



CASE HISTORY – PROCOM

Company streamlines proposal and client delivery processes

SITUATION

ProCom International, a CommonHealth company of 20 employees, provides medical education funded by grants from pharmaceutical companies. Many of its programs were accredited for Continuing Medical Education. Over the few years of its history, the company had already created several thousand “office” documents – business pitches and educational and administrative materials. While the folder structure had grown “organically” with some discipline, management already understood the expected benefit of moving to a knowledge management and collaboration platform as HLS – its sister company – had done. (See related case study.)

OBJECTIVE

The CIO declared his intent to roll out SharePoint Portal across all CommonHealth medical education companies. Objective: Deploy ProCom’s collaboration and knowledge management portal based on SharePoint Portal II and ProCom’s workflow, and discontinue use of file servers and email as the mechanisms of storage and collaboration.

APPROACH

- Develop program plan and manage to it, keeping all parties abreast of progress.
- Select a subset of the previous sister-company portal for use as a ProCom user acceptance “prototype” and use as a foil for analysis discussions.
- Define the full-scale features and functionality.
- Manage development by engineer from internal IT organization and deployment by internal network and technical support organizations.
- Develop and deliver user training, phased to suit ProCom’s delivery commitments.
- Launch, provide close followup support, and transition to internal IT support.

RESULTS

- Prototype set up in weeks, Portal delivered in total of 5 months, with follow-up support and effective transition to internal support.
- Little time required of CIO.
- Digital asset management and collaboration practices using Portal accepted as standard practice by ProCom.
- Improved awareness and collaboration among teams and management, better management of confidential business documents.
- Better access to prior work for more profitable re-use.