IBM   **IBM Customer Reference**

Carrefour

Synopsis:
A functionally rich and scalable IBM WebSphere Portal Extend solution enables company to
expect significant cost reductions and improved efficiency due to easier access to key application

Location:
Brussels, Belgium

Industry:
Retail

Focus Area:
e-business infrastructure

URL:
http://www.carrefourbelgium.be

Customer Background:
Carrefour is the No. 2 retailer in the worldwide supermarket/hypermarket industry, serving more
than two billion clients per year. It has more than 9,000 stores in 27 countries across three
geographic regions. Carrefour invented and is continuing to develop the hypermarket concept,
and has a strong portfolio of global and local private label products.

Business Need:
Carrefour was using Lotus Domino as the platform for its intranet site, which included mostly
static content. The company wanted to evolve the intranet site into a robust portal capable of
integrating with back end systems (SAP, data warehouse, etc.). The also wanted to provide
personalized views, embedded collaboration features and tight security. The portal would
aggregate data for Carrefour's employees, especially executive and hypermarket managers, and
profile end users according to their roles.

Solution:
Carrefour implemented WebSphere Portal Extend (WPE) Version 4.2 to enable its employees to
access information and collaborate with other users. All of the customer's applications will be
available through this solution, allowing easy and fast access to all business and organizational
information. WPE also provides integrated team rooms, instant messaging, extended search
capabilities and community analysis capabilities.

Currently, users access the company's SAP system via WebSphere Portal Extend, which
includes distribution of critical product information to the hypermarket managers each week.
Employees also can access Human Resources information pertaining to holidays, employee
directories, etc. Carrefour intends to use the flexible and robust capabilities of WebSphere Portal
and WebSphere Studio Application Developer to further integrate with their SAP Retail, SAP FiCo
and SAP HR modules. This project is scheduled to start in the second half of 2004.

Benefits of the Solution:
Carrefour has not been able to quantify the benefits from this solution; however, the customer
expects significant cost reductions and improved efficiency due to simplified access to key
company applications. For example, the product and promotion campaign information will be

through the portal which will enable the management team with faster and and more streamlined access to mission critical information. Overall, the major benefits that Carrefour associates with the implementation of WebSphere Portal are:
- Time savings
- More efficient HR management
- Improved operations through easier access to multiple applications tasks
- Elimination of printed reporting methods
- Revenue improvements.