

Microsoft Office SharePoint Server 2007 used as platform for national government agency's collaborative communications infrastructure

Dimension Data today announced the successful deployment of a new internal collaboration platform for the Australian Government's national law enforcement information-sharing agency, CrimTrac. CrimTrac's new intranet is based on Microsoft Office SharePoint Server 2007 ("SharePoint"), and provides the agency with a collaborative platform to increase productivity and enhance information-sharing among CrimTrac's staff. Also, CrimTrac is planning to extend the intranet's functionality by providing extranet capability to Australian police services, and incorporating unified communications applications including presence, instant messaging and IP telephony. CrimTrac is an Executive Agency within the Attorney-General's Department. CrimTrac supports Australian police agencies, providing them and accredited agencies with national criminal history checking services. CrimTrac's aim is to enhance Australia's law enforcement with an emphasis on information-based policing facilitated through rapid access to detailed, current and accurate police information. Specifically, the agency is responsible for managing four key national systems containing critical police information and data - the National Automated Fingerprint Identification System, the National Criminal Investigation DNA Database, the National Child Sex Offender System, and the National Police Reference System. The agency's vision is to be a world leader in the development, implementation and management of advanced information systems that assist police nationally in their law enforcement and crime-prevention roles. CrimTrac and Dimension Data designed and deployed the SharePoint intranet solution to 200 users, providing staff with comprehensive content management and enterprise search functionality. The implementation was a natural progression for CrimTrac as it integrated well with the agency's existing Microsoft SQL Server 2005 and Exchange Server 2007 information platform. Under the contract, Dimension Data upgraded CrimTrac's existing intranet to a modern dynamic platform, which allows CrimTrac staff to manage their intranet content themselves, with no requirement for specialist IT skills to do so. "Our new SharePoint-based intranet is a breath of fresh air," Anthony Martin, CrimTrac's Chief Technology Officer, said. "We used to have an intranet that was difficult to change, had poor and tedious search capability, a clunky interface, was expensive to maintain, and was not kept up to date. It just had limited use." The move to SharePoint is a key component in CrimTrac's long-term strategy for a comprehensive collaborative communication framework for the agency, enabling more centralised information-sharing among employees. The next goal is to extend this value to external stakeholders through extranet capability. "Our SharePoint rollout has been a strong success with our users," Mr Martin said. "The new intranet structure makes it easy to give users a single trusted source for key documents like CrimTrac policies, project information, organisation charts and related files – all of which can be accessed by any user with permission rights. Previously no-one had access to an instant information-sharing tool on their desktop, so this solution has really boosted staff productivity and responsiveness. Our intranet serves as a repository for documentation, HR information, staff forms, and corporate information which previously took a slow tedious process to access. Eventually, users will be able to customise their personal intranet page to include links and views to corporate and business information they need to access and utilise each day." Dimension Data's Director for Solutions and Technology – Microsoft Solutions, Peter Menadue commented: "CrimTrac has a vision for an intranet that allows their teams to collaborate and manage information in an integrated manner. Dimension Data was able to combine its skills around information management, user-centred design, and application integration with the strength of the SharePoint platform to assist CrimTrac to drive that vision." "Dimension Data has been actively involved in designing and deploying SharePoint for a number of years, and has built up great experience in successful SharePoint implementations that will act as a platform for CrimTrac's ongoing information management initiatives." CrimTrac's next iteration with its SharePoint platform will be to create a secure extranet to act as a collaborative site for business groups, and also for the agency's Board of Management to share project information and reports with all Australian police services. "With the application being so secure, going forward we will be providing the same level of connectivity and information-sharing to a broader user base – our police agency stakeholders – through extranet functionality," Mr Martin said. "The intranet rollout brings us one step closer to expanding the capability of SharePoint to help CrimTrac move its information-brokering services to a fully end-to-end online process." CrimTrac also plans to utilise SharePoint as the platform for the future deployment of unified communications applications, encompassing IP telephony, presence, conferencing and instant messaging technologies. Dimension Data was recognised this month for its development, innovation and delivery of Microsoft-based solutions, winning two global Partner of the Year Awards at the 2008 Microsoft Worldwide Partner Awards including one in the category of Information Worker Solutions, Office Deployment Partner of the Year.

-ENDS- About Dimension Data Dimension Data plc (LSE:DDT), a specialist IT services and solution provider, helps clients plan, build, support and manage their IT infrastructures. Dimension Data applies its expertise in networking, security, operating environments, storage and contact centre technologies and its unique skills in consulting, integration and managed services to create customised client solutions. About CrimTrac CrimTrac was established as an Executive Agency under the Commonwealth Public Service Act in the Attorney-General's portfolio. As agency head the Chief Executive Officer reports to the Federal Minister for Home Affairs, and the agency must comply with all Commonwealth legislative, financial and administrative arrangements. [www.crimtrac.gov.au](http://www.crimtrac.gov.au)