

# CUSTOMER STORY

## Zero-to-One: Building Out a Company's First Intranet

### *Modernizing and Adapting with SharePoint Architecture*

#### Industry:

Manufacturing Services

#### Solutions & Services:

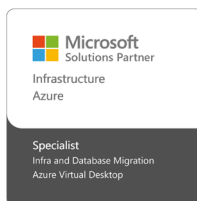
- SharePoint Intranet
- Power Platform



A midwest manufacturing company's mission is to provide turnkey manufacturing services for its valued clients. Their mantra, "your success is our success," represents their core belief in teamwork and putting customers first from concept to completion. To accomplish this, the organization must ensure that its processes stay competitive so it can continually achieve the level of success they strive to reach for themselves and their trusted clientele. And to achieve that, a solid IT infrastructure is crucial.

This manufacturing organization is a lean operation with most employees wearing multiple hats, so every second it can save on a daily basis can compound into tremendous value. Until recently, the customer didn't have an intranet. This posed heavy challenges for efficiency, document retention, content management, and ultimately the long-term sustainability of the business itself.

That's why they partnered with Interlink Cloud Advisors. The customer brought in Interlink to architect its intranet, digitize their operations, and position them for increased efficiency and sustainable success.



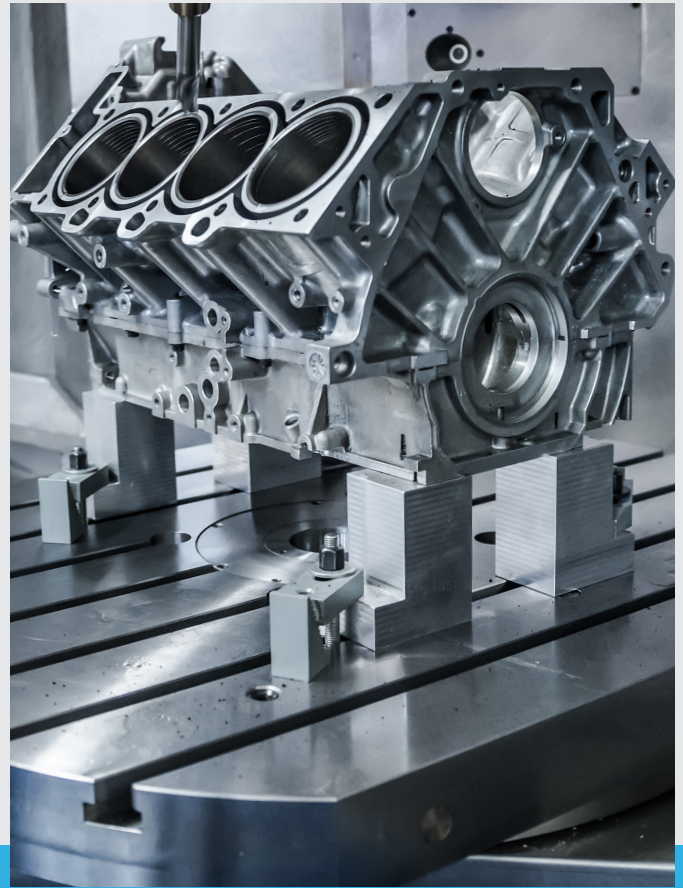
hello@interlink.com | 800-900-1150

[www.interlink.com](http://www.interlink.com)



## GOING DIGITAL

Since the default was to train everyone to do tasks manually, transitioning to an intranet implied big changes and significant training — but also meant significant long-term productivity increases and time savings by digitizing and streamlining many processes. To enable them to go digital and enhance their internal processes, Interlink created an intranet in SharePoint and Power Platform. This allowed them to optimize everything from front desk visitor management to internal documentation. Previously, many crucial business process schemas existed almost solely in its leaderships' minds — now that the processes could be digitally codified, the organization would see time savings in day-to-day tasks, and create clearly documented — and easily repeatable — procedures for each task. The standardization has made everything easier, from training and file management, to long-term sustainability of the company's processes.



