQL server 2012 SP 1

Methodology

The project was managed using agile methodology, requiring a high level of customer's participation and involvement. This enabled the client to use all advantages this methodology offers – to see real results after every finish of a sprint, each lasting two weeks. That was the reason why we could quickly respond to the client's instructions and requirements and deliver a result that fully meets the customers' expectations.



Main benefits of the collaboration portal

1. Erste Group possesses a collaboration tool based on modern Microsoft technology that offers flexible and modular development of functionalities.
2. More efficient team collaboration on projects with the possibility to give access to internal users as well as to external co-workers.
3. Employees have a central document storage that allows file sharing, versioning and adding comments to document versions.
4. Users have an intuitive solution at their disposal that provides an easy search function.

The course of the project

Phase 1

s IT Solutions started the project implementation in 2015. In December 2015, we were asked to develop the collaboration portal together with other project partners owing to the positive testimonial we received from Slovenská Sporiteľňa (also part of Erste Group), a former customer fully satisfied with a project we had delivered to them. A crucial functionality, so-called action block, was implemented during this phase of the project and subsequently integrated into the document library and other parts of the portal.

Phase 2

Team Up Collaboration Portal went live in Autumn 2016. Since its launch new functionalities have continuously been added. It is necessary to mention the great approach of our customer s IT Solutions, who wanted to provide its employees with a user-friendly system. They succeeded thanks to the improvements of the solution based on user feedback and comments.

16x

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3x

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