

# IMPACT Management Customer Solution Case Study



**Customer:** International Partnership for Microbicides

**Web Site:** [www.ipmglobal.org](http://www.ipmglobal.org)

**Customer Size:** 180

**Country or Region:** United States, Belgium, South Africa

**Industry:** Healthcare

**Partner:** IMPACT Management

#### Customer Profile

The International Partnership for Microbicides (IPM) is a non-profit research organization that develops new bio-medical products for the prevention of HIV infection. The organization is headquartered in Silver Spring, Maryland.

#### Partner Profile

IMPACT Management

(877) 821-8388

[www.impactmgmt.com](http://www.impactmgmt.com)

IMPACT Management specializes in solving real-world business problems by creating innovative solutions and applications on the Microsoft SharePoint platform for customers in a range of industries, including healthcare, higher education, and private industry.

#### Software and Services

- Microsoft Office SharePoint Server 2007

## Global Health Partnership Streamlines Operations with SharePoint Solution

“IMPACT Management helped us design a cost-effective SharePoint solution that provides the right functionality and end-user experience.”

Richard Machanoff, Director of Information Systems and Technology  
International Partnership for Microbicides

The International Partnership for Microbicides (IPM) is a non-profit research organization that develops new bio-medical products for the prevention of HIV infection. With help from IMPACT Management, IPM deployed a Microsoft SharePoint-based intranet to streamline its document management and workflow processes and improve productivity in its offices.

#### Business Needs

IPM, a non-profit product development partnership (PDP), was established in 2002 to prevent HIV transmission by accelerating the development of safe and effective microbicides for use by women in developing countries. IPM collaborates with a global network of partner organizations. It coordinates, helps fund, and directly conducts the different phases of work needed to bring microbicides from initial laboratory testing to final regulatory approval and product distribution.

IPM is a young organization that has grown rapidly, with four offices on three continents. As it has grown, IPM faced increasing challenges managing its documents and processes. “Our company data was shared on

a distributed file system that is replicated across our offices,” says Richard Machanoff, Director of Information Systems and Technology for IPM. “As we’ve grown, it has gotten harder to find information on the network. Plus we did not have adequate version control over documents or a good system for monitoring the age of documents.”

#### Solution

IPM decided to pilot Microsoft Office SharePoint Server 2007 to create an enterprise-wide intranet. They worked with IMPACT Management, a Microsoft Gold Certified Partner that specializes in creating SharePoint solutions, to deploy the pilot project.

To better understand its needs and how SharePoint could help, IPM participated in IMAGINE SharePoint Envision and Plan workshops conducted by IMPACT Management to evaluate technical and business requirements for an intranet.

IMPACT Management helped IPM configure sandbox, development, and production servers for SharePoint. It also developed a pilot for the intranet with features that include document management and versioning; an events calendar and announcements page; a task list and photo collection; PowerPoint collections; and blogs.

The project included migration of existing photo and PowerPoint libraries, examples of business workflow and routing processes to streamline procedures, and implementation of SharePoint search functionality and security configuration. IMPACT Management also helped train IPM staff in SharePoint administration and security.

"During the project, we discussed our need to manage and control the distribution and downloading of IPM photos—for example, of facilities or clinics," Machanoff says. "IMPACT Management set up a custom SharePoint photo library with forms and workflows so users can look at photos in the library and request permission to download specific photos."

IMPACT Management finished its work in October 2009. A pilot was launched the following month. "The deployment went very smoothly, the new intranet site is fully functional, and is being used by staff daily," says Machanoff. "IMPACT Management helped us design a cost-effective SharePoint solution that hopes to provide the right functionality and end-user experience."

## Benefits

By working with IMPACT Management to deploy a new Microsoft SharePoint-based intranet, IPM is addressing business and IT issues with a global solution for managing its documents, along with workflows that help IPM streamline collaboration among the organization's employees. The solution promises to improve the ability of IPM staff members to find documents quickly so they can boost their productivity. IMPACT Management also worked closely with IPM to help the organization understand the power of SharePoint so it can consider implementing more advanced software functions as the organization grows.

### Streamlined Document Management

Deploying Microsoft Office SharePoint Server allowed IPM to deploy a comprehensive solution for managing documents created in several different global locations. "Working with IMPACT Management helped us establish a firm foundation on which to build a global enterprise solution for document management," says Machanoff.

IMPACT Management also worked with IPM to create custom workflows based on the workflow development framework in Windows SharePoint Services. For example, a custom contracts management workflow will assign a contract to a staff member, with the goal of making sure that all legal contracts are reviewed and that upper management provides final contract approval. The custom workflows showcase the power of SharePoint, and promise to serve as an example for departments and teams throughout the company of the flexibility and power of the software solution.

### Expedites Information Access

The document management provided by SharePoint and related technology—such as

the use of metadata for tagging documents—promises to expedite the location of information, regardless of which office generated the original material. "SharePoint offers a sound platform for IPM to organize data by content types and to search and find data based on metadata," says Machanoff. "Our goal is to make it *the* document management platform for our organization in addition to providing a platform for collaboration and project management."

### Enables Organizational Growth

Working with IMPACT Management helped IPM develop in-house expertise on SharePoint so the organization can take advantage of advanced SharePoint functionality in the future.

"IMPACT Management helped us define the in-house resources needed for a successful enterprise deployment. Since we began working with IMPACT Management, we've added a SharePoint Project Manager, a Knowledge Manager, and a SharePoint administrator to round out the SharePoint team," says Machanoff.

IPM plans to build on the initial SharePoint infrastructure by adding load balanced Web servers and mirrored SQL database servers. "We also plan to deploy an extranet for external collaborators that will initially be focused on our Clinical Research Centers in sub-Saharan Africa," says Machanoff. "The SharePoint solution and the expertise provided by IMPACT Management promises to help us increase functionality and optimize benefits as IPM grows."