

MOSS Solutions

Get the most out of MOSS and fully exploit SharePoint's capabilities with this catalogue of components.

*Components can be customised to meet the unique needs of your organisation. All components are guaranteed to deliver **high value**, and can be installed quickly at the price of a **small investment**.*



Contents

Module: Organisation Chart.....	3
Module: ISO Quality Management	4
Module: Wiki & KnowledgeBase Extension	6
Module: The Web Desktop	8
Module: Resource Booking	10
Module: Expenses Manager.....	12
Module: Leave Management	13
Module: Task Manager	15
Module: Staff Directory.....	16
Module: Staff Induction	17
Module: Employment Records.....	18
Module: Innovation Portal	20
Module: CV Manager	22
Module: Incident Manager	23
Module: Patent & IP Manager	24
Module: Connecting with other document management systems	25
Further information	27

Module: Organisation Chart

Problems

Who approves expenses when my boss is away?

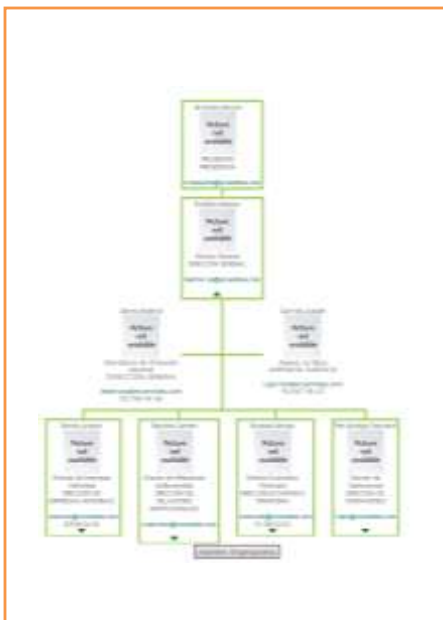
Who has access to my CV?

How can I get in touch with the right person?

Functionality

The organisation chart enables staff to visualise

organisational structure. It is easy to navigate around and can be customised with corporate branding. It is an ideal way to show and manage the chain of command in an organisation.



Benefits for the customer

Effective management of human resources.

Rapid analysis of the impact of absences.

Dynamic and easy-to-maintain relationships between resources.

Technological solution

The solution uses SharePoint lists to manage identities and relationships, and XML to create nodes and connections. As an option, you can choose to integrate the Organisation Chart Module with Active Directory.

Module: ISO Quality Management

Problems

Can you follow the life cycle of an impact?

Do you use paper to validate contingency plans?

Are you aware of all critical business processes?

Are users using different versions of documents?

How long does it take to gather information for an audit?



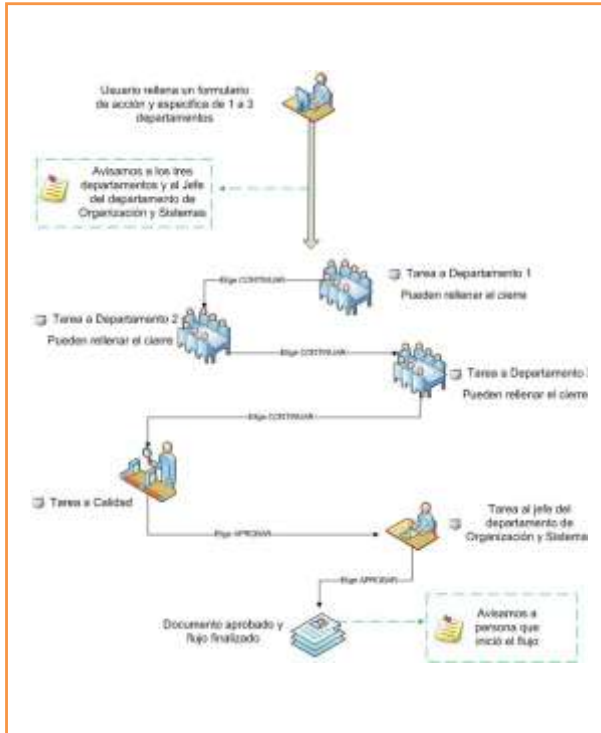
Functionality

Raona's solution uses the power of SharePoint to model complex business processes involved in the management of ISO standards.

