



**Client:** **Waste Recycling Group**

**Industry:** **Waste Management**

**Project:** **MOSS Intranet**

# Project Summary



## Customer

Waste Recycling Group (WRG) is a leading waste management services company based in the UK.

Each year they receive, recycle and dispose of 13 million tonnes of household, commercial and industrial waste. They also generate energy from waste, thereby contributing significantly to the Government's efforts to reduce reliance on fossil fuels. They have two central offices and more than 120 countrywide sites all of which use the WRG Intranet as an information portal.

## Business Challenges

Before engaging Ridgian, WRGs used an Intranet based on custom built applications utilising a combination of information stored in databases and unstructured documents stored on file shares. This solution had been established for several years and had grown organically as opposed to being strategically developed and suffered from the following symptoms:

- The Intranet was not organised according to its departments structure
- Information and documents were difficult to locate with no Search capabilities
- WRG's Intranet site tended to be large repositories of information and users found it difficult to find what they are looking for
- The site did not perform all the functions that a user needed when locating the current version of a specific document

# Project Summary



- Several areas were no longer used or out-dated
- Enhancements and all but basic publishing was done by a 3rd party solution provider
- Time taken to perform standard tasks was unacceptable to users
- The look and feel of the site was dated

## Solution

The SharePoint portal solution delivered the following functionality :

- Document management and libraries
- Newsgroups
- Contacts Management
- Site Management
- Event Management and notification
- Creation of standard forms
- Document workflow
- Search

# Project Summary

## Benefits

The solution delivered a number of user and business benefits including:

- Functionally correct: The site correctly performs the functions that a user needs to locate the current version of a specific document
- Efficient to use: The time taken to perform standard tasks is acceptable to the user
- Easy to learn: The number of steps to complete a task and the logical nature of the steps are such that a user can quickly perform a task with the minimum of training
- Easy to remember: Task may not be performed on a regular basis, or at very infrequent intervals, and the site design ensured that the optimum way to complete a task is easy to remember
- Easy to assimilate: The page layout enabled the user to quickly decide whether the information on the page is relevant, and if not what steps to take
- Site organisation: Logical site and document organisation based on WRG's department and Waste site structure

# Project Structure



Combination of on-site consultancy and off-site development

Managed full development lifecycle with a team built around the following services

- Technical Architecture
- Infrastructure consultancy
- Site design and application development
- System Testing
- Deployment and handover

Approach

- Iterative delivery
- Prototyping
- Prince 2 controls
- Mentoring of client staff and knowledge transfer

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WRG Intranet

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**Welcome A.Person**  
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**Time:** 14:34    **Date:** 4th May 2007

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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Today is:  
Friday, May 4th, 2007

**Contacts**

- ▶ Group : Site (199)
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- ▶ Group : Me Site (13)

Name	Exten	Mobile
Name Here	200	00000 000 000
Name Here	200	00000 000 000
Name Here	200	00000 000 000
A.Person	208	00000 000 000

**Job Title:**  
Site Manager

**Email:**  
[a\\_person@wrg.co.uk](mailto:a_person@wrg.co.uk)

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**Get Started with Windows SharePoint Services! !New** 1/31/2007 11:00 AM

by A.Person

Microsoft Windows SharePoint Services helps you to be more effective by connecting people, information, and documents. For information on getting started, see Help.

by A.Person

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WRG Intranet

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Video Comments

Title of Comment Here...!New 1/31/2007 11:00 AM

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