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The Challenge:

Provide a tool for international integration team to extend team communications and productivity beyond traditional methods. Allow for cohesive, dynamic collaboration on all aspects of project development.

The Solution:

NuTechs helped the Automaker rethink its international team collaboration strategy by designing a virtual project site on a Lotus Domino platform. Team members can access project-related documents independent of time or place, in addition to facilitating real-time communication when the need arises.

The Results:

Twenty joint integration teams consisting of over 450 total members are effectively using the custom project site as a continuous learning tool. Due to the success of the pilot group, several other teams have requested their own project sites. Using the developed solution as a template, each subsequent project site is up and running within hours.

Case Study

TeamRoom Solution

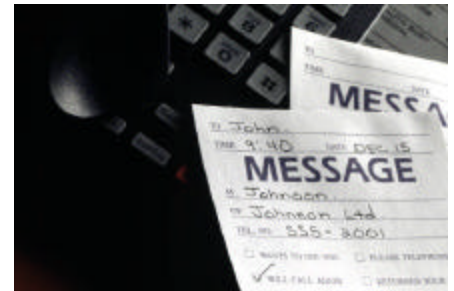
Big Three Automaker Speeds Integration and Reduces Costs

The need to extend international project team communications beyond traditional methods was a real concern for a Big Three Automaker. The Company needed to rapidly integrate the European operations of a large acquisition. The Company's goal of achieving leadership and dominance in the marketplace hinged on its ability to streamline the collaborative efforts of its development teams across continents. The Company required a solution that would allow international teams to work cohesively on all aspects of project development without relying solely on email or the telephone.



The international team needed tools that would enable them to communicate and track the progress of their respective projects. Project collaboration categories were varied and consisted of, among other things,

document creation, goal setting, problem resolution, new process definitions and other traditional challenges facing virtual work teams.



Face-to-face meetings required travel between Europe and the U.S. and proved too costly and time consuming. The international teams began to rely extensively on email to communicate across time zones. However, the email proved inadequate in fully addressing the functionality demanded by the required activities.

Telephone communications also proved ineffectual and frustrating due to time zone differences. The inability to reach the intended party resulted in fruitless and unproductive "phone tag" loops.

Combined Technology Approach Satisfies Customers' Needs

NuTechs helped the Company rethink its international team

collaboration strategy by designing a customized virtual project site on a Lotus Domino platform. Team members can access, retrieve, modify and replace project related documents independent of time or place, in addition to communicating real-time when the need arises.

Lotus Domino was selected as the development platform, but it needed to run on the Company's existing standard environment. That meant that Lotus Domino had to be installed on top of a Microsoft Internet Server. It had to authenticate users via the Company's existing corporate directory system and the solution needed to work with both Netscape™ and Microsoft™ Browsers. This had never been accomplished on this scale before. NuTechs accepted the challenge.

Three tools were implemented to address specific customer objectives. First, Lotus QuickPlace was implemented to provide ad-hoc collaboration functionality. Second, Lotus SameTime was implemented to address Instant Messaging, on-line presentation and application sharing functionality. Finally, a custom project site was developed to provide the following :

- Pages containing general project information that any employee can see
- Customized TeamRooms for team-specific collaboration

- Steering Team (oversight of all teams) News, Calendar and Meeting Minutes
- Frequently Asked Questions
- A common room for sharing information across teams
- An escalation page where Steering Team members can view all "hot" items
- Workflow for Document Revisions
- Navigation to all information via standard Web Browsers

NuTechs provided the solution development, infrastructure and educational services to deploy the team collaboration tool set. Solution Architects, Domino Developers and Infrastructure Specialists were assigned to the project. A NuTechs Executive Trainer conducted face-to-face training classes in Europe and the U.S. for approximately 200 end users. A mere two months elapsed from conception to full scale production. The project team began in mid-July 1999 and Phase I of the solution was in production and in use by early September 1999.

End Users Embrace New Technology

Twenty joint integration teams consisting of over 450 total members are effectively using the custom project site today. Due to the success of the pilot group, several other teams have requested their own project sites. Using the developed solution as a

template, each subsequent project site is up and running within hours.



The benefits derived from the customized project site include:

- Cost savings as a result of less travel and fewer face-to-face meetings
- Improved documentation of project plans and results
- Central repository and access for team members to all project related documents
- Ability to make faster, more well-informed decisions
- Improved forecasting and reporting to upper management

The Company required the solution be compatible with its web single logon program. The solution uses Domino technology on top of Microsoft IIS, which allows users to access the web-based solution without having to re-enter a password.

The initial return on investment after deployment of the pilot has been calculated to be multiples of the project implementation cost in the first year alone.

Contact NuTechs

Our approach ranges from planning your project to assisting in training and managing the 'paradigm shift' that occurs when technology is applied in new and powerful ways.

NuTechs has a fully developed and proven methodology that drives quick and effective deployment.

NuTechs provides support for all aspects of your IT project, from defining the IT strategy and infrastructure to identifying and enhancing critical business processes. Our experience uniquely positions NuTechs to understand the interdependence between complex IT problems and business issues, and the need for practical, workable solutions.

Contact NuTechs today for a confidential review of the current state of technology in use at your firm. We will assist you in determining the best way to leverage your existing technologies and business processes. The opportunities to improve and reduce costs are real, providing the right tools and methodologies are implemented.

We look forward to working with you.

About NuTechs

NuTechs is an information technology consulting services firm located in Bloomfield Hills, Michigan. NuTechs provides a full spectrum of information technology consulting services including solutions for:

- Groupware
- Manufacturing Solutions
- Networking
- Enterprise Messaging
- Web Strategies
- Technology Consulting Services

NuTechs' consulting solutions customer base includes DaimlerChrysler Corporation®, Ford Motor Company, BancOne, Comerica, Fry Multimedia, The Phoenix Group, and KMart.

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