

## Kyphon-SharePoint 2003 Corporate Intranet Implementation



### About Netwoven

Netwoven Inc. is a fast growing consulting and systems integration company intensely focused on helping customers gain competitive advantage by exploiting all forms of enterprise information. Led by business and technology experts, Netwoven has executed high impact programs and established a strong reference client base. Our solutions help customers achieve higher productivity, greater collaboration and deeper insight.

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### Customer :

Kyphon is a \$400M global leading spinal medical device company. Since its founding in 1994, Kyphon has been dedicated to improving patient quality of life through restoration of spinal function with minimally invasive therapies. More than 11,000 physicians in 40 countries have been trained to perform balloon kyphoplasty, a standard of care for vertebral compression fractures with 310,000 patients treated to date. Kyphon takes seriously its commitment to 1,100 employees around the world. Kyphon's corporate values state its commitment to employee empowerment and fulfillment.

### Problem:

Kyphon's management and staff keep their focus on fostering team collaboration with a global perspective. The company encourages open, interactive communication and the discussion of questions or ideas as raised by any employee. Increasingly, Kyphon was finding its old intranet site inadequate in support of this culture. Employees were unable to perform comprehensive searches, maintain document version control, and publish new corporate content themselves without IT involvement. Managing different content types such as task lists, calendars, and images was also not supported. The Sales department had no presence on the old intranet.

### Solution:

Netwoven's Information Worker solutions met Kyphon's myriad needs by deploying a next generation intranet using Microsoft SharePoint Portal Server 2003. In little over eight weeks, the MyKyphon corporate intranet was live and serving the needs of multiple departments, including HR and its "Kyphon University" training curriculum, Sales, Marketing, and IT. The new intranet supports documents, forms, policies, calendaring, and fresh features like search and news. Employees can access the highly available site outside the company's network as well using Web VPN. Netwoven even handled user training for all employees, then instructed content managers from each department on how to maintain MyKyphon for themselves.

### Results:

Far beyond the simple distribution of information, the MyKyphon site provides a collaboration framework that enables teams to work more effectively. The intranet site enables workspaces for users to perform team- and project-oriented work via discussion threads, event management, task management, and document management – all with secure access controls. Personalization features allow users to centralize the view of their individual workflow tasks, benefits and compensation information, training classes and test results. This has reduced reliance on email and public Exchange folders as collaborative platforms which proved rigid and hard to search or manage. All knowledge on the new intranet is searchable by keyword, meta-tags, or version date.

Workers can now also perform routine tasks such as referencing the employee handbook and other policies, looking up company org charts, finding out about upcoming events, and educating themselves about available career options. Sales and marketing staff post price lists, competitive intelligence, sales collateral, pipeline reports, and design guides. IT can update employees on virus protection procedures and other computer matters. MyKyphon is even integrated with other enterprise applications providing single sign-on.

The management team of Kyphon works hard to create a very special sense of employee togetherness and teamwork to continually fulfill its vision. This internal drive benefited from Netwoven's deep knowledge of the SharePoint platform to help empower Kyphon's information workers to collaborate more effectively.

#### WHY CHOOSE NETWOVEN?

- Specialists in ECM, BPM & BI
- Leaders in Microsoft Sharepoint
- Flexible global delivery model
- Deep domain & industry expertise

#### ENTERPRISE CONTENT MANAGEMENT PRACTICE

Netwoven's ECM Solutions optimize business processes with better integration of unstructured content using portals, document management and collaborative applications on the MOSS platform.

#### ENTERPRISE CONTENT MANAGEMENT OFFERINGS

- Portal & Collaboration
- Document Management
- Web Content Management
- Records Management
- Enterprise Search
- Social Networking