

MB FINANCIAL

SHAREPOINT EXPERTISE HELPS MB FINANCIAL DESIGN A PORTAL SOLUTION TO IMPROVE BANK-WIDE COLLABORATION AND KNOWLEDGE MANAGEMENT.

To enhance collaboration and manage documents and knowledge more effectively across its growing network, MB Financial sought to establish a new SharePoint-based portal. West Monroe Partners applied extensive SharePoint and knowledge management experience to help the bank design a solution driven by its users' needs.

MB FINANCIAL BANK, N.A.

MB Financial Bank, N.A. provides customer-driven financial solutions to privately held, middle-market businesses as well as to small businesses and individuals who work and live in the communities it serves. MB Financial has been helping its customers grow, manage, and protect their assets for nearly 100 years. Its priority is to make banking better, simpler, and easier. With \$8.4 billion in assets, MB Financial has grown substantially over the past several years.

FROM STATIC SITE TO SHAREPOINT SOLUTION.

To enhance collaboration among its staff and manage documents effectively across its growing network, MB Financial sought to establish a new SharePoint-based portal. By replacing its HTML-based intranet, the bank hoped to improve:

- ◆ Access to key forms and process documentation
- ◆ Search capabilities
- ◆ Organization of information
- ◆ Ability to update content in a timely manner
- ◆ Look and feel to reflect current branding
- ◆ Flexibility for managing and adding to the site over time

Based on its experience with an older version of SharePoint in one department, the bank recognized that a robust Microsoft Office SharePoint Server 2007 solution could address many of its goals. For assistance, the bank turned to West Monroe Partners, which offered extensive SharePoint development expertise, along with strong document and knowledge management capabilities that could help the bank design and execute the portal to meet its business goals and its users' needs.

A STEP TOWARD ENHANCED KNOWLEDGE MANAGEMENT.

West Monroe Partners worked with MB Financial's project steering committee and departmental user groups to identify and prioritize business requirements. Based on the information gathered during this discovery process, the project team applied its SharePoint product knowledge to design and then build a prototype solution that incorporates key features requested by various user groups.

New portal features and benefits include:

- ◆ Improved search features, such as highlighted terms in the search results, a "wildcard" feature that guesses the name of an individual as the user begins to type a name into the "people search" field, and the ability to search for content by department
- ◆ Targeted news and announcements by location and department—a feature that not only enables users to find relevant and timely information, but also allows the bank to reduce e-mail volume
- ◆ Alerts for critical events such as system outages
- ◆ Improved navigation, information architecture, foundational taxonomy, and meta data structures for categorizing documents
- ◆ A formal content governance model that defines which users can publish content or make changes

The bank is preparing to pilot the portal in September. In addition to supporting MB Financial with design and development, West Monroe Partners also has helped the bank create a communication plan designed to re-establish the bank's portal as its key internal communication channel—a key step in its strategy to enhance document and knowledge management.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients' most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.