RealWare Awards Showcase

Welcome to the RealWare Awards Showcase!

Sponsored by *Intelligent Enterprise* and *Transform Magazine*, this collection of case studies recognizes outstanding customer solutions that demonstrate the innovative use of information technology. It is based on the Ninth Annual RealWare Awards, a juried contest that drew entries across a set of key industry categories. Judges, selected by the editors of *Intelligent Enterprise* and *Transform Magazine*, included some of the top analysts and experts in their fields.

The RealWare Awards categories in 2001 highlighted best applications in business intelligence, e-business, customer relationship management, decision-support systems (DSS), e-document solutions, and enterprise application integration. The case studies presented here include those entered into and inspired by the Awards program. As with the Awards, this showcase shines the spotlight on the successful teamwork between IT solution vendors and their customers.

In the RealWare Awards Showcase, IT users are the true winners.

intelligententerprise

REALWARE AWARDS

Data Mirror

DATAMIRROR HELPS THE COLORADO JUDICIAL BRANCH PROVIDE FAST ACCESS TO CRITICAL DATA

With nearly 250 judges and 3,000 support staff members, the Colorado Judicial Branch is centrally administered by the Chief Justice of the Colorado Supreme Court. The Branch is constantly evaluating innovative business techniques and new procedures to improve efficiency and public safety and to make the court system more accessible to the citizens of Colorado.

THE PROBLEM

For years, the IBM iSeries (AS/400) production server at the Colorado Judicial Branch has contained information critical to the Branch's efficiency. In 1997, almost 3,000 end users in more than 100 locations across the state depended on concurrent access to the Branch's court, probation, and financial data. To accommodate the growing need for reliable data access, the Colorado Judicial Branch developed a plan to implement a real-time resiliency backup to its production database.

LOOKING FOR AN ANSWER

The Colorado Judicial Branch approached S.E. Consultants Inc., a DataMirror business partner, to help with its business recovery planning initiative. After thorough evaluation, the department found that DataMirror's Transformation Server best fit the Branch's real-time data integration needs.

"Although the Colorado Judicial Branch initially required a real-time backup of its production database, it also wanted to find a solution that would meet future external vendor needs for current court information," says Bob Reynolds, CEO of S.E. Consultants. "DataMirror Transformation Server proved to be a high-performance, flexible solution that could simultaneously satisfy all of the Branch's complex data movement integration and resiliency demands."

The Colorado Judicial Branch's iSeries business recovery platform is only one part of its numerous projects. In 1998, the DataMirror solution began integrating approximately 20 percent of the Branch's production data to an RS/6000 running Sybase, which supports other state criminal justice agencies. This database, known as the Colorado Integrated Criminal Justice Information System (CICJIS), is an integrated computer information system that links five statewide criminal justice agencies to track offenders through the Colorado criminal justice system.

"When it comes to the public safety of the citizens of Colorado, it is imperative for all involved in the criminal justice system to have timely access to relevant data," says Bob Roper, CIO of the Colorado Judicial Branch. "The ability of Transformation Server to integrate criminal data in real time to CICJIS means that officials across the state with secure access can track offenders at any point from arrest to disposition."

In 2000, Transformation Server also became an integral part of JusticeLink, the nation's first-ever statewide electronic filing system. Today, the DataMirror solution integrates a second subset of production data to a Microsoft Windows NT server, which provides all civil and domestic relations case data to 90 percent of the largest law firms in the U.S. as well as the nation's leading banks, insurance companies, screening and investigation firms, and media companies.

Finally, Transformation Server integrates a third subset of production data to a Web-based public access vendor's iSeries server. In turn, this iSeries machine uses the tool to forward the information on a near real-time basis to a second vendor running the DataMirror solution on a DEC/Alpha system with an Oracle database. This lets the general public research court cases without affecting the system resources or otherwise jeopardizing the security and integrity of the production data.

THE BENEFITS

The Transformation Server implementation has expanded to meet a growing number of end users. Now, more than 3,300 court and probation users, 7,500 criminal justice agency-related users, 13,000 attorneys, and the general public benefit directly from the solution's ability to integrate hundreds of thousands of transactions each day.

BANG FOR THE BUCK

With four major projects underway, the Colorado Judicial Branch has effectively maximized its investment in DataMirror's Transformation Server. The Branch has also benefited greatly from the expertise of the DataMirror support team.

"With the large amount of data we have," concludes Roper, "and the sensitive nature of that data, it's a great feeling to be able to depend on DataMirror and Transformation Server."

