



# Technology developer capitalizes on SharePoint investment

Lake Shore Cryotronics improves productivity while reducing development time with Quick Apps for SharePoint.

Lake Shore Cryotronics, Inc. has been an international leader in the development of innovative measurement and control technologies since 1968. When Lake Shore Cryotronics adopted the SharePoint platform, the company looked to Dell for the right tools to unlock SharePoint's full potential.

About a hundred Lake Shore Cryotronics employees use SharePoint regularly to communicate, enter data, manage product workflow, and access business information. However, the company's programming staff is small, so Lake Shore needed a tool that would enable SharePoint users to create, update, and manage their own sites and content. Users also needed to be able to easily access up-to-date reports, such as reports on overdue work or backlogged sales orders, without requiring the IT staff to constantly manage e-mail lists for report distribution.

Lake Shore also needed to overcome native SharePoint limitations. Jessica

Brennan, manager of records and information, explains, "In SharePoint, you can't do a filtered lookup from a list—you can create the lookup column but you can't filter it. So we ran into problems when an obsolete item still appeared as a choice on a lookup list. If we deleted those items from the list, we were left with blank fields that can confuse site users." Lake Shore also wanted to make sure that users who were editing forms saw only the fields they needed, but it was hard to control which fields were displayed natively.

In addition, Lake Shore found that some important tasks, such as creating tabbed forms, were very difficult in SharePoint, even with the help of SharePoint Designer.

## Configure applications rather than writing custom code

After reviewing the available solutions, Lake Shore chose Quick Apps for SharePoint from Dell. Quick Apps is a suite of tools to help everyone—not

### Customer profile



Company	Lake Shore Cryotronics
Industry	Development
Country	United States
Employees	125
Website	www.lakeshore.com

### Challenge

Lake Shore Cryotronics needed to increase its use of SharePoint and enable users to create their own content.

### Solution

The company deployed Quick Apps for SharePoint to simplify customization and development.

### Benefits

- Improved SharePoint adoption by enabling content owners to create and maintain their sites
- Increased productivity of both IT and non-IT staff
- Significantly reduced SharePoint development time
- Provided system integration with company's ERP system and separate SQL Server

### Solutions featured

- Collaboration

*"We've tried before to have shared web pages, but we could never keep the content fresh. With Quick Apps, the content owners can maintain their own sites without help from a webmaster or a web designer. For example, our HR staff was able to figure out how to use Quick Apps even before their first training. Our users are empowered and their sites look good"*

*—Jessica Brennan, Records and Information Manager, Lake Shore Cryotronics*

just professional developers—build and customize robust SharePoint sites, applications, menus, and dashboards. With Quick Apps, users configure rather than code, which reduces the time required to build applications by up to 80 percent and enables system architects, business analysts, and others to create sophisticated applications. Quick Apps also eliminates a great deal of repetitive coding for professional developers, preserving scarce coding resources for more complex and value-added development. Quick Apps includes a suite of web parts, ready-made application templates, computer-based training, and more.

Lake Shore's users are very happy that Quick Apps has enabled them to improve the timeliness of their reports. Reports used to often be stale because they were run only once a day, which meant that overdue work orders or backlogged sales orders were not addressed. And the licensing costs were so high that Lake Shore could give only a handful of people access to the reporting software. "Now all our reporting uses Quick Apps' system integration to the back-end SQL server," said Brennan. "We have about 50 or 60 reports that people can access right from SharePoint without needing a license for the reporting server. It's awesome."

Lake Shore was also impressed with the way Quick Apps allowed SharePoint to integrate with its back-end ERP system. "The System Integration web parts were exactly what I needed," Brennan explained. "You can do system integration lookups even within Quick Apps' regular list view, and if you've got additional data that you want to pull in for display, you can also do that as well." This helps ensure consistency of

data entry in both SharePoint and Lake Shore's ERP system.

### **Simplified development leads to enhanced content**

Quick Apps has saved Lake Shore Cryotronics significant amounts of time and money by making SharePoint development fast and easy. Quick Apps is easy for non-IT staff to use, so Lake Shore SharePoint sites stay current and useful. "We've tried before to have shared web pages, but we could never keep the content fresh," explained Brennan. "With Quick Apps, the content owners can maintain their own sites without help from a webmaster or a web designer. For example, our HR staff was able to figure out how to use Quick Apps even before their first training. Our users are empowered and their sites look good."

Lake Shore has been able to overcome the limitations not just in SharePoint, but also with SharePoint Designer. "Creating a form is much faster with Quick Apps than with SharePoint Designer," said Brennan. "In just a couple of minutes you can create and title forms. That process would take us an hour in Designer."

Quick Apps has also significantly enhanced the value of SharePoint by enabling business process improvements. "We needed to be able to track a requisitioned part as it moves through the system: engineering services submits a workflow, which goes to purchasing and then to planning, and then finally it gets archived in cost accounting. Before, this sequence was a big black hole—nobody knew where the parts were in the process," explained Brennan. "Tracking is much easier with sites that were created using Quick Apps."

This improves productivity and reduces mistakes."

### **About Lake Shore Cryotronics**

Lake Shore Cryotronics, Inc. has been an international leader in the development of innovative measurement and control technologies since 1968. The company supplies scientists and researchers with instruments such as cryogenic temperature sensors and instruments, magnetic sensors and instruments, vibrating sample magnetometers, Hall effect measurement systems, and cryogenic micromanipulated probe stations. For more information, visit [www.lakeshore.com](http://www.lakeshore.com).

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