

# Compaq Wireless Internet Development Office

## Efficiency @work

An internal organization focused on the development of innovative wireless technology, the Compaq Wireless Internet Development Office was looking to implement a communications medium that would accomplish two things: Make it easier to share the most current information with the core team, and then distribute updates to the greater Compaq community.

The solution? Wireless@Compaq — a customized corporate intranet portal built with the Microsoft SharePoint Portal Server application.

### Saving time and money with Windows-friendly SharePoint

“Initially, we started working with the Wireless Internet Development Office to develop a static intranet site,” explained Andrew Gent, lead information architect with Compaq Global Services. “Maintaining that approach required up to four hours per week of valuable Web team resources. As soon as it was available, we recommended the SharePoint Portal Server product.”

Today, the entire Web site presentation is managed automatically by SharePoint, while the content is created and maintained as ordinary Microsoft Office documents in a set of “Web folders” that operate like any file share. News items, content and even entire

subject areas are created by editing files and folders from the Windows desktop.

Easy integration with the familiar Windows desktop enables content owners to publish and control content securely without having to learn new Web authoring skills or rely on outside resources.

“From my perspective, the Compaq solution customized from Microsoft SharePoint Portal makes it extremely easy to set up and assign content ownership, control and access. Learning to use this tool was quick and painless,” said Jerred Micek of the Corporate Strategy Group.

Tamara Reindl, with the Wireless Internet Development Office and primary content owner for Wireless@Compaq, agrees: “SharePoint Portal is very user-friendly. I learned to navigate the software in a matter of hours. It’s also easy to add or delete content, and equally as easy to organize information with the Web folders. Web updates happen almost instantly.”

“Compared to other corporate portals on the market today, Microsoft SharePoint Portal is definitely more affordable,” added Gent. “Many other portal products don’t actually manage the content, so once again information meant for the Web needs to be handed off to a Web formatting team. Not so with SharePoint.”

## Customizing Web parts

Compaq Global Services worked with Micek and Reindl to customize the “out-of-the-box” Microsoft SharePoint Portal Server to provide a Compaq solution that meets specific communications goals.

“We modified default ‘home page’ Web parts to create a customized banner. We also adapted the News Web part to create easy-to-update pointers to the Document Library,” said Gent. “News listings were also modified to publish lists in chronological rather than alphabetical order.”

A requirement to publish up-to-the-minute news on wireless technology was met by creating a gateway that enables the SharePoint Portal to pull XML-formatted files from a corporate news site, then publish that news in real-time on the Wireless@Compaq portal.

## Leading-edge SharePoint expertise

The Wireless Internet Development Office relied on the Compaq Global Services team for support during the design, planning and implementation phases of the Compaq solution using Microsoft SharePoint Portal.

“The first step was to understand who the audience was as well as other requirements around content and security,” said Gent.

“Compaq Global Services understood our business objectives, and their technical understanding of the SharePoint product enabled them to tailor it to meet our exacting needs.”

*Jerred Micek, Wireless Internet Development Manager, Corporate Strategy Group, Compaq Computer Corporation*

“The greatest value the services team brought to the project was their understanding of our knowledge management goals and the Microsoft SharePoint Portal product itself,” said Micek. “They understood intuitively what needed to happen to adapt Microsoft SharePoint Portal to our exacting needs, and they understood technically how to implement those changes.”

The design and implementation of the Compaq solution for the Wireless@Compaq intranet portal served as the basis for the development of the Compaq Internet Publishing and Portal Solution. Now customers worldwide can leverage Compaq’s expertise with Microsoft SharePoint Portal to launch a customized corporate portal solution with speed and confidence.

### Business results:

- > **Improved productivity** — easy to learn, SharePoint also simplifies and speeds content creation, publishing and management
- > **Increased cost efficiency** — now the content owner can easily publish information directly to the Web, with no special Web-authoring skills required
- > **Improved communications** — the most current, relevant information is available to the people who need it most

### What makes it work:

- > **Systems:** One Compaq ProLiant™ 1600 dual 600 MHz Pentium III system with 640 MB RAM and 72 GB of hard disk space
- > **Software:** Microsoft SharePoint Portal Server application and Windows 2000 Advanced Server operating system
- > **Solutions:** Compaq Publishing and Intranet Portal Solution
- > **Services:** Compaq Global Services to help plan, design and implement the custom portal solution

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