## SAVING TIME

By automating portions of tasks that previously required manual completion, the customer immediately saw value from the switch to digital. Whether filling out paperwork, finding a file for someone, or checking in a visitor, many tasks could be completed faster when done fully (or at least partially) digitally, creating more time to drive success for their clients.



*"We run pretty lean. Lots of our employees wear multiple hats. So, anything in the day-to-day that can save even 15 minutes is valuable; it's more time they have to focus on stuff that can't be automated right now."*

Josh, manufacturing company CIO

## STANDARDIZING PRACTICES

Previously, the customer experienced challenges around documentation: there wasn't one set-in-stone method of documentation, so if a file was missing, their team often didn't know who deleted it. While there was existing document management, it was very manual, there was room for error, and it had more difficulties and hiccups than its new setup with Microsoft processes. It was "just very clunky, and I get why they did it that way, because [in the past] there were only a few IT people here," said their CIO.

Now, the organization is saying goodbye to much of the tedious and manual effort around documentation and day-to-day business processes. Significant portions are now automated, making it faster and less labor intensive.

hello@interlink.com | 800-900-1150

[www.interlink.com](http://www.interlink.com)





## CHALLENGES GETTING SET UP

The manufacturing company was founded in the 1970s, so the company is older than the internet itself and wasn't built with modern IT practices and digital processes in mind. Without an intranet, day-to-day tasks had to be conducted manually. Those days this made sense, but in recent years this has caused many processes to lag behind. Take personnel documentation, for example: as a manufacturer, their facility typically requires 3 or more forms to be filled out for each visitor. Since they must be filled out manually, at best this is a minor annoyance that can be sped up with technology, but at worst, if just one of those forms is lost, it could be anywhere from 15 minutes to several hours before a new form could be signed by someone with the proper authorization at the visitor's company so they can enter the facility.

Plus, the processes composing the lifeblood of their day-to-day operations didn't live in a digital format: the company was in no way automated and if the individual in charge of a process fell sick or left the company, it couldn't be easily replicated. To solve these issues, the customer needed to construct a modern intranet from scratch, standardize its processes, and look for opportunities to streamline productivity. This brought challenges around setting up those initial processes, training employees in them, and properly managing the ripple effects of these changes within the organization.



The customer knew it would face short-term challenges during this process, but if it didn't move to an intranet now, their processes would continue to lag further behind, future tech adoption would be slower, and there would be more potential to lose crucial information about internal business processes since they weren't codified digitally. Even though change brought challenges, the company knew the payoff would be well worth it. And fortunately, Interlink was prepared to both get an intranet put in place and train the company's IT team to maintain it. Interlink made it a mission to become experts in their operations and its subsidiaries, and then created a roadmap to set up its first-ever intranet.



*"Interlink always comes up with great ideas, and their team is super flexible. Overall, we have had a really great experience with everybody there."*

Josh, manufacturing company CIO

## EXPERTISE AT THEIR FINGERTIPS

As a small business, their IT team has a lot of IT projects coming across their desks, and since Interlink is already deeply knowledgeable about its operations, assistance and expertise is just a phone call away. As a top Microsoft partner, Interlink is trained to understand the latest innovations, and has extensive experience building out IT infrastructures. Whether ensuring IT teams implement best practices into their processes, or assisting with client projects as needs arise, Interlink is ready, willing, and able to assist our clients whenever they need it!



## THE INTERLINK ADVANTAGE

Going from no intranet to a fully realized setup entailed a distinct set of challenges, which is why the customer chose Interlink to spearhead the process. Interlink brought the knowledge and experience necessary to successfully evolve them from their paper-driven, manual processes and tasks to a modernized system that automates many tasks and increases productivity — all through the Microsoft Cloud.

As a top Microsoft Partner, Interlink's flexible, consultative practices will continue to guide and plan the customer's Microsoft integrated technologies, today and in the future; to maximize productivity and ROI.

*Interlink makes Microsoft easy.*

To learn more on how Interlink can assist your organization with migration, planning, deployment, or adoption, contact us today at [hello@interlink.com](mailto:hello@interlink.com)



[hello@interlink.com](mailto:hello@interlink.com) | 800-900-1150  
[www.interlink.com](http://www.interlink.com)