DataMirror®
The experience of now.™

The Customer: Colorado Judicial Branch.

Customer Contact: Bob Roper, CIO.

The Application: E-business — B2B.

Tools and Technology: DataMirror Transformation Server, IBM DB2, Sybase, Oracle.

Platforms: AS/400, RS/6000, DEC/Alpha, Windows NT.

Primary IT Vendor: DataMirror Corp., 3100 Steeles Ave. East, Ste. 1100, Markham, Ontario, Canada, L3R 8T3; 800-362-5955.

www.datamirror.com

Sun Microsystems

DEVON ENERGY SEES 60-PERCENT PERFORMANCE GAIN WITH SUN T3/SAN SOLUTION

The world of the traditional data center is about stability, predictability, control, and discipline. This is what makes the data center work so that businesses can work smoothly and efficiently, providing high levels of service and access. The traditional data center operates very well, thanks to many years of hard work and refinement by vendors, IT managers, and administrators.

Yet, change is coming to the data center, whether we want it to or not. The catalyst for change has been the Internet revolution. People want more from the data center than it has traditionally provided, including access to information any time, anywhere. Devon Energy is no exception to this growing phenomenon.

WHO IS DEVON ENERGY?
Devon Energy Corporation is an independent energy company involved in oil and gas property acquisition, exploration, and production. It ranks among the top five U.S.-based oil and gas producers, and it sells oil and gas on the open market. In the last several years, the company has grown tremendously. Much of this growth has been through acquisitions including Northstar Energy (1998), PennzEnergy (1999), and Santa Fe Snyder (2000).

TIME FOR HELP
When the decision was made to upgrade Devon Energy's storage environment, Devon put out a bid to the industry leaders. The decision for servers was simple: Sun Microsystems, an industry leader for Unix solutions. Then the focus shifted to storage and, more important, management of the storage area network. Sun Microsystems, EMC, and Network Appliances became the front-runners.

PUTTING VENDORS TO THE TEST
Devon Energy then conducted a series of benchmarking tests with these vendors to

The Customer: Devon Energy.

Customer Contact: Brad Whitley, Senior Network Engineer.

The Application: Intelligent storage management.

Tools and Technology: Sun Enterprise servers combined with Sun StorEdge T3 arrays.

Platforms: Unix.

Primary IT Vendor: Sun Microsystems Inc., 901 San Antonio Road, Palo Alto, CA 94303; 800-555-9786 or 650-960-1300.

www.sun.com

compare volume and file speeds. Some 50MB, 250MB, and 2GB files were pushed across the disks to test their speeds. Then, the disks were checked loading 3D rendering software.

ACTIONS SPEAK LOUDER THAN WORDS
Sun StorEdge arrays beat EMC and Network Appliances hands down in regards to performance. "Salespeople can talk a lot of jargon," explains Brad Whitley, Senior Network Engineer at Devon. "But really when it comes down to it, their numbers don't compete with Sun. The Sun StorEdge T3 disks are 44 percent faster than the nearest competitor tested, which was Network Appliances."

LINEAR SCALABILITY, FLEXIBILITY, AND PERFORMANCE
In late 2000, Devon Energy began to build its open SAN infrastructure by purchasing 17 Sun Enterprise servers and 11 terabytes of Sun StorEdge T3 arrays. This architecture has helped Devon to accomplish a 102-percent performance gain over its previous environment. Devon now has a massively scalable, easily manageable, continuously available, and interoperable IT environment.

"While competitors focus on a mainframe, monolithic storage strategy, Sun has transformed traditional storage boxes into open, scalable, network-based solutions that help enable customers to meet today's explosive data storage demands," states Whitley.

Sun was also able to consolidate the server infrastructure dramatically while providing outstanding quality of service to Devon Energy's entire user community. In turn, this server infrastructure consolidation significantly reduced administration costs throughout the company because there were fewer servers the company had to manage.

Today Devon can focus on the future and become more proactive than reactive. "We are looking forward to our future growth instead of trying to catch up with the latest acquisition," says Whitley. "We are now ahead of the curve, and ready for the new growth spurt to hit."

A HAPPY USER IS A HAPPY COMPANY
With the Sun servers and storage solutions in place, Devon easily reached one of its key goals: user acceptance. "We wanted to get our user community to accept applications, databases, and servers, and that goal has gone over with flying colors. Users are telling me how much faster and better their applications run, without any prompting from me," beams Whitley. "I would recommend Sun in a heartbeat."

