

Client Profile

The world's largest English-language general trade book publisher, one of the foremost media companies in the world.

World's Largest English-Language Publisher

Enterprise Architecture Roadmap

Business Requirement

- ➔ Remove manual processes such as configuration management, knowledge captures and support user expectation etc.
- ➔ Need for a consolidated platform for e-business portals (B2B)
- ➔ Need for effective data registration and data management
- ➔ Requirement to overcome the difficulties posed by a complex product support environment with multiple operating environments, hardware platforms and integration levels

Intelligroup Solution

- ➔ Architectural roadmap: Review applications landscape - SAP and non-SAP applications in client environment
- ➔ Review business processes: focusing on CRM aspects including sales, marketing and services
- ➔ Propose 'to-be' architecture roadmap: consider web services and open architecture, SAP provided enterprise services for ERP and CRM 2007, focus on the company's business and sales portal next phases

Business Benefits

- ➔ Speed, flexibility and scalability in applications
- ➔ Consolidated platform for e-business portals (B2B mainly)
- ➔ Effective data registration and data management
- ➔ Effective information interchange using open standards
- ➔ Improved user experience and web based transformation
- ➔ Single sign-on for users across entire IT landscape
- ➔ Collaboration for improved productivity – sales and customers/consumers