

Case Study: Scania Italy

SCANIA is one of the world leaders in the area of the production of trucks. The company's name has been associated for long with innovative solutions and guarantee of the highest quality. Scania Italy is a subsidiary of Scania and its activities include import, support of dealers, and provision of service. Scania Italy annually sells more than 3 thousand trucks. The company's turnover annually reaches Euro 300 million.

Why did Scania Italy address us?

Scania Italy disposed of a big number of applications, developed in the IBM AS/400 and Windows environments. The applications served to support and secure business activities of the company. By them, the company provided, for instance, for the bookkeeping, training of internal employees of the firm or dealers, making records of spare parts, etc.

The administration of a number of various systems required much time and energy, and was financially demanding. It was necessary to connect the applications used into a single efficient system.

Requirements of Scania Italy

- *Need to solve the firm-wide contacts administration.*
- *Need to solve the productivity of a big number of information materials.*
- *Need to make the database of spare parts available (for needs of partners, dealers).*

The wide-firm contacts administration means the maintenance of the database of contacts of internal employees of the firm, dealers, service, etc. The need to solve the production of a big number of information materials means the company's effort to minimize costs in the process of the provision of information (price lists, news, technical specifications, etc.) to internal employees, partners, and dealers. This has been performed mainly through printed materials, the production and subsequent distribution of which was extremely costly.

Implementation

Communication with the orderer was at the level of project managers on the side of Lomtec.com and the Marketing or IT Department on the side of Scania Italy. The overall success of the work implemented was the result of the effective communication of the parties involved. *"The orderer defined problems and expected a solution design", Miroslav Ličko, Solutions Director of Lomtec.com, says. "Employees, determined by the client for communication with us, had a sufficient survey of the issues, and could clearly define their requirements. The work progress was really fast."*

The project methodology of Lomtec.com has been verified by a number of projects implemented. It starts by an analysis of client's requirements, continues through a design of

specific solutions, implementation, testing, and launch of the project, and ends by the evaluation and support.



Lomtec ActiveOffice

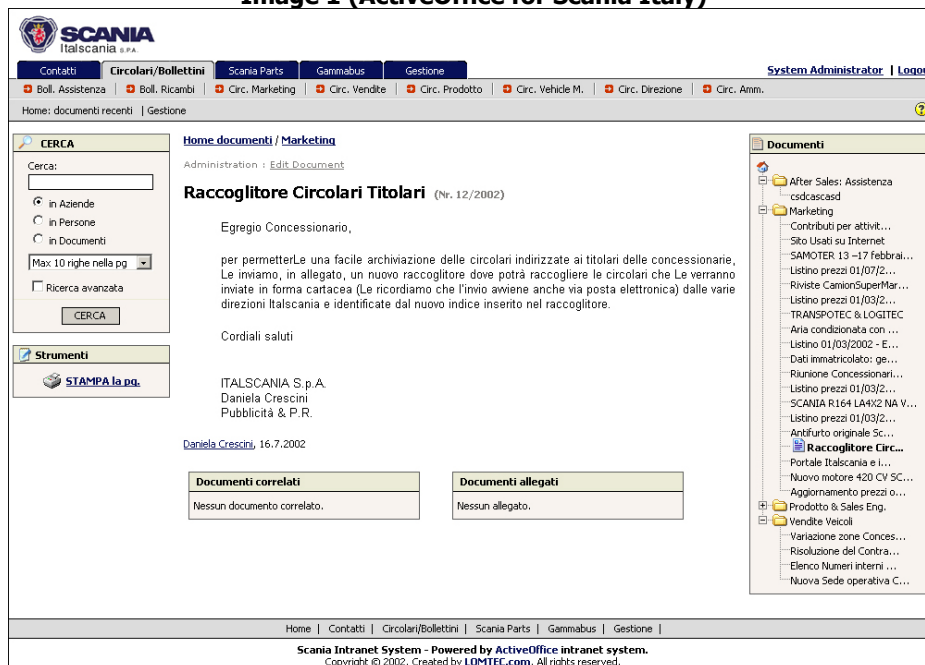
The ActiveOffice platform has become the solution for Scania Italy. The work on the project of the Intranet Document Management portal began in June 2002. 6 developers of the Intranet Department of Lomtec participated in the project in particular phases.

Lomtec ActiveOffice

Lomtec ActiveOffice is an integrated software application, providing a complex solution for the enterprise content management within the framework of the entire organization, and enabling easier communication among employees, customers, and partners.

In September 2002, Scania Italy began to use the extensive Intranet portal. Currently, it has more than 300 active users, and contains several hundreds of documents. The development of the portal continues in the form of a continuous processing of other requirements of the client, as well as in the form of the continuous development of the ActiveOffice Intranet solution. When compared to the status from September 2002, for instance, "Calendar" – the application for the administration of tasks and activities, and "Helpdesk" – support of internal firm processes (request sending, monitoring of its status, publishing of already solved problems, etc.) have been added.

Image 1 (ActiveOffice for Scania Italy)



The supplied solution corresponded to precisely defined requirements, and Scania Italy expressed its satisfaction with the work of Lomtec. *"Using the ActiveOffice solution, developed by us, we managed to solve all problems defined by the client"*, Miroslav Ličko, Solutions Director of Lomtec.com, says. The solution in the form of the ActiveOffice platform allows users, managing their contacts, content editors (mostly people from the Marketing Department), and user groups (having various levels of access set, authorizing or restricting them to access a certain nature of information) accessing the system on the basis of an assigned name and password, to access the system. *"ActiveOffice allows the personalization of the content. The system behaves differentially, depending on the classification of the user."*

Lomtec ActiveOffice also includes a browser of Verity. In addition to the content in the HTML and XML formats, it is possible to index also documents in the Word, PDF formats, as well as many other extended types of files. The solution for Scania Italy contains also an automatic notification, which responds to whether the internal employees, partners, dealers have read particular messages, viewed information, which has been sent to them. This has, of course, been impossible in case of printed materials. Users of the ActiveOffice system may also download published web documents in the form of a pdf or doc file.

ActiveOffice makes firm processes more effective and decreases financial costs

The work of the management and managers of Scania Italy has become, in a miracle way, easier thanks to the ActiveOffice application. Management and communication processes are currently more flexible and significantly more effective. Lomtec ActiveOffice has thereby made, in a significant manner, firm processes more effective, by which it radically decreased company's financial costs.

About Lomtec

Lomtec deals with the development of e-Business solutions for customers from all over the world. Lomtec enables its customers to effectively satisfy all their needs in the area of the content and cooperation management – specifically through solutions, which are valued due to their high performance, quick implementation, scalability, and simplicity of use.