Examples of functionality include:

- Quality manual and procedures managed through improved Wikis
- Mapping of public processes and the ability to edit using Visio
- Lists for managing individuals and roles. Possible to integrate with the Organisation Chart Module.
- Timetable for internal and external audits. Assigning tasks and gathering information via collaboration.
- Record keeping libraries. Each record passes through approval workflows and can be signed electronically.
- Lists with corrective and preventive actions.
- Collaboration with external providers and third parties.
- Alerts and warnings via email.
- Forums for press releases and publication of audit results.
- Project templates.

- Listing of evidence, responsibilities, tasks and links.



Benefits for the customer

Reduced operating costs between departments.

Reduced use of paper, improved efficiency and greater effectiveness.

Modelling complex flows and processes.

A user friendly way for data collection and input.

A flexible system which promotes continuous improvement of business processes.

Technological solution

The solution is based on Windows Workflow Foundation and InfoPath and uses SharePoint lists to manage tasks. It is also integrated with mail services and delivers alerts to the server.

Module: Wiki & KnowledgeBase Extension

Problems

What are the most commonly asked questions in your organisation?

Is it possible to measure and assess the knowledge held by the workforce?

Do you need to explain the same procedures and questions again and again?



Functionality

This module extends the functionality of the out-of-the-box Wiki in SharePoint, making it more usable and closer to how users actually think.

It is a mix between a Wiki model as defined per Wikipedia and a KnowledgeBase for document management. It also gives the users the option to participate more actively, classify and rate articles and documents.

The user can attach files to articles, images or external links. The items are categorised by creating a hierarchy, from the upper category level down to lowest article level. Additionally cross-domain categories can be made, tags added, and taxonomy created for ease of navigation.

Benefit for the customer

Optimising management of knowledge, content and time.

Technological solution

This solution is based on the default template and extends it through Wiki Webparts, content types and XSLT Templates.



Module: The Web Desktop

Problems

Does it take long to roll out new applications to all of your staff?

Do you know when applications are accessed and by whom?

How long does it take for new employees to become familiar with your environment?

Is it possible to prioritise access to critical applications during certain time periods?



Functionality

The Web Desktop is a Raona concept for the Intranet, designed to improve user productivity. The objective is to bring together on a single screen the most commonly used applications of an organisation regardless of its source and technology. This gives the user easy access to applications which are used daily in a safe and controlled environment.

Benefits for the customer

This module is extremely useful for new staff, who face a steep learning curve when they join a new organisation. In addition to improving productivity, users can dynamically prioritise applications depending on the time of the year or role.

Technological solution

The solution integrates web services with page viewers and Webparts for pushing existing applications to the desktop. To avoid having a multi-step workflow, this application uses a ticket based entry system, where the power user can approve in a single step. In addition, the access list is used to filter access to only those applications to which the user has permission.

Module: Resource Booking

Problems

Are the rooms you book for visitors conveniently located?

What do you need for your presentation?
Catering? Projector?

Which resources are most popular?

Do you need a car with GPS? A laptop?

Is the resource available for the next 2 months?



Functionality

Using the application, users can have access to a pool of resources enabling them to make requests for organisational resources such as rooms, cars with GPS and laptops. Detailed information can be provided for each resource and requests made by other users can be viewed. Requests are automatically approved, if resources are available.

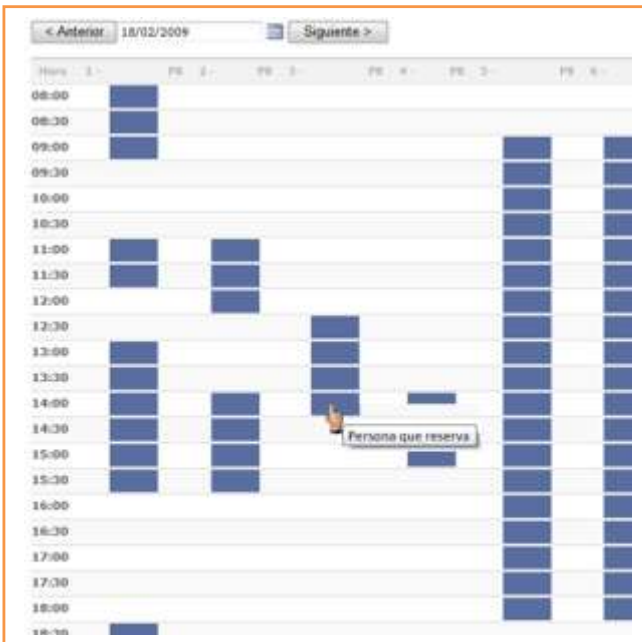
Administrators can add and remove resources from the resource pool. They can also review approved requests and reject them if required.

