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An update on Lotus Notes in Retail

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Agenda

- What's new and wonderful in R5 ?
- What Domino features do Retailers like ?
- Who's using Notes in Retail ?
- What are the popular Retail Notes Applications ?
- Details on Customer Implementations





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Domino R5.0 Server

- Domino Mail Server -- messaging only
- Domino Application Server
- Domino Enterprise Server
- Domino Mail + Domino Application + high availability
 - ▶ Partitioning, clustering, billing
 - ▶ Previously called Domino Advanced Services





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Services Offered by Domino Servers

- Object Store - includes search capability
- Directory - LDAP compliant
- Security
- Replication
- Messaging
- Workflow
- Agents
- Development Environment
- Domino Object Model
- Live Integration with Enterprise Data
 - ▶ DECS (Domino Enterprise Connection Services)
- Scalability and Reliability





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New Features of Domino Designer

- Outline Designer - simplifies Web design
- Frameset Designer - visual tools and wizards for creating frames
- Page Designer - WYSIWYG HTML tool
- Domino UI Applets - Java applets for UI
- Rapid Development
 - ▶ Multiple work sessions
 - ▶ Design synopsis
- All implemented via Java !





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Industry Standards Support

- New choices in languages
 - ▶ Java
 - ▶ JavaScript
 - ▶ HTML
- CORBA/IIOP
 - ▶ Remote access of Domino services and Data





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Multilingual Applications Support

- Domino Global WorkBench
 - ▶ integrated into Domino Designer
 - ▶ Localize all user-visible elements of an application
 - field labels,
 - buttons,
 - bitmaps, dialog boxes
 - content
 - ▶ Application can be optimized for each individual user who can select their language of choice at run time
 - ▶ Facilitates review and approval of localized documents through workflow process and ensures accurate linking and synchronizing of pages available in different languages, enabling content to appear simultaneously to all users worldwide





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Notes - Built in Enterprise Enablers

- ODBC
- JDBC
- Java
- ActiveX/COM
- CICS
- MQSeries
- DB2
- Oracle
- Sybase
- EDA/SQL





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Notes - Best of Breed for Retailers

- Best support for mobile/dial-up users via location profiles, multiple protocols, one replication model
- Cross certification provides for scalability
- No re-write for applications to move them onto the web
- Client desktops not required
- Native multi-protocol client supporting HTTP, POP, IMAP, LDAP
- Database integrity - restore single mailboxes
- Access Control Capabilities
- Easy to upgrade to new versions
- Support for subforms, sections, script libraries, and JAVA





Americas Distribution Industry Customers Notes/Domino

- Fleming Company Inc.
- Food4Less
- IGA
- ComputerLand
- Domino's Pizza
- Kay-Bee Toys
- AutoZone
- ASDA
- GAP
- Petsmart
- Merisel
- Colgate Palmolive
- General Motors Dealerships
- Associated Grocers
- The Sports Authority
- Burger King
- Circuit City
- Boston Market
- Canadian Tire
- Brookstone
- Penn Traffic (Grocery)
- Schwab Company
- Barnes & Noble College Bookstores





European Retailers using Notes/Domino

- Soft-Tronic - distributor.
- Bilia Oy Ab
- Tesco - UK
- Co-operative Wholesale Society (CWS)
- Souzcontract
- 1CD4U
- Dollond & Aitchison





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Suppliers using Notes

- United Distillers - UK
- Unilever - Europe





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Manufacturers using Lotus Notes

- Simon Jersey - UK
- Sportskit - UK
- Schwab - Global
- Colgate-Palmolive





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Distributors Using Lotus Notes

- Adept Science - UK
- Soft-Tronic - Europe





A sample of the Retail Web sites powered by Domino

- Alte Brennerei - Germany
- AST Computer - Sweden
- Aurora Onlina - Canada
- Austin Snacks - US
- Beckard Associates Ltd - Canada
- Bergerat-Monnoyeur Travaus Publics - France
- Cerealia - Nordic countries
- CHS Electronics - US
- Midwest catering - UK
- Independent Computers Australia
- Indus Indica - India
- Pakistan Gifts Network
- Royal Ahold - Worldwide
- Megatrend - Croatia





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Examples of Lotus Retail Applications

- Job Postings
- Store Link
- Store Audits
- Department Audits
- Customer Surveys/Service
- Logistics Information System
- ISO 9002 System
- Gift Registry
- Clientelling
- Product Knowledge
- Work Order Tracking
- Policies/Procedures
- Telephone Directory





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United Distillers - UK

- **Problem - Need for a Higher level of Communication**
 - ▶ integrate two divisions into a single cost effective business
 - ▶ Streamline purchasing procedures to be able to make better deals with suppliers
 - ▶ Human Resources - evaluate and combine the 2 styles of contract and management for employees across 50 countries
 - ▶ ISO 9002 system for warehousing of whiskey
- **Solution**
 - ▶ Lotus TeamRoom
- **Results**
 - ▶ Success !!
 - ▶ Concept expanded to include IS, Finance, Supply Chain planning and forecasting





