



Sysinct team helps companies manage growth with IBM e-business solutions.

Application	Content Management: Corporate intranet portal
Business Benefits	For Sysinct: Expanded product portfolio; shorter development cycle and time to market For customers: Streamlined administrative processes; improved employee productivity and customer service; long-term cost savings
Software	Lotus® Domino™ Lotus Notes®

It's called the "start-up equation" and is particularly apropos in this Internet age. An intense-energy team comes up with a high-impact business idea, and, working on shoestring budgets in a chaotic organization, usually delivers remarkably high growth, earning significant market valuations. But, as these new-age ventures grow, their chaotic organization can often become their nemesis. And these companies soon realize that they too must establish efficient processes and cost-effective

systems for human resource management, office administration, customer relationship management and more to achieve sustainable long-term growth.

"IBM's e-business technology is really enabling us to build better business value for our customers."

– Steve Swift, General Manager, Sysinct



Powered by Lotus Domino, Sysinct's Intranet Portal provides access to a suite of productivity applications.



e-business — redefining the competitive environment in your favor



Sysinct leveraged the Application Framework for e-business to help disparate business functions work together.

Increasingly, young and rapidly growing companies are entrusting this task to experts such as Sysinct, a practice within IKON Office Solutions Technology Services, LLC. A long-standing IBM Alliance Business Partner, IKON delivers high-tech solutions for productivity in the workplace. With \$5.5 billion in revenues and 1,000 locations worldwide, the company's broad base of offerings includes business equipment, copying and digital imaging services as well as document management services for specialized industries. Two years ago, IKON added consulting and application development services to its portfolio by setting up its Technology Services division. Soon thereafter, it became an IBM Firm Level Certified for e-business — Business Partner. This is a designation granted to highly qualified Business Partners that have met stringent professional training requirements and have a proven history of successful e-business implementations.

Today, the Technology Services division boasts 3,000 employees. One of the most successful practices within the division, Sysinct is also one of the first national IT solutions providers focused on IBM e-business solutions. Sysinct is offering a growing portfolio of e-business solutions to a broad range of small and medium-sized organizations, from manufacturers to healthcare organizations to educational institutions. Sysinct's solutions provide these businesses access to multiple applications through an integrated portal that is seamlessly connected to their back-end systems. Typically, small and medium businesses are unable to gather the expertise or resources needed to develop such solutions in-house.

Explains Rocco Polino, vice president, sales and marketing, Sysinct, "IBM provides a comprehensive range of development tools that allow us to do this for our customers in the most cost-effective manner in the shortest possible time. And, not only does IBM have leading-edge technology, but its products are tied into a well-thought-out application framework, which helps us define our overall development strategy and allows us to leverage existing infrastructure and applications."

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Integrated corporate portal raises productivity

One of Sysinct's solution offerings is its Intranet Portal, powered by Lotus Domino Web server software. Conceived as an integrated framework of productivity applications, the portal is accessible to authorized users through standard Web browsers. It includes human resource management modules — such as employee self-service, expense reporting and recruiting — as well as customer relationship management modules, including a help desk and a contact management system.

Says Mike Miller, e-business consultant, Sysinct, "The portal provides an organization's employees a single point of access to the applications and mission-critical information they need to perform effectively every day. For example, they can easily access their e-mail, calendar and to-do list through the same interface that enables them to check their customer contact information, payroll or company policies. By empowering employees with a self-service model, our portal solution can enable businesses to grow rapidly while remaining lean and efficient."

Flexible, turnkey solution

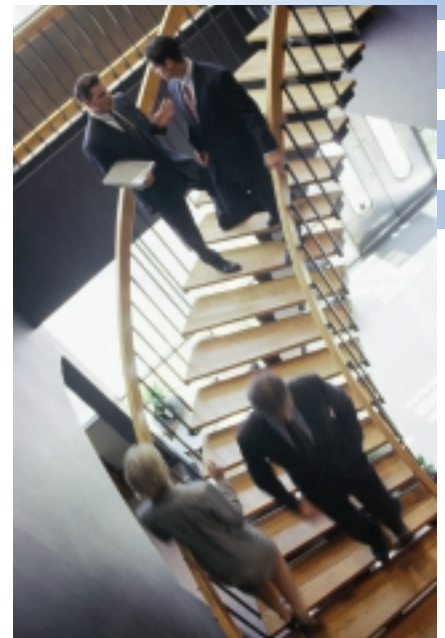
Designed as a drop-in turnkey solution, the Sysinct Intranet Portal can be easily integrated into customers' existing systems. Explains Swift, "Domino can run on a variety of platforms, from Microsoft® Windows NT® to IBM AS/400® to larger UNIX®-based systems. And IBM offers many integration tools such as the Lotus Enterprise Integrator. This makes our portal not only flexible and easy to integrate with customers' existing back-end systems, but also highly scalable." This suits Sysinct's customers, who are typically mid-size companies with 100 to 1,000 employees.

At the heart of the portal is a team database — stored in Lotus Notes — that consolidates corporate information, such as employee records containing names, addresses, primary bank account numbers for direct payroll deposit, organization charts, equal opportunity information, company policies regarding vacations and more. "By enabling employees to access this information directly, the portal enhances overall productivity," Swift says. "Human resource personnel are no longer bogged down by routine requests for information but can focus on more vital tasks such as recruiting."

The recruiting module automates the recruiting process from the point a manager makes the decision to augment staff, through the approval channels, to online job posting — internally and externally — to potential employees applying online. Once an applicant is hired, an employee record is created automatically and added to the team database.

"The back-end integration, the development tools and shorter development cycle — all these are the result of the Application Framework for e-business, a definitive e-business strategy that Sysinct and IBM share."

– Steve Swift



Automated workflows contribute significantly to increased employee productivity.

“One very attractive feature of our portal is that it enables reporting and analysis,” explains Swift. For example, the expense reporting module accumulates data from employee expense reports submitted online and integrates this with the back-end accounting system to generate reports or tally general ledger accounts.

Domino “natural choice” for collaborative service applications

Sysinct’s development team has made full use of the extensive workflow and collaboration features of Lotus Domino to equip the portal with sophisticated functionality.

The help desk, for example, integrates customer service with resource optimization by offering workload-balancing capabilities. A request for assistance received online is routed through the team database, which accesses the customer’s contact information and forwards a trouble ticket to the IT department, where it is put in a queue. Tasks in the queue can be allocated to appropriate staff to more efficiently and effectively manage the workload and to ensure prompt response to customer service requests. As Miller points out, “Domino was the natural choice for such applications due to the very strong, built-in collaborative features that the software provides.”

Continuing to develop its expertise in IBM e-business technology, Sysinct is expanding its offerings to include solutions based on IBM WebSphere® Application Server. Other software products, including IBM WebSphere Commerce Suite, IBM MQSeries® and IBM DB2® Universal Database™, have long played key roles in Sysinct’s solutions. Says Sysinct Managing Consultant Michael Krynicki, “I live and breathe the Application Framework for e-business every day. It serves as a roadmap for both defining the scope of the project as well as building the best possible solution, with all the right IBM tools and services.”

Swift agrees, “IBM’s e-business technology is really enabling us to build better business value for our customers. The back-end integration, the development tools and shorter development cycle — all these are the result of the Application Framework for e-business, a definitive e-business strategy that Sysinct and IBM share.”

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