Benefits for the customer

A more user-friendly and flexible way of booking resources.

The capability to view the most popular resources and how they are used over time.

Centralisation of resources in a single application.



Technological solution

Form based application and ASPX controls, using SQL Data Management. It is fully integrated with the Microsoft SharePoint environment.

Module: Expenses Manager

Problems

How can I get approval for future expenses?

Have my expenses been approved yet?

Which users make the most requests?



Functionality

Different types of expenses can be submitted by users. At the end of the month, these are sent for approval via a workflow. The tool generates printable summaries which users can use to attach their receipts. Users can then follow the status of their claims and receive notification when they have been approved or rejected. Historical information on previous claims can also be viewed and used to generate reports.

Benefits for the customer

An efficient way of managing employee expenses.

Applications and approvals of expenses centralised using a single application.

Easy to generate reports using historical data.

Technological solution

Form based web application and ASPX controls. Data hosted on the SQL Data Management Server. Fully integrated with Microsoft Sharepoint environment, uses List and Task lists through a workflow for approving expenses. Synchronisation between SharePoint and Microsoft Outlook makes it possible for managers to approve requests without leaving Outlook.

Module: Leave Management

Problems

How many days of paid leave do I have left?

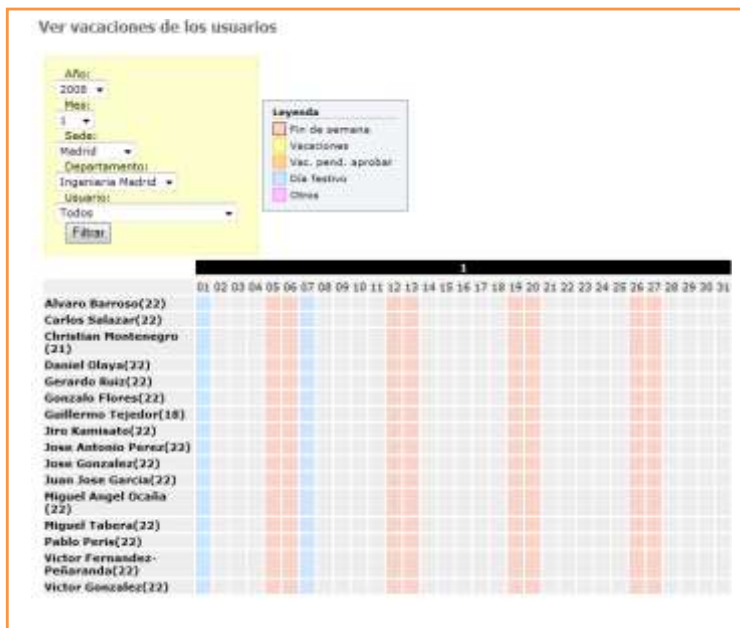
Has my holiday been approved?

Who will be away during August?

Functionality

The application allows users to make

leave requests and to see the remaining days they have left. Managers can create work schedules, assign staff to departments, approve/reject requests, and managed other types of leave such as sick leave. Leave plans of multiple users can be viewed simultaneously.



Benefits for the customer

A more efficient system for managing leave requests.

Ability to deal with requests, changes and work schedules in bulk.

Improved graphical display of how holidays are distributed to users throughout the year.

Technological solution

Form based web application and ASPX controls. Data hosted on SQL Data Management Server. Fully integrated with Microsoft Sharepoint environment, uses List and Task Lists through a workflow for the requests approval.

The Task List is synchronised with the Microsoft Outlook Task Lists of the approver to make the approval streamless, making it possible to approve a leave request without leaving Outlook.

Module: Staff Directory

Problems

How can I call the new Head of Marketing?

Is my contacts database up-to-date?

Is contact information duplicated on multiple repositories?

Functionality

The Staff Directory allows you to find contacts within the organisation quickly and intuitively. In addition, it is integrated with MySite and is easily configurable.

Benefits for the customer

A centralised system for data and queries.

Technological solution

The solution utilises SharePoint lists and is customisable with XSLT.



Module: Staff Induction

Problems

How many new users do we enrol in our organisation each month?

How long does it take on average to give a user access to all of the systems required?

Functionality

With just one form, an organisation can enrol new

users and give them the necessary access to a variety of systems, applications and tools. The system can also be used to add specific information on each employee (e.g. CV, previous work experience, etc).

