

# Client Showcase

## SharePoint Admin On Demand

Updated November 2018

The following represents a select portion of Liquid Mercury Solutions' clientele who have received services that we provide under SharePoint Admin On Demand or other similar service plans such as Cloud Full Monty.

Most clients below are actual SharePoint Admin On Demand subscribers. In certain cases, these case studies make mention other services which were provided using different service plans or other mechanisms, such as project-based or hourly billing. Where this is true, we try our best to make this clear.

### NEBF - National Electrical Benefit Funds: Managed Maintenance Plan for Multi-tiered SharePoint Farms

NEBF provides fiduciary oversight for benefit funds that are provided to electrical workers through trade unions and organizations such as NECA. They are a large enterprise based in Rockville, MD and Washington DC.

**Performance Period** September 2018 – Present

**Services Provided** NEBF relies on us for ongoing maintenance and improvement of their extensive SharePoint farm. This is provided through our SharePoint Admin On Demand service plan. (They are not currently using Office 365.)

Note: Because of the way that NEBF leverages SharePoint primarily as a framework for custom applications based on Search, their needs have focused mainly on infrastructure rather than operation of SharePoint sites. Service 1

✓ [SharePoint Admin On Demand](#)

### Value and Results Achieved

- ✓ Established a pro-active and forward-looking response to managing the SharePoint environment
- ✓ Planned an improvement schedule to be accomplished within a year
- ✓ Coordinate a team of about a dozen IT staff, including network admins, application developers, system admins, and managers
- ✓ Supplied expert advice leading to changes in farm and database configuration which have improved stability and upgradability
- ✓ Performed Day-to-day support for various SharePoint errors or issues
- ✓ Responded immediately to "production farm down" emergency call that lasted for over 13 hours; issues found, farm stabilized, follow up appointment completed the following Saturday

### Technical Accomplishments

- ✓ Documented requirements for Always On SQL configuration with respect to upgrades and backups
- ✓ Implemented ability to manage SharePoint farms and servers remotely, including patch management for Windows and SharePoint
- ✓ Applied updates (plus PSCconfig) across all servers in production environment to resolve migration/update issues that were blocking third-party support
- ✓ Worked with developers and identified a problem with custom code solution that was affected by a complex issue with differing security settings across clustered SQL servers and unusual circumstances that led to the fail-over; offered one solution involving code-fix (run elevated/another-user) and another based on fixing SQL settings
- ✓ Tested scripts to compare security settings across two database servers in a clustered scenario
- ✓ Resolved issues with Distributed Cache service

**Contact** Please ask us if you are interested in contacting this client as a reference.

**CCBC - Community Colleges of Baltimore County: Ongoing IT Services for SharePoint, Office 365, ADFS, and Shibboleth**

CCBC is among the largest network of community colleges in the nation. They make extensive use of SharePoint (on-premises), Office 365, ADFS, and Shibboleth to serve over a million students within their system.

**Performance Period** February 2015 – Present

**Services Provided** We have done many projects with them over the years, including security related work and support. While CCBC prefers to work through a traditional model of contract and purchase orders, many of the services we have provided are identical to those offered under our On Demand service plans.

✓ [Pay-as-you-go Ongoing Support SOW for SharePoint Consulting](#)

**Value and Results Achieved**

- ✓ Supplied valuable strategic consulting to help CCBC move forward as legacy systems aged and cloud solutions became more prevalent.
- ✓ Provided as-needed support for SharePoint incidents both routine and emergency, simple and complex.
- ✓ Worked with business units to redevelop line-of-business applications so they are more usable, supportable, and sustainable.

**Technical Accomplishments**

- ✓ Established full integration and federated user authentication between Office 365, ADFS, Shibboleth, and SharePoint.
- ✓ Provided extensive support for SharePoint User Profile Services and FIIM in environments that push the boundaries of these systems.
- ✓ Developed a sustainable long-term replacement for custom grants management application built for SharePoint 2010 that works with native SP2016 or SharePoint Online features, without custom code.

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**EurekaFacts: Cloud Transformation and Full-spectrum Managed IT Services**

EurekaFacts, LLC is a company of about 50-75 staff in Rockville, Maryland that conducts focus group testing and media research for a variety of clients, including corporate, non-profit, federal government agencies, and state and city government entities.

**Performance Period** January 2016 – Present

**Services Provided** We began working with EurekaFacts to migrate their SBS2008 server to Office 365, took over for their previous managed IT provider, and have been working with them through successive IRS security audits, a major network overhaul, and other projects.

