



Lotus Notes and Domino “revolutionize” Korean carmaker’s workplace.

For Korean-based Hyundai Motor Company, finding a place among the Big 10 automotive manufacturers is their driven mission. Established in 1967, this Seoul-based company realized that in order to achieve a prominent position in the industry, they needed to upgrade the technology and efficiency of their daily operations.

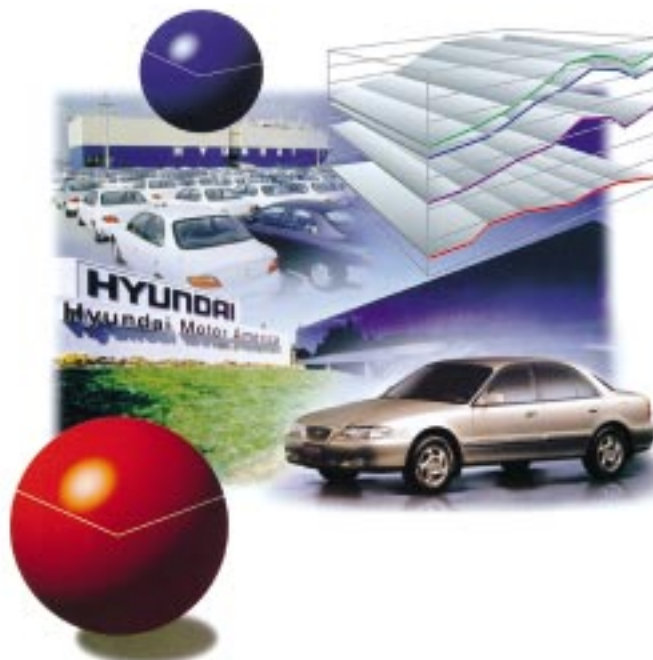
“We looked at various intranet communication solutions available to us and the solution showing the most tangible result was Lotus Notes.”

—Uk Sik Kang, Operations Manager
of Hyundai Motor Company

Hyundai Motor is not only a large corporation with 7 divisions and 38,000 employees, but also a world-class “network” in terms of the combined size of its overseas business connections in 164 different countries, including 2,694 primary and secondary suppliers, and 3,000 dealerships, sales offices, car repair and maintenance shops.

In one year alone, 266 departments produced 15 million documents, equaling 75,000 files and 600 cabinets of paper. Hyundai’s problem, more critical than its volume of paper documents, was that decision-making was delayed, the manpower to handle approval of paper documents was heavy and the accumulation and sharing of information was interrupted.

Application	Intranet communications for multisite employee base, extending intranet efficiencies to the Web
Business Benefits	80% decrease in paper; 30% estimated increase in productivity; 100% ROI expected in two years
Software	Lotus® Notes® Lotus Domino™ IBM® AIX®
Hardware	IBM RS/6000®
Services	IBM Global Services



Hyundai Motor Company is using e-business technology from IBM to streamline its business processes.

It's about business, not just technology.

“Without a doubt, the staff is convinced that daily operations within Hyundai cannot survive without our Notes environment. Now we can concentrate our efforts to improve support for dealers, parts manufacturers and maintenance workers outside of Korea.”

—Uk Sik Kang

Easing the traffic jam

“Because we needed to improve our productivity and more fully automate our work processes, we turned to IBM e-business technology to create a Lotus Notes-based messaging system,” says Uk Sik Kang, Operations Manager of Hyundai Motor Company. “The result has been added value through streamlined production with rich and productive communication processes.”