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Bilia Oy Ab - Finland

- Problem
 - ▶ Reservation system needed for test-drive of showroom cars (Volvo and Renault)
 - ▶ Customer Details need to be maintained
- Solution
 - ▶ Real time reservation system
 - ▶ Details on customer interest trends
 - ▶ Email for Sales team
- Future Plans
 - ▶ Service Appointments
 - ▶ Customer Management





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Unilever - Europe

■ Problem

- ▶ Share up-to-date brand health information across European countries for better decision-making

■ Solution

- ▶ Graphical representation of complex numerical data
- ▶ Easy to use interface to input brand performance
- ▶ A Europe-wide view on brand health is available, both in detail and as a mgmt overview

■ Results

- ▶ Better Informed Decisions, faster decisions
- ▶ Consolidated results by region, brand, and time period gives marketing staff the information they need to plan new campaigns
- ▶ Ability to track and understand the complete picture of brand performance.





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Barnes & Noble College BookStores

- Problem
 - ▶ Need to communicate and share information between store managers as well as headquarters
- Solution
 - ▶ Company-wide intranet
 - Share merchandising, sales, inventory, ordering, supply chain information
 - Streamline business processes
 - Sales Detail (flash as well as vs Plan)
 - Online purchase order/EDI application
 - Vendor Database
 - Course+Plus





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Adept Science - UK Distributor

- Problem
 - ▶ Need a process for selling goods overseas
 - ▶ minimal risk
 - ▶ No web gurus required
- Solution
 - ▶ E-commerce solution via Domino Web Server
 - ▶ Online Product Catalog
 - ▶ Transactional DataBase
 - ▶ "rented" solution, clustered servers
- Results
 - ▶ 1/3 of Web-based revenue from countries in which Adept doesn't have an office





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Fleming - Grocery Distributor, Retailer

- Problem
 - ▶ Better Communication needed
 - ▶ Project Management
 - ▶ Document repository
- Solution
 - ▶ Tomax eXS
 - eMail and group discussion
 - library
 - forms
 - HR
 - Help Desk
 - Reporting





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Tesco Property - UK Retailer

■ Problem

- ▶ Speed up new store construction, refits, and extensions
- ▶ Share knowledge between store managers
- ▶ Streamline annual store review process
- ▶ Provide cost-efficient platform for future efficient improvements.

■ Solution

- ▶ Notes based Knowledge Management System
 - Standards books, CAD drawings, photographs, written material and other graphics are now held centrally and any changes are quickly distributed to relevant staff and third party contractors
- ▶ Workflow process for refit and extensions
- ▶ Store Investment Plans Database





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Simon Jersey - UK

- Problem
 - ▶ Needed to take advantage of the Internet to grow business
 - ▶ improve service to network of distributors world-wide
- Solution
 - ▶ Product catalog on the web via Notes
 - ▶ Corporate and regular customer access via web
 - ▶ Corporate accounts that individual corporate employees (like DHL) can access via the web to order their uniforms





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Soft-Tronic - I/T Distributor - Europe

- Problem
 - ▶ Need to connect the marketing, technical information group, and resellers
- Solution
 - ▶ Notes database with the following areas :
 - Sales - prices, ordering, status of contracts
 - Services - support, training, showroom
 - Information base
 - Electronic Catalog
 - List Server - email updates
 - Calendar of events





Co-operative Wholesale Society - Europe's largest cooperative

- Problem
 - ▶ Streamline company communications
 - ▶ Streamline internal businesses processes
- Solution
 - ▶ Put Mission critical applications on Domino
 - Internet site
 - price book
 - Customer service application
- Results
 - ▶ Better customer service
 - ▶ Supply chain streamlined by linking intranet to key CWS suppliers





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Sportskit - UK manufacturer

- Problem
 - ▶ Reduce clothing design time by 30%
- Solution
 - ▶ Notes application - JustWin Apparel
 - automates pre-production stages of clothing manufacturing
 - Scan clothing sketches for future reference





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Schwab - US

- Problem
 - ▶ Global Manufacturer of children's wear
- Solution
 - ▶ JustWin Apparel
 - Web-enabled Product Information Management System
 - Worldwide availability from Day 1
 - Real-Time information exchange
 - Security





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Colgate Palmolive

- Problem
 - ▶ Decentralized HR groups - duplication of efforts, aggressive overseas expansion
 - ▶ Information availability and access problems
- Solution
 - ▶ Re-engineered HR function
 - ▶ Centralized key HR functions
 - ▶ HR groups in the field freed up to handle more strategic efforts
 - ▶ Faster access to Information, stable information
 - ▶ Call Tracking -- details don't get lost





Retailers are choosing Lotus Notes because

- Unparalleled flexibility and portability
- Strong ROI
- Best in-class mail capabilities
- Intranet/Internet
- Security
- Replication
- Mobile computing
- Calendaring and scheduling
- Enterprise Integration capabilities
- Document Management
- Electronic Commerce
- Push Technology (Domino.Broadcast)
- Instant Collaboration -- TEAMROOM





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Thank you !