Documentum

DOCUMENTUM ENTERPRISE CONTENT MANAGEMENT SOLUTION HELPS BOC
ENGINEERS DELIVER GLOBALLY AND CUT COSTS

BOC Gases is the world's most global industrial gas company. Part of the BOC Group, the company operates in more than 60 countries, more markets than any other industrial gas company. It contributes to the manufacture of just about everything produced by man and machine, from microchips and plastics to steel, frozen foods, and life-support systems for the critically ill. In addition, BOC employs more than 35,000 people.

CHANGING TIDES OF BUSINESS

The need for a comprehensive, Web-based enterprise content management system first arose approximately three years ago. Gas-processing plants must be built as close to the consumer as possible, often on site. To compete in emerging markets worldwide, BOC needed to reduce the cost and cycle time necessary to create such plants. Thus, the company embarked on a plan to standardize plant fabrication while allowing for the inherently required customization.

DOCUMENTUM RISES TO THE TOP

BOC evaluated a number of content management solutions. They chose Documentum 4i because of its robust and scalable architecture, advanced workflow, and "virtual document" capabilities, as well as its flexible API toolkit. The system needed to be capable of efficiently managing huge amounts of content — including 3D CAD files, budget documents, and engineering drawings — and increasing numbers of simultaneous, global users as usage expanded within and beyond the enterprise. Because of the multiple operating environments in BOC locations, the system needed to be Web browser-based.

According to Chief Architect John Koerwer, the biggest difference between a paper document and an electronic document is that the latter can have many more dimensions, the most important of which is its relation-

The Customer: BOC Gases.

Customer Contact: John Koerwer, Manager of Design Automation.

The Application: Content management — Winner.

Tools and Technology: Documentum 4i eBusiness, Oracle.

Platforms: Windows NT.

Primary IT Vendor: Documentum, 6801 Koll Center Parkway, Pleasanton, CA 94566; 925-600-6800 or fax 925-600-6850.

www.documentum.com

ship to other documents or content. With Documentum 4i, a virtual document manager assigns the relationships. You can create a project and link numerous documents to it, as well as to other projects and to one other. You can even have multiple types of documents by multiple authors treated as one entity that travels through the revision, approval, and other workflow processes, bearing the same version numbers.

GETTING DOWN TO BUSINESS

The implementation team initially built the Web-based content management application in Documentum EDMS98 but, as of the end of May 2001, fully migrated to new servers running Documentum 4i. Oracle resides on the back end, and the entire system runs on Windows NT.

DOCUMENTUM PLAYS A STARRING ROLE

By replacing the company's traditional paper-based system with Documentum's electronic, Web-based content management system, BOC has reaped numerous benefits. The Web browser-based system was easily extended to BOC's multiple operating environments around the world. The new system could also be extended easily to BOC's supply chain (which BOC is now implementing).

By eliminating the paper-based system, BOC has also achieved huge savings in man-hours, document storage space, and the shipping and faxing of paper documents. Quick, easy access to information through the intranet has also resulted in significant savings and increased the company's ability to respond to customer requests in a more timely fashion — especially for projects supported in the U.S. and executed overseas.

By dramatically reducing project execution time and resource costs, while improving operational efficiencies, Documentum 4i played a significant role in the BOC plant standardization efforts. As a result, the company has seen an average plant cost reduction of more than 20 percent. These cost savings have allowed BOC to offer Packaged Systems products to customers at reduced prices, thereby significantly improving BOC's competitive position in the marketplace.

The tremendous success of BOC's Documentum implementation has led to the adoption of new content management applications throughout BOC, with almost every division of the company using Documentum 4i in some fashion. The ability to integrate enterprise document management capability with a completely Web-based environment, managing all critical content across the enterprise, has yielded BOC Gases a true competitive advantage.

Cognos

COGNOS BUSINESS INTELLIGENCE SOLUTION DRIVES MILLION-DOLLAR SAVINGS FOR SCHNEIDER LOGISTICS

Schneider Logistics is a leading provider of technology-based logistics services that enable its customers to effectively manage the flow of material, information, and funds through their supply chains. By integrating innovative technology, extensive operational expertise, and a high-capacity network of transportation and related service providers, the Wisconsin-based company helps customers increase supply chain efficiency, reduce costs, and improve their service levels.

THE PROBLEM: DISPARATE DATA

Two years ago, most of Schneider Logistics' corporate information was scattered across the company in an array of legacy databases. When searching for information, managers had to leaf through heaps of hardcopy reports that often took weeks or even months to produce in the first place.

