

Challenge

Rheem Manufacturing is a leading North American producer of water heaters, central warm air furnaces and air conditioners, and swimming pool heaters and commercial boilers. The company's products are used for residential and commercial applications and operate on a variety of fuels.

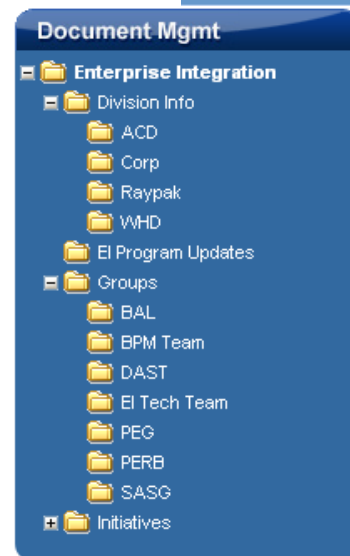
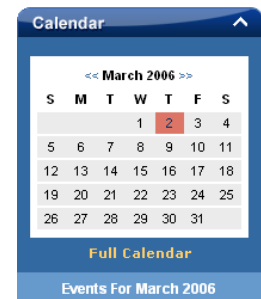
As part of its overall technology strategy, Rheem decided to proceed with the development of a business case for an integrated enterprise solution. The company thus initiated the Enterprise Integration (EI) program to provide governance, process visibility, and technical support for this comprehensive program. The EI Portal is a tool that facilitates teamwork and communication among the various Rheem divisions. It presents an opportunity to create a community where information can be shared across formerly disconnected corporate and divisional networks.

Solution

In order for the company to get started quickly with an intranet-focused solution as a foundation for future EI projects, Rheem needed a quick-hit approach that would allow them to implement key communication and document management features. EnterConnect®—EnterConnect's quick-to-deploy employee collaboration and asset management intranet/extranet software—provided them with the flexibility to do just that.

Core EnterConnect portlets implemented for Rheem's employee collaboration intranet include Alerts, Announcements, News, and Contacts—all of which utilize a robust RTF text editor so that authorized users can log in and easily edit content, without requiring IT resources to create and deploy updates. These convenient portlets all include an "edit" button that displays a pop-up window of intuitive text editing and formatting features, similar to a word processor. Users can also quickly create hyperlinks and even upload graphics to add to the value of their content. The features allow Rheem to proactively manage their content and ensure the timeliness and relevance of news and announcements critical to effective employee communication.

Integral to Rheem's employees is the ability to post and share documents. With EnterConnect's Document Management portlet, Rheem now has a document repository that enables users to add documents, as well as add and edit folders and organize content in a manner relevant to Rheem's business. The Document Management portlet is conveniently displayed on the EI home page, so that employees have quick access to information organized by business unit, as well as general information such as company policies. It eliminates time-intensive and frustrating efforts involved in finding, retrieving, and accessing the most up-to-date version available for a specific document. Rheem's first phase of EnterConnect also includes a Calendar portlet, which can be easily viewed on the EI home page, or expanded for a full view. Rheem can define specific users who are authorized to log in and add, edit, and delete events using simple content management capabilities provided by BEA and enabled by EnterConnect.



Results

Once deployed for the EI effort, the company is now finding opportunities to leverage EnterConnect for other areas of the business, such as for Rheem's Purchasing division. Long term, the company is exploring options for potentially replacing the entirety of their corporate intranet with EnterConnect, and supplementing the content management tools with Interwoven's TeamSite. This would allow departments to enter their content on department pages, while limiting access to either the entire company or just department members. The flexibility of product features, administration and support can support Rheem's needs both now and in the future.