A screenshot of a software interface showing a list of users. The interface has a white background with a green header. Below the header, there are several rows of data, each representing a user. The columns include a name, an email address, and a status. The status column has a dropdown menu with options like 'Active' and 'Inactive'. The interface is clean and modern, with a focus on readability and ease of use.A screenshot of a 'FICHA PERSONAL' form. The form has a green header with the title 'FICHA PERSONAL'. Below the header, there are several search fields: 'Búsqueda por expediente' (with value 'EXR-3240'), 'Búsqueda por nombre' (with value 'Pablo Pavia Soler'), and 'Búsqueda por cuenta de usuario'. There are also fields for 'Identificador', 'Fecha Incorporación', and 'Expediente'. Below these fields, there is a section titled 'Información del empleado' with fields for 'Nombre', 'Primer Apellido', 'Segundo Apellido', 'Pablo', 'Pavia', 'Soler', 'Dirección', 'Ciudad', 'Código postal', 'Fecha de nacimiento', 'Provincia', 'País', 'Teléfono de contacto', and 'Otros teléfonos'. The form is designed to be user-friendly and easy to navigate.

Benefits for the customer

Improved processing speed and user experience when dealing with new employees.

Technological solution

The solution makes use of SharePoint lists and InfoPath forms.

Module: Employment Records

Problems

Managing employment records is currently a labour-intensive function that is very manual and difficult to monitor. Each employment record is linked to a large number of other documents which are not always managed centrally. The function also does not benefit from functionality such as collaboration and versioning which can be found in a solution such as Microsoft Office SharePoint Server 2007.

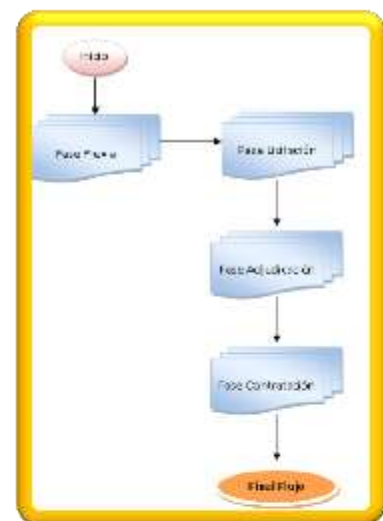
Functionality

Raona offers a flexible and extensible solution which allows monitoring of the entire process from creating a new record at recruitment to reviewing a training request or archiving a record.

To achieve this, we make use of all the functionality available with SharePoint 2007 lists and deliver customisation via workflows and minor developments.

Functionality provided by this solution includes:

- Management workflows customised for purchasing reports
- Real-time status tracking of the recruitment process
- Role-based approval system with the option of using electronic signatures
- Adaptable to new legal frameworks
- Document creation via templates and collaboration
- Audit control
- Sharing calendars with approved suppliers
- Statistical and reporting tools



- Access centralised and integrated with Active Directory
- Message Centre to communicate with suppliers
- History
- Managing tasks and assigning responsibilities
- Delivering communication and alerts via e-mail and sms
- Integrated RSS feeds
- Advanced search
- Library of standard contracts (e.g. terms, clauses, confidentiality agreements, data protection, etc)
- Multi-currency and multi-lingual

Benefits for the customer

Centralised processes.

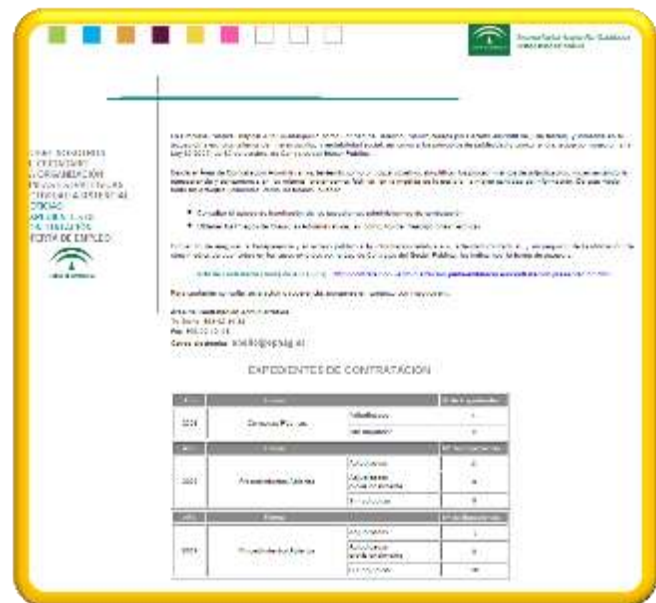
Savings in time and cost.

