

Streamlining Business Operations Through Enterprise Information Management

Terry Mullin
Vice President,
Information Availability Business Unit

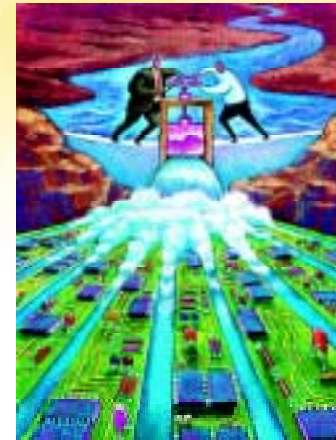
External Factors

- Globalization
- Web-enabled business processes
- The need for self-service IT
- Integration of business critical applications
- How EIM (Enterprise Information Management) addresses these issues

The Opportunity for Improvement in ERP

- Now that more than 60% of Fortune 1,000 companies have implemented core ERP applications...*they're exploring more ways to take advantage of the software, as well as add to it.*

Information Week



Key Issues

- ERP deployments typically only reach 10% to 15% of the enterprise
- Need to manage multiple types of reports and electronic documents
 - Output in addition to live file information
 - **Aggregate from any number of applications**
- Timeliness of information
- Cost of delivery and distribution
- Need to reduce burden on ERP system
- Need to manage reports and data over time

Leverage ERP Investments

- Reduces system load and network traffic
 - Scheduled reports are run once, published to Vista Plus
 - Only the selected pages (not the whole report) are delivered to the client
- A key component of a high availability/disaster recovery strategy - keep information available through planned/unplanned system downtime



What is "Information"?

- Output from any application, on any platform, running on any operating system, and from any ERP system or legacy application
 - Support for data streams including ASCII, ASA, PostScript, PCL, AFP, DJDE, Metacode
- Any electronic file or document users create or view
 - Word, Excel, PowerPoint, nVision files, AutoCad files, etc.

Two Fundamental Objectives That EIM Must Address

■ Increased Productivity



- Immediate access to information anytime and anywhere
- Quick and efficient access to the right information
- Accommodates individual preferences for each report

■ Reduced Costs



- Saves materials: paper, ink, forms, etc.
- Eliminates distribution: printing, bursting, shipping
- Provides archiving: online report and document archival
- Reduces resources: IT staff, system time

EIM and The Value of Reports

“80% of users will primarily need reports... 20% will need something more sophisticated.”

