

# PSC Collaboration Case Study



## Building a Portal That Never Stops Connecting

### The Problem – *Replacing an OEM-sponsored website*

After a number of years, a major heavy equipment OEM decided to discontinue supporting their distributor website/portal. Like it or not, the distributors were being forced to take the functionality in house. For some it was bad news. For others, it was an opportunity to rebuild what they really needed – a single point of access to everywhere and to everything.

### The Analysis

PSC discovered that the information required by customers, suppliers, and employees was across a broad spectrum. Customers needed on-line access to new products, repair parts, and the life blood of the heavy equipment industry – oil analysis. Suppliers need integration with the distributor/customer supply chain. Internal staff needed to keep track of service calls, resource and transportation availability, warranty remediation, and human resource activities such as a job postings and benefits management. What was clearly needed was a way to make information truly useful to everyone up and down the entire distributor network. In other words, they wanted to get information into the users hands as quickly as possible no matter where they were, at the right time, in the right place (show room floor, service desk, parts warehouse, delivery truck), and in the right format (portal, PDA, hard copy).

### The Solution – *An integrated portal that never stops connecting*

PSC recommended focusing the business operations around state-of-the-art, SOA-based portal functionality. Taking the portal approach would not only facilitate easier access to both distributor and non-distributor functions such as, CRM, Payroll, and Business Intelligence, but do it much faster, and with greater flexibility for future growth. A solution of this caliber would also have the added advantage of built-in reusable objects and Web Services features, security that addresses authorization, authentication, and integrated workflow to manage process-based activities.

The key requirement, however, was to maintain and/or improve access to the key legacy sales and parts applications that were the driving force of the business while providing the following functionality...

- Single sign-on for customers not just to products and parts but also to additional applications, such as oil analysis, that were not part of the OEM's original site.
- Ability to drive content from the business users to the web site in a dynamic format vs. hard coded HTML that had to be managed by the IT department. This is accomplished by using the built-in Web Content Management and the web-enabling of Domino applications that are presented by the portal.
- Job posting that allows candidates to respond and submit on-line job applications that can be electronically routed through the organization. This allows capture of all job candidate applications into a database.
- Posting and promulgation of company news to the staff and to customers.
- New functionality to have single sign-on via the portal to legacy AS/400 application screens via Host Access Transformation Services (HATS).
- Use of Portal Document Manager to eliminate the need for the casual users to have MS Office -- a huge hard dollar savings to the organization.
- Single sign-on to Domino Applications and integration to Microsoft Exchange.
- Delivering a warranty management feature that tightened the relationship between the distributor and its customers.
- Ability to have special promotions on the web site or behind the customer portal.

The list can and will go on. The possibilities are endless. It is a portal that never stops connecting.

#### The Technology

- WebSphere Portal, Lotus Notes/Domino, Microsoft Outlook, AJAX, HATS

#### The Benefits

- Superior user experience
- More efficient end-to-end business operation
- Unlimited access to information, anywhere
- A solid foundation for future development



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PSC Group, LLC is an information-technology and professional services consulting firm that specializes in business process architecture and back-end integration. We have extensive experience and expertise in the melding of collaboration products with a variety of applications, processes and systems including ERP, CRM, PLM, and Workflow.

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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