



FINANCIAL - TECHNOLOGY COMPANY

CASE STUDY

“Years ago, our company had a big investment in a free, open-source wiki. That was in the early stages of wikis in the marketplace. It grew from one project using it to support their agile development processes. Then, another project team saw the wiki and how the first team was using it. They liked it and decided to start using it, too. Soon, a third team came across it wanted to use it. And so on.

When we found and started using [SamePage](#), it went the same way. It’s so easy to use; we didn’t really need to do any training at all. People in the company heard about it through word of mouth and usage quickly spread. In end, SamePage met all our needs.”

This US-based, publicly traded global brokerage and financial markets technology company has been a SamePage customer since it deployed the dynamic [enterprise wiki](#) as an on-premise solution in 2007.

Almost everyone in the technology division, which constitutes close to half of this company’s approximately 1000 employees worldwide, uses the SamePage wikis. The manager of the global development infrastructure proclaims that many people use the wiki every day and it is “extremely key to almost all of our development projects. We use it for collaboration on a daily basis.”

Those development projects span about 20 offices in 10 countries. In North America, this includes New York, Boston, Los Angeles and Toronto; around the globe, it includes England, Spain, Israel, Australia, Japan and Hong Kong.

The company had been pleased with its free, open-source wiki for a while, but as projects and the company grew, management discovered it could benefit from a more commercial, enterprise –level project-management system. Plus, an open source solution didn’t have the level of support they needed.

So the infrastructure team evaluated a number of options, even purchasing JotSpot. When that company got bought by Google, it eventually disappeared from the market. A fortuitous meeting with SamePage team members at a conference introduced the company to a dynamic, enterprise wiki tool.

They had an immediate positive reaction to the [SamePage user interface](#).

“I immediately liked the WYSIWYG [what you see is what you get] editor, as compared to wiki-markup language. Also, users can easily get out of it and view a nice HTML page. We’re not dealing with some obscure mark-up pages.

In addition, it is really easy to set up new users, isolate them and create relevant security levels. For example, we often make things read only or private. The ease of use for me is the best part. It just works.”

In fact, the SamePage WYSIWYG editor was built to ensure usability and rapid adoption of the tool with zero training. If a user knows how to work with MS Word, he or she can instantly create rich, complex pages. With more than 50 functions available within the editor itself, authors can format content and insert hyperlinks, anchors, bullets, images, emoticons, mathematical formulas, grids and panels, and tables and attachments. Rich-editing capabilities, like copy-paste, search-replace and spell-check are also included.

SamePage facilitates a systematic and secure way of introducing wikis through distinct project workspaces. Administrators can assign role-based access to projects and delegate administration responsibilities at different levels to ensure that these workspaces can be securely managed and administered. This is particularly useful feature for the financial/technology company.

“We have lots of separate projects,” the manager added. “So we need what we think of as separate wikis. We have about 145 project wikis – not all of them are active, but they are so easy to create. SamePage really understood that need and offers great separation of projects. In our development process, project ‘owners’ set up wikis for individual projects or products.

“Our wiki usage is saturated in development – every project has a wiki.”

Fortunately, SamePage customers have no limit to how many wikis they can set up under their wiki umbrella.

Some other features that have been of particular use to the development infrastructure's initiatives include:

- **Granular Security**: This ensures that users get access to different projects based on their roles and access privileges. Project owners can add/remove members who get read, comment and edit privileges for the project. They can also specify access privileges for non-members and anonymous users.
- **Project Organization**: Once a project is created, the wiki pages can be organized in different ways - hierarchically, chronologically, alphabetically or through Tags. Additionally, projects can optionally have separate sections for discussion forums, news and issues management.
- **Project Administration**: SamePage gives comprehensive Project Administration capabilities where the project owner can define or modify project attributes, add or remove members and even perform advanced actions like re-indexing or re-publishing the project. Project owners can also delegate project administration rights to specific project members.

Most of the members of this company's technology division are software developers. The manager of the development infrastructure is in charge of whatever tools are required. He is always on the lookout for whatever makes it easy for developers to collaborate in an agile environment.

"Our users continue to discover new features in SamePage which fill a need that we never even anticipated. For instance, one group just found the "support ticket" feature, which they are planning on using for tracking internal help tickets."

"There are 20 offices around the world, most with developers who are collaborating on a variety of distributed agile development projects; my job is to make it as easy as possible for all of them to work together."

In this instance, SamePage has made it easy for him.

“We have one primary wiki administrator,” he said. “Four of us have some ongoing admin tasks, but it absolutely can be covered by one person. Our one person handles internal administration and external support.”

And what about his experiences with the [SamePage support](#) team? The manager says his administrator does make use of technical support.

“They always solve our problems. Support works with us and is great.”

SamePage version 4.1 easily [integrates](#) with other systems the company implements. “We have it running on Linux. And, it integrated with Active Directory/LDAP easily, which was important for us,” he noted.

Integration, brand customization and more. In the future, the company can opt to go a little more global by implementing the [internationalization](#) feature which would allow non-English speaking offices to view the wiki in their native language. The entire user interface can be presented in different languages to different users based on their preference. For now, that’s not a priority.

About the company’s use of SamePage, the manager said that they do also see some activity from other company divisions.

“Our corporate office uses it, as does sales and marketing and some facilities people. We have some fun things on there as well, from official committees. For example, employees have set up an amusement wiki, a carpool wiki, and a book club wiki. We’ve never seen anything inappropriate, so we encourage some social use. As long as it’s work appropriate, they can do it.”

But specifically, he says SamePage is used for development management, product management and collaboration. For other tasks, they can easily link to other programs from within the wiki.

“We’d be lost without it,” he said.

**About eTouch SamePage**

*SamePage is a product of eTouch Systems, a leading provider of enterprise-class wiki solutions and consulting services that leverage technology solutions and help organizations share their collective knowledge, insights and creativity. SamePage is a scalable and dynamic wiki that enables its users to improve collaboration, save money and streamline decision making in a secure, well-supported environment. SamePage is used by medium and large enterprises around the world, including Alcatel-Lucent, NASA, Citrix, Hestia, Teradyne, Siemens, NY State Unified Court System and ADP, as well as by strategic partners, such as Cisco/WebEx and Salesforce's Force.com AppExchange. For more information, visit <http://www.etch.com>.*