mercurius
information technology

Extended Enterprise Automation

Using Microsoft SharePoint to deliver significant productivity improvements in Government Contract Fulfilment

Working with Mercurius really helped us minimise our costs by maximising reuse. Their solution has provided us with a scalable and adaptable approach for the future; it has improved productivity.

Tom Skalycz, Enterprise Architect, A4e (now PeoplePlus)

Our Client

A4e is a recognised leader in the delivery of services that transform people's lives through work and training.

This requires a critical focus on process automation to deliver these services in the best possible way with the highest quality and also, importantly, at the lowest cost.

Industry Solution

We were able to offer a solution providing an extremely cost effective set of flexible & scalable SharePoint components that could be rapidly deployed.

This resulted in reduced delivery costs and faster turnaround from contract award to live service delivery.

THE CHALLENGE

A4e delivers a variety of government based contracted services to a wide range of users throughout the UK.

Providing process support was complex, repetitive and continually added complexity to the overall landscape because the scope of each contract was unique.

This resulted in slow response times, duplication of efforts, unnecessary overheads and higher costs.

THE SOLUTION

By working with Mercurius IT to build a reusable set of SharePoint based process components, A4e were able to address these key challenges with improvements across the whole enterprise.

Each contract could be delivered by building a unique end-to-end process where the vast majority of elements were reused, but in a way which could quickly be aligned to each set of requirements.

THE RESULTS

A flexible and scalable package of generic components that could be rapidly configured in support of a wide variety of end-to-end processes to contract demands.

It is now possible to more accurately predict the costs associated with building the infrastructure needed to deliver the different services during the tender process, as well as ensuring these are significantly lower than taking a case-by-case approach.

THE BENEFITS

- ⊘ Lower total costs of ownership through reuse
- ⊘ Predictable set up costs
- ⊘ Reduced risk of late delivery
- ⊘ Greater process commonality across services
- ⊘ Rapid national coverage via Web Technology

OVERVIEW

Integrated with A4e's business process management and back office systems, a key objective was to design and architect a solution that would be scalable.

This ability to scale quickly needed to ensure that modules developed for the NEA contract could be "repurposed" to meet the needs of other contracts and other parts of the business with the minimum of changes; ensuring the investment continues to deliver benefits well into the future.

AN INDUSTRY SOLUTION

The Portal Deployment was a modular-based design, development and implementation project in support of A4e's success in winning one of the UK Government's National Enterprise Allowance contracts.

Fundamentally, these activities involved the day-to-day management of collaborations between a group of internal and external users, each supporting the applicant through a predefined, evidence-based, process which- whilst standard- could be applied to any of A4e's services the applicant wished to apply for.

The SharePoint portal supports Stakeholders, Advisors, Mentors, Partners and other Third Parties in their provision of advice and guidance. It does this in such a way that evidence can be uploaded securely to the site by the applicant as they progress through the overall process.

The overall process can take an extended amount of time and any outcome-based payments are linked to evidenced progress by the applicant, so tracking activities and managing documents become critical to its success, exploiting the power and capabilities inherent in the SharePoint portfolio.

Overall Key To Success

Mercurius IT have developed a reusable set of components capable of rapid deployment to support unique business processes. This allows A4e to deliver their services with the highest quality and lowest cost.

Gold
Microsoft Partner

■ Microsoft

GET IN TOUCH

24 Shenley Pavilions
Chalkdell Drive
Shenley Wood
Milton Keynes MK5 6LB
UNITED KINGDOM
+44 1908 508080 (Office)
+44 1908 810293 (Fax)
info@mercuriusit.com