Full integration with Office 2007.

Technological solution

The solution makes use of SharePoint

lists customised using InfoPath. For workflows, SharePoint Designer and Visual Studio Workflow Foundation have been used. Collaboration is based on Office 2007 (OBA application development) and the solution can be integrated with Microsoft Unified Communications.



Module: Innovation Portal

Problems

How does your organisation manage and promote innovation?

How can new ideas be shared?

How can we monitor new and old ideas?

The main challenges associated with managing innovation include identifying challenges and investing in the best ideas with the right resources for the right markets. There are also the challenges of coordinating and measuring innovation. Organisations often do not have structured innovation processes, which offer transparency, metrics, and scope for collaboration between different disciplines.

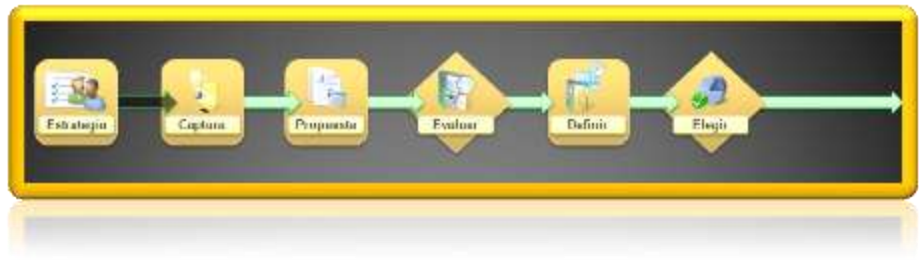
Employees have limited opportunities to contribute and often struggle to share their ideas within an organization. In many organisations, a lack of coordination and lengthy development times result in a poor understanding of the client. Since speed and coordination are key to the success of many organisations, an effective collaboration process is essential for converting ideas into genuine business benefits.

Functionality

This module models six phases of managing ideas: defining a strategy to follow; brainstorming; forming proposals (wiki); assessing ideas (voting and workflows); reaching a conclusion; and selecting ideas to be implemented alongside the action plan.



Enables users to collaborate actively, allowing the portal to become a focal point for all ideas in an organisation.



Benefits for the customer

The main benefits of the solution are:

- To promote a culture of innovation
- To involve the right people at the right time
- To facilitate collaborative participation
- To formalise the process of innovation
- To optimise Return On Investment (ROI) and 'time to market'
- Easy to use and quick to adopt

Technological solution

The solution is based on the entire suite of collaboration tools from Microsoft, especially from Microsoft Office SharePoint Server. In its most complete version, it makes use of both Office Project Portfolio Server and Project Server, as well as SQL reporting tools and tools from MOSS, InfoPath and Excel Services.



Module: CV Manager

Problems

Where can I store new CVs that I receive?

How can I update the HR Site with new CVs?

Would it be possible for job applicants to apply directly for vacancies on the public website without sending an email?

Functionality

On a single screen, applicants can upload their CV and complete all information required. This ensures that all mandatory information is filled in and enables faster search and filter capabilities.

Benefits for the customer

Solves typical problems quickly and easily, reduces maintenance costs and fully integrates with the Corporate Intranet.

Provides metadata search, grouping criteria and alert functionality.

Technological solution

A single form for uploading CVs and filling in data for the job application.

The screenshot shows a web form titled "Enviar Curriculum Vitae". It includes a "Insertar Documento:" field with a "Browse..." button. Below this are "Datos Adicionales Necesarios:" with dropdown menus for "Formación", "Formación Complementaria", "Residencia Habitual", and "Idiomas". A "Condiciones Legales" section contains a text area with legal information and a checkbox for "Aceptar Condiciones Legales". A "Guardar Datos" button is at the bottom right. The form is highlighted with a yellow border and has a reflection effect below it.