We continue to serve the client as engineering-level support, assisting client's IT personnel with issues they can't resolve on their own. These support and implementation services are provided through our On Demand service plans.

- ✓ [Full-service Office 365 Migration](#)
- ✓ [Microsoft Licenses with SupportPlus](#)
- ✓ [Enterprise Admin On Demand](#)
- ✓ [Office 365 Admin On Demand](#)
- ✓ [SharePoint Admin On Demand](#)
- ✓ [Azure Admin On Demand](#)
- ✓ [Solution Jump Start\(s\)](#)

**Value and Results Achieved**

- ✓ Freed the customer from dependence on a very old, unstable server that handled domain control, file shares, email and on-premises SharePoint.
- ✓ Met customer's rapidly changing needs by performing multiple data migrations from their deprecated on-premises SharePoint, adding metadata and transforming to match new data structures in each case.
- ✓ Documented the features of the Office 365 solution and the other parts of the client's infrastructure that met the security and compliance needs of federal government agency for annual NIST audit. The client has passed the audit each time we've assisted them with this.

- ✓ Worked with the client to build up a security infrastructure that would be robust, but not so rigid that users would be unable to do their jobs or would seek to bypass it.
- ✓ Successfully enhanced SharePoint and network/server configuration to pass both IRS and ISO audits less than six months after migration.
- ✓ Provided complete and detailed network and system documentation (that had been previously missing) as part of a planned network overhaul.

### Technical Accomplishments

- ✓ Provisioned a new domain controller and integrated Office 365 with on-premise Active Directory through AD Sync; edited GPO to remove entries that made top executives and certain other employees dependent on the old, discontinued server for access to local folders, and moved these folders into OneDrive for Business to make them accessible for the online backup system we set up for them.
- ✓ Implemented Windows Intune and multi-factor authentication, with logic to identify users who were on the local network, using an authorized device, or working from home on a known static IP, and allowing users under those circumstances to bypass MFA while still enforcing it for any user coming from a mobile or desktop device connected to an IP outside the defined ranges. This was done to balance security against ease of use, to minimize the impact on users while still keeping accounts safe.
- ✓ Built two distinct information architectures for SharePoint via PowerShell scripting. After the initial schema was promoted to production, we migrated the client's data from the old SharePoint, where it had not made good use of metadata and had been stored in a structure not well suited for SharePoint Online's strengths, into the new structure, providing bulk metadata updates during the migration. After migration was complete, the customer re-engineered their intranet and wanted a new information structure. We built this new structure, again using PowerShell scripting, promoted it to production after user acceptance testing, and re-migrated the data into the new structure with the new metadata constraints.
- ✓ Later, to meet requirements for an ISO audit, we used scripting to make further changes to metadata.

### Contact

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### KureSmart Pain Management: Ongoing Cloud Transformation for Healthcare Practice

Kure is a pain management practice with locations in Maryland and Michigan. In the time we've worked together, Kure has acquired another business and grown their company from 100 to 300 staff and 8 to 22 branches.

**Performance Period** June 2016 – Present

**Services Provided** We're proud to have provided the technology to enable this, starting with their initial migration from hosted Exchange to Office 365 and continuing with support and implementation through our On Demand service plans and other project-based work.

- ✓ [Full-service Office 365 Migration](#)
- ✓ [Microsoft Licenses with SupportPlus](#)
- ✓ [Office 365 Admin On Demand](#)
- ✓ [SharePoint Admin On Demand](#)
- ✓ [Azure Admin On Demand](#)
- ✓ [Solution Jump Start\(s\)](#)

### Value and Results Achieved

- ✓ Transitioned many systems from a model relying on data-centers and MSPs to a self-sustainable model based on cloud services and infrastructure.
- ✓ Using our recommended solutions and strategies, Kure has tripled in size and reduced or eliminated many business challenges that had previously prevented the company from scaling.
- ✓ We effectively reduced the cost of IT to a fraction of what it once was, while helping grow the business at the same time.
- ✓ Our cloud-based identity solution allows the two organizations (prior to acquisition) to transition into a single unified enterprise.
- ✓ Our SharePoint based AP portal ensures that Kure vendors get paid on time.
- ✓ Our systems and staff ensure that Kure remains HIPAA compliant.

