

Portals in the Manufacturing Industry



CREATING THE RIGHT SPACE FOR YOUR EMPLOYEES, SUPPLIERS & CUSTOMERS

The Need

What are you doing to create a simpler business world for your employees, customers and suppliers? Everyone essential to grow your business is looking for easier, more effective ways of doing business with you. The speed of business today demands that your employees, customers and suppliers have exactly what they need, whenever they need it.

Most manufacturing companies have invested in multiple enterprise applications and e-business solutions to effectively manage their supply chains, improve customer service and reduce operating costs. When coupled with all the existing legacy systems, knowledge repositories and intranet web pages, the result is overwhelmed users forced to navigate a complex landscape to find the critical information and services they need. What's needed is a single gateway to rapidly connect people to the content and application services they need to be more effective and make your business successful.

An enterprise portal from Capgemini leverages the Web to connect your people and systems. It will help leverage your past investments while building an adaptive enterprise with the flexibility and responsiveness to succeed in today's dynamic business environment.

Within manufacturing companies, corporate executives, plant managers and frontline workers need a personalized view of the business with real-time information and services through the portal to manage inventory levels, monitor key business metrics and forecast the field. By equipping each person with information relevant to their role, the portal enables people to take action to solve business issues, collaborate with suppliers and exceed customer expectations.

The Challenge

Many companies are considering or building enterprise portals. The challenge is to design and deploy a portal that drives measurable business results. Many companies spin their wheels with portal initiatives, never really rolling out a portal that delivers clear and positive results. Others try to define the content and services to be offered in the portal instead of targeting business problems to solve.

The Solution

Capgemini's portal solutions address the challenges associated with deploying a world-class enterprise portal. Capgemini has developed the Portal IndexSM to help you benchmark your current intranet effectiveness against other manufacturing companies while developing a business case for your portal initiatives. Regardless of your company's progress on an enterprise portal, Capgemini can help you take it to the next level with

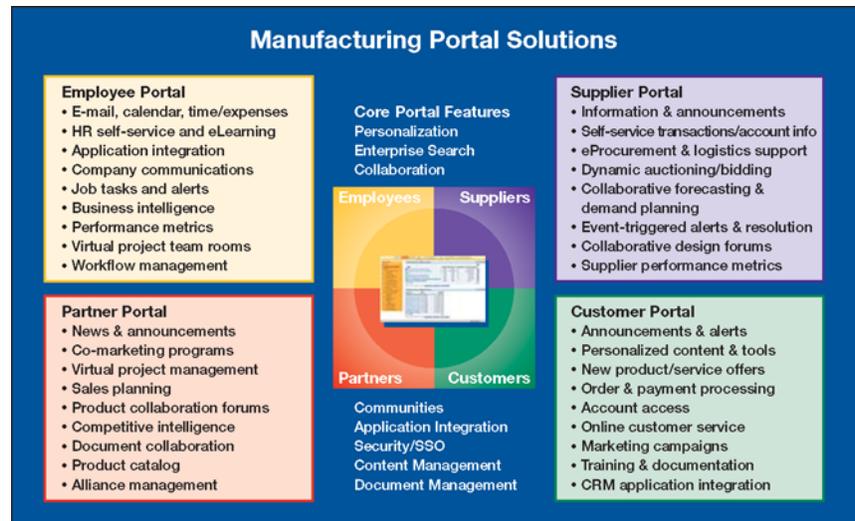
accelerated employee, customer and supplier solutions.

Employee Portal. Capgemini employee portals reduce costs and improve productivity by providing employees with easy access to applications, online training, HR services, business intelligence and corporate knowledge bases.

Our enterprise portals connect people to people, which enables them to share documents, solve critical operational problems and collaborate on virtual project teams. They become the place where people do their jobs, fundamentally changing the way business gets done. By creating a personalized web experience for each employee based on their role and job responsibilities, it's now possible to deliver exactly what everyone needs to grow the business.

Customer Portal. Our customer portal solutions create more profitable relationships with customers by offering personalized content, self-service transactions and account access. By integrating your Customer Relationship Management (CRM) and e-commerce applications into the portal, customers can learn about new product offers, place orders, access customer support and even collaborate on the design of a new product to meet their specifications. Customers are looking for organizations that understand their unique needs. The personalization of an enterprise portal places all the services and content customers value at their fingertips, allowing them to tailor their web experience to the way they want to do business.

Supplier Portal. Our manufacturing clients are increasing the profitability of their supplier relationships through portal solutions. We are helping clients improve supply chain effectiveness through portals. By creating portals that enable features such as supplier self-service, demand forecasting and business event-triggered automated alerts, it is now possible to achieve



greater supply chain integration. Your suppliers will be able to access important documents, participate in online auctions, manage procurement transactions and create a new level of collaboration with virtual design forums. Business intelligence integration will provide visibility to supplier performance metrics to help you make the right decisions about who to trust with your next order.

Why Capgemini? Accelerated Results

Capgemini's Portals Centers of Excellence.

Provides expertise to solve enterprise portal issues with access to the latest enterprise portal packages and development tools. Capgemini has strong practices around SAP Portals, Plumtree and IBM Websphere enterprise portal packages.

Portal Deployment Accelerators. Proven methodologies dramatically reduce our client's time-to-value, including:

Portal Deployment Roadmap. Plan and drive effective portal rollout with Capgemini's deployment framework supported by our experience and leading practices.

Rapid Solution Workshops (RSWs). Bring portal decision makers from IT and the business together in facilitated events to

quickly define the portal strategy, requirements and architecture.

Portal Community Launch. Define portal business communities, including goals, membership, performance metrics and content requirements.

Capgemini's portal solutions create lasting value enabling people to take action to solve business issues, collaborate with suppliers and ultimately exceed customer expectations. Let us help you create the right space for your employees, suppliers and customers.