



Success Story - Project Management Oversight & Delivery

RiverPoint's best-in-class IT project management solutions have enabled our clients to build high-value PMOs and deliver critical projects on time, on budget and of value. Read on to learn how we've helped clients develop enterprise-aligned project management solutions that yield measurable results.

Stericycle

Stericycle provides business and consulting services to more than 394,000 customers worldwide. Its focus is on helping customers promote safety, improve regulatory compliance and manage risk. Based in Lake Forest, IL, Stericycle operates in the US, United Kingdom, Ireland, Canada, Mexico, and Argentina.

Stericycle's services include medical waste and sharps disposal management, product recalls and retrievals, OSHA compliance training, pharmaceutical and medical device returns, healthcare on-site waste stream management, water treatment programs, pharmaceutical waste disposal, medical safety product sales, and high volume notification services.

Challenge

Stericycle was in the process of redesigning their corporate Web site while considering the implementation of a new customer training and information portal to serve customers required to meet OSHA regulations and compliance. This required multiple vendors working together to provide the sites with the same look-and-feel while delivering content to two separate applications.

Solution

The Stericycle corporate site required the implementation of a new CMS solution to meet the needs of the marketing department, while customer service required a more application-based solution. To manage the corporate Web site, Stericycle chose to implement a traditional CMS approach while customer service chose to use the same CMS solution as marketing, but base the application and content using Microsoft SharePoint 2007.

Documents and training materials in the SharePoint application are maintained through the corporate Intranet site and managed by the individual departments and content owners. Stericycle continues to use shared directories in the enterprise to support the sales representatives, key information, corporate documentation and OSHA material (i.e. Human Resources, Policies & Procedures, Compliance) is stored within the SharePoint application to provide access, security and search capabilities to the corporate enterprise.

The CMS-SharePoint solution gives Stericycle clear advantages in maintaining content through the enterprise and Web. These advantages include:

- Content repository for the CMS solution
- Secure access environment
- Users can only access information based on assigned access rights
- Centralization of corporate documents and training materials
- Organization of documents and information by individual departments
- Workflow, approval and tasking capabilities
- Version control of documents and training materials
- Search capabilities by department and enterprise-wide

Results

Utilizing both a CMS and SharePoint solution, Stericycle was able to create custom applications internally and provide content to the Web through a single source. SharePoint provides the document management services to the organization and .NET development platform, while the CMS application provides the method to deliver content to the Web.