ALLIANT
Management Consulting

Case Study:
E-Portal Technology Solution Increases Not-For-Profit's Communication & Productivity

Summary:

A not-for-profit organization, the Florida/Caribbean HIV/AIDS Center for Hope (FCCFH), approached ALLIANT with a unique challenge. The organization needed a dynamic weapon for closing the knowledge gap in the fight against HIV/AIDS. Their vision: a free-flowing virtual environment through which FCCFH could connect several thousand policy makers, development professionals, and public health practitioners across the U.S., particularly throughout Florida and the Caribbean.

Business Challenge:
A key function of the Florida/Caribbean HIV/AIDS Center for Hope is to gather, analyze, and disseminate information on the evolving epidemic and on the global response to it. The knowledge gap, meaning the distance between what is proving successful in one part of the world and what's being applied elsewhere, is very large. FCCFH needed a dynamic weapon for closing the knowledge gap, and use this knowledge to increase awareness and education within Florida and the Caribbean countries. FCCFH had a vision of a high-tech, free-flowing virtual environment through which the organization could connect several thousand policy makers, development professionals, public health practitioners, and experts in 180 countries, across time zones, cultures, and geographic boundaries to share practical and replicable ideas, strategies, techniques, and practices in the daily fight against HIV/AIDS.

How We Helped:
Immediately, the ALLIANT team began researching global electronic portals for information sharing that exceeds the speed of HIV/AIDS. This system would become known as the FCCFH ePortals, incorporating traditional email and Internet concepts, augmented by advanced capabilities. ALLIANT started with the business plan that outlined our technological and organizational approach to creating and sustaining the ePortals. We used a combination of technology to design, build, and deploy each ePortal. The ePortals included robust databases, housing archives and documents, and hosting the discussion forums. Additionally, each ePortal offered a library or multiple libraries, each with multiple view options, advanced searching, and document-review capabilities. Documents for global access included Best Practices, Project Reviews, Strategic Plans and Training Packs for other HIV/AIDS organizations, as well. Another critical part of the ePortal was the discussion forums supporting multiple discussion threads and calendar group planning. A data repository called *Individuals and Organizations* was developed in concert with the overall system to identify those people and/or organizations that have subject matter expertise in a specific area, and how to contact those people/organizations via the ePortal.

High Performance Delivered:
By providing access to current and relevant information, fostering innovation and creativity, and sharing best practices, the ePortals' key benefits to FCCFH were: Higher quality of information that is more accessible; more efficient and effective collaboration among HIV/AIDS organizations across the world; faster response to constituencies; and enhanced "self-serve" behavior -- people can increasingly 'self serve' via the Web in their quest for information and guidance. FCCFH considers the project to be one of its biggest successes in the fight against HIV/AIDS so far.