

## Serco Inc.

Location: **Vienna, VA**

Industry type: **IT Services**

Current business: **Government contractor**

Number of Employees: **6,000**

[www.serco-na.com](http://www.serco-na.com)

### BUSINESS CHALLENGE

Government contractor Serco Inc. helped resolve one defense agency's key collaboration challenges:

**Inefficient Project Management:**

The agency lacked an efficient way for executives to manage its departments. The only way managers kept current with projects was through manually updated files.

**Lack of a Central Workplace:**

Employees wanted one webpage where they could do everything they needed to do. The agency's internal portal did not seamlessly integrate with Microsoft Office.

**No Forum for Announcements:**

The agency relied on email distribution for announcements, which was often ignored.

### CORASWORKS SOLUTION

**Project Management and Dashboards:**

Using the CorasWorks Workplace Suite, Serco built a project management solution managers use to view the status of all projects summarized in a dashboard, and with just one click, can see a site dedicated to each project.

**Roll-Up Displays:**

CorasWorks roll-ups easily display data from different sites and workspaces in a single page. By using the roll-up technology, Serco can make organization-wide announcements available side by side with division-specific announcements.

### THE IMPACT

**Streamlined Deployment:**

For the agency's web team to be able to develop from scratch the functionality that CorasWorks offers, it would have taken literally hundreds of hours and greater expertise.

**Efficient Project Management:**

Management now has the tools necessary to make faster decisions.

**A Collaborative Workplace:**

Teams more quickly find what they need – increasing productivity and focus.

**Centralized Announcements:**

Employees are more aware of announcements placed on home pages. Email boxes are no longer clogged with unread announcements.

**“We have been pleased with the functionality and features that CorasWorks offers. Not only is it user-friendly, it is developer-friendly as well.”**

*– J. Hartzell, Developer*

### Next Steps...

Serco's client agency plans to continue SharePoint with CorasWorks deployments across all of its customer organizations, reaching potentially thousands of users.

One defense agency needed to better collaborate across its organization. Its teams needed to better share project details with each other and with executives, employees needed to have just one place to access data, and executives needed a better way to communicate announcements. Government contractor Serco Inc. built a CorasWorks-based solution to address this agency's key challenges.

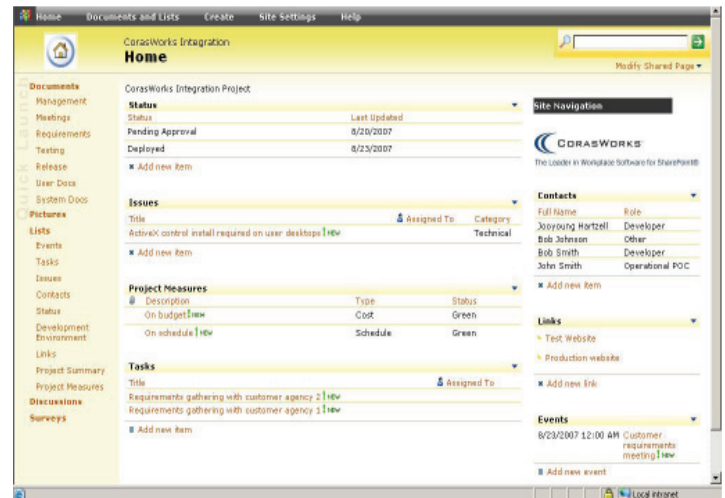
**Efficient Project Management:** The agency lacked an efficient way for executives to manage their departments. There were no management dashboards, and managers were informed of project status via manually updated PowerPoint slides and Excel spreadsheets. And since everything was input manually, there were unnecessary errors and inconsistencies, making it even more challenging for management to effectively make decisions.

Serco developed a CorasWorks project management solution for this agency. Managers can now view the status of all projects summarized in one dashboard, and are just one click away from a site dedicated to each project. Within each project site, there are comprehensive details about that specific project, including tasks, issues, status, contacts, project summary, meetings, requirements and user documents.

The executive dashboard provides management the appropriate tools to make faster, more educated decisions. And considerable time is saved by not having to continually summarize data for management. The project sites themselves enable better knowledge sharing among team members as all relevant project information is available to everyone associated with a project. There is also greater awareness and thus accountability for project deliverables.

**A Collaborative Workplace:** The agency loved the idea of having one webpage where employees could do everything they needed to do, and get to everything they needed to get. While its internal portal attempted to achieve this goal, it did not seamlessly integrate with Microsoft Office products. This caused employees to have to visit numerous sites to effectively manage their responsibilities.

CorasWorks Roll-up displays have been instrumental in displaying data from different sites and workspaces in a single page. Users especially like that CorasWorks with SharePoint offers a seamless integration with Microsoft Office. CorasWorks has even enabled employees to have Outlook integrated into their home page. And due to the agency's strict security guidelines, CorasWorks offers the only way possible for employees to have a web-based Outlook interface in its current environment. Per J. Hartzell, Serco developer, "this functionality is priceless to a lot of our customers."



Having everything in one place allows employees to more quickly find what they need, leading to increased productivity and increased focus on deliverables.

Serco needed to aggregate all of the agency's conference room data onto one centralized site. Previously, it had multiple conference room sites, each with a calendar, documents and contacts list. With CorasWorks, all events from each room are captured on a single page. Every document related to the room, such as setup instructions, available equipment and location data, is now also available on this site. Something as simple as conference room data is now effortlessly centralized with CorasWorks.

**Centralized Announcements:** Since the agency relied on email distribution for announcements, they were often lost and thus entirely ignored. CorasWorks' software allows employees to view organization-wide announcements side by side with division-specific announcements. The agency just develops a list of organization-wide announcements, and via CorasWorks, they are automatically pushed out to each divisions' home pages - with easy maintenance by a single designated announcement manager.

Since current announcements are now on the home page, more employees are made aware of every announcement. Employees' email boxes are no longer clogged with unread announcements. And expired announcements are automatically deleted so no past announcements are left on the site to distract employees.

**Next Steps:** *Given the success of their initial SharePoint with CorasWorks pilot, Serco's client is beginning to deploy CorasWorks across numerous defense agencies.*