



# SHAREPOINT

## Success Stories

Indiana Hemophilia and Thrombosis Center  
INCOG BioPharma Services  
City of Indianapolis-Marion County



# The Client

## Indiana Hemophilia and Thrombosis Center (IHTC)

A comprehensive hemophilia treatment center dedicated to providing expert care for individuals with bleeding and clotting disorders. As a leader in their field, IHTC required a robust and efficient information management system to support their critical healthcare services.

## The Challenge

IHTC approached eimagine with a complex set of requirements for their information infrastructure:

- Migrate terabytes of content from various sources including shared drives, existing SharePoint sites, and Microsoft Teams.
- Create a new, user-friendly intranet to improve internal communication and information sharing.
- Implement a system that could securely handle sensitive legal documents, research materials, and other confidential content.
- Replace older custom workflows with modern solutions to streamline business processes.
- Complete the project within a tight timeframe, with a significant portion of work to be done before the end of the year.
- Ensure the new system was scalable and could adapt to future organizational changes.

## The Solution

eimagine developed a comprehensive solution to address IHTC's needs, beginning with careful planning, creation, design, and setup of SharePoint and Teams environments. This complex process required careful planning and execution to ensure data integrity while minimizing disruption to IHTC's daily operations.

At the heart of our solution was the creation of an entirely new intranet structure, designed to significantly improve information accessibility and internal communication. This included the development of multiple team sites, each tailored to the specific needs of different departments within IHTC. To tie these elements together, we implemented a hub system with universal navigation, providing a cohesive and intuitive user experience across the entire SharePoint environment.

A key focus of our work was process modernization. We converted antiquated workflows into modern Power Automate flows, significantly improving efficiency and reducing manual work across the organization. This modernization extended to content structuring as well. We developed a sophisticated system for both active and archive content, transforming the previous shared drive structure into a more organized and accessible SharePoint structure.

Given the sensitive nature of IHTC's legal documents, research materials, and other confidential content, security was an important consideration in our solution. We implemented appropriate security measures to ensure data protection and compliance with relevant regulations, providing IHTC with confidence in the safety of their information assets.

Throughout the implementation, we kept an eye on the future. The system was designed to be adaptable, allowing for future enhancements and changes as IHTC's needs evolve. This flexibility and scalability ensure that the solution we provided will continue to serve IHTC well into the future, growing and changing alongside the organization.

As the final step in our comprehensive solution, we executed a large-scale migration of terabytes of data from various sources to the new SharePoint environment. This complex process required careful execution to ensure data integrity while minimizing disruption to IHTC's daily operations, leveraging the well-planned and newly established SharePoint and Teams environments.

## The Value

### **SUCCESSFUL MIGRATION**

All critical data was successfully migrated to the new environment within the specified timeframe, ensuring continuity of IHTC's operations.

### **IMPROVED ACCESSIBILITY**

The new intranet and hub system significantly improved information accessibility, enabling staff to find and share information more efficiently.

### **ENHANCED COLLABORATION**

The implementation of modern Team sites and workflows fostered better collaboration among IHTC staff.

### **INCREASED EFFICIENCY**

The modernization of processes and conversion of outdated flows into Power Automate resulted in notable efficiency gains across the organization.

### **ROBUST SECURITY**

The new system provided enhanced security measures, crucial for maintaining the confidentiality and integrity of sensitive data.

### **USER SATISFACTION**

IHTC staff expressed high satisfaction with the new system, appreciating its organization, ease of use, and improved functionality.

### **SCALABILITY**

The new SharePoint environment was designed to grow with IHTC, capable of accommodating future expansions and changes in the organization.

### **ONGOING SUPPORT**

While the initial project was completed successfully, eimage continued to provide support and enhancements, ensuring the system's optimal performance and adaptation to IHTC's evolving needs.

# The Client

## INCOG BioPharma Services

A contract development and manufacturing organization (CDMO) specializing in providing accelerated paths to market for life-saving drugs. They assist clients with formulation, filling, and supply chain needs in the biopharmaceutical industry.

## The Challenge

INCOG had ambitious goals for their information management systems. They needed a sophisticated, scalable SharePoint solution that could:

- Create a streamlined site structure for client collaboration
- Allow easy access to content for both INCOG staff and clients
- Facilitate secure communications between clients and INCOG staff
- Implement a robust file structure with stringent security safeguards
- Accommodate future growth and additional clients
- Provide a flexible implementation approach to meet evolving business needs

## The Solution

eImagine developed a comprehensive approach to meet INCOG's needs, beginning with a thorough analysis of their business processes and content requirements. This initial step involved documenting current workflows and anticipating future needs, laying a solid foundation for the project. With this understanding, we designed and implemented a new SharePoint site, focusing on scalability and security. The structure was built to accommodate INCOG's main site and individual client sites, ensuring a cohesive yet flexible environment.

