TriLumen Systems

CASE STUDY

Enterprise Workforce · SharePoint Intranet Overhaul

From a 20-Minute Search to Three Seconds

THE CHALLENGE

At enterprise scale, deep folder structures had become where information went to die. Finding an active HR policy could take twenty minutes, if the version someone found was even still current.

OUR APPROACH

We moved the organization away from rigid folder hierarchies entirely, onto a flat architecture powered by structured metadata and a unified corporate taxonomy. We didn't just organize documents, we built a self-cleaning system: when a policy document hits a year old, it's automatically flagged for review and routed to its owner, then archived if it's not reapproved. Nobody sees outdated documentation by accident.

Relevance mattered as much as accuracy. We built audience targeting mapped to role, so a frontline employee logging in sees shift schedules and safety updates, while an executive sees performance metrics and compliance trackers, all from the same root URL. To stop uncontrolled site sprawl, we also built a custom provisioning portal, a manager requesting a new collaboration space fills out a short form, and the system verifies ownership and naming requirements automatically before provisioning it, with zero manual IT intervention.

THE RESULT

Search time for critical documents dropped from roughly twenty minutes to seconds, with every employee seeing only current, compliant information, automatically enforced.

> *"Finding a current policy document used to mean digging through a maze of old shared folders for twenty minutes and crossing your fingers. TriLumen completely cleaned up our structure and set up a system that automatically flags outdated files. Now our team finds what they need in seconds, and we know everyone is finally looking at the right version."*
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> OPERATIONS DIRECTOR, CORPORATE ENTERPRISE