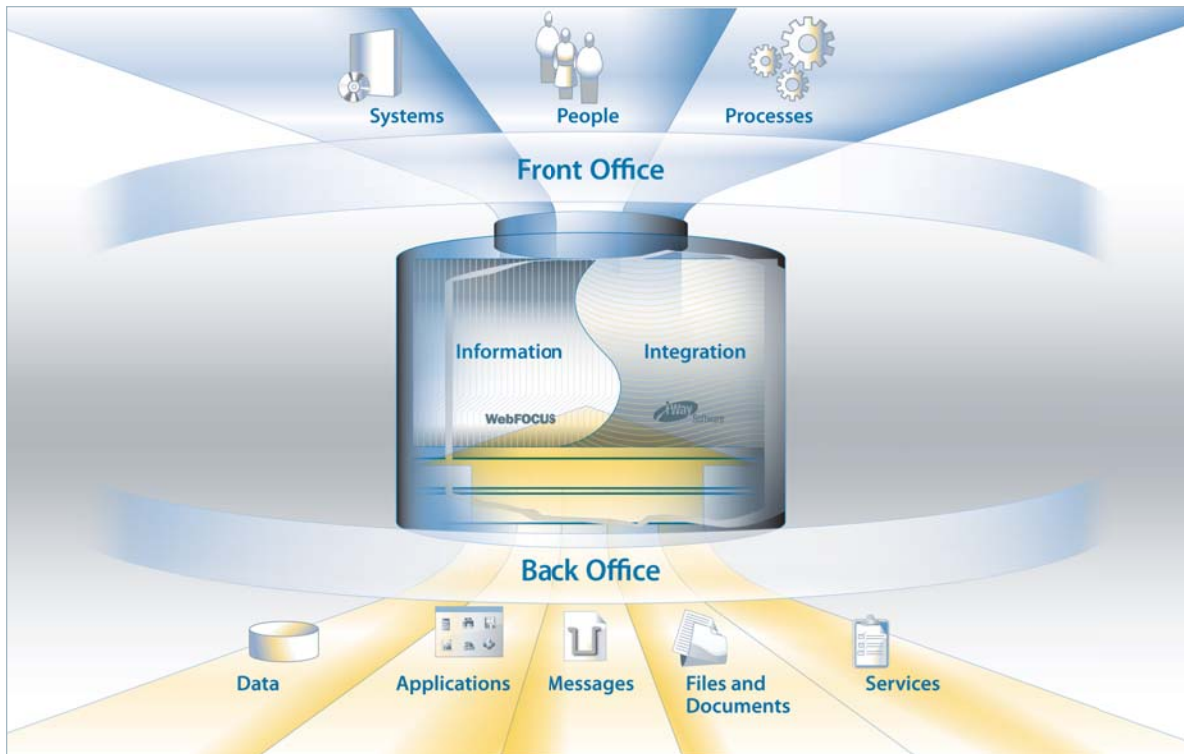


Information Builders in Manufacturing

**WebFOCUS**

**iWay**  
Software



#### **Front-Office Information Access and Delivery**

"WebFOCUS advanced our capabilities substantially; it is a big leap forward in our ability to give dealers information. We have seen savings of \$40 to \$60 million per year by creating this Web site and delivering information to our dealerships so they can take action."

Jim Lollar  
Global Warranty Operations  
Ford Motor Company

#### **Back-Office Integration**

"We envisioned an interactive PeopleSoft interface that could be called from any application or device, and provide real-time visibility into inventory on hand and the ability to update other systems with this information. iWay Software fulfilled this objective. Their technology enabled us to complete a complex integration project in just two weeks with no consulting assistance."

Steve Jeffery  
Vice President of Information Technology  
VP Buildings

# Information Builders in Manufacturing

The manufacturing landscape has changed drastically in the past decade. Shrinking profit margins, intensifying competitive pressures, and buyers with fewer dollars to spend now plague once-thriving companies. At the same time, internal operations and external supply chain activities have become more complex than ever, making them much harder to track and control.

For years, Information Builders has helped manufacturers overcome these challenges by leveraging their technology assets to optimize productivity, improve customer service, expand market share, increase revenue, and control expenses.