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Merisel - Wholesale Distributor

- Background
 - ▶ 28,000 Products
 - ▶ 250 Sales Reps
 - ▶ Need Quick, Accurate, Up-to-date Product Information
- Solution :
 - ▶ Intranet with Domino/Notes Server
 - ▶ Product Knowledge application
- Benefits
 - ▶ Reduce Paper flow
 - ▶ Improve the Speed & Accuracy of information
 - ▶ Differentiate Merisel's information from others
 - ▶ 15 - 20% Sales Growth





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Burger King

- Background
 - ▶ 700 employees in field team
 - ▶ Needed to communicate and collaborate freely amongst themselves and HQ.
- Solution :
 - ▶ Notes based Worldwide Communication System
 - ▶ Restaurant Visitation application
- Benefits
 - ▶ Messaging that unites the entire corporation
 - ▶ Efficient communication for field-based teams
 - ▶ The basis for field collaboration
 - ▶ A foundation for workflow
 - ▶ A link to the Internet





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Boston Market

- Background
 - ▶ Looking for solutions for better customer service and communication
 - ▶ Need to cut down on administration
- Solution
 - ▶ Real Estate Workbench, Project Office
 - ▶ Accounting Policies and Procedures manual
 - ▶ Structured Reporting
 - ▶ Customer feedback
 - ▶ Purchase order approval
 - ▶ Individual Performance Management
 - ▶ People Directory
 - ▶ Provided better customer service, improved communications, cut down administration , quick turnaround of new applications





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Sports Authority

- Background
 - ▶ Needed more than just email
 - ▶ Needed an application tool that would foster teamwork
- Solution :
 - ▶ Groupware application that links Corporate officers, store and field personal, 45 vendors, and other business partners
 - ▶ External electronic mail gateway for manufactures who have not installed Notes.
 - ▶ fax support for business partners
- Benefits
 - ▶ hassle-free collaboration on an enterprise-wide, departmental, and project-oriented level
 - ▶ catalyst for systems integration





International Retailer of Office Supplies

- Background
 - ▶ Needed a means to streamline the customer service process while at the same time increasing awareness of customer demographics.
- Solution :
 - ▶ Workflow application which gathers customer input and then invokes various activities based on the customer's particular situation
 - ▶ accepts compliments, resolve complaints
 - ▶ provide general information, generates form letters
 - ▶ automatic creation of gift certificates, refunds, and/or coupons
 - ▶ automatic escalation feature ensures timely completion of the customer service cycle, survey's





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National Sporting Goods Chain

- Background
 - ▶ needed a way to automate and manage the renewal of vendor co-op agreements

- Solution :
 - ▶ vendor information repository
 - ▶ background agents determine when renewals are needed
 - ▶ workflow routing for agreement on new proposals

- Benefits
 - ▶ Co-op agreements are not expiring





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ComputerLand

- Background
 - ▶ needed Contact Management software
 - ▶ monitor and support a remote sales staff
 - ▶ sales forecasting and planning

- Solution :
 - ▶ Business Manager application
 - ▶ Travel Authorization application
 - ▶ Time Tracks application
 - ▶ Service Center application





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Domino's Pizza

- Background
 - ▶ worldwide enterprise with 18 distribution and supply center, 1200 franchise operators
- Solution :
 - ▶ established a global intranet to communicate with stores around the world
 - ▶ Company phone directory on-line
 - ▶ Internal newsletter on-line
 - ▶ Human Resources
 - ▶ Corporate accounting procedures
 - ▶ Corporate calendar
 - ▶ Interactive discussion forum
 - ▶ 2nd phase of applications started - on-line financial reporting system





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Kay Bee Toys

- Background
 - ▶ 1256 outlets, 15000 employees, 100 District Managers, 6 regional managers

- Solution :
 - ▶ email
 - ▶ sales and profitability reporting
 - ▶ news from the parent company
 - ▶ general retail and competitive news via bulletin boards
 - ▶ shared best practices





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Souzcontract

- Background
 - ▶ Russia's leading food importer and distributor
 - ▶ Needed common information space for all employees
 - ▶ Needed to store confidential data in the network
 - ▶ Needed scalable network solution
 - ▶ Needed low cost of ownership
- Solution
 - ▶ Notes Sales Report Generation
 - ▶ automated collection and consolidation of data
 - ▶ Notes managed sales and deliveries
 - ▶ Monitors every batch of products, transportation, storage conditions, shelf life, availability of required certificates
 - ▶ Document Flow, Financial and Managerial Planning, Management of credit line, Ordering Truck





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Souzcontract (continued)

- Benefits
 - ▶ Eliminated problems associated with distance
 - ▶ Optimized pricing policies -- value limits delivered to regional offices where local decisions are based
 - ▶ Continuously supplies the employees with appropriate data required for their work
 - ▶ Eliminated chaos in the sphere of data distribution





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1CD4U

- European Market
- On-line CD shopping
- larger inventory than most retail storefronts
- No shipping expenses
- Pay using any standard currency
- Secure payment (SSL)
- Exchange rates via ODBC database import