Senior executives within the company realized that they wouldn't be able to keep pace with rapidly changing market conditions unless they found a way to increase the rate and effectiveness of decision-making across the enterprise.

Schneider Logistics needed a powerful, scalable business intelligence solution that would leverage corporate data for both internal and external users. That solution was Cognos.

ENTER COGNOS

Schneider purchased a full suite of Cognos products for multidimensional reporting and analysis, as well as the Cognos UpFront portal that provides a single, Web-based point of personalized access to both Cognos business intelligence information and other content. The solution runs on an existing Oracle data warehouse as well as against multiple legacy systems.

ONE SYSTEM, MANY TYPES OF USERS

Schneider Logistics has deployed the Cognos solution to several distinct levels of

COGNOS

The Customer: Schneider Logistics.

Customer Contact: Bill Braddy, Vice President of Engineering and Knowledge Services.

The Application: Business intelligence.

Tools and Technology: Cognos PowerPlay, IWR, UpFront; Oracle data warehouse.

Platforms: Unix, IWR running on Windows NT.

Primary IT Vendor: Cognos Inc., 3755 Riverside Drive, Ottawa, ON K2J 2K3; 800-426-4667 or 613-738-1440.

www.cognos.com

users. The solution's comprehensive range of analysis and reporting capabilities lets individual users access and work with data in a manner that best suits their business needs. For example, business analysts use the multidimensional OLAP tool to track "empty miles," which are the time and distance trucks travel without freight. End users ranging in position from senior executives to administrators can access aggregated analytical data and Cognos reports on transactions, freight, and transportation management.

In addition to their existing Intranet applications, Schneider Logistics also deployed

a fee-based business intelligence extranet solution for its customers. These clients range from small shippers to Fortune 100 customers. They all access the powerful information system via the Internet.

With this system, customers are able to access reports and analyze personal account information via a secure extranet. They use this information to identify potential issues, especially those that offer cost savings and cost avoidance opportunities. For example, customers can access an aggregated report on a series of shipments and then drill down into a particular shipment to view details on time, cost, distance, and other critical points.

INTERNAL AND EXTERNAL SUCCESSES

The Cognos solution lets both internal and external users at Schneider Logistics make better use of the company's IT investments and resources. The fee-based extranet system has become a valuable revenue source for Schneider Logistics. Customers see this easy access to information as a desirable product, because the ability to access and analyze information stored in the data warehouse and legacy systems ultimately helps them save money.

VISIBLE RESULTS

In two years of Cognos-supported business intelligence activity, Schneider Logistics has saved more than $2 million. Within just 180 days of deploying the first full client Cognos solution in 1999, the company had made a complete return on its investment.

The benefits of Schneider Logistic's solution are extensive. Customers can quickly identify potential cost impact factors using the Cognos-based analytical system. Schneider and its customers benefit from faster knowledge sharing and reduced reliance on paper reports. And finally, both Schneider Logistics and its customers benefit from the significant reduction in time required to retrieve and transform data.

BroadVision

REALWARE AWARDS

Shop At Home is an acknowledged leader in media retailing, using broadcast, cable, satellite television, and now the Internet to sell specialty consumer products and collectibles. Shop At Home Network reaches more than 73 million unique cable and satellite households. It's the nation's 14th-largest television broadcaster, with stations in San Francisco, Boston, Cleveland, Raleigh, and Bridgeport serving the New York market.

ShopAtHomeTV.com (formerly collectibles.com), is an integral part of Shop At Home's strategy to converge the power of its 24-hour television network, existing fulfillment and distribution infrastructure, and leading Internet technology to create a powerful, fully integrated sales platform.

EMBARKING ON THE INTERNET
Previously, Shop At Home's Internet presence consisted of cumbersome catalogs. The company saw enormous potential of the Internet, especially in terms of the benefits and convenience it offered to consumers.

In contrast to television shopping programs, consumers can shop on the Web on their own terms. Broadcast media, on the other hand, presents products in a sequential format, relying on the consumer to sit through products chosen by the network.

Shop At Home's goal was to extend its core capabilities to the Internet so that consumers can buy the products they want through the method or channel that's most convenient for them. Through ShopAtHomeTV.com, consumers can go directly to the products that interest them by using search capabilities as well as participate in online communities of similar collectors.

