

LewisSilkin

Client

Lewis Silkin

Website

www.lewissilkin.com

Location

London

Sector

Professional Services/Legal

Customer profile

Lewis Silkin is a successful commercial law firm based in the City of London with an additional office in Oxford. They focus on delivering legal services to three broad sectors; areas they describe as PeopleScape – the global workforce; MediaScape – the converging worlds of media, brands and technology; and Landscape - the built environment.

Technology and Services

- Microsoft Office SharePoint Server 2007
- Consultancy, development, usability testing, project management

“Given that our website is a critical element of our business development and marketing strategy, we needed to react quickly and effectively to resolve the issues we were experiencing. Trinity were a core part of the team that led to the successful implementation of a new software platform and the development of a more intuitive user interface.”

Mark Grant, Director of Business Development, Lewis Silkin LLP

Challenge

In 2008 Lewis Silkin undertook a project to migrate their corporate website onto Microsoft Office SharePoint Server 2007 (MOSS 2007). This move was in keeping with current industry trends and represented a sound product selection.

After the initial implementation numerous issues came to light. As these issues impacted both internal and external users, with both public facing presentation and internal user administration being significantly affected, their resolution was considered a priority by the business.

The Lewis Silkin team wanted to react quickly and engaged with Trinity Expert Systems to consult and implement the corrective action.

Solution

Trinity worked closely with Lewis Silkin to clearly understand these core issues, to ensure that an effective and efficient resolution plan was put in place. The first phase of work rectified the core implementation of the SharePoint 2007 platform based on user experience and ongoing requirements. This phase concentrated on fixing the underlying platform issues and the bugs affecting the users.

The second phase involved the successful migration of the content from the old internet solution into the new solution.

The solution required the following steps to be implemented:

- Analysis and implementation of fully structured content types within the platform and

appropriate related layouts; providing structured data, enabling the possibility of correct, accurate search and filtering capabilities. This greatly increases the usability for the users whilst implementing authoring constraints in order to preserve the consistency of data and minimise support requirements.

- Reapplication of branding using the styles already implemented but resolving the issues relating to the content authoring.
- Configuring SharePoint search scopes, crawl rules and managed properties to allow accurate search and filtering results and provide a general site search.
- Migrate content over to new website.

Benefits

Thanks to Trinity's experience with Microsoft SharePoint 2007, Lewis Silkin was able to deliver a more effective and stable platform for internal users and critically to improve end user experience. Technical issues were swiftly identified and rectified; Trinity worked with the Lewis Silkin team to gain an in-depth understanding of the issues and to implement an effective solution within the required deadlines.

Trinity acted as a trusted partner to lead the project, modify the solution to ensure it followed best practice guidelines, migrate content and then provide ongoing support for the Lewis Silkin team moving forward. The business now has a website which underpins the marketing strategy of the firm based on a technology which is a key component in the IT Director's vision for the future.

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