



SUCCESS STORY:

Diamond Management and Technology Consultants

Harnessing the Power of Knowledge and the Spirit of Collaboration

The Client

Diamond is a management and technology consulting firm serving Global 2000 client within various industries. With proven execution capabilities, Diamond's teams of experts work across functional and organizational boundaries to improve client growth and profitability.

The Challenge

Diamond consultants needed secure on-demand access to sensitive company and client information. They needed to easily retrieve and use intellectual capital to drive client engagement and project success. However, knowledge dispersed across Diamond's organization, and stored in disparate systems, made it difficult for consultants to locate and use the information they needed. Diamond employed additional staff to manage information libraries and assist with retrieval. These factors were hindering staff productivity and effectiveness, and increasing costs and overhead.

SharePoint Benefits

CompuCom Application Services deployed the DiamondOne, Knowledge Management System with Microsoft Office SharePoint Server 2007 to provide:

- ▶ Centralized knowledge management
- ▶ Easy access to information
- ▶ Powerful, simplified search
- ▶ Effective team collaboration
- ▶ Automated workflows



The Solution

CompuCom Application Services helped Diamond recapture the power of information through the deployment of the DiamondOne™ Knowledge Management System. Based on Microsoft Office SharePoint Server 2007, and integrated with Ontolica, CompuCom created the information architecture Diamond needed to quickly and easily identify, manage, and retrieve the intellectual capital and best practices critical to client and project success.



The Results

Through the DiamondOne™ Knowledge Management System, Diamond has become more efficient, with lower operating costs and reduced overhead. With simplified access to knowledge and increased staff productivity, Diamond is more effective in driving client results. DiamondOne™ provides easy access to sophisticated document libraries and vital business applications, as well as timesaving search and workflow efficiencies. Additionally, DiamondOne™ powers collaboration between Diamond consultants, staff, and with clients.

Learn more about CompuCom's broad range of services and how seamless integration can help you drive greater business value from your IT infrastructure. Visit us online at www.CompuCom.com or call us at 1.800.225.1475 today.

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CompuCom Systems, Inc. is a leading IT outsourcing company providing infrastructure management services, applications services, systems integration and consulting services, as well as the procurement and management of hardware and software. With 20 years of IT experience, CompuCom employs more than 11,000 highly skilled associates who have earned a combined total of more than 42,000 industry certifications company-wide. As experts in workplace services, CompuCom's unique Integrated Infrastructure Management™ (IMM) solution reduces costs, increases productivity, and helps clients gain maximum value from information.



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