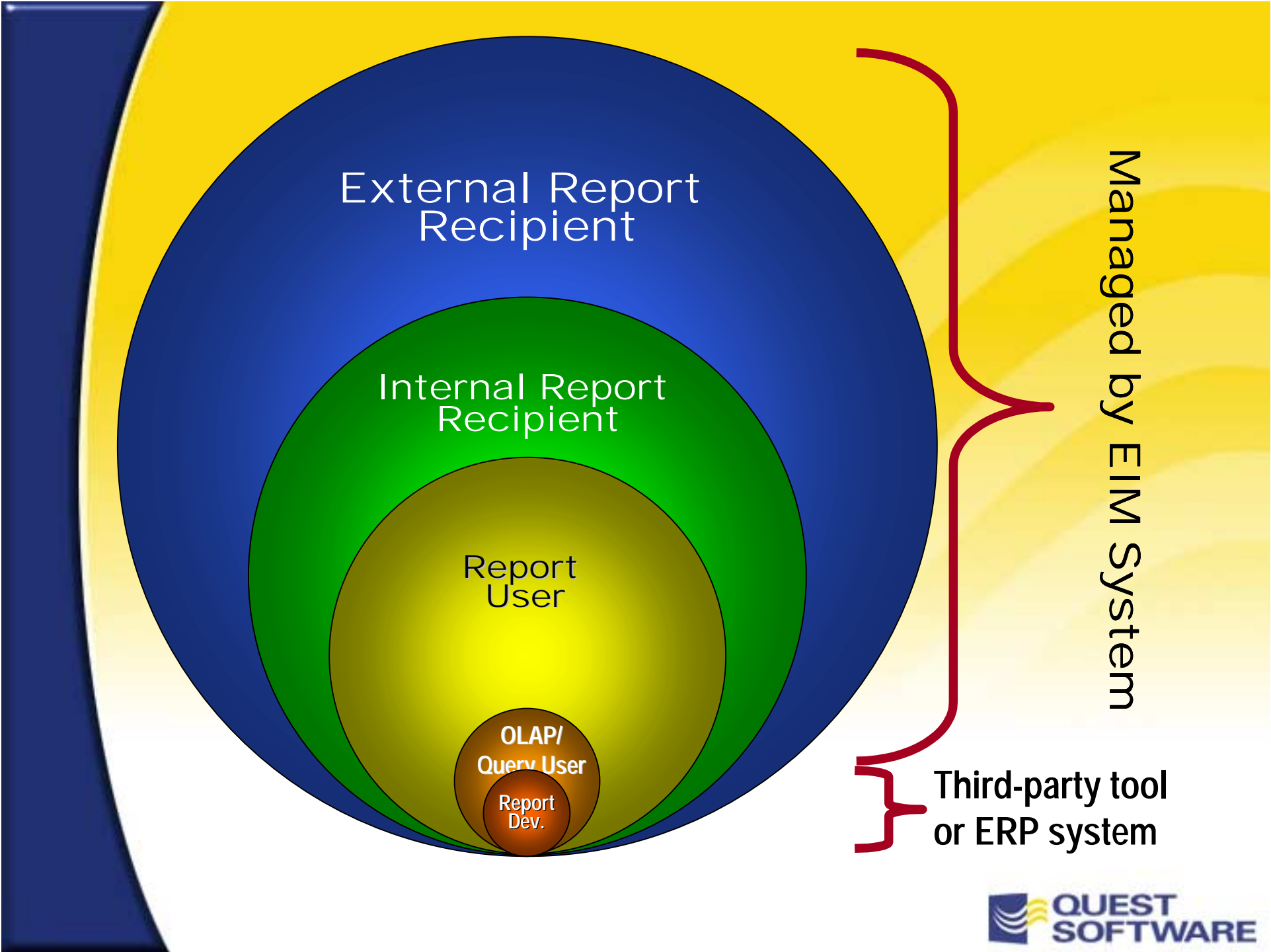
- *Giga Information Group*

Number of recipients



Sophistication of user





Think of the EIM system as a
*“data warehouse for end-user
created reports and
electronic documents.”*