The challenge was to execute this strategy quickly while seamlessly linking the online transactions to the company's back-end systems. The launch of ShopAt HomeTV.com was part of a major enterprise

BROADVISION

The Customer: Shop At Home Inc.

Customer Contact: Kearstin Patterson, Shop At Home Inc. Public Relations.

The Application: E-business — B2C.

Tools and Technology: BroadVision, Oracle, High Touch, LiveChat, LivePerson, Moai.

Platforms: Sun Solaris.

Primary IT Vendor: BroadVision Inc., 585 Broadway, Redwood City, CA 94063; 866-287-6669.

www.broadvision.com

initiative to integrate all systems fully so that ShopAtHomeTV.com could be the most dynamic, customer-centric online retail site available.

Accordingly, the company needed a market-leading e-commerce platform that could also leverage its other best-of-breed systems and applications, including Oracle Applications.

A RICH SOLUTION
The company partnered with system integrator and Web services firm iXL, and ShopAtHomeTV.com was launched in November 1999 with thousands of SKUs across various collectible categories.

The launch included the implementation of Oracle's HR, Financials, Purchasing, and database applications. After only seven months of operation, Shop At Home's site unit reached sales of $1 million in June 2000. That same month, the Web site set a daily sales record of $198,519 on a record of 632 total orders.

BROADVISION ADDS FEATURE DEPTH
The BroadVision application is rich with the profiling and dynamic marketing features that ShopAtHomeTV.com needed. It is also fully integrated with back-end Oracle systems, a customer relationship management application (High Touch), and an Integrated Voice Response package called LiveChat.

WHY BROADVISION?
Shop At Home chose BroadVision as its e-commerce platform primarily for its flexible, scalable, and robust e-commerce engine, its ability to fully integrate into the company's back-end systems, and its advanced personalization capabilities.

It was critical that the online commerce platform be able to support high volumes of transactions, page views, and users. BroadVision's scalable and robust engine gives ShopAtHomeTV.com proven performance for its growing site traffic.

BroadVision's openness and flexibility also helped the company meet its aggressive project timeframe as well as its strategy of leadership in customer service.

A BRIGHT FUTURE
ShopAtHomeTV.com already has additional features and enhancements planned for the site. The additional features include navigational changes, electronic coupons, advanced search engines, live audio and video chats, enhanced video streaming, "one click" purchasing, a gift registry, and statistical modeling and analysis on consumer purchase behavior.

Informatica

EBAY BI PLATFORM BEGINS WITH BUSINESS INSIGHT FROM INFORMATICA POWERCENTER

When it comes to eBay, simple facts sound like exaggerations. The site has 22 million registered users has sold 500 million items since it was founded in 1995, including more than $5 billion in goods sold in 2000 alone. With these kinds of numbers, it's not hard to understand why eBay, the world's largest online trading service, needed a way to capture, manage, and process the torrent of CRM data and Web site statistics that flow through the site 24x7.

In January 2000, eBay senior management appointed a business intelligence group to study and establish a better understanding of the market dynamics between buyers and sellers. Just six months later, the eBay business analytics system, known as Cosmos, was up and providing insight to users across the enterprise.

The self-service analytics system lets up to 1,000 users across the eBay enterprise find answers to their questions within hours. Previously, it took days or even weeks to generate basic SQL reports. The impact of Cosmos reaches far beyond eBay, because information can be shared with partner companies via a subscription-based extranet. Cosmos also serves as the integration hub for customer and financial information from eBay sister companies to provide a consolidated view of customers and business performance.

INTELLIGENT INTEGRATION

After looking at a wide range of data warehousing and business intelligence solutions, the Cosmos team chose Informatica PowerCenter as the project's data integration platform. Informatica PowerCenter is designed specifically to enable businesses to leverage and integrate data from multiple sources, including Web transactions, clickstreams, and traditional enterprise systems.

"Informatica's stability and scalability immediately lifted Informatica PowerCenter over the competition," notes Patrick Firouz-ian, a senior manager for the Cosmos project. "I've also experienced success using Informatica at three other companies, which helped move it to the top of the list."

The Cosmos team used Informatica Power-Center to integrate approximately three terabytes of structured information. The largest fact tables contain more than 500 million records.

eBay used Informatica PowerCenter to structure the Cosmos business analytics system in multiple tiers, isolate data movement, and interface related components to the data access components. Using Informatica, eBay can add, alter, or remove data sources without affecting service levels.

