

NTSG

To improve its operational efficiency and customer satisfaction, executives at optical networking consulting firm NTSG turned to IntraLinks.® Armed with an online corporate repository, the company improved communication among its complex, global teams and realized a 20 to 30 percent gain in efficiency.

The Problem

Storing and sharing information across a complex network of field engineers and corporate internal staff, partners and customers are vital to the success of NTSG's engagements. Geographically dispersed teams must sort through numerous engineering drawings, network designs, project management schedules and testing data to find the information they need every day. Use of standard communication tools such as email, FTP sites and internal servers to manage and share information had proved inefficient, as they have difficulties transmitting large files and managing document change control. The company knew it needed a better solution.

The Implications

Some of the biggest names in the telecommunications and cable industries hire NTSG to help deploy optical networking solutions for their Fortune 500 clients. The firm has built its impressive client base with a laser focus on customer satisfaction and operational excellence. NTSG realized that streamlining its information management processes could help it realize gains in both areas.

The Solution

NTSG turned to IntraLinks Exchanges™ to make internal and external communications more efficient and secure, embedding IntraLinks as its standard communication foundation. When a new project is started, all relevant documents are housed within the exchange, making version control obvious and guaranteeing easy access to authorized team members and clients. In addition, the field teams post network test results and associated documentation in "real time" to the exchange. Project managers and systems engineers can quickly retrieve this information to develop final design packages and check results, which are then packaged for the customer to access via IntraLinks.

The Result

The impact was immediate. The organized repository simplifies the entire document management process. While each exchange contains thousands of pages of documents, they are all organized so individuals can view only those files that are relevant to them. Instead of suffering from information overload and searching through multiple directories and folders, users have speedy access to the documents they need. In addition to increased efficiencies, the exchange has enabled the company to better meet customer expectations and enhance customer interactions. NTSG went on to use IntraLinks to streamline internal operations. Using the solution as a corporate repository has increased efficiencies and improved team collaboration across a variety of functions, including: sales, marketing, finance and human resources.

The Benefit

When designing its exchange, NTSG worked closely with the IntraLinks' customer service team. IntraLinks' staff met with NTSG to understand the firm's business and processes. Armed with deep industry knowledge and best practices, IntraLinks helped create an exchange architecture tailored to NTSG's operations.

"We never envisioned it was going to be this easy to have a secure, common repository. We now have a comprehensive approach to our document control."

— Deborah McCarthy, Vice President,
Finance & Business Development, NTSG



20% to 30%

Time saved processing
and accessing documents
through IntraLinks



INTRALINKS®

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Security

Our top priority is to provide you with the highest level of security, compliance and auditability for the exchange of your information, avoiding possible risks and exposure to your business. Our solutions adhere to industry-mandated regulatory requirements, including SAS-70 Level II and ISO 9000 certifications. IntraLinks' comprehensive approach toward security extends across our entire solution, including the application, infrastructure and process.

Affordability

Offering a true turnkey solution, we require no additional hardware or software, no expensive training programs and no new demands on your IT resources. With no upfront capital costs, our Software as a Service (SaaS) business model provides a budget-friendly, scalable cost structure that yields returns almost immediately and continues through the long term.

Easy Implementation

With tens of thousands of implementations worldwide, we can get you up and running in minutes. Easy integration with your current software and internal systems ensures a seamless workflow. And as your business evolves, our solution enables you to easily add users, expand your uses and increase your volume of information to adapt to your ever-changing business needs.

Cross-Organizational

Transforming the way organizations do business, we've created a way for you to collaborate on your mission-critical business projects with experts and colleagues regardless of their location, inside and outside the company firewall. Enabling you not only to do business more quickly, safely and efficiently but more profitably as well.

Service

Delivering a technology solution to extremely demanding clients, such as those in financial, pharmaceutical, biotech and legal industries, requires a tremendous level of dedication and unwavering commitment to our customers' success. Offering a full-service approach, we'll set up and manage your solution so that your team can hit the ground running. And we provide global 24/7/365 live support in more than 140 different languages.

Expertise

For more than a decade, we've been helping companies around the world exchange their critical information. With 750,000+ users across 90,000 organizations around the world, we offer solutions based on innovative best-of-breed technologies along with direct domain knowledge and best practices by industry to ensure you get the most value from your IntraLinks solution.

Global

At your desk or on your Blackberry, our solution is available in multiple languages. And with thousands of customers worldwide using IntraLinks, you can be assured that we will manage your business globally. With personnel and offices in 16 countries on four continents and a growing list of leading enterprises around the world, IntraLinks offers international reach with customized support.

The IntraLinks Advantage

IntraLinks® provides enterprise-class solutions, which facilitate the secure, compliant and auditable exchange of critical information, collaboration and workflow management inside and outside the enterprise. Our on-demand solutions help you organize, manage, share and track information, enabling you to accelerate your workflow, optimize your business processes and realize new profit potential.

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