



American Society of Radiologic Technologists

Collaboration platform serves as the foundation to automate purchasing process

Industry

Healthcare

Services

Portals and enterprise collaboration

Workforce automation

Key Microsoft technologies

Microsoft Exchange Server 2003

Microsoft SharePoint Portal Server 2003

Microsoft InfoPath 2003

Microsoft SQL Server

.NET Framework

Visual C#

Visual Studio

Systems Management Server

Key related technologies

K2.net filters

Access Innovations, Machine Aided Index

iFilters

The American Society of Radiologic Technologists (ASRT) is a membership organization that provides knowledge, resources, and support to radiologic and other healthcare professionals to assist them in delivering quality patient care. Like many information-intensive businesses, ASRT lacked a standardized, centralized place to store, find, and manage information. They were also plagued by inefficient manual processes to support the organization's operations. Among the impact of these problems was incorrect information, lost productivity due to unnecessary rework, poor information sharing practices, few or no historical records, and inaccessible information silos.

ASRT required a solution that would seamlessly connect people to requisite and relevant information and each other. Using Microsoft SharePoint Portal Server, the EMC® Microsoft Practice developed an internal portal for ASRT to serve as the foundation for an enterprise-wide knowledge management solution. The solution integrates with a rules-based system for interactive assignment of indexing terms to individual documents, as well as a standardized and industry-specific thesaurus developed for ASRT.

Secondly, to address ASRT's need for automating business workflows throughout the organization, the EMC Microsoft Practice developed a forms-based centralized purchasing system for purchases related to supply requisitions, purchases, travel arrangements, and reimbursements. The solution began with process definition, which is a critical piece of any workflow. While ASRT had some defined processes before this project, they were inconsistent and sometimes informal. Therefore the organization had to go through a formalized process definition to automate and implement necessary controls. This was accomplished with the team during the project initiation phase, and with experts' review and guidance, the process was refined to help ASRT address what-if scenarios.

"We looked for a company that would meld well with the vision and ASRT staff and partners," says Greg Morrison, chief knowledge officer. "The EMC Microsoft Practice met those expectations, bringing not only the expertise, but also the will to see an exceptional solution developed. The system promotes the 'self-service and the get-it-when-you-want-it, how-you-want-it movement,' which is the future of any learning organization. ASRT has been pleased with our association with the EMC Microsoft Practice and would welcome an opportunity to work with them as a partner again in the future."

Using the internal SharePoint implementation as the basis for this solution, and leveraging InfoPath, Exchange, and K2.net to accomplish the more complex workflow requirements, the EMC Microsoft Practice designed and implemented a centralized purchasing system that

enables employees to access and complete purchase requisition forms from the portal. When submitted, these forms are routed through the appropriate approval process. In addition to replacing and minimizing paper shuffle, the automation of ASRT's purchasing process enabled the organization to maintain approval trails for auditing purposes, enforce specific business rules regarding information required for the purchasing process, and allow for the controlled decentralization of purchasing decisions—without compromising the fundamental process.

The collaborative solutions built on the Microsoft platform provide a core set of functionality and will serve as the foundation for additional workflow scenarios that encompass the organization's evolving business requirements. Additionally the solution foundation is being leveraged for further extension of the Microsoft platform, including servers for BizTalk Server, Great Plains, and CMS.

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Customer Profile
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