PARALLEL POWER

The Cosmos system is implemented across two Sun Enterprise 6500 multiprocessor servers running Sun Solaris. A Sun StorEdge A3500 disk array subsystem provides RAID 5 data protection for the Cosmos system and functional data marts.

Informatica PowerCenter's engine-based architecture leverages the parallel processing power of eBay's Sun SMP systems, breaking large jobs into bite-size pieces to optimize performance. The system's Server Manager provides a single interface for centrally configuring and monitoring multiple Informatica servers as well as any Informatica PowerMart servers associated with data marts.

TANGIBLE BENEFITS

The Cosmos project has impacted every level of eBay's organization, internally and externally. Business users can now access information without IT's assistance, reducing decision-making time from days to hours.

Through the information contained in Cosmos system, eBay can estimate ROI of any planned feature prior to development. eBay can further quantify the impact of new features or marketing campaigns immediately after launch.

UNPARALLELED ADVANTAGE

While tangible, bottom-line results are what ultimately justify major projects such as eBay's Cosmos, the intangible benefits derived from enterprisewide development efforts can be far-reaching as well. IT became a strategic group within the company, providing valuable business insight for internal and external customers.

"In Cosmos, we have built a platform with the flexibility and scalability to grow and meet our needs for the foreseeable future," says Firouzian. "The analysis and action-enabling information this system provides has given us a competitive advantage that can't be matched."

INFORMATICA®

The Customer: eBay.

Customer Contact: Patrick Firouzian, Senior Manager.

The Application: Business intelligence — Winner.

Tools and Technology: Informatica PowerCenter, Oracle 8i, Veritas, Erwin, Business Objects, WebIntelligence, Business Miner, SetAnalyser, Cold Fusion, Apache, Remedy.

Platforms: Sun Solaris.

Primary IT Vendor: Informatica Corp., 2100 Seaport Blvd., Redwood City, CA 94063; 650-385-5000; fax 650-385-5500.

www.informatica.com

Quest Software

QUEST SOFTWARE HELPS MAKE CINGULAR'S INFORMATION AS PERVASIVE AS WIRELESS ITSELF

When Cingular Wireless decided to move its billing system from the mainframe to Unix, the company knew that its other platform-dependent systems would no longer be able to function. One such system was SAR, a mainframe-based program Cingular had been using to distribute financial reports to users. The program primarily supported ASCII text output and wasn't available on open systems.

HUNTING FOR A NEW SYSTEM

SAR's limitations forced Cingular to look for a new solution that would provide platform-independent information availability. The new solution needed to support multiple users and allow report output to be stored in the same repository as other electronic documents and files, enabling easy access to business-critical information.

Quest Software's Vista Plus was the only solution that could satisfy all of Cingular's requirements.

INSIDE VISTA PLUS

Quest Software's Vista Plus is an enterprise information management solution that captures, stores, secures, distributes, transforms, and archives report and print output, in addition to storing electronic documents. It can store innumerable report information types natively in its repository.

Vista Plus goes beyond storage to provide complete, instant access to that information by authorized users. It helps users view and print the exact information they need, when they need it, on their desktop via either a Windows or Java client.

Cingular Wireless has successfully implemented the core Vista Plus product, using it to distribute such business reports as POS (point of sale) reports, conversion reports, and Unitech reports to users nationwide. Now that the Vista Plus solution is in place, Cingular can also consolidate all its report types into one electronic repository, giving the company an organized method

The Customer: Cingular Wireless.

The Application: Output/report management.

Tools and Technology: Quest Vista Plus Interface for Oracle eBusiness Suite.

Platforms: Unix and Windows NT.

Primary IT Vendor: Quest Software Inc., 8001 Irvine Center Drive, Irvine, CA 92618; 949-754-8000 or fax 949-754-8999.

www.quest.com

of capturing and distributing reports.

The company has extended its use of Vista Plus from Cingular's Amdocs Telligence application, an open-systems accounting and HR system, to become a truly enterprisewide information management system.

MAINTENANCE-FREE REPORTING

Cingular has also standardized on Vista Plus for report presentation throughout the company. The capturing of new reports is significantly more efficient. Now, administrators don't have to be involved in the report archival process. They simply create the reports. Users input information into the standard header and send it to Vista Plus. The process of capturing reports is nearly maintenance-free.

ONE SYSTEM, MANY SOURCES

Vista Plus also lets users receive reports from multiple systems, multiple vendors, in multiple formats and styles; and it secures and distributes them in a more organized fashion than previously possible. The Vista Plus system acts as the "master aggregator" of disparate report information, regardless of the system that created the reports.

