



RigNet[™]

A Viasat[™] company

Streamlining Approvals and Future Proofing Document Management with SharePoint

Replacing a legacy document management system with a Gartner Magic Quadrant leading solution

ThinkShare.

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Our Client and Their Challenge

RigNet are the world-leading networking provider for connecting and securing sites and operational assets in industries that rely on remote operations. They are a team of skilled problem solvers that provide optimised solutions for their clients that deliver a competitive advantage.

As one of the world's leading digital service providers, RigNet make it easy for their clients to gain real-time insights from remote operations. Utilising industry-leading machine learning analytics, and ultra-secure solutions spanning IP connectivity, bandwidth-optimised OTT and more.

In carrying out their day-to-day operations RigNet generate a high volume of exceptionally valuable documents. In 2020, the document management system they were using to manage these files was being closed by the platform's creator and was no longer generating backups.

A highly skilled end user of the system began to create a solution to remediate this challenge by utilising Power Automate to replicate the existing system. The remarkable thing about this being that the user did not work in IT. He was completely self-taught in Power Automate, which thoroughly impressed the ThinkShare Consulting Team.

RigNet recognised the employees hard work but realised he wouldn't be able to take the solution much further. So, they decided they required expert help, and a more project-based approach to really capture the companies requirements and build an improved system that 'whilst following the current approach' would also build a stronger foundation for the future.



Why ThinkShare?

We found RigNet at the right time, they were having some challenges around an existing system, and we were able to remedy them quickly. It was a simple fix for our consultant that we were able to action near instantaneously, helping us to create a solid foundation for future an on-going relationship.

When it came time to upgrade their document management system, ThinkShare were front of mind and were given the opportunity to complete an in-depth SharePoint workshop. We showcased how the product could be used for streamlined, secure, and collaborative document management. RigNet were impressed by our expertise and concluded that we were the right partner to drive this project forward.

The Project

The initial phase of the project involved a deep dive into their current systems to really capture the teams' requirements. We looked at the existing system, and the system they had started building and together we set out a design that replicated their successes and remediated their short comings.

As it stood, the document management system was a fairly complex system. Documents weren't as simple as a single file or single file type so that gave us the opportunity to utilise some interesting SharePoint functionality to not just streamline processes including reducing storage costs and speeding up the approval process, but to also maximise their Microsoft 365 investment.

In their original system a document could consist of multiple documents, for example the document could be a CAD drawing of a remote site, but that drawing could have multiple attachments about project specifications, notes, versions, or messages etc. These documents would then have to be seen and approved by various people to have final project sign off. Microsoft SharePoint offered a clear solution to this challenge, and from here we agreed the best way to move forward would be to utilise Document Sets.

Document Sets are a special type of content in SharePoint. In basic terms a Document Set is a group of related documents that you can manage as a single entity. With the use of Document Sets, internal and external shareholders with access were able to view each "document" in a single space, where all parties could collaborate on all and without the duplication of any effort.

Following the creation of these Document Sets we performed a migration moving all of their documents to this new format in their SharePoint tenant. This new system created a clear auditable trail that had been lacking from the original system and was important for the companies' goals moving forward.

We expanded on the logic of the original user's Power Automate efforts to build and streamline the approval process, taking it from an idea to a formal process. Today, documents no longer needed to be manually emailed or approvals chased, saving valuable time. Now when a user marks their role as complete the document continues on it's journey without the need for user intervention.

In addition to the above, we created a test environment that allowed users with the desire to create solutions the opportunity to build and test without impacting the new solution. The test environment will play a key role in ensuring the longevity of the solution without risking any accidental deletion or permanent changes, whilst still giving the team the opportunity to creatively solve their unique challenges.



Project Outcome

This project's primary goal was simple, replace an end-of-life document management system. However, this project became so much more. It presented RigNet with an opportunity to futureproof their document management system whilst encouraging their highly-skilled, ultra-creative workforce to keep solving complex business problems.

The team are now using the solution and no longer have to worry about missed backups. The format of their documents is much easier to use, especially for newer users, with a clearer policy for sharing, approving, and collaborating.

The auditable trail behind each individual document ensures the team are able to know who has created each change and that each document is progressing in line with the project's timeline. The metadata built into Document Sets means everything is easy to find, easy to use and easy to share.

More importantly, by removing the need for a second system and integrating their document management system onto the SharePoint platform they were using for their intranet, we have been able to reduce costs and maximise the ROI on their Microsoft spend.



Client Feedback and Future Goals

“Initially Thinkshare designed a bespoke set of Workflows for us, to automate our Document Approval and Document Control processes within our Sharepoint site. These were designed to our specific requirements and worked very well, however a number of areas for accidental user error type problems were identified, and Thinkshare then modified the workflows to add error messages & e-mails which have all but eradicated the accidental errors.

Some time later, we had to migrate our whole Sharepoint platform from one environment to another (for operational reasons), which involved all user e-mail addresses changing from one Corporate directory to another. Thinkshare liaised with the new corporate IT team to facilitate the migration, which happened overnight with the minimum of disruption. ” - Peter Bruce, Senior Manager of Engineering.

The team at RigNet were a joy to work with, their passion for solving their customers problems was always the key driving force of this project. Their creativity and their drive allowed us to work with the team to build a solution we are both proud of.

We wish them all the best as they join the Viasat family, and we cannot wait to support them through this time of exciting business growth.