Module: Incident Manager

Problems

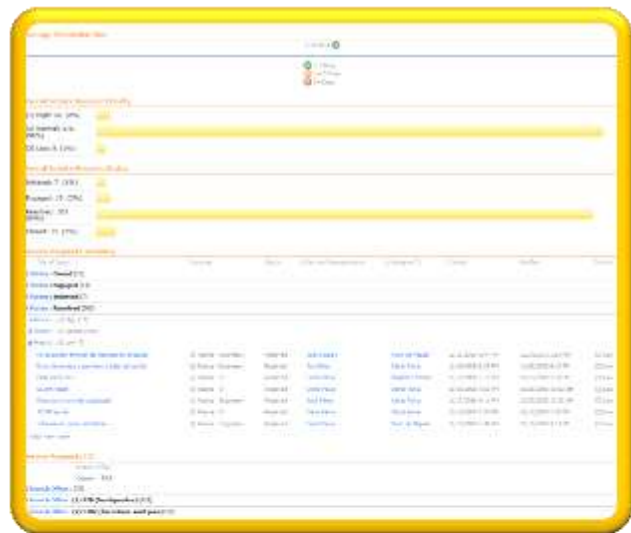
Can I view incidents under different categories?

How can I view outstanding incidents which remain unresolved?

Do you know how to notify users about the impact of an incident?

Functionality

The Incident Manager has been developed using SharePoint lists, workflows and content types. Users can add information about incidents and manage incidents according to the information aggregated. Throughout the process, relevant users can be kept informed of the status of ongoing incidents.



Benefits for the customer

Consolidated information repository, improved search and reduced resolution times.

Detailed statistics and reports on repeated incidents, average resolution times, and number of incidents raised by each user.

Technological solution

The solution has been developed by defining specific content types in lists and creating approval workflows in SharePoint.

Module: Patent & IP Manager

Problems

Do I have all information associated with this patent?

Can I do searches on the metadata of patents?

How do I track competitors' products?

Can I integrate information from external databases with my sites?

How can I consult the people affected by the patents?

Functionality

In this solution, all users including the legal advisers, engineers and administrators can view and modify information related to intellectual property. As well as retrieving information, users can also prepare for litigation using the same system. The solution is the product of a detailed study of intellectual property laws and the metadata that defines patents and trademarks.

Data from external sources such as patent databases can also be imported.

The search facility, which is the most important tool of the solution, queries both the metadata and the text within documents. Users can group and filter results in an intuitive way.

Benefits for the customer

Consolidated information, improved search and reduced time for preparing documentation.

Technological solution

Developed by Raona using MOSS.

Module: Connecting with other document management systems

Problems

Can I access my existing document management system from MOSS?

Can I search from multiple sources?

Can I send documents from MOSS to my old document management system?

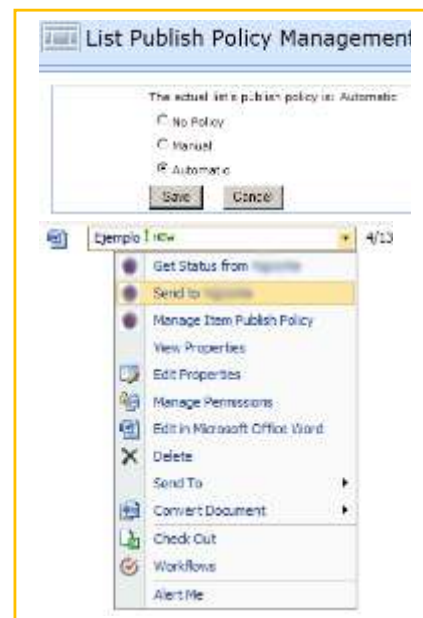
How can integrate documents from all of my document management systems with my office?

Many organisations have several existing document management systems when they plan to install SharePoint. Each one of them has strengths and drawbacks, and naturally we ask the question, is it possible for the systems to live together? How could they communicate with each other?

Raona has developed components which allow MOSS to communicate with other document management systems in both directions.

Functionality

Our components allow documents in MOSS to be published in other document systems, either in an automated or manual way. To know exactly where documents are located on each document management system, mapping files are used to link the origin location to the destination locations.



Benefits for the customer

Getting the most out of MOSS – if existing document systems are not linked to MOSS, the potential of MOSS will not be fully exploited.

A transparent and reliable means for accessing multiple document management systems. Extensible and configurable.

Technological solution

This is a solution developed and customised by Raona.

Further information

This document outlines some of the modules that Raona has developed for a range of business problems and requirements. These modules only take a short period of time to implement and with no uncertainty can provide improved functionality to an organisation. The modules can also be configured and customised according to customer requirements.

For further information on any of the modules, please contact us and we will be happy to personally introduce the solutions to you.

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