Users now have instant access to business-critical information that either wasn't accessible at all before or only accessible after much effort. Cingular has extended Vista Plus even further by implementing standard naming conventions throughout the company, making report information quick and easy to find.

RAPID RETURNS

Cingular has seen a quick overall ROI from its Vista Plus implementation. The company has saved money by not having to implement additional seat licenses for application users, especially those who are light or occasional users. This is because Vista Plus disseminates critical information to a wide base of internal users.

The system has also helped reduce paper waste and labor costs associated with the printing, distribution, filing, and re-filing of printed material. Vista Plus facilitates the timely delivery of information, thereby increasing productivity.

As for the future, Cingular intends to expand its use of Vista Plus to include electronic bill presentment and account information distribution.

INSTANT INTEGRATION

As Cingular acquires other wireless entities, the true value of Vista Plus is clear. Regardless of what systems are in place at those acquired entities, all they need to do is begin capturing reports in Vista Plus. Those reports immediately become aggregated with the rest of the report data managed by the system. Data from acquired companies can immediately be included in the Cingular system, regardless of the application environments from which they originated.

OUTPUT/REPORT MANAGEMENT IMPLEMENTATION

Kodak

KODAK HELPS EXEGETICS PRESERVE CRITICAL RECORDS WHILE LETTING
USERS RETRIEVE INFORMATION QUICKLY AND COST-EFFECTIVELY

The value of document management solutions isn't limited to the corporate world alone. One area in which their utility is perhaps greatest is the public sector, where critical records must be both preserved and accessed on a regular basis. These are the same critical records that law enforcement agencies depend on in order to do their jobs and make sure justice is served.

Since 1993, Exegetics has been providing document management systems to law enforcement organizations. The Blacksburg, Va.-based software company helps police departments, prison administrators, and others locate and view digitally stored records at the click of a mouse.

The company's primary product, inVize software, helps preserve critical records while enabling public and private users to retrieve information quickly and cost-effectively. The inVize software integrates with Kodak Digital Science™ scanners and microimage equipment.

TIGHT INTEGRATION WITH KODAK
At the request of customers, Exegetics began looking into the possibility of adding color document capture to its product offerings. "We turned to Kodak at that point," says Rick Fenrich, CEO of Exegetics, "and found some intriguing possibilities for integration with our software."

One such option was the Kodak Digital Science Color Scanner 3590C. The product eliminates those time-consuming, trial-and-error adjustments often required by black-and-white scanners. With Kodak color capture technology, all parts of the document — whether a color-coded drawing of an accident scene or annotations on a report — can be viewed as originally intended.

LONG-TERM PRESERVATION FOR CRITICAL DOCUMENTS
"We also found that the law enforcement

The Customer: Exegetics Inc.

Customer Contact: Jonathan Tulloch, Vice President of Sales.

The Application: Output/report management.

Tools and Technology: Kodak Digital Science Color Scanner 3590C, Intelligent Microimage Scanner, Document Archive Writer.

Platforms: Windows NT 4.0.

Primary IT Vendor: Eastman Kodak Company's Document Imaging Division, 343 State St., Rochester, NY 14650; 800-944-6171.

www.kodak.com

community wanted an integrated imaging approach, one that was consistent with past processes yet adaptable for future trends," continues Fenrich. "That's how we came to integrate our Exegetics systems with the Kodak Digital Science Document Archive Writer."

The Kodak Digital Science Document Archive Writer rapidly converts digital documents to analog, human-readable images that are stored on microfilm. This provides low-cost, long-term preservation and access. The Intelligent Microimage Scanner reverses the process, finding and digitizing microfilmed images for rapid display on a PC workstation.

INDEXING FOR RAPID ACCESS
While a law enforcement agency's records are being converted to microfilm for long-term preservation, Exegetic's inVize software indexes the records and builds an information database. When someone wants to view a stored record, he or she simply enters a few key commands from a client workstation running inVize, and the record is immediately retrieved for on-screen display and printing.

SENSITIVE SYSTEMS
Law enforcement agencies must work at dual purposes, providing in-depth information to internal sources while providing limited — yet equally critical — information to the public. To this end, the company has added a redaction feature based on a user's security status.

With this feature enabled, records managers can block access to certain information contained in a document. This feature can be particularly helpful to insurance companies that need to pull accident reports when working on claims.

