

AHTNA

Government Services Corporation

Microsoft Office SharePoint Server 2007
Customer Solution Case Study

Customer: Ahtna Government Services Corp.
Web Site: www.ahtnagov.com
Customer Size: 300+
Country or Region: United States
Industry: Commercial Construction
Partner: J4 Systems

Customer Profile

Ahtna Government Services Corporation provides full spectrum construction, environmental and professional services for a broad range of customers. Ahtna's primary customer has been the United States federal government, and as such, Ahtna has attained a thorough knowledge of federal contracting requirements. Ahtna's projects have spanned the entire United States and several locations overseas.

Company Background

Ahtna Government Services Corporation is a dynamic national commercial contractor that needed a more effective way for their mobile field staff to share documents and collaborate while travelling worldwide. Using Office SharePoint Server 2007, Microsoft Gold Certified Partner, J4 Systems, created a secure intranet to allow users to centrally manage, store and access documents. Now, Ahtna's mobile field staff has a single, integrated platform to manage their business data across the enterprise.



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Government Contractor Achieves Greater Workflow Efficiencies With Content Management Solution

"We now have an endless communication forum that can be used in a number of manners to disseminate information, handbooks, guides, policies, etc. Performance and ease of use has increased productivity and system utilization by field staff."

Chris Whitaker, Information Technology Manager, Ahtna

Business Challenge

Ahtna had a mobile field staff of 40 that travelled worldwide in support of construction efforts on behalf of the United States government. Ahtna was in need of a collaboration solution to facilitate communication among the mobile workforce. All of Ahtna's company data resided on network drives that had to be mapped in order to gain access to the data for their projects. "The time it took to connect, view and upload files was extraneous and was causing the field staff not to upload their daily work," says Chris Whitaker, Information Technology Manager, Ahtna.

Ahtna used the Microsoft Outlook 2003 messaging and collaboration client to exchange documents with colleagues. While effective for communication, email was not the most suitable for document management. In addition, the implementation of more complex firewall solutions made accessing and working with data more complicated. Without a central repository for data, inboxes and file shares grew clogged with multiple versions of the same document, which left people wondering which file versions to use. As a result, workflow inefficiencies increased, which took a toll on productivity.

The Solution

In March 2007, Ahtna turned to their Microsoft Gold Certified Partner, J4 Systems, for help. J4 deployed Office SharePoint Server 2007, to create a secure intranet site for employees to centrally manage, store and access documents from anywhere. "All users

now have one common access method regardless of what part of the world they are in or what office they are located in," says Whitaker. "Users have much faster access to the data they need and the data they need to provide to management. We've also increased our system utilization because systems are easier and faster to access," Whitaker adds.

Using SharePoint Server, Ahtna has been able to set up collaborative websites that are used to transfer data back and forth between clients and partners, which has increased information availability as well as reduced the amount of email traffic. All network drive data has been migrated into SharePoint document libraries within department-specific sites. Security is maintained using Active Directory groups, because the sites are department specific, rarely is security changed. Now, Ahtna can delegate certain security and design elements to members of the staff, which relieves IT staff of the task. By combining Microsoft ISA Server, Ahtna securely publishes their SharePoint sites on the Internet, eliminating the natural barriers that used to stop the mobile field staff from accessing and uploading data.

Ahtna has facilitated greater collaboration among its employees, internal and remote, by creating an intranet site where staff can centrally store and easily access documents no matter their location, leading to greater workflow efficiencies.