

Maruti Udyog Limited
Government of India and Suzuki Motors

Speeding information access



“Leveraging its extensive Microsoft expertise, Compaq worked closely with our team to design and implement a customized intranet solution that is flexible and cost effective.”

Rajesh Uppal, General Manager, IT Division, Maruti Udyog Limited

A joint venture between the Government of India and Suzuki Motors, automotive manufacturer Maruti Udyog Limited has the largest dealer and service network in India and commands a 60 percent market share of the Indian car market.

In the JD Power Survey for the year 2000, Maruti was ranked number one in customer satisfaction — marking the first instance where a leader in the Indian market was also recognized as a leader in customer satisfaction.

To help maintain this high level of customer satisfaction, Maruti was looking for a way to speed and streamline information access to ensure the fastest possible response to customer issues.

Aligning the right portal solution with business needs

“We knew we needed to be more nimble when it comes to information access and sharing,” said Rajesh Uppal, general manager, IT division, Maruti Udyog Ltd. “We had been looking for portal software for our intranet to help accomplish this but had not found any open, flexible and cost-effective solutions. Compaq was instrumental in pointing us toward the Microsoft SharePoint Portal Server.”

Maruti had, in fact, been partnering with Compaq Global Services since 1993, and Compaq has provided design and support services for Maruti’s networking infrastructure as well as providing assistance in planning the migration from Microsoft Exchange Server 5.5 to Exchange 2000.

“The Compaq team understands our business and our information technology requirements,” said Uppal. “Their extensive Microsoft expertise — along with the information they shared with us about Compaq’s own intranet solution based on SharePoint — enabled the fast deployment of Microsoft SharePoint Portal Server and resulted in a solution that is both flexible and cost effective.”

The Microsoft SharePoint Portal Server runs on a Compaq ProLiant™ DL 380 Web server. “The proven reliability and scalability of the ProLiant platform was a key component of the total intranet solution,” said Gopi Nath, with Compaq Global Services in India. “Compaq’s reputation for product excellence in industry-standard solutions and best-in-class engineering was important to Maruti.”

Before and after SharePoint

Prior to implementing the Compaq solution for Microsoft SharePoint Portal Server, document publishing at Maruti was handled by the Information Management Department. This proved to be a slow, cumbersome process.

Maruti had also been using Microsoft Exchange Public Folders for information sharing — but that meant there was no true document management capability, no data categorization and no search functions. “Basically, we had been using Exchange e-mail to disseminate information,” Uppal explained. “This

Business results:

- > **Improved customer service** — Maruti employees can easily access the information they need to respond more quickly to customer issues
- > **Improved information sharing** — document collaboration and publishing features enable users to work together more easily and publish documents more efficiently
- > **Faster time to benefits** — Microsoft SharePoint Portal Server was fast to deploy, easy to customize and easy to use

What makes it work:

- > **Systems:** One Compaq ProLiant™ DL 380 server
- > **Software:** Microsoft SharePoint Portal Server application and Windows 2000 Advanced Server operating system
- > **Solutions:** Compaq Publishing and Intranet Portal Solution
- > **Services:** Compaq Global Services to help plan, design, customize and implement the SharePoint Portal Server solution

approach was not very efficient or economical in terms of data storage requirements and manageability.

Now, the Microsoft SharePoint Portal Server provides complete document management functionality, with a robust routing and approval process for documents. Versioning capabilities streamline collaboration efforts and make it easier for users to track changes in documents. This improves the quality of documents and speeds the time to publication. With the extensive SharePoint search and categorization features, published material is easier to locate, manage and maintain.

The SharePoint Portal Server is also quite flexible. The digital dashboard enables users to choose which information they want to view on their browser. With the subscription feature, users are automatically notified via the intranet portal or e-mail about changes to documents and folders they have chosen to subscribe to.

Uppal is pleased with the results. “Now, information sharing is quick, accurate and easy,” he said.

Customization is key to deployment success

Currently, 230 users are taking advantage of the Compaq Publishing and Intranet Portal Solution, with plans to soon expand the rollout to 550 users.

Compaq Global Services was involved with the planning, design, development and implementation of the solution — and that included customizing the Microsoft SharePoint Portal Server product.

“Our goal was to help Maruti quickly deploy an intranet portal tailored to their specific needs,” said Nath. “We started with the ‘out-of-the-box’ Microsoft SharePoint Portal Server product, then customized Web parts and digital dashboards to meet their requirements.”

The customization efforts included creating static reports generated daily on activities such as dispatch status, spares and attendance information.

Dynamic reports were created to pull real-time data from a database, including production summary, manpower inquiry, payment status, materials-scheduled-versus-supplies and other key operations processes. Customized Web parts also enable users to access key components of their Exchange Server account, including inbox, outbox, sent items, contacts and calendar.

“Now users can easily access a consolidated, current view of key business reports as well as link to familiar Exchange components — all from their Web browser in the SharePoint intranet portal environment,” said Nath.

“With the Compaq Publishing and Intranet Portal Solution for Microsoft SharePoint Portal Server, our intranet portal is customized to our specific requirements and more personalized for the individual user,” added Uppal.

Information sharing across boundaries

Part of the customization work done by Compaq also included extending the Microsoft SharePoint Portal Server capabilities to include an extranet that allows Maruti to interact online with its 400 business partners and suppliers. “Now most of our transactions with partners and suppliers can be done electronically,” said Uppal. “They can check the status of orders, payments and quality issues quickly and securely.”

The bottom line: customer satisfaction

Maruti is pleased with the fast deployment, improved connectivity and ease of use of the Compaq Publishing and Intranet Solution using Microsoft SharePoint Portal Server on the Compaq ProLiant server platform.

“The faster and easier we can access information, the sooner we can respond to our customers,” Uppal observed. “That is what is needed to maintain a high level of customer satisfaction, and Compaq is helping us achieve it.”



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