Using the Exegetics and Kodak solution, a member of the public can log in as a guest at a records workstation, request a document, and have it appear onscreen within seconds. Automatically, those parts of the document not in the public domain are blacked out.

POWERFUL PARTNERSHIPS FOR THE FUTURE
These types of enabling solutions are the result of a forward-looking partnership between Exegetics, Kodak, and the law enforcement community. "Our combined offering," says Fenrich, "integrates tried-and-proven technology with leading-edge technology to consistently meet customer needs."

Moving forward, Exegetics hopes to integrate its systems with the Kodak Digital Science Intelligent Microimage Scanner when the need arises.

EMC

For many companies, the energy required to build and maintain a business intelligence system is more than they're ready to handle themselves. That's when they call digiMine, a Bellevue, Washington-provider of affordable managed business intelligence services.

COMPLETE OFFERINGS

For each customer, digiMine builds and maintains a secure, private data warehouse and applies data mining and analytics to reveal meaningful patterns and insight. Each day, digiMine customers receive updated reports with actionable business intelligence to measure and interpret customer behavior, Web site performance, content and product consumption, browse-to-buy conversion, and marketing campaign effectiveness.

STRONG STORAGE INFRASTRUCTURE

digiMine customers generate massive amounts of transaction, clickstream, product, and user data. It was thus imperative for digiMine to have an intelligent storage solution that was fast, flexible, and scalable. The company set out to build an infrastructure that could easily move, store, and process these large amounts of customer data.

To do this, the company decided to deploy a solution that combined Storage Area Network (SAN) and Network Attached Storage (NAS) technology. This industry best-practice approach uses a switched fabric SAN running on EMC. DigiMine chose EMC because of its reputation and because of the IT staff's past experiences with EMC storage.

SCALABLE POWER

Since digiMine's storage capacity needs are directly related to the number of customers the company has, its storage solution had to be able to scale rapidly. Since implementing the solution, digiMine has seen a strong improvement in the scalability and availability of its storage solution. Explains Mike Pattersion, Director of Data Center Operations, "Disk

EMC²
where information lives

The Customer: digiMine.

Customer Contact: Mike Pattersion, Director of Data Center Operations.

The Application: Intelligent storage management — Winner.

Tools and Technology: EMC Symmetrix 3830, CLARiiON, Celerra.

Platforms: Windows 2000.

Primary IT Vendor: EMC Corp., 35 Parkwood Drive, Hopkinton, MA 01748; 508-435-1000.

www.emc.com

arrays would have severely limited our ability to grow with our customer base. Our NAS solution also lets us FTP directly to the main file storage system, saving the cost of purchasing separate FTP servers and reducing overall network traffic."

The system is connected via an EMC Celerra server. DigiMine's system has 2.5 terabytes of EMC Symmetrix 3830 (raw capacity) and 2.9 terabytes of EMC CLARiiON (raw capacity) connected through a SAN via Brocade switches.

BEST OF BOTH WORLDS

The biggest challenges for digiMine were in determining how to receive, move, process, store, and back up hundreds of gigabytes of customer data each day. This is what led digiMine to using a combined SAN and NAS architecture. Data can be received directly in the NAS, moved among volumes, processed, presented to the cus-

tomer, and backed up without ever leaving the SAN.

The system was initially designed to handle the size and performance necessary for approximately one year's worth of customers. However, digiMine's data storage needs have already surpassed those originally anticipated. The open system design has allowed the company to add more storage to both the SAN and NAS without incurring any system downtime.

KEEPING UP WITH THE BUSINESS

So far, the system has easily kept up with the company's increasing processing and storage demands. "As you can imagine," adds Pattersion, "our process is very disk-intensive."

Moving forward, the company plans to implement intelligent file and database management creating a virtual storage environment where all storage, SAN, NAS, and tape systems act as a single storage point to the user.

GREATER FLEXIBILITY

So far, digiMine has already recognized an improvement in its ability to move large data sets and databases quickly. The company also benefits from its ability to scale rapidly without deploying or replacing existing hardware with new hardware.

Although digiMine has yet to perform an ROI analysis, Pattersion says, "It's clear that we simply would not be able to handle the amount of business today if we didn't make to decision to go with our current storage architecture." Adds Steven Higgins, Global Marketing Manager, Strategic Applications at EMC, "Our products allow digiMine to scale as they grow, which is clearly keyed to their business model."

Meanwhile, digiMine has been able to pass on significant cost savings to its customers. DigiMine can drive its business more efficiently without needing to purchase its own hardware or add additional staff.