



Case Study



Our Client

Haseet Sanghrajka
CEO

Profile

Location: London
Size: SMB
Sector: IT Consultancy

Focus Areas

Document Management
Intranet
Policy Management

Technology

Policy Express



“For a consultancy like ours, clarity is essential. People need to trust that what they are reading is current and correct. It drives confident decision making.”

Transforming Collaboration and Consultancy with SharePoint

Policy Express helps consultancies like City Dynamics turn scattered SharePoint policies into a single, governed source of truth in Microsoft 365 – giving teams fast access to up-to-date guidance.

Meet the Client

City Dynamics is a London-based Microsoft partner specialising in Dynamics 365 consulting and support. With around 20 staff, the company relies on strong governance and clear documentation.

Before Policy Express, policies were spread across multiple SharePoint sites, making it difficult for staff to locate the most up-to-date version. Managing and distributing updates also became increasingly time-consuming for managers.

The Challenge

As the business grew and more staff came onboard, new starters often reported that it was difficult to find the policies relevant to their role. This feedback became the catalyst for change.

Haseet explained, “We had the processes of a mature business but not the systems to support them. With consultants frequently working on client site, having trusted information was essential. You could not always rely on leaning over a desk or sending a quick Teams message to get the answer you needed.”

City Dynamics realised that its policy management approach was no longer fit for purpose. SharePoint provided the foundation, but without workflow automation, structured publishing and stronger search capabilities, it could not deliver the reliable experience the team needed.



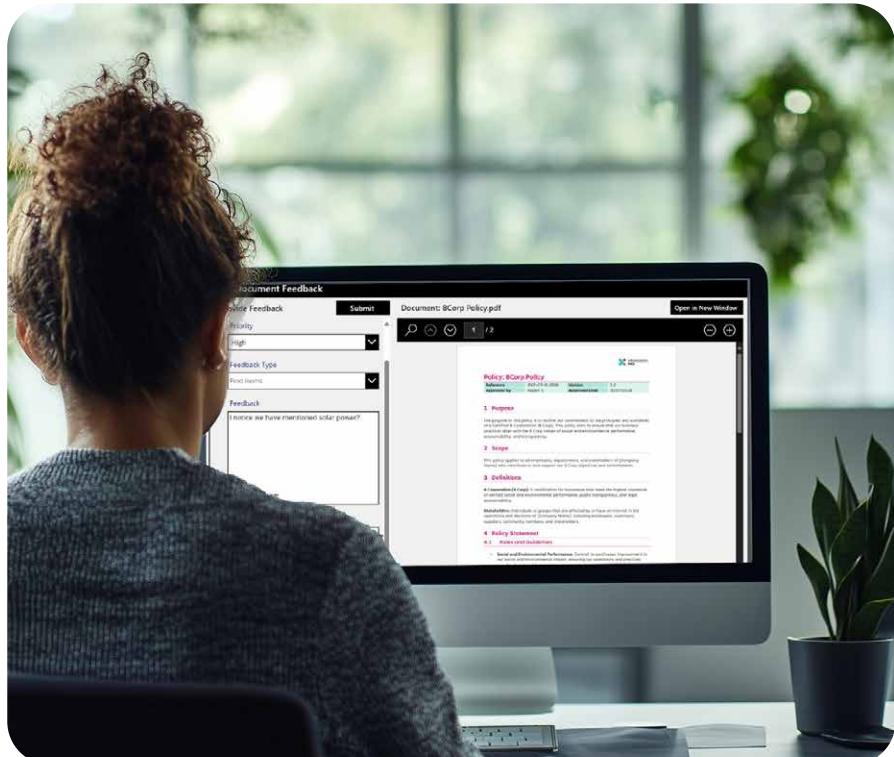
"Policy Express brought clarity and confidence to how we manage our policies. It allows our management team to focus on our customers rather than internal admin and gives our staff a reliable single source of truth when they need guidance."

The Solution

City Dynamics had the right foundation with SharePoint, but it lacked the automation, publishing structure and search experience needed to make policy management effortless. The team needed a solution that was faster, clearer and aligned to how consultants actually work.

By implementing Policy Express, City Dynamics gained structure, governance and complete visibility across the entire policy lifecycle. A central Policy Hub brought all approved policies together with clear ownership and lifecycle management, while automated workflows ensured policies moved through review and publishing smoothly.

Consultants now access a modern, user-friendly policy library with instant search, read-acknowledgement tracking and standardised templates that keep every document consistent.





“Bringing together Policy Express, our intranet and our Dynamics integration has created one of the most impactful operational improvements our business has achieved.”

The Outcome

Policy Express delivered measurable improvements across City Dynamics. All new staff completed their required policy acknowledgements within the first week, giving leadership complete visibility of compliance for the first time. Consultants reported that they could find the right policy without assistance in 95 percent of cases, and approval cycles now complete before their review due date in 90 percent of cases – a level of visibility the business simply did not have before.

Reflecting on the change, Haseet said, *“Policy Express has transformed how we manage our policies. Having a single version of the truth is essential for Microsoft Copilot. It is not enough to store policies in one place; you must also protect the drafts and remove redundant versions.”*

Key Takeaway from Client

Policy Express has given employees quicker access to accurate policies and provided management with full confidence in the compliance process for the company’s policy documents.

As Haseet summarised, *“Policy Express has given us certainty. Our team can focus on delivering exceptional work for our clients, knowing the guidance they rely on is accurate, consistent and up to date.”*