



CASE STUDY

Client: DP World

Industry: Logistics & Port Operations

Services Provided:

- SharePoint Online Implementation & Modernization
- Resource Augmentation (SharePoint Developers, Administrators, and Business Analysts)

CLIENT OVERVIEW

DP World, a leading global logistics provider, sought to improve internal collaboration, content management, and process automation across its business units. With operations in over 70 countries, they needed a scalable digital solution and skilled resources to modernize their workplace infrastructure.

WHO WE ARE?

We are a pioneering Technology, Consulting, and Outsourcing company that delivers end-to-end IT solutions. We are headquartered in the UAE and have worked with clients across multiple industry verticals all around the globe. With nearly a decade of experience in delivering a wide spectrum of IT solutions, we have helped them transform their businesses maximizing their ROI and profitability by driving their success through our diverse range of services.

PROJECT OVERVIEW

DP World engaged TechMantra to support its enterprise-wide initiative to enhance collaboration, document management, and process automation. The project focused on modernizing their existing intranet and file systems through Microsoft SharePoint Online, while augmenting their IT team with skilled resources for rapid execution.

The scope included the design and deployment of SharePoint departmental portals, migration of legacy data, development of automated workflows, and the integration of Microsoft Power Platform solutions. TechMantra provided a dedicated team of SharePoint developers, Power Platform consultants, and business analysts, enabling scalable delivery and efficient knowledge transfer.

This initiative played a pivotal role in DP World's digital transformation journey, improving operational efficiency, reducing manual processes, and enhancing internal communication across global business units.

CHALLENGES

- Disparate document management systems leading to data silos
- Lack of centralized collaboration tools across departments
- Limited in-house capacity for SharePoint customization and support
- Need for compliance, security, and access control in a global enterprise environment

OUR SOLUTION

1. SharePoint Modern Workplace Rollout

- Migrated legacy file shares and intranet content to SharePoint Online (M365)
- Designed and developed customized departmental portals for HR, Finance, and Procurement
- Implemented workflow automation using Power Automate and Forms for leave requests, approvals, and document routing
- Enabled role-based access control and metadata tagging for compliance and easy retrieval

A screenshot of a SharePoint form titled "Project Request". It includes fields for "Line Number", "Department", "Project Name", "Start Date", and "End Date". Below these fields is a table with columns: "Line Number", "Department", "Project Name", "Start Date", "End Date", "Status", and "Action". The table contains one row of data with a status of "Pending".A screenshot of a SharePoint form titled "Leave Request". It includes fields for "Employee Name", "Leave Type", "Start Date", "End Date", and "Reason". Below these fields is a section for "Approval" with a table containing columns for "Approver", "Status", and "Comments". The table is currently empty.

2. Resource Augmentation

- Deployed a team of SharePoint developers, Power Platform consultants, and UI/UX designers
- Provided onshore and offshore support to scale capacity across project phases
- Engaged Business Analysts to gather requirements and ensure stakeholder alignment
- Delivered ongoing maintenance and enhancements under a managed service model

RESULT

100% Achievement

We managed to meet the requirement of the client combining our creative and technical capabilities to achieve DP World desired outcome.

100% Success Rate

The employees were able to easily navigate through the portal and they were able to easily adapt to the user interface and its featureset