

## ITWorx Helps Doosan Infracore Create their Employee Portal to Boost Corporate Identity Using Microsoft SharePoint Online Services



**Country:**

United States of America

**Industry:**

Industrial and Manufacturing

**Customer:**

Doosan Infracore  
International

### Executive Summary

ITWorx created a custom employee portal for Doosan Infracore International (DII), connecting thousands of employees through a central Intranet. To reduce IT overhead, DII decided to leverage Microsoft Software-plus-Service (S+S) strategy, and its new Online Service product family, to host a new employee portal using Microsoft SharePoint Online (MSO). ITWorx successfully complied with the technical standards and constraints mandated to host the portal on MSO. The portal design and customized code were approved by the MSO services team. Today, DII enjoys a cost effective and seamlessly hosted Intranet portal that carries its new corporate identity.

### The Customer

Doosan Infracore International, a US-based subsidiary of Doosan Infracore, is comprised of industry leaders in the engineering, manufacturing, and marketing of compact equipment, attachments, air compressors, lighting systems, generators and light compaction and concrete equipment. Bobcat, Doosan Infracore Portable Power, Tramac, Geith, Geith Precision, and Montabert are brands that make up the Doosan Infracore International business group. Along with its parent company, Doosan Infracore, the company has a combined network of over 3,500 dealers worldwide and 20 manufacturing plants in the US, Europe, and China.

### The Challenge

To connect employees across its business units around the globe, a new employee Intranet portal became a strategic must for Doosan Infracore International (DII). Each of the business units within DII had different and dispersed ways of communicating and sharing information.

Within a recession-prone global economy, DII wanted to reduce costs while ensuring high application availability, comprehensive security, and simplified IT management. The decision was made to shift to the fresh and cost-effective potential offered by Microsoft Online Services and host the employee portal using Microsoft SharePoint Online (MSO). The employee portal would be based on Microsoft Office SharePoint (MOSS) 2007.

The challenge resided in finding the right pioneer to quickly and easily fulfill DII's business and customization requirements while complying with the new technical Microsoft standards for hosting applications using MSO.

ITWorx track record in developing and delivering cutting-edge SharePoint-based applications to customers worldwide, in addition to its expertise in SharePoint technology since its emergence, were decisive factors for DII, leading to the entrustment of ITWorx with the job.

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The proficiency and dedication demonstrated by the ITWorx team delivered us a customized SharePoint employee portal hosted using MSO (Microsoft SharePoint Services). ITWorx helped us realize our goals using best-in-class software, while reducing capital costs and ensuring maximum performance of our portal.  
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**Richard Marani,**  
Vice President, Information  
Technology,  
Doosan Infracore International,  
United States of America

## Technologies and Software

- Windows Server 2003, Enterprise Edition
- Microsoft Office SharePoint Server 2007
- Microsoft SQL Server 2005
- .NET Framework 2.0
- Microsoft SharePoint Online

## The Solution

ITWorx created an employee portal with a UI that reflects the new DII culture and identity across its business units. The portal is a mix of 'out-of-the box' and customized MOSS 2007 functionalities including news, events, and knowledge base items, as well as search. As per DII's content management requirements, ITWorx customized MOSS 2007, using .NET 2.0, to create targeted content for users per geography and business unit. Further customizations were made to enable content prioritization for news webparts as well as hybrid content that includes document links, item links, and text. Users can access relevant and authorized information on the portal and use 'My Site' capabilities to create personalized content views.

The portal was initially hosted at DII, but with plans to host it on Microsoft data centers using MSO, ITWorx worked vigorously to comply with Microsoft technical and deployment standards and constraints. MSO is part of Microsoft Software-plus-Services strategy and Online Services product family set to boost corporate collaboration through subscription-based hosting. Successfully hosting the employee Intranet portal using MSO, the portal provides a single, integrated location where employees can efficiently find organizational resources, search sites, manage content, and leverage business insight to make better and more informed decisions. All portal users are authenticated through DII's Active Directory.

ITWorx customized the developed code to ensure maximum efficiency and reliability. For example, user geography is retrieved every time geography-dependent content is displayed. The content is then filtered to display particular information. For better performance, user geography is kept in a session variable to not query the user profile each time the geography is needed.

In step-by-step collaboration with MSO services team, ITWorx deliverables complied with their strict standards for hosting applications. Microsoft approved the DII portal's high level design, customization request forms, project requirements document, and project deployment guide.

Microsoft also reviewed, validated, and approved ITWorx custom-developed code. Following rigorous performance, security, and scalability testing conducted by ITWorx, the portal was seamlessly moved and hosted within MSO.

## The Benefits

### Reduce costs

ITWorx helped DII to leverage IT investments and simplify capacity planning. By enabling DII to easily and quickly host the employee portal on MSO, overheads were eliminated with Microsoft handling setup, provisioning, ongoing maintenance, and upgrade of the application's SharePoint Server infrastructure. Reducing the workload of DII IT resources freed them to work on core strategic initiatives and increase business efficiency.

### Leverage a customized portal

ITWorx, a global SharePoint expert, customized the portal code to enable user-only access of authorized content – by geography and department – with special priority settings for each news item. Code customizations met DII needs, adhered to the technical requirements mandated for hosting applications on MSO, and were approved on both portal design and code levels by the MSO services team. The customized portal was seamlessly and quickly hosted on the MSO enabling immediate access for DII employees.

### Unify corporate identity

The DII Intranet portal connects thousands of employees worldwide and provides a new central area where they can share important news and events and transfer business-critical knowledge. The MOSS-based portal enables flexible content management and rich content sharing, including new corporate HR policies, announcements, news, and events. As one agile team, geographically-dispersed employees team up and blend within one unique corporate identity.

### Global Offices

#### North America

Connecticut, USA  
Tel +1.860.6767.878

#### Middle East & Africa

Cairo, Egypt  
Tel +202.2673.6111

Riyadh, KSA

Tel +9661.2886.558

For more information about our premises worldwide please logon to [www.itworx.com](http://www.itworx.com)

[contactus@itworx.com](mailto:contactus@itworx.com)