Serve Virtual Enterprises, Inc. is an alternative payments company and provides payment solutions for consumers, merchants, and issuers in the United States. The company offers a payment processing platform, which is integrated with a payment card network to enable various payment products for customers. It also provides its payment processing platform for merchants and banks to create their own payment solutions that bridge the online and physical payment experiences. Serve Virtual Enterprises, Inc. was formerly known as Revolution Money Inc. and changed its name to Serve Virtual Enterprises, Inc. in August 2010. The company was founded in 2005 and is based in Saint Petersburg, Florida. Serve Virtual Enterprises, Inc. operates as a subsidiary of American Express Travel Related Services Company, Inc.

The Need

Serve is a growing and dynamic organization and was in need of a way to efficiently and effectively implement and govern SharePoint. Even though American Express, as a parent company, already had a SharePoint site, it did not provide Serve the capability to customize for their specific process workflows and reporting. To construct their own meaningful and maintainable site, the management team needed guidance to help them build it and establish the policies and procedures for managing it. Additionally, Serve wanted the ability to manage internal projects and gain insight into the allocation of resources on an enterprise level.

The Solution

Capricorn recommended utilizing SharePoint technologies from Microsoft and consulting from Capricorn to meet the needs of Serve on this initiative. SharePoint provides information management, process workflow automation, and advanced reporting capabilities through an interface which is easy to use and flexible to maintain.

- A Capricorn SharePoint Architect provided a Server Assessment with guidelines for issue resolution, which enabled the Serve technology team to prepare their site for development of a SharePoint site and installation of Project Server 2010.

- A SharePoint Governance Plan was also developed that directs the specific usage and operational guidelines for SharePoint. To assist Serve in planning and constructing their site, Capricorn SharePoint Architects also worked side by side with the Serve management team advising them on organization of their site at an enterprise level.

To meet the need for managing projects and resource allocation, Capricorn recommended Project Server. This Microsoft tool has the ability to capture business requirements, publish and track project plans as well as report on the utilization of people and other resources. Project Server 2010 implementation was postponed due to a company-wide reorganization and decision to redirect the entire focus to SharePoint with the goal of reactivating the Project Server facet in 2013. The following outlines the solution deliverables that were completed related to Project Server.

- A Capricorn staff of Project Server Process Consultant and Project Manager assisted with installation and configuration of Project Server 2010 within the customer environment, enabling Serve to proceed with training and implementation when management is ready to continue with this facet of the project.

- End-user training program was developed for delivery to project managers, portfolio managers, and resource managers. The training materials were provided to the Serve project manager with the idea of Capricorn returning when the Project Server facet is reactivated.

Solution Components

.NET, SharePoint, Oracle, MS SQL Server, Java, J2EE, Primavera, MS Project etc.

The Benefit

With the implementation of an enterprise SharePoint site, Serve employees will have a global American Express portal entry to documents produced by Serve to collaborate and work together. Through SharePoint, they will have the ability to manage documents, team calendars, individual "to-do" lists and processes status while measuring and reporting progress against a set of key metrics (KPIs).

When Serve is ready to implement Project Server 2010, it will be installed and configured and the training program will be ready for kick-off within the organization.

For more information, please contact Capricorn Sales and Corporate Services at 678-514-1080 xtn 3219 or email us at info@capricornsys.com.

For more information on Serve Virtual Enterprises, Inc., please visit www.serve.com