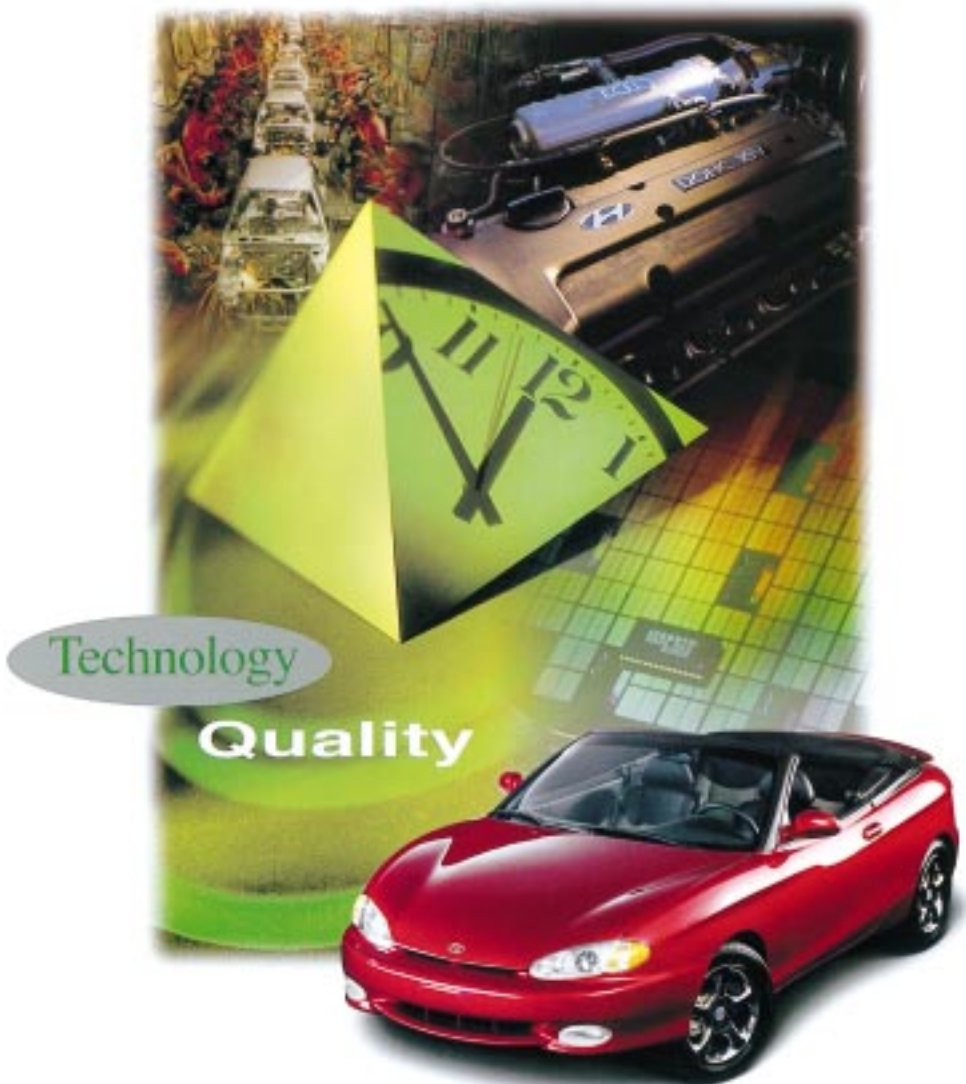
Replacing an outdated messaging and electronic approval system, daily operations are now administered using Notes on IBM RS/6000 servers distributed in six

Korean locations and one in Los Angeles. In addition, the Lotus Domino server interfaces with a Web browser, allowing Hyundai and its hundreds of parts suppliers to collaborate on a daily basis.

“We looked at various intranet communication solutions available to us and the solution showing the most tangible result was Lotus Notes,” says Kang. “The system has reduced our use of paper 80 percent, and that’s very competitive with other companies.”

The Notes environment was gradually introduced over a two-year period and ultimately dubbed “The Revolution” by Hyundai employees because of its efficiency in streamlining operations. According to staff reports, contents of executive meetings were transmitted to the head office within two minutes with the Notes environment, whereas in the past, 70 fax messages might have taken three days to transmit. Kang says, “Without a doubt, the staff is convinced that daily operations within Hyundai cannot survive without our Notes environment. Now we can concentrate our efforts to improve support for dealers, parts manufacturers and maintenance workers outside of Korea.”

