

Supplier Portal at a Large Auto Manufacturer

Client

The client is the world's largest vehicle manufacturer. The client designs, builds, and markets cars and trucks worldwide. The client sells vehicles in about 200 countries, with manufacturing operations in over 30 countries. The client also operates one of the largest and most successful financial services companies, which offers automotive, mortgage, and business financing, and insurance services to customers worldwide.

Situation

The client wanted to develop a portal for the purchasing and supplier-facing department. The purpose of the portal was to streamline and digitize the business processes between the client and its supplier base and to streamline the internal processes of the client's World Wide Purchasing. The estimated user base for the portal was around 100,000 registered users, making it one of the largest B2B Information Exchange Portals in the world. The existing portal had certain limitations that impeded effective utilization: Dispersal of process and procedure information, manuals, and standards documents across various areas, such as the Group Work Area, Libraries, Private Messages, and Bulletins, leading to problems in manageability and information access.

- Lack of an effective content management system to manage news items and updates.
- Inability to provide asynchronous collaboration between suppliers and the client due to the lack of effective communication forums.
- Lack of an advanced search facility.
- Lack of effective user profiling and personalization
- Lack of a robust security structure.

Solution

Cognizant proposed a B2B portal based on Commercial Off-The-Shelf (COTS) products to replace the existing portal. Many of the user requirements, such as a personalized Web site, document management, and content management, were functionalities provided by mature, Web-based products designed to meet client requirements. Cognizant provided the following solutions: Document Management, Asynchronous Collaboration, and Talkback functionalities were implemented using IBM Lotus QuickPlace. Various channels were used to provide an integrated view of different types of content. "Document Center" on Iplanet portal server provided links to documents in QuickPlace; Interwoven TeamSite promoted News content and Interwoven OpenDeploy published content to the Portal. Autonomy Search Engine was implemented for content and user search. Obliv Netpoint Identity Server was used to provide the User Profiling and Directory Search functionality. The portal applications were implemented using a diverse set of products with their own security models. Cognizant developed a security model that integrated the product security model within the larger infrastructure, ensuring a smooth gradient as the portal was traversed. Benefits of the solutions included: Rebuilding of the security infrastructure to implement robust security standards and enable single sign-on to meet client security requirements across the globe. Reduced time-to-market for the portal development using Cognizant's off-shore team expertise in COTS products. Implementation of the portal using Third Generation COTS-based products, resulting in increased maintainability and reduced maintenance costs. Enhanced user experience through powerful personalization and content management features.

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services. Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and world-wide resources to working together with clients to make their businesses stronger. With over 50 global delivery centers and more than 85,500 employees as of March 31, 2010, we combine a unique global delivery model infused with a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings.



Cognizant
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