

TRYBA heightens employee productivity with enterprise-wide portal.

Overview

■ **Challenge**

TRYBA wanted to transform the way it does business by providing its employees with a more efficient way to access the company's core applications

■ **Why Become an On Demand Business?**

TRYBA needed to integrate its information and processes to improve productivity and become more responsive to its customers

■ **Solution**

An On Demand Workplace based on an enterprise-wide portal that delivers streamlined access to key messaging, collaboration and supply-chain solutions

■ **Key Benefits**

- *100% payback in less than 1 year*
- *20% increase in productivity for TRYBA's staff*
- *Faster order processing through streamlined business processes*
- *Improved ability to respond to customers in a timely and relevant manner*



Thanks to IBM, TRYBA can now provide employees with information based on their specific job roles.

Located in Alsace, France, TRYBA is one of Europe's leading providers of custom-made windows, doors and shutters. The company, founded in 1979, has 1,350 employees and offices in 20 countries. In the competitive market for special-order building products, TRYBA has distinguished itself by providing exceptional customer service. But to keep pace with future growth, the company needed to find a more efficient way to process work orders.

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– Didier Weiss, IT manager, TRYBA

Integrating solutions that help enable on demand business

Key Components

Software

- IBM WebSphere® Portal - Express
- IBM Lotus® Notes® and Domino™
- IBM Lotus Instant Messaging and Web Conferencing

Servers

- IBM @server® xSeries®

IBM Business Partner

- Advanced BusinessWare

In the past, employees had to sign on to multiple business systems to perform a variety of tasks, such as entering order specifications and determining delivery dates. Because each system had its own sign-on requirements, the process was cumbersome and time consuming. It also was hampering the ability of employees to quickly monitor order status.

To solve these problems, TRYBA needed to transform its core business processes. This would involve not only optimizing its current IT investments, but also improving employee productivity. For help with these fundamental changes, TRYBA called on IBM Business Partner Advanced BusinessWare, a France-based developer of software solutions. After determining that a portal solution would speed access to TRYBA's applications, Advanced BusinessWare recommended IBM WebSphere Portal – Express. "We evaluated a lot of different companies, but IBM offered a low-cost, full-function solution that was exactly what we were looking for," says Didier Weiss, IT manager, TRYBA.

Using WebSphere Portal – Express, TRYBA implemented an intranet portal that has transformed the company's internal operations. By unifying its many systems through a single interface, TRYBA has eliminated the multiple sign-ons and data-entry steps associated with processing work orders. "Productivity is up, and with faster access to order status information, responsiveness to partners' queries has improved," says Weiss.

Streamlining order-management processes

The new solution provides TRYBA's workforce with a single, Web-based entry point for the company's mission-critical business applications. Now, employees can place orders faster, with fewer repetitive procedures, saving 20 percent of their time each day. And, because order status is updated in realtime, workers can answer customers' queries with accurate and timely information. "We expect to achieve a return on investment within the next 6 months, thanks to increased employee productivity," explains Weiss.

"This whole project has been a tremendous success and we are a lot closer to our goal of becoming an On Demand business, thanks to IBM. By empowering employees with an integrated view of our disparate systems, we have streamlined our order-management processes significantly. As a result, we can now provide customers with better service because our entire business runs a lot more efficiently."

– Didier Weiss

The new On Demand Workplace solution is comprised of the following components:

- *Personalized information delivery — access to information based on employee roles*
- *Business process automation — streamlined delivery of key applications.*

Working with Advanced BusinessWare — whose role was to build an operating environment that enables TRYBA's transformation to an On Demand business — TRYBA quickly integrated several key e-mail and collaboration applications that TRYBA employees rely on every day, including IBM Lotus Instant Messaging and Web Conferencing, IBM Lotus Notes and IBM Lotus Domino. TRYBA has also developed other portlets in-house to give employees access to the company's heterogeneous business systems, including ordering, supply-chain management, customer relationship management (CRM) and financial solutions. Approximately 180 users access the portal on a regular basis.

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Key to the new solution is IBM Lotus Instant Messaging. TRYBA's employees use the product to communicate instantly with online co-workers. If someone is not available, users can leave an online message. Employees also use the portal to access their e-mail, which is based on IBM Lotus Notes and Domino. Previously, TRYBA had been using Microsoft Outlook and Exchange for messaging, but the company replaced it with Lotus Notes and Domino for better performance and scalability.

"Lotus Notes and Domino continues to set the standard for innovation in the messaging market," says Weiss. "Not only is Lotus Notes easy to use, but we are particularly impressed with its follow-up function and visual indicators, which show users when they've forwarded or replied to e-mail messages. It also provides industry-leading calendaring and scheduling functionality, allowing users to easily collaborate and schedule meetings with their colleagues."

The On Demand Workplace Defined

- A secure, company-wide portal that empowers workers to dynamically interact with mission-critical processes and other employees.
 - A personalized workplace that streamlines employee access to core business applications.
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Homeowners from all over Europe depend on TRYBA for high-quality doors and windows.

Adds Muriel Seitz, manager of affairs, Advanced BusinessWare, "To succeed in today's business world, companies need to effectively manage growing amounts of information. That's where Lotus Notes and Domino can add real value. They not only offer integrated access to important collaborative resources, but they scale well and provide dependable security features."

IBM xSeries systems ensure 24x7 availability

The portal runs on an IBM @server xSeries system, with Lotus Domino as the platform for e-mail and collaboration applications. "IBM xSeries provides us with a cost-effective way to continue in our strategic direction," says Weiss. "It delivers the scalability we need for future growth. And the reliability and flexibility of the xSeries, along with the features it offers for system management, make it an optimal solution and help ensure that our portal is available on a 24x7 basis."

"The IBM servers always score well in price/performance comparisons," says Seitz. "They require very little maintenance and they scale easily to meet growing demands."

Moving forward, TRYBA plans to further streamline its processes by enabling its business partners to place and review orders directly from their PCs. And in 2005 it plans to implement IBM WebSphere Everyplace to provide

remote workers with access to internal systems via mobile devices. Armed with real-time access to customer relationship and inventory information, employees in the field will be able to check supply levels, generate purchase orders and queue up the completed forms for processing.

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For more information

Please contact your IBM sales representative or IBM Business Partner.

Visit us at:

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To learn more about WebSphere Portal, visit:

ibm.com/websphere/portal

For more information on TRYBA, visit:

www.tryba.com

For more information on

Advanced BusinessWare, visit:

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