“Since our groupware installation almost two years ago, we estimate we will get to the zero point of return on our investment by the end of this year,” says Kang. “Not only will our investment for the system installation be compensated by man hours, we expect to increase productivity by 30 percent by the end of 1999.”



System implementation

Today, a core team of five persons in charge of the server manage the six field offices which serve in excess of 8,000 client PCs in Korea. With an IBM AIX operating system at headquarters running on an RS/6000 SP™ server, each field office and plant has the system configuration of networking monitoring system, console, router, IBM RS/6000 R40 or SP with client PCs running a Microsoft® Windows® 3.1 or Windows 95 operating environment. Users access servers and the Internet through Web browsers using TCP/IP.

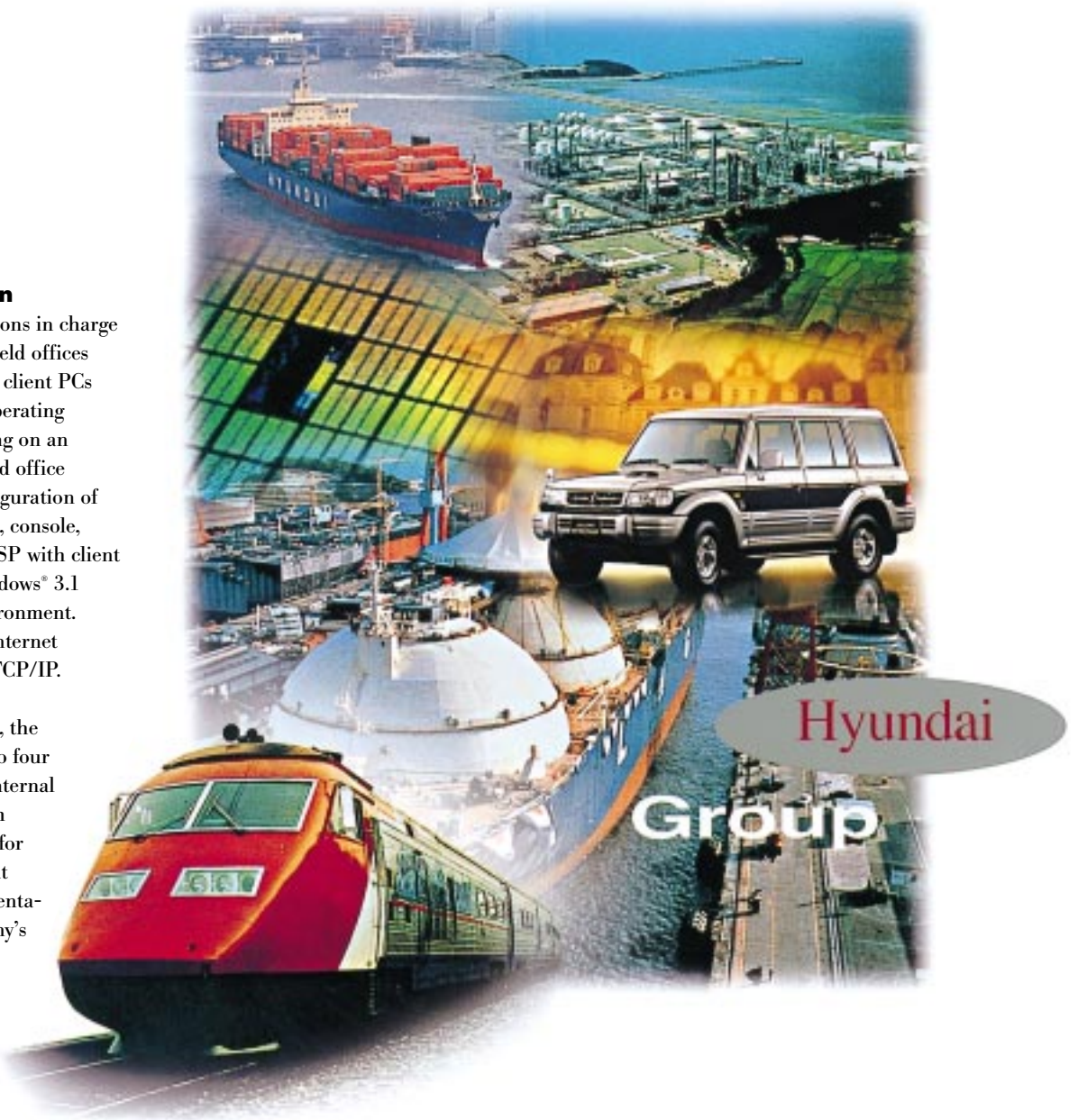
Within the Notes environment, the workflow has been divided into four groups — work assignments, internal messaging systems, data search and share and a training area for technology applications used at Hyundai. This system of segmentation has optimized the company's overall efficiency.

