

Enabling a Technology Service Provider Overcome **Usability Challenges** in Intranet Portal



Headquartered in Oakland, New Jersey, our customer is a leading provider of enterprise content management (ECM) services for the education, government, healthcare, insurance, and non-profit sectors. The organization specializes in storing and protecting documents and records for over 600 clients in the U.S. It leveraged a SharePoint 2019 based Intranet portal to strengthen collaboration among employees spread across multiple locations.

Usability issues in Intranet creating collaboration roadblocks

However, the existing Intranet portal lacked various new functionalities. Additionally, the portal and its pages had an old look and feel creating challenges while accessing data and resources. The users faced issues with Site Navigation. They were not able to access data from various departments and its lists and documents library. Such inefficiencies in the existing Intranet portal were creating roadblocks towards collaboration and communication between teams and departments. Consequently, the management decided to address such challenges by partnering with an experienced technology partner with a proven track-record in delivering Intranet modernization services.

As a Global Systems Integrator and Microsoft Solutions partner, AgreeYa has been helping organizations modernize Intranet with its SharePoint and UI/UX services. We have helped many organizations build an intuitive and user friendly Intranet portal to increase adoption and catalyze collaboration. Based on our envious track-record, the ECM service provider chose us as their technology partner for the project.

“Uninviting design, unavailability of new features, and cumbersome navigation were creating challenges for the users of our Intranet portal. We needed a tech partner to revamp the portal, addressing its shortcomings, and enhancing its functionality.”

- IT Director, IT Service Organization

Delivering an Actionable Plan for Transforming Existing Service Portal

Upon engagement, our experts held in-depth discussions with the key stakeholders and assessed the UI/UX possibilities with the existing SharePoint Intranet portal. Based on the inferences, our experts presented an actionable roadmap for UI/UX enhancement.

As a next step and after receiving customer's approval, our experts started the development of custom navigation and image carousal control. Other major deliverables include:

Site Navigation Control Development: Cumbersome site navigation was the biggest challenge towards the adoption and utilization of the existing Intranet portal. Our UI/UX experts carefully considered the user journey and came up with a mock-up. We leveraged TreeView to create hierarchical list with expanding and collapsing nodes that contain nested items. With our support, the customer was able to create a better navigation based on user journeys.

New Master Page Design: AgreeYa's UI/UX experts initiated a transformative change by designing a new master page for the customer's Intranet portal. This fresh master page was meticulously crafted to address the navigation challenges, enhance usability, and revamp the user interface, offering a seamless and intuitive digital experience.

Image Carousal Control Development: Our team further developed an Image Carousal Control feature tailored for the SharePoint Portal. This innovative addition enriched the portal's visual appeal and user engagement, enabling dynamic image display and effective communication of information. The development of this control significantly elevated the portal's overall user experience and contributed to its modernization and improved functionality





Fostering Communication and Collaboration with Modern UI/UX


AgreeYa’s team of experts was able to share a comprehensive and specific set of recommendations to transform the customer’s existing SharePoint Intranet portal. Our goal was to accelerate productivity, enhance collaboration, and communication while developing the site navigation and image carousel feature along with other UI/UX updates. Such improvements enabled the users to easily navigate and access documents from various departments and its lists and documents library. Some of the benefits of the project include:


- Enhanced collaboration and communication among employees, across teams, and departments.
- 2X increase in user adoption and high time spent on Intranet sites.
- 1.5X increase in the overall productivity within the organization.
- Hassle-free collaboration and sharing of offers and announcements.
- Improved navigation with new UI.

Technology Stack

 SharePoint

 ASP.NET

 Visual Studio

 Windows Server

“Thanks to AgreeYa! We have transformed our outdated SharePoint portal into a feature-rich, modern platform. The fresh look and functionalities have significantly boosted our team's productivity and ability to collaborate.”

- IT Director, IT Service Organization

About AgreeYa

AgreeYa Solutions is a leading technology service and consulting company at the forefront of developing innovative solutions to meet the intricate demands of our clients' digital transformation journeys. We excel in diverse domains such as data and AI, automation, engineering, cybersecurity, modern workplace solutions, decision science, intelligent automation, cloud transformation, quality engineering, mobility, and talent management. Since our establishment in 1999, with headquarters in Folsom, California, AgreeYa Solutions has grown to become a formidable team of over 2200 dedicated professionals. We serve clients across the United States, India, EMEA, and Mexico, ensuring the delivery of top-tier solutions and services that make a positive impact on a global scale. At AgreeYa Solutions, we prioritize excellence in quality, reliability, and customer service. Our notable achievements include prestigious certifications such as Microsoft Solutions Partner and Cloud Solutions Provider, AICPA SOC 2 Type 2, SEI CMMI, and ISO 9001:2015. We have also received esteemed awards, including recognition as "Best Company To Work For," "Champions of DEI," and numerous others. AgreeYa Solutions remains committed to forging enduring partnerships and driving success in the ever-evolving world of technology and business.



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