

EMPLOYEE PORTAL ENABLES RETAIL EXCELLENCE

INTEGRATION



UNIFICATION

Employee Portal links global brand by offering information on demand



CENTRALIZATION

Consolidated management, delivery, and provision of services



AUTOMATION

Automates the approval of key documents from end to end

Promoting Efficiency in a Retail Giant

The Company is one of the world's largest vendors of office products. It retails in the US and in over a dozen countries around the globe through multiple distribution channels. This includes over a thousand retail locations, direct mail, websites, B2B ecommerce, and more. The Company's 40,000 plus employees generate over \$10 billion each year.

With such a vast ecosystem internally and externally, the Company was looking to improve efficiencies across the organization and reduce the overall operating costs. The Company's international division had in place a static, homegrown Intranet site that needed to be enhanced to enable sophisticated document management and enable employees to exchange information across borders.

Outshining the Competition

Prolifics conducted a proof of concept (PoC) that went above and beyond in responding to the Company's stringent requirements. The PoC proved that Prolifics' experts had the right know-how and dedication to guide the Company through its initiative. They evangelized a portal system as the right fit, delivered more than 40 corporate application use cases, and acted as a liaison between the Company and IBM Labs for product enhancements.

Ultimately, Prolifics beat out two other competitors based on its value additions and commitment to the success of the project.

Prolifics would assist with the implementation, play an advisory role, and mentor the Company to support its own technology on an ongoing basis.

Improving Business with Accessible Information

Using WebSphere Portal, Lotus Workplace, WebSphere Business Integration and process choreography, Rational Studio, and a Web services model on IBM pSeries infrastructure, Prolifics helped the Company to create a standardized Center of Excellence (CoE).

The CoE enables on-demand services, customized views, access to global content, self-service capabilities, integration of all enterprise resource planning software, and better business process workflows.

It improves collaboration across the company, providing a central place for managing, delivering, and providing services. Employees can go to this centralized portal first for everything ranging from policies to cafeteria menus. The workflow controls help automate the approval process of documents, such as expenses, from beginning to end.

With easy, real-time access to corporate information, the Company can improve productivity, quality of customer care, and internal corporate communications, as well as lowering overall training costs. Today, the Company deploys an Employee Portal that unifies its global brand. The vision for tomorrow is to extend its assets by integrating with supplier networks and retail locations to make its portal the center of its universe.