



FPS Economy Relies on CTG for SharePoint and Nintex Support and Guidance

Our Client

Federal Public Service (FPS) Economy is the Belgian federal agency responsible for contributing to the development, competitiveness and sustainability of the commodity and services market; ensuring the position of the Belgian economy at the international level; promoting trade in a competitive market; and collecting, processing, and disseminating economic information.

Challenges and Objectives

FPS Economy uses the SharePoint 2010 platform for intranet, extranet, collaboration, and process automation in eight farms that cover test, acceptance, and production environments. This platform is managed by the Middleware and Applications team of the Operations department, which is responsible for managing the application servers, web servers, and data warehouse, as well as monitoring.

Over the many years that SharePoint has been used within the organization, several people worked on building mission-critical applications and automating some of the processes on this platform. Without clear governance and consistent management of the company's different farms, some of them were unstable and lacked performance, and caused people to spend a lot of time and effort trying to make them run smoothly. Change Management proved to be an issue, because there was no consistency between the test, acceptance, and production environments. The goal of the project was to identify the areas that needed improvement and implement consistency, performance, and stability on the platform.

CTG's Solution

An initial assessment was conducted to evaluate the health of the two platforms (collaboration tool and application/process automation). Based on this assessment, CTG defined and performed the following actions:

- Configured three new farms for test, acceptance, and production in a consistent, documented, and monitored way, using best practices
- Gradually migrated everything to these new farms, in order to ensure stability, consistency, and performance

IN THEIR WORDS...

"The CTG way of working is very professional and based on an analytical approach that allowed FODECO to better understand the processes that were not running well.

CTG helped us to make quick wins, allowing users to quickly start working with a better tool without long service disruptions, and at the same time prepared a real enhancement plan. With this approach, the users saw quick results, and at the end of the enhancement process, everything was working much better with great service continuity. Great job!"

— Bertrand Dockier, Operations Manager..

- Realigned change management and adapted deployments to be less intrusive and disruptive
- Considered different platforms and tooling for some solutions, but encountered technical limitations and boundaries of the SharePoint and Nintex products; Rethought the basic architecture of these solutions to allow them to work within these limitations
- Migrated collaboration workplaces to SharePoint Online and SharePoint 2019

Results

FPS Economy now has three new farms that cover the test, acceptance, and production environments. Since these were set up using best practices and in a consistent way, they can be properly managed by the Middleware and Applications team. Every farm is documented and a detailed changelog is maintained to ensure knowledge transfer between all members of the team. With content now housed on either SharePoint Online or SharePoint 2019, FPS Economy users have a modern workplace with the best tools to collaborate with each other.



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