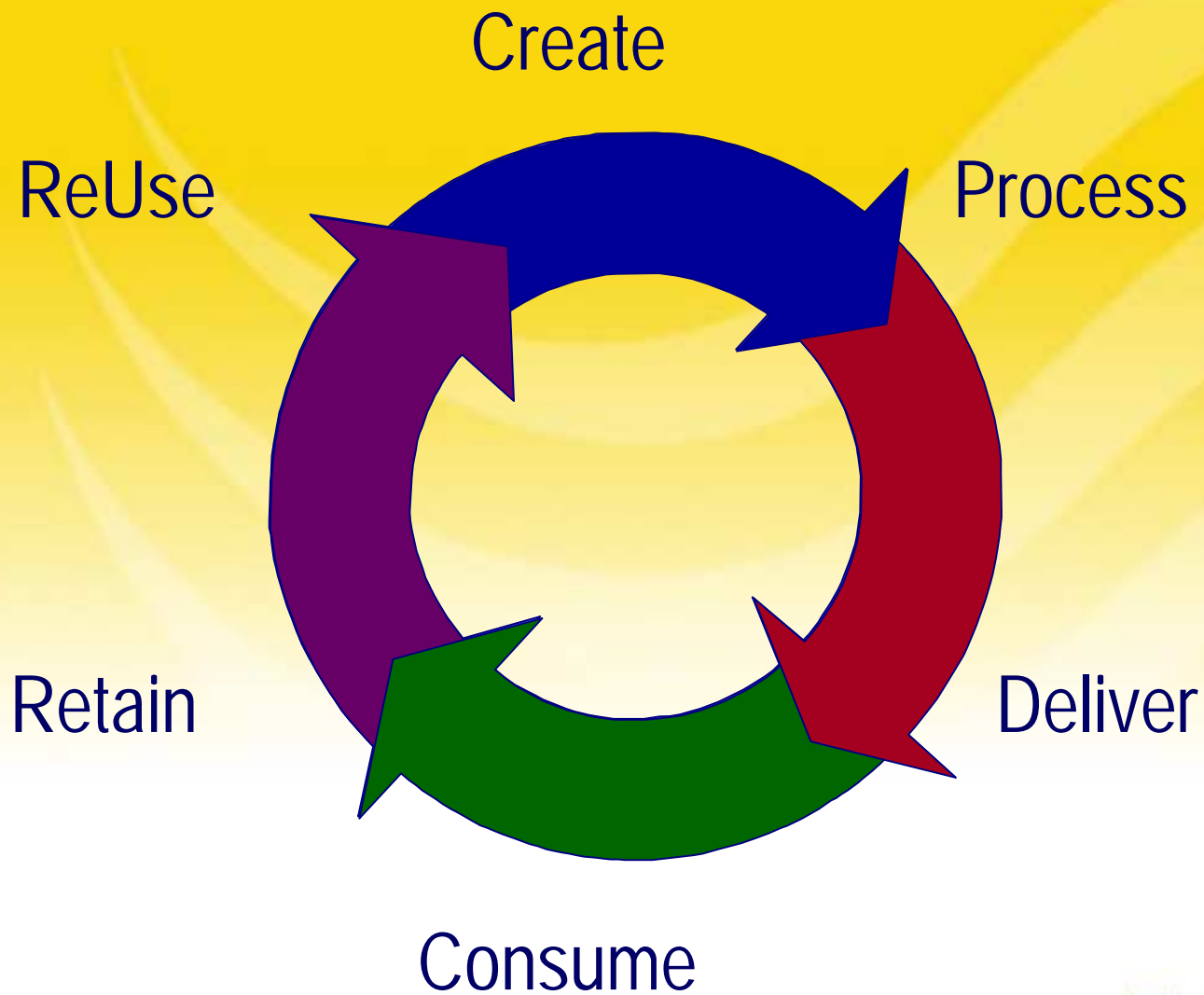
The Hidden Cost Of Printing



- 7.0 cents: H/W, toner/ink, paper, maintenance, power.
- 3.5 cents: admin. & purchasing, costs/overhead, orders, billing, storage.
- 19.6 cents: for the time users spend printing, picking up, copying and stapling.
- 32.9 cents: production processes, user interruption, hand finishing, copying.
- 3.5 cents: IS support, help desks, support, training,
- 3.5 cents: system infrastructure, servers, network, processing.

Source: Ashburnham Group,
Peterborough, Ontario

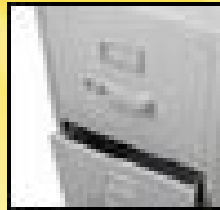
Enterprise Information Management Lifecycle



What do reports from these fine products have in common?



Legacy,
Client/Server



Vista Plus™



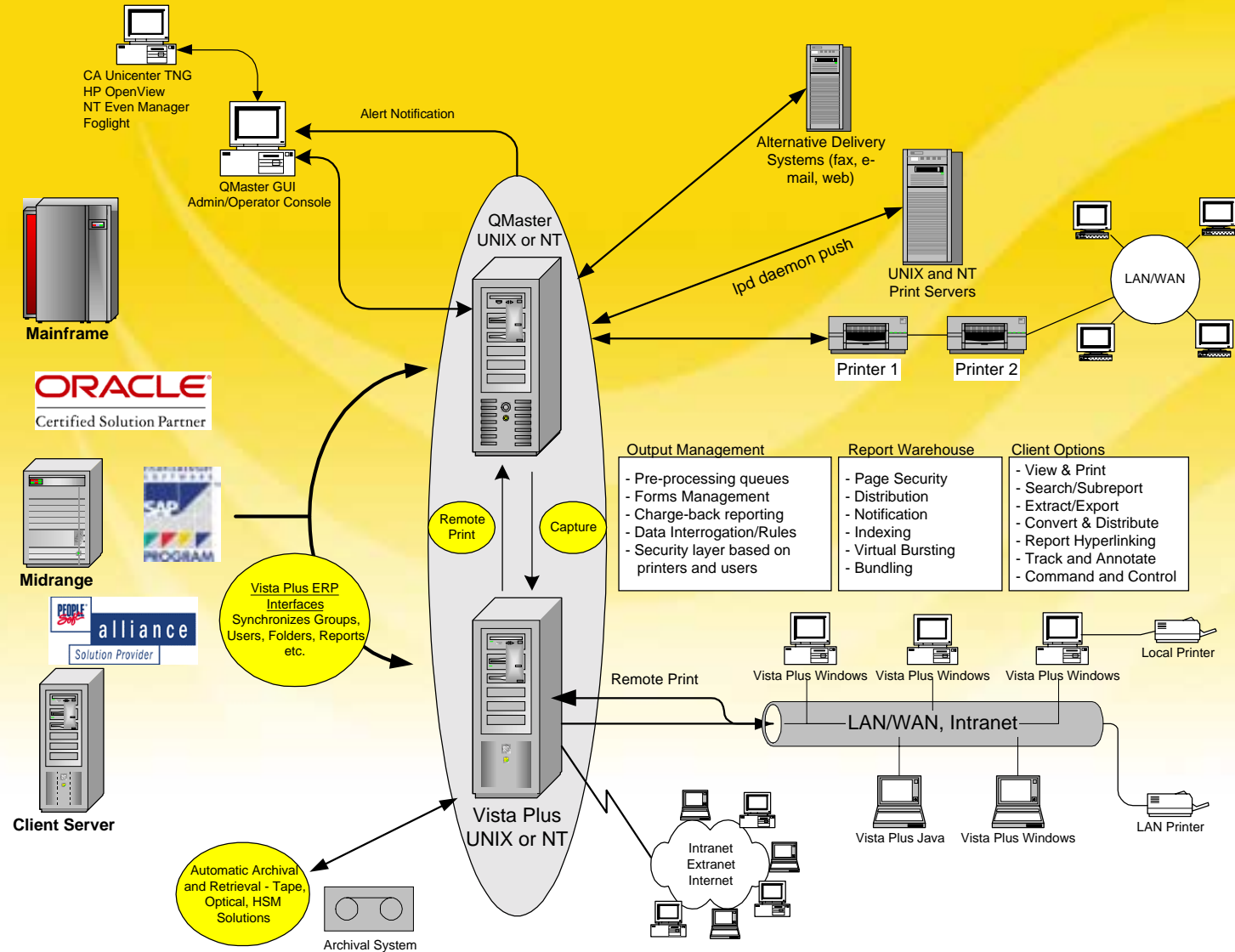
EIM Systems: The “Master Aggregators” of Enterprise Information