## Front-Office Reporting, Query, and Analysis

As manufacturing operations become more sophisticated, unhindered visibility is needed to achieve peak levels of productivity and cost-effectiveness. With the WebFOCUS BI platform, manufacturers can tap into any data source to obtain a complete, 360-degree view of activities across their organization. Armed with this valuable insight, they can detect inefficiencies, and make significant improvements to key processes such as:

- Design and engineering
- Materials and inventory management
- Production
- Quality control
- Supply chain execution
- Demand forecasting and planning
- Supplier sourcing and tracking

## Back-Office Integration and Process Automation

The ability to optimize process coordination and execution is crucial to successful manufacturing operations. iWay Software empowers manufacturing firms to enhance enterprise-wide efficiency by seamlessly integrating critical systems and workflows. By tightly linking SAP, i2, Manugistics, and other packaged applications with disparate systems, legacy assets, and unstructured content from across the business, iWay enables manufacturers to:

- Create a fully unified technology infrastructure, which supports all enterprise operations
- Automate the supply chain from end to end
- Successfully execute on globalization strategies
- Build stronger, more collaborative relationships with vendors and other partners

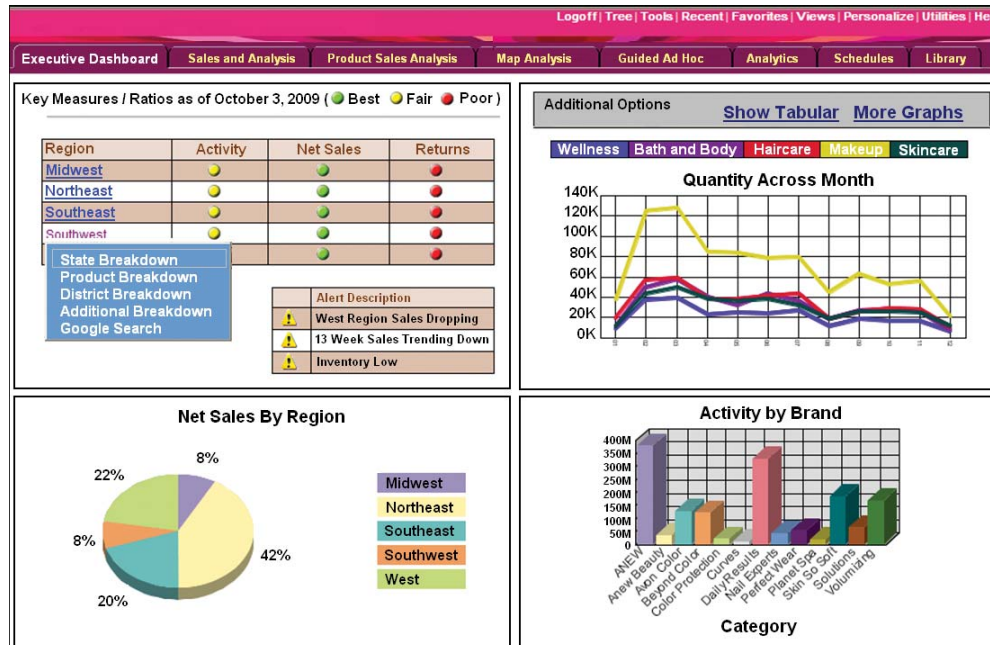
## Bringing It All Together

Information Builders' core competencies – business intelligence and integration – stem from more than 30 years of experience working with complex requirements. We built our software from the ground up instead of acquiring packages from unrelated companies.

Our customer-service organization supports our customers from requirements gathering through implementation into long-term maintenance. This includes a world-class professional services team, a comprehensive education curriculum, and an award winning customer support team.

We are tackling the tough jobs, and our solutions are standing the test of time at leading companies worldwide such as Ford, Premier Manufacturing, Coty, Lockheed Martin, and Murphy-Hoffman.

# Business Intelligence for the Front Office



This portable dashboard shows revenue aggregated at various levels for each product line.

WebFOCUS makes enterprise-wide information available to any user at any time. So data can be used strategically to streamline and enhance mission-critical activities, and facilitate swift response to dynamic market conditions and customer demands. Anyone from executives and managers to staff on the production floor, can instantly retrieve, consolidate, and analyze information – in real time – from virtually any source across the business.

With WebFOCUS, data is instantly transformed into actionable insight that can help manufacturers:

- Evaluate the effectiveness of production, distribution, order fulfillment, quality management, and other activities
- Define and measure key performance metrics such as production capacity, stock levels, pending orders, and on-time deliveries
- Track the entire supply chain to identify and correct breakdowns
- Accurately forecast demand and adjust production schedules accordingly
- Assess the performance of suppliers and vendors
- Monitor patterns and trends in operations to instantly spot and resolve exceptions, variances, and deviations
- Facilitate instant communication and information-sharing with business partners and customers

## Customer Successes

**Ford** – The WebFOCUS platform is Ford’s standard for warranty reporting. It provides 14,000 dealers, specialists, and consultants with an intuitive, graphical environment – available in 14 different languages – for rapidly uncovering vital patterns and trends in warranty claims and related repair costs. The result is an improved ability to isolate and correct issues that has saved the company \$40 to \$60 million annually.

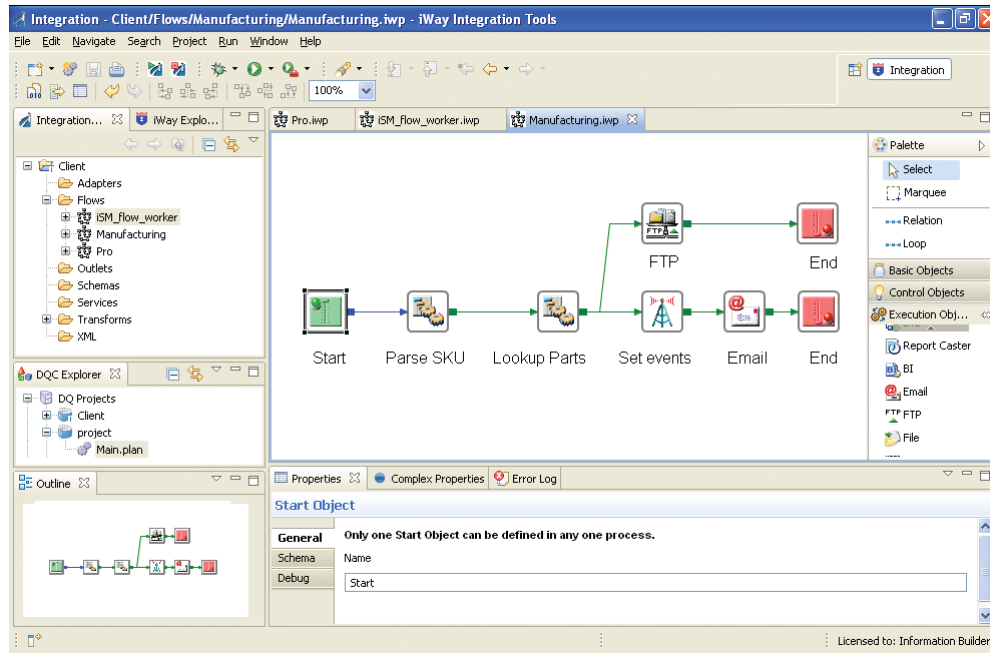
**Hillman Group** – As a manufacturer and distributor of key making equipment, Hillman uses WebFOCUS as its BI standard, allowing staff members and their managers to better identify and address problems. Improved decision-making has led to solid hard-dollar returns on many projects. For example, Hillman recently saved more than \$130,000 in vendor fines by effectively proving that orders were not incomplete. Today more than 800 users, including 500 remote employees, obtain an integrated view of operational and financial data via WebFOCUS.

**Corus** – Since deploying a fully centralized reporting environment, Corus employees have been able to access consolidated information on customer orders and production processes from SAP applications, mainframe systems, and other disparate sources using WebFOCUS. By putting this type of timely and comprehensive information right at users’ fingertips, Corus has achieved higher manufacturing yields and shortened response times for customer inquiries.

