

PSC Enterprise Solutions Case Study



Removing The Clutter Of Paper Forms A “quick way” to launch a successful Employee Portal

The Problem – Disparate Paper Forms, HR, and Sales Information

A manufacturer of tools and supplies for electrical and data communications and cable installation professionals needed a more efficient way for communicating ideas and filling out forms. Their paper-based HR documentation, for example, was either hard to find, or required an in-person visit to the HR office. Sales information was emailed or sent in print form. Company news was emailed out or posted on bulletin boards. They needed better business process management by providing information as a service.

The Analysis – Create electronic method for distributing information

At the outset, analysis by PSC highlighted two primary issues -- reducing the dependence on paper, and the cultural change associated with introducing a new technology. The Client knew that if they could provide documents electronically, they would save people-time, company money, and provide easy access to information as a service -- when and where it was needed. They also understood the importance of looking beyond a specific need to provide a new business process with reusable components that could be easily added to or modified to provide secure access to company news and events, sales flyers, etc – essentially the entire knowledge-base of the company.

Secondly, and perhaps equally as important, was the concern about employee acceptance. The look-and-feel of a Portal had to be an important part of an organization’s culture, branding and image. And, to gain acceptance by the user community, there had to be a “quick success.”

The Solution – Looking at the whole picture as Business Process Management

The solution was divided into two parts. First there was the “technology,” which focused on the installation and creation of a proof-of-concept Employee Portal. By selecting a familiar area with features such as E-Mail integration, access to AS/400 based information and document management, it was easy to model the role and value of portal technology in the organization’s IT Architecture. Choosing HR documents also added to goal for creating a quick success.

PSC worked with the client to assess the problems at hand and decided that SOA-enabled WebSphere Portal would provide the best structure for placing the right information in the right person’s hands. Using WebSphere Portal, Document Manager, and Web Content Management, PSC built a reusable framework of Web Content templates that can be easily applied for new content or whole new processes.

Utilizing this SOA-based framework, PSC built HR-centric pages that displayed the latest company news and events, Phone lists, HR forms, Policies and procedures, Sell Sheets, key account information, Benefits statements and much more. Additional items were included as timesavers for access to email, access to Enterprise Reporting and Report2Web, access to websites related to benefits, 401k, as well as the ability to submit questions to an FAQ section with answers posted by HR personnel. Access to iSeries applications was also provided using IBM Host on Demand.

The second part focused on the knowledge transfer to the key team members in three critical areas: Portal Administration, Content Management, and Document Management. The “learning how” aspect took place in the form of lunch and learns workshops, supported training, and documentation. It also involved mentoring as the project moved forward and final solutions are tested and delivered. These steps encouraged the community to embrace the solution and resulted in a smooth transition on completion of the project.

This result was a great first foot forward. The users, already comfortable with the new system, are come up with new ideas of what they can do with the Portal technology that are being implement on a regular basis. Best of all, the combining Portal, Web Content Management, and Document Management is enabling the Client to develop a “green” solution that will save (some serious) time, and money.

The Benefits

- Creating a “paperless” environment
- Provided sales organization key account information
- Pushed important Human Resources information to employees

The Technology

- WebSphere Portal
- Web Content Management
- Document Manager
- J2EE
- JSR-168 Portlets
- iSeries



PSC Group, LLC is a professional services firm that specializes in business process architecture and back-end integration. We have extensive experience and expertise in architectural design and Business Performance Management, Dashboards, and Reporting.

When it comes to information management and control of business processes, PSC can provide you with a competitive advantage through the smart application of technology.

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