



Talk Talk

SharePoint portal improves collaboration and document management at Talk Talk. 4,000 employees can come together to collaborate on projects and exchange information on their own areas of interest. Master page templates and Content Layout templates simplify the entire process of entering and uploading new information. Central repository improved document managed and access.

Business Challenge

Following its acquisition by The Carphone Warehouse's acquisition, Talk Talk decided to implement a group-wide intranet. Although Talk Talk did have some in-house SharePoint expertise, its internal capabilities were lacking in design capabilities and so approached Box of Blue and Ballard Chalmers to conceptualise a look and feel for the entire intranet. Once the new portal designs had been presented to Talk Talk, the group recognised the benefits of rolling the new designs out across the entire SharePoint portal.

Talk Talk had thousands of documents residing in various locations throughout the group. Many were already stored in disparate central databases and on individual PCs but users accessing these documents had no way of knowing whether these documents were the most-up-to-date or whether they had been superseded by later versions residing on PCs to which they had no access.

Collaboration was another issue that Talk Talk needed to address. The organisation has over 4,000 employees spread not only through the UK but also internationally. Employees need to come together to collaborate on projects and exchange information on their own areas of interest.

Solution

With Box of Blue having completed the overall designs of the SharePoint pages, Ballard Chalmers created both master page templates and Content Layout templates in SharePoint to simplify the entire process of entering and uploading new information into the SharePoint intranet.

Working in close collaboration, Ballard Chalmers and Box of Blue integrated the new templates onto Talk Talk's London-based live servers. Once the system went live, Ballard Chalmers then held half day training sessions to bring Talk Talk staff up to speed on the new technologies, as well as providing the IT departments with extensive documentation on SharePoint implementation.

From the very first stages of the process, Talk Talk's objective had been to implement a group wide intranet solution that would improve internal collaboration, provide a centralised data and document management repository and allow corporate and divisional information to be easily and effectively communicated to relevant employees. SharePoint allows portals to be created in a matter of hours.

All Talk Talk staff now have access to the intranet and the organisation is in the process of developing a more flexible and user-friendly document management and search solution to extend SharePoint's capabilities even further into the group.

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