In the workplace, documents including interoffice memos, office proposals, meeting management and work instructions, job assignments, regulations and rules are successfully prepared, approved and distributed to employees through Notes desktop productivity applications. And with advanced Internet messaging, Notes Mail® provides an information sharing place for e-mail, bulletin board functions and forums for the exchange of ideas on various issues within the company.

In addition, through the RS/6000-based Executive Information System (EIMS), company management is supplied with built-in Internet integration systems to aid in the location and sharing of market intelligence information such as the latest data on the domestic auto industry and other related trends. Hot issues on the domestic and

“Not only will our investment for the system installation be compensated by man hours, we expect to increase productivity by 30 percent by the end of 1999.”

—Uk Sik Kang



foreign front can be gathered and disseminated from the user's Web browser. Also part of the online infrastructure is a support system for employees to find training materials explaining all functions related to Lotus Notes and other application tools utilized by Hyundai.

Training up to speed

One of the most significant issues facing implementation of Lotus Notes was the awesome task of training the thousands of employees at multiple sites. IBM Global Services was brought in to extensively train key staff members. Those principal employees were then entrusted to instruct the remainder of employees on the 8,000-unit system through seminars conducted regularly at the multiple sites.

Vigorous training remains a high priority for Hyundai officials to secure a successful workflow, and now that the extensive functions of Lotus Notes have been realized, they are convinced more than ever that integrating this e-business solution was a good move.

"The remaining task is the question of how the operating technique and the control thereof can be effectively adjusted," Kang says. "Even though there is a shortage of specialized technical manpower, we believe that even if problems arise in the intranet communications environment, such as a virus or network interruption, the difficulty can be overcome as users improve their professional expertise."

**For more information,
please contact your
IBM marketing representative or
IBM Business Partner.**

Visit us at:
www.ibm.com/e-business

For more information on Hyundai Motor
Company, visit:
www.hyundai.com



©International Business Machines Corporation 1999

IBM Corporation
Internet Division
Route 100
Somers, New York 10589

Produced in the United States of America

1-99
All Rights Reserved

AIX, the e-business logo, IBM, RS/6000 and SP are trademarks of International Business Machines Corporation in the United States and/or other countries.

Lotus, Lotus Notes, Domino and Notes Mail are trademarks of Lotus Development Corporation in the United States and/or other countries.

Microsoft and Windows are trademarks of Microsoft Corporation in the United States and/or other countries.

Other company, product and service names may be trademarks or service marks of others.

This case study illustrates how one customer uses IBM products. Many factors have contributed to the results and benefits described. IBM does not guarantee comparable results. All information contained herein was provided by the featured customer and IBM Business Partners. IBM does not attest to its accuracy.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.



Printed in the United States on recycled paper containing 10% recovered post-consumer fiber.



G325-4075-00