

Sharepoint enables Coller IP Management to provide a better service for its clients

Case study

Company

- Coller IP Management

Sector

- Service companies

Riverbank services

- Managed network support
- Network & IT infrastructure
- Online backup
- Comms & e-mail
- Remote working

Coller IP Management is a Riverbank client based in Wallingford. They provide Intellectual Property services to help their clients get maximum value from their intellectual capital, and to protect it legally.

In the course of their work Coller IP Management provide IP Surveillance services for their clients and hold databases of important patents and related documents. These need to be available to the client, but at the same time IP Solutions need ready access to display new documents and update others.

Coller IP Management had a system based on a large number of Word and PDF documents plus an index maintained in Excel. It was cumbersome to manage, difficult for clients to search and required substantial updates to be sent out on CD to each client. Coller IP Management wanted to make updates and new documents immediately available to their clients. They needed a better solution.

The answer was SharePoint. Using SharePoint Coller IP Management display their libraries of client documents on user-friendly screens. Within each client area they make selected files visible to the clients, giving the clients secure read-only access to those files. Documents are easily retrievable and can be searched according to markets, competitors and/or technologies. Maintenance

coller ipmanagement[®]
realising value from intellectual capital

of the entire system is also greatly simplified, with no CDs to be prepared and sent to clients.

SharePoint is a success for Coller IP Management's clients. Each client has a confidential, secure and easy-to-use web site where they can see their documents. Updates from Coller IP Management are available as soon as they have been saved into the SharePoint folder.

Coller IP Management used Riverbank to provide the initial server installation and preparation of SharePoint. Riverbank partner company J Limited (www.jlimited.co.uk) provided the configuration of SharePoint so that each Coller IP Management client has its own private and personalised area in which they can see their own documents.

For more information
call 01844 278036
or
e-mail
info@riverbank.co.uk