

INCENTRIC SOLUTIONS™

Spurs Manufacturing Company Communication and Collaboration



INCENTRIC SOLUTIONS CASE STUDY

THE CUSTOMER

Multi-billion dollar international automotive manufacturer. Distributed manufacturing, sales, service and R & D locations throughout North America.

Solution Snapshot:

Industry: Automotive Manufacturing
Challenge: Create an IBM® WebSphere® portal to enable corporate communications to self publish news. Build the portal so that, in time, other departments can use the collaboration toolset for interdepartmental cooperation and communication.

Solution:

- » IBM WebSphere Portal Version 6.0
- » IBM Lotus® Web Content Manager IBM DB2® Server
- » IBM Lotus Quickr® 8.1
- » IBM Lotus Sametime® 8.0.2
- » Microsoft® Internet Information Services 6.0
- » IBM Business Value Assessment

Benefits:

- » Rich collaboration feature set
- » Expandable to other departments
- » Easy publishing through web content management app

THE CHALLENGE:

A major international automotive manufacturer in the Southeast U.S. required a collaborative solution for communication within departments and across locations in the U.S. and Canada. While the company possessed some existing collaborative capabilities already, their current product did not meet their requirements for an employee communication tool.

THE SOLUTION:

The manufacturer had been a long-time customer of InCentric Solutions, Inc., largely for services supporting and maintaining Lotus Domino. The customer approached InCentric for consulting advice to explore collaborative solutions and plan and implement systems that would expand with the needs of the organization. "InCentric had already proven to us their willingness to jump in and do whatever it takes to get the job done," the customer project leader said. "What really sold us was the very, very good work they'd already done for us with Domino."

As an IBM Premier Business Partner, InCentric proposed conducting an IBM-developed process, a Portal Business Value Assessment (BVA), to give the organization an in-depth "try before they buy with IBM's WebSphere Portal" experience. The three-day BVA enabled the customer to bring many people from key business units, introducing to them the potential product solution, capabilities and features, and querying the business on ideas of what would be most helpful. The resulting document provided business priorities and the basis of the project roadmap.

"We needed a much more efficient way to communicate business information to employees and collaborate across the company," the project lead said. "We scoped it on a regional level— North America, including Canada."

InCentric tapped its WebSphere domain expertise to begin the design and configuration of the portal with web content management as a top priority. The new environment needed to be integrated with systems that the organization was already running, including Microsoft Active Directory, Lotus Domino running mail and

business applications, WebSphere Application server running custom business applications, SAP Business Objects reporting system and Microsoft Office Sharepoint Services. The software was installed on a combination of IBM pSeries and xSeries servers.

WORKING REMOTELY AND EFFICIENTLY:

The customer and InCentric utilized a remote workforce infrastructure. As a result, InCentric was almost never required to be on site at the customer location. "We've been able to use phone and web conferencing to save tens of thousands of dollars on travel while having a quicker response from InCentric," the customer project leader said. "InCentric was precisely the right sized organization, not a huge consultant that wanted to bring an army in and not a two-person shop where they knew Domino, but not other products," he added. "They're Domino gurus and WebSphere experts. They brought exactly the right mix of people and moved them in and out as we needed."

A TRUE PARTNERSHIP:

The customer trusted InCentric to help them steer clear of implementation pitfalls and continues to tap InCentric's expertise. "InCentric has done an outstanding job of supporting us post-implementation," the customer project leader said. "We've arranged for a block of support and consulting time not knowing what to expect." "Whenever we've had issues, InCentric has researched the issue in minutes and delivered a continuously sharp response. That means a great deal to us," the customer project leader said. "InCentric is a great example of the difference between a vendor and a business partner. They've treated us consistently like a business partner and that has made a tremendous difference."

INCENTRIC SOLUTIONS

How can we help you today?



© 2009, InCentric Solutions, Inc.. All rights reserved. InCentric Solutions and the InCentric Solutions logo are trademarks of InCentric Solutions, Inc. IBM, WebSphere, Portal Version 6.0, Lotus® Web Content Manager, DB2® Server, Lotus Quickr® 8.1, Lotus Sametime® 8.0.2 are trademarks of IBM Corporation in the U.S. and other countries. Microsoft® Internet is a trademark of Microsoft Corporation in the United States, other countries, or both. Other company, product, or service names may be trademarks or service marks of others.