Throughout the implementation, we worked on converting existing business processes. These were either adapted, replicated, or replaced with new SharePoint features where applicable, significantly improving overall efficiency. We also conducted requirements gathering sessions with INCOG stakeholders to identify and implement their preferred branding and marketing standards across the sites.

A key aspect of the project was the development of a sophisticated permissions model. This model carefully balanced access between internal INCOG staff and external clients, ensuring that external users had visibility only to permitted areas, maintaining client confidentiality and data security.

As a crucial part of the project, we created PowerShell scripts that enable INCOG to efficiently generate new client and project sites. These scripts automate the creation of all necessary web parts, folders, and permissions, addressing one of the most complex aspects of site creation for INCOG.



As part of the implementation, we created several initial client sites, demonstrating the system's functionality and preparing it for immediate use. To ensure long-term success and independence, we provided hands-on training and comprehensive materials to INCOG staff. This knowledge transfer enabled their team to create additional client sites and maintain the site's security model independently going forward.

## The Value

### SCALABLE INFRASTRUCTURE

The new SharePoint environment provides INCOG with a scalable platform that can grow with their business, accommodating new clients seamlessly.

### AUTOMATED SITE CREATION

The custom PowerShell scripts dramatically reduce the time and complexity involved in setting up new client and project sites, ensuring consistency and efficiency in INCOG's expanding operations.

### ENHANCED SECURITY

The sophisticated permissions model ensures data security and client confidentiality, a critical factor in the biopharmaceutical industry.

### IMPROVED COLLABORATION

The streamlined site structure facilitates better communication and collaboration between INCOG staff and their clients.

### EFFICIENT CONTENT MANAGEMENT

The new system allows for easier access to and management of critical content, improving overall operational efficiency.

### SELF-SUFFICIENCY

Thanks to the training provided, INCOG staff can now manage and expand the SharePoint environment independently, reducing long-term costs.

### FUTURE-READY PLATFORM

The phased approach and scalable design ensure that INCOG's SharePoint implementation is not only functional and organized for current needs but also maintainable and expandable for future growth.



# The Client

## City of Indianapolis-Marion County

The combined government body serving Indiana's capital city and surrounding Marion County. As a large metropolitan area, the City-County requires robust and efficient information management systems to serve its diverse departments and citizens effectively.

## The Challenge

The City faced several challenges with their existing SharePoint environment:

- An outdated legacy On-Premises SharePoint system that was no longer meeting their needs
- A large volume of content spread across multiple site collections and sites
- The need to identify and potentially remove outdated content
- Ensuring seamless access to critical information for various agencies
- Training a large and diverse workforce on the new system

## The Solution

eimage developed a comprehensive two-phase approach to address the City's needs:

### Phase 1: Assessment

We began with a thorough assessment of the legacy system. Using ShareGate, we gathered metrics for each site collection to understand the scope and complexity of the existing environment. We also conducted interviews with fifteen business units to identify outdated content and understand specific departmental needs.

### Phase 2: Implementation and Migration

Based on the assessment, we set up a new SharePoint Online environment tailored to the City's requirements. We then executed a large-scale migration, which included:

- Migrating nineteen site collections and two hundred sites
- Transferring 150 GB of content to the new environment
- Conducting thorough data and permission validation to ensure all content was migrated correctly and securely

To ensure a smooth transition, we hosted train-the-trainer sessions with the business units and provided a comprehensive user guide for distribution to all users. This approach empowered the City to manage the change effectively across their large organization.

Post-migration, eimage continues to support the City, working on implementing new business process workflows and other functions to meet evolving user needs.

# The Value

## MODERNIZED INFRASTRUCTURE

The City now benefits from a modern, cloud-based SharePoint Online environment, improving overall system performance and accessibility.

## STREAMLINED CONTENT

The migration process allowed for the identification and potential removal of outdated content, resulting in a more efficient and manageable information ecosystem.

## IMPROVED ACCESSIBILITY

With nineteen site collections and two hundred sites successfully migrated, City employees now have easier access to the information they need to serve citizens effectively.

## SEAMLESS TRANSITION

Despite the large scale of the migration (150 GB of content), the process was completed with minimal disruption to City operations.

## ENHANCED SECURITY

The thorough permission validation process ensured that the new environment maintained proper security protocols, protecting sensitive government information.

## EMPOWERED USERS

Through our train-the-trainer approach and comprehensive user guide, City staff were well-equipped to utilize the new system effectively.

## ONGOING IMPROVEMENT

The continued partnership between eimage and the City has allowed for the implementation of new workflows and functions, ensuring the SharePoint environment continues to evolve with the organization's needs.






## Partnering With Our Clients to Create Business Value Through IT Solutions

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