



BAA Indianapolis LLC Case Study

CORASWORKS

THE NEXT STEP IN THE EVOLUTION OF COLLABORATION

Indianapolis Airport Improves Customer Service and Reduces Airport Operating Costs

BAA Indianapolis LLC uses CorasWorks Workplace Suite to deploy an integrated business workplace to streamline operations

BAA Indianapolis LLC (BAAI) is a subsidiary of BAA plc, the private company which owns and operates seven airports in the United Kingdom including London's Heathrow, Gatwick and Stansted airports. Over 100 million passengers travel through BAA airports each year.

Since 1995, BAAI has had full operating responsibility for the six airports owned by the Indianapolis Airport Authority under a unique, performance-based, management contract. Indianapolis International is now the largest privately managed airport in the United States.

The Challenge of Deploying an Integrated Workplace

BAAI began implementing SharePoint principally as an Intranet portal and as a document management system. They also planned some limited usage for the organization of internal projects. Two departments were used for an initial implementation test, combined with a user training program. As a result of the initial rollout, two key challenges were identified among the SharePoint user base.

The first challenge was a need for enhanced usability and improved workplace navigation when using SharePoint sites. Even though BAAI had done a good job planning the site layouts, users found the structure somewhat cumbersome to navigate. This problem was exacerbated because their main source for navigating the virtual workplace, the site directory, did not automatically remove sites that were deleted, leaving many broken links. The second challenge, which was raised primarily by management, was the need to visit each site that a member of their team created, in order to view project status and other information. Even during the initial implementation test, several managers found that they needed to visit more than 15 sites each day to get project updates from their teams.

Taking the Solution to the Next Level

Based on these twin challenges, the need for enhanced usability and access to project information, BAAI's Information Architect began to look for a way to improve their SharePoint implementation. After determining that it would not be cost-effective to develop a custom solution "in-house", a search began for a commercial packaged software solution.

In a matter of weeks, BAAI evaluated all their alternatives, and selected the CorasWorks Workplace Suite. BAAI began planning their "re-implementation" of their Intranet with CorasWorks even before the purchase order was processed, and was able to complete an overhaul of its SharePoint Intranet site in less than two weeks.

The first item deployed was the CorasWorks navigational component, which allowed users to see all SharePoint sites to which they have access directly from the portal. This list automatically updated itself when sites were created or deleted. The enhanced navigation and dynamic updates dramatically improved usability and received immediate approval from BAAI users. The next step was to redevelop the "Team Services" template with the CorasWorks tabbed template, a very intuitive interface that improves the organization of information and system performance.



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“The extra web part space that each tab gave BAAI is invaluable. We are now able to better organize our data instead of placing many web parts on one page, which leads to excessive scrolling. We also incorporated the roll-up web parts for key project information, satisfying our managers’ visibility needs” said Elisabeth Newman, IT Training and Documentation Coordinator with BAA Indianapolis.

The project management team immediately recognized the value in the new features CorasWorks added to the Intranet Portal. They asked the IT group to develop a full project management solution for their capital funded projects. “The CorasWorks product is ready to support [capital funded] projects out of the box,” said Tim Konopinski, BAA Indianapolis IT Director.

BAAI quickly set up a site template to match their internal business process. They added the CorasWorks roll-ups to deliver aggregated information to managers in a dashboard fashion and provided a single site for management to access critical data. In addition, project managers were pleased that they could not only assign tasks to individuals within a project site, but also automatically send email to the assigned users and maintain an audit trail.

BAA has found that its new Executive Dashboard has evolved into a critical tool for management to view the status of a wide range of capital projects. The Dashboard uses the CorasWorks roll-ups and charting ability to create a site where management regularly views high-level, real-time status of all major aspects of these projects. Because the aggregate views are dynamic, managers always have the most up to date information at their finger tips, with the ability to drill down into details and assign work from a single entry point.

The final step of the project management implementation was to give users a "My Work" site where they can instantly view any risk, task, milestone, or document that was assigned to them. “Our users think it is wonderful to simply visit one site and know everything they need to accomplish” said Elisabeth Newman. “We operate on a PM Matrix, meaning that we are graded on the tasks we complete. Using the CorasWorks roll-up filter, we are able to create a list of all items complete within the past 30 days that we can use as our PM report.”

The integrated workplace that BAAI has deployed has resulted in a dramatic increase in the value of their Intranet. According to Tim Konopinski, “The new system has become so mission-critical that we are in the process of outfitting all of our conference rooms with computers and permanent LCD panels so that meetings can be conducted straight from our new project sites.”