bamboo®
s o l u t i o n s

Bamboo is the number one provider of SharePoint® components to the Government market

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Industry Overview

Nowhere has the adoption of SharePoint been more pervasive than within government agencies and departments. It's no secret that budgets are tight and the lack of available funds affects us all. When resources are limited, it takes more than just out-of-the-box thinking to identify ways to increase efficiencies and maximize return on investment. To show increased service to the citizen in a cost-effective manner, government agencies are turning to SharePoint as a foundation. To derive the full value of SharePoint and deploy real applications without programming, hundreds of these same government users have also turned to Bamboo Solutions, making it the number one provider of SharePoint components to the government market.

Solutions Brief

Many civilian and defense organizations are required to field questions in a timely fashion. In the past, this process has been loosely managed using phone and email as the primary tools. As the number of requestors and the complexity of issues increases, the traditional ad hoc process cannot keep up. To meet this demand, Bamboo Solutions offers a cost-effective SharePoint-based alternative. With a handful of Bamboo components, a government agency or department can deploy a solution that satisfies the mandate for "self-service" to reduce human interaction and cost while effectively managing and tracking exception handling. Such a solution can even be configured by non-technical staff in a few days or less.

The key component in the solution is Knowledge Base. Not only does Knowledge Base allow useful information to be published and managed, it tracks which questions get asked and answered (automatically) so staff can continuously refine the agency knowledge base. All of the metrics used to measure the effectiveness of Knowledge Base can be graphed and displayed in color. If Knowledge Base can't answer a question directly, it can launch a workflow process via Bamboo Workflow Conductor®.

Using a workflow, one can route a question to one or more experts and provide continuous alerting to make sure the issue gets the attention it deserves. Workflow Conductor can also be utilized to produce reports that show the status of pending responses and potential bottlenecks. Since Bamboo's components are designed to work together, a custom management dashboard can be quickly created (without custom code) to integrate data from Knowledge Base and Workflow Conductor.

GSA Schedule
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With over 50 products available to try for free for up to 30 days, discover the possibilities for your agency with a little help from Bamboo. Our entire catalog of products is available for purchase via GSA Advantage.