

Telecom Italia Mobile

Answering the call for improved document management

With more than 48 million customers across Europe and South America, Telecom Italia Mobile (TIM) operates on the leading edge of mobile telephony.

Always an innovator, TIM offers not just “voice” but a total mobile communications solution — from short messages on the mobile phone display to the reception of e-mail and faxes — from navigation on the Internet to remote control of household appliances — from the reception of online news to the possibility of environmental data monitoring and telemedicine.

To keep pace with its ever-expanding mobile telephony services, TIM was looking for a way to improve its internal document management processes. The answer? A customized intranet portal solution based on Microsoft SharePoint Portal Server, running on Compaq *ProLiant*™ servers and designed and implemented by Compaq Global Services.

Better document control

TIM had been using Microsoft Exchange Server 5.5 public folders to help manage documents. Its partnership with Compaq Global Services began when the Exchange solution was first implemented several years ago. And TIM has relied on the exceptional performance of Compaq *ProLiant* servers with Exchange.

“The Exchange folder hierarchy was complex and searching for local documents was difficult. So we were looking for a better way to publish, manage and control our internal users’ documents,” explained Alessandro Campioni, manager of the office automation project for TIM’s IT department. “Compaq recommended we consider a customized version of the Microsoft SharePoint Portal Server, which proved to be the ideal solution for eliminating the local PC file services and consolidating documents into a friendly, more efficient document management system.”

The initial solution pilot was deployed for 50 users, which will scale quickly to a full-scale implementation for 900 users. And although TIM is no longer using Microsoft Exchange 5.5 to handle internal document management, plans do call for working with Compaq to handle the migration to Exchange 2000 to meet the expanding messaging needs of more than 10,000 users.

Customized to meet business needs

Compaq took the basic search and document library features of SharePoint Portal Server and customized them to fit the TIM user environment. The final solution offers simplified document management, with a user-friendly interface and improved search query results.

"It's now much easier for our users to access and manage documents, and that boosts overall productivity," said Campioni. "What's more, this document management solution based on SharePoint Portal Server is enabling us to optimize our existing office infrastructure."

"Its close relationship with Microsoft and its proven competency with Microsoft technology enabled Compaq to deliver a powerful yet friendly solution for managing information more efficiently."

Alessandro Campioni, Office Automation Project, IT Department, Telecom Italia Mobile

Proven Microsoft expertise

The Compaq Competency Center in Utrecht, the Netherlands, provided TIM with a flexible, open forum for working through and solving problems as they arose throughout the design and piloting of the customized Compaq document management solution for Microsoft SharePoint Portal Server.

"We benefited greatly from Compaq's direct link to Microsoft," concluded Campioni. "Compaq's solution specialists worked closely with our team to customize and configure the document management solution. When we had questions, they always had answers. As a result, we were able to launch a pilot with much less risk."

Business results:

- > **Improved productivity** — users can now access, search and share all kinds of documents more easily with other personnel or departments
- > **Improved document control** — documents can now be published, indexed and managed more efficiently
- > **Improved ROI** — the customized Compaq solution for Microsoft SharePoint Portal Server enabled optimization of existing office infrastructure

What makes it work:

- > **Systems:** One Compaq ProLiant™ Model 5500 server (500 MHz dual processor Pentium III system)
- > **Storage:** Compaq StorageWorks™ RA3000 disk
- > **Software:** Microsoft SharePoint Portal Server application and Windows 2000 Advanced Server operating system
- > **Solutions:** Compaq Document Management Solution
- > **Services:** Compaq Global Services to help plan, design, customize and implement the document management solution based on Microsoft SharePoint Portal Server

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