

Company Description

This agile military organisation with a government approach has the aim to support enduring stability and peace in Europe and Eurasia across 51 countries. Working across multiple agencies and jurisdictions in the region, it addresses a multitude of security incidents and challenges across the highest Intelligence ratings and reports (IR).

The Need

Working with internal personnel at HQ level as well as agencies spread across Europe, the traditional Email & phone approach led to inefficiency, was slow and error prone. In order to enable operation centres to be better informed and obtain situational awareness of all activities without interruption of those services itself, they require a better way of sharing and disseminating information across authorised people and channels that meets their very stringent security policies.

Using Microsoft Lync 2010, the organisation uses SharePoint as a federation platform to share asynchronous data e.g. documents, decision briefs, and orders. This however only covers one-way data storage which left a gap for active information broadcasting. Persistent Group Chat was already well used hence the organisation wanted to bring Chat & SharePoint together. Initially going down the path of building their own solution, the organisation soon encountered challenges commonly associated with 'build-your-own', namely resource constraints, responsiveness & reliability. After abandoning their initiative to build it themselves, they turned to MindLink to meet their collaboration requirements.

“We selected MindLink due to its focus on high security as well as its intuitively clear interface which requires minimal training and ensures adoption across agencies”

Chief, Knowledge Management – Anon.

The Answer

MindLink for SharePoint Web Part is used to expose persistent group chat within the organizations SharePoint sites that are now used to actively broadcast information and allow the respective services and agencies across Eurasia to remain informed about all activities at HQ level.

Authorisations for chat rooms are mirrored on SharePoint permissions. Several hundred people can now collaborate with the highest possible security no matter what agency they belong to and where they are based.

Key Features & Benefits



- Meets Highest Security Levels
- Serves as ongoing, searchable knowledge repository
- Easy adoption due to highly intuitive interface
- Allows for information broadcasting and knowledge sharing

Why MindLink?

We believe effective communication drives decision-making. When done using the right tools it empowers users to share knowledge and fuel productivity across the entire organization. MindLink offers innovative software solutions and professional services to ensure our customers can maximize the utility of Unified Communications systems. With a longstanding reputation as experts within Unified Communications (UC), and a user-centric focus, we believe MindLink has become more than just the right tool.