**Premier Manufacturing** – This company supplies facilities management and manufacturing support services to the automotive industry. A rigid Excel-based scorecard system provided limited intelligence about progress towards key performance metrics. With WebFOCUS, the company constructed a new performance management environment that pulls together data from financial and other systems. The organization’s field operators can now monitor critical production processes, maintenance programs, facilities management activities, and technical cleaning services in real time.

**Roll Coater** – Streamlining sales and delivery processes was Roll Coater’s top priority. The company specializes in coil coating processes for the metals industry. An intuitive extranet, built on WebFOCUS, provides customers with instant access to data about orders, inventory, and shipping. By making this information readily available, Roll Coater has realized significant increases in internal efficiency and a dramatic improvement in customer service and satisfaction levels.

# Integration for the Back Office



The integration of systems and processes across the business and throughout the supply chain is an elusive – yet important – goal for today’s manufacturers. iWay Software can help manufacturing firms make their vision of enterprise-wide integration a reality with powerful tools that bring together critical information assets, enable full automation and acceleration of vital processes, and create a foundation for agility and flexibility.

With iWay Software, manufacturing firms have a fast, economical way to:

- Tie together packaged applications such as SAP, i2, and Manugistics, with other information sources throughout the business
- Streamline production activities across multiple geographically dispersed plants and facilities
- Automate inventory management, supply chain management, and other mission-critical processes
- Collaborate directly with suppliers and other business partners using XML and Web services

## Customer Successes

**Coty** – When Coty, one of the world’s largest beauty companies, acquired Unilever, it needed a fast, affordable way to align its worldwide logistics and warehouse operations. The company used iWay Software to deliver a comprehensive business process automation (BPA) solution. Two separate infrastructures – which included SAP, JD Edwards, and legacy ERP applications – were tightly integrated, resulting in full project payback within two months, and a massive 400 percent return on investment in just six months. In addition, Coty leveraged iWay to create a comprehensive business-to-business (B2B) environment that seamlessly connects its SAP applications to its retailers, logistics service providers, and other trading partners.

**Hexion** – A specialty chemicals producer that manufactures binder, adhesive, coating, and ink resins, Hexion brought four separate lines of business under one corporate umbrella, creating a complex series of incompatible back-end technologies that made exchanging business documents with trading partners difficult. iWay Software helped the company bring these varied systems together into one cohesive infrastructure. With the help of iWay, Hexion deployed a unified B2B solution and integrated separate instances of SAP running across its merged entities.

**Lockheed Martin** – iWay Software has enabled Lockheed Martin Missiles and Fire Control Company, a producer of advanced missile, rocket, and space systems, to create a comprehensive data connectivity architecture. Sybase, SAP, and other systems were brought together into a single, virtual information system with shared data structures, transactions, and business logic. This environment serves as the foundation for a comprehensive enterprise information management (EIM) solution that makes any source uniformly accessible to any business entity.

**Murphy-Hoffman Company** – One of the country’s largest dealers of Kenworth trucks, Murphy-Hoffman used iWay Software to help improve the speed and accuracy of its B2B processes by automating the exchange of purchase orders, parts catalogues, and other documents. Using iWay, Murphy-Hoffman built a B2B solution, based on industry standards, to streamline and automate workflows between the organization and its partners – in just 10 days. In addition to improving efficiency and effectiveness through the elimination of manual processes, the company has also effectively met stringent vendor guidelines.

**VP Buildings** – As a global leader in steel systems construction, VP needed more accurate visibility into its PeopleSoft-managed inventory. Instead of devoting its human and financial resources to expanding its PeopleSoft environment, the company used integration technologies from iWay Software to establish a service-based BPA solution that seamlessly bridges the gap between PeopleSoft and custom .NET applications. This provides real-time control over all inventory while streamlining purchasing processes, improving cash flow, and increasing accuracy and quality.

# Worldwide Offices

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- **Channels,** (800) 969-4636
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- **Phoenix,** AZ (480) 346-1095
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Information Builders Mexico

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Information Builders Pty. Ltd.

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\* Training facilities are located at these branches.