- From any application,
- Running on any system,
- Running any operating system.

Supports Report Index Hyperlinking™

- **Allows users to find related information quickly and easily**
- **Create indexes that span reports**
- **Associate reports based on indexes regardless of “location” of index on reports**
- **Enhanced drill-down capability within reports**

Enterprise Information Management Suite



- | Output Management | Report Warehouse | Client Options |
|--|---|--|
| <ul style="list-style-type: none"> - Pre-processing queues - Forms Management - Charge-back reporting - Data Interrogation/Rules - Security layer based on printers and users | <ul style="list-style-type: none"> - Page Security - Distribution - Notification - Indexing - Virtual Bursting - Bundling | <ul style="list-style-type: none"> - View & Print - Search/Subreport - Extract/Export - Convert & Distribute - Report Hyperlinking - Track and Annotate - Command and Control |

Transformation Engines

- **Provide report-format to HTML or PDF for access through native applications or Web browsers**
 - Report-format to RTF conversion
 - XML once standards are set
- **Allows reports to be sent as e-mail attachments to other users that may not have the EIM client nor Internet access to take advantage of Java client**
- **Provides basic component of electronic data interchange**

Delivering “Client Agnostic” Information

- Accepts Any Input
 - ERP generated output & reports
 - any third-party or homegrown application output
- From Any Platform
 - Mainframe
 - Midrange
 - Client/Server



- “Repurposed” to:
 - HTML
 - browser accessible
 - compatible for e-commerce / EBPP delivery
 - PDF
 - Adobe Acrobat compatible with free viewer
 - supports compact, stand-alone & E-mail delivery use

Setting The Stage For Self Service IT

- Use of Portal Technology
- Empower users to subscribe to what they need to do their jobs
- Offer PUSH and PULL options
- Users *don't know, and don't care* what application originally generated the report



Welcome, tjmquest! - [Sign Out](#) - [Help](#)

Personalize Page Content for My Front Page

Add or Delete content modules on this page by checking or un-checking the boxes. Be sure to click **Finished** when you're done.

[Change Layout](#) [Finished](#)

Select Page Settings

Page Name:

Choose Your Content (Select up to 20 modules below)

Now organized by topic!

Daily Reports from Vista Plus

- Daily Inventory
- Daily New Orders
- Daily Back-Orders
- Daily Sales Report
- Daily Accounts Receivable
- Daily Accounts Payable
- Daily General Ledger

Weekly Reports from Vista Plus

- Weekly Inventory
- Weekly New Orders
- Weekly Back-Orders
- Weekly Sales Report

Quarterly Reports from Vista Plus

- Quarterly 401-K Statement
- Quarterly New Orders
- Quarterly Profit & Loss
- Quarterly Sales Report

HR Information

- Welcome New Employees!
- Update on Health Providers
- Company Events
- Employee Handbook
- Insurance Forms
- Holiday Schedule

Top News

Welcome to My Portal - [Help](#) - