



# Capability Statement

## ABOUT US

Sharing Minds is one of Australia's premium business productivity specialists, providing information management services through the use of innovative solutions and close client interaction. Specialising in Microsoft SharePoint, Dynamics CRM and Office 365, we work with organisations to enhance business communication, information management, and productivity across departments, to support and drive success within the business.

As a trusted technology advisor, Sharing Minds brings a wealth of experience providing strategic, architectural, consultative, and support services to enable collaboration, integration and efficiencies specifically through the use of SharePoint and other Microsoft technologies.

## MICROSOFT SHAREPOINT

Microsoft SharePoint is at the foundation of our solutions catalogue. Our teams  have worked with SharePoint for over fifteen years and have delivered countless SharePoint solutions to NFP, SME and corporate organisations, and we're proud to partner with iconic Australian companies such as Ramsay Health Care, Whitehaven Coal, and Mercy Community Services.

Our processes within SharePoint include discovery and design, implementation, testing and migration for practically any scenario and organisation type. Our capabilities also cross multiple versions of the product with current services spanning SharePoint 2007 and SharePoint 2010 to SharePoint 2013/2016 and SharePoint Online.

Partnering with organisations such as LiveTiles, AvePoint and Nintex, we are able to offer effective add-on business solutions to your SharePoint platform.

## MICROSOFT OFFICE 365

The introduction of cloud based services such as Office 365 has provided  businesses with cost effective mechanisms to maintain their office productivity and collaboration tools.

Working with the entire Office 365 suite daily, and leveraging relationships with Cloud Service Providers and Large Account Resellers, our team has the knowledge and the experience to help you make the most of your licensing investment.

The standard Office tools such as Word, Excel and Outlook are only a small part of the Office 365 suite of products. Office 365 also includes collaboration tools such as Skype for Business, Planner, PowerApps, Microsoft Teams, Power BI and SharePoint; areas in which we have extensive experience.

## MICROSOFT DYNAMICS 365

Where SharePoint delivers solutions allowing business to manage their unstructured data, Dynamics 365  enables management of data around 'events' that occur daily throughout the organisation.

Whether those events are an email, a phone call, a customer enquiry or even an IT Help Desk ticket, Sharing Minds has the knowledge and experience in business processing to develop effective management solutions on this versatile platform.

## RESEARCH AND DEVELOPMENT

We know that there's a lot more to knowing a product than reading the  brochure. We pride ourselves on having a strong understanding of each of the Microsoft products, by taking the time to read, explore and test our capabilities within each product, so that we can stand confidently as we recommend the right product fit for your needs.

We regularly undertake a range of research and development programs, from self-paced learning and community/user group engagement, to talking with Application Developers and participating in Microsoft product training.

As an example, two applications that Microsoft have released in the Office 365 space are Microsoft Power Apps and Microsoft Flow, which help to drive stronger user adoption and exchange of information through workflows. Through our Research and Development processes, we are 'stress testing' these applications as we begin our initial client engagements to ensure we understand the products and their limitations.

## PARTNERING FOR SUCCESS

At Sharing Minds, we believe in using  the right tool for the right job, and this means that we don't just write solution code because it can be done that way. We'll always look at the toolsets that can be utilised on top of a platform to lower the cost of delivery and speed up user adoption.

To achieve this, we work closely with several Partners who have applications and solutions that work with our core offerings to make sure each solution is successful. For example, one of our Partner organisations offering a greater user experience is LiveTiles, who produce a solution for SharePoint that replaces the clunky 'SharePoint Blue' user interface with an easy to create, mobile-ready user experience. This approach saves our clients tens of thousands of dollars and establishes a strong Return on Investment.

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