## Technical Accomplishments

- ✓ Delivered a custom solution for managing invoices (AP) using SharePoint document management, InfoWise Ultimate Forms, and workflow. This was eventually extended to include SAP integration.
- ✓ To create the SharePoint based AP portal, we tested multiple SharePoint forms engines, given that Microsoft was deprecating InfoPath by this time, and determined that InfoWise would be able to give the customer the experience they wanted, where access to different parts of the form that captured the properties of an invoice were controlled by role-based SharePoint groups. As a result of this research, we became an InfoWise partner shortly afterwards.
- ✓ Rolled out Azure ADDS solution to render legacy Windows Server based domain controllers and other servers from two organizations effectively obsolete. This system makes extensive use of site-to-site VPN between Azure and branches.

## Contact

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### Fisher International: Office 365 Migration and SharePoint Intranet Development

Fisher International is a 75+ person global organization in the business of providing business consulting and software to advise and inform the paper manufacturing industry. They are headquartered in South Norwalk, CT with staff located across the northeast US, Europe, New Zealand, and China.

**Performance Period** April 2018 – Present

## Services Provided

We began working with Fisher to help them migrate from legacy email and SharePoint systems into Office 365 and the Microsoft cloud, and we provide ongoing support and implementation with our On Demand service plans.

- ✓ [Full-service Office 365 Migration](#)
- ✓ [Microsoft Licenses with SupportPlus](#)
- ✓ [Office 365 Admin On Demand](#)
- ✓ [SharePoint Admin On Demand](#)
- ✓ [Solution Jump Start\(s\)](#)

## Value and Results Achieved

- ✓ Supplied essential security expertise as part of preparedness and post-incident response activities.
- ✓ Designed and implemented a SharePoint intranet solution following best practices for information architecture that help the company stay better organized.
- ✓ Delivered much-needed training for Office 365 and SharePoint, allowing business stakeholders and developers can collaborate effectively with a common ground and shared understanding.
- ✓ Provided ongoing support enabling those curating and using SharePoint sites.

## Technical Accomplishments

- ✓ We provided a future-proof transition path from Classic to Modern SharePoint sites.
- ✓ Developed a solution to integrate [Usabilla](#) data with SharePoint lists by using a RESTful web service wrapper and Microsoft Flow.
- ✓ Integrated Lookup list-based metadata with Document Sets and customized SharePoint Views, providing users with at-a-glance customer and project details with drill-downs into relevant documents pertaining to each.

## Contact

Please ask us if you are interested in contacting this client as a reference.

### Resource Energy Solutions: Fire-Jumping for SharePoint Workflow

Resource Energy Solutions is an energy trading company based out of Stamford, CT with offices in Columbia, Maryland.

**Performance Period** November 2016

## Services Provided

RES contacted us for troubleshooting and remediation of a problematic workflow built in SharePoint Online as part a customer LOB application.

They had relatively recently built a business application on their SharePoint intranet that centered around a form with a very large number of values, which was to be updated for each of their clients every month.

An equally complex workflow was associated with the form. This workflow had started to malfunction almost every time it was used, with ambiguous error messages.

- ✓ [Pay-as-you-go Ongoing Support SOW for SharePoint Consulting](#)

### Value and Results Achieved

- ✓ By fixing broken SharePoint workflow, we allowed RES staff to perform their normal business operations without interruptions and time-consuming work-arounds.
- ✓ Making changes to how SharePoint recorded workflow actions allows for easier troubleshooting in the future, thus keeping support costs low.

### Technical Accomplishments

- ✓ Identified where the workflow was breaking down and created smaller, more agile workflows, triggered by the main one, so that during the update period when many users were in the system trying to update their forms, the critical piece that kept failing under the strain would complete much more quickly, ensuring that it would use fewer resources and would not break under the strain.
- ✓ Conducted stress testing where multiple users were coordinated to try to use the workflow at the same time to confirm that the problem was fixed.
- ✓ Identified issues with how SharePoint was recording workflow actions that made it nearly impossible to use its logs in troubleshooting and rewrote the workflow such that it would generate a much smaller, more usable log with proper indexing.
- ✓ Rebuilt the entire form from an earlier prototype when changes were requested, and it turned out no one at the company had access to the original InfoPath design document.

### Thanks for Reading!

We hope you found this Client Showcase to be informative as you make your decision about the best way to move forward with us. As always, please don't hesitate to reach out to us if you have any questions regarding the project cited here or work that we've proposed doing for you and your company. We're looking forward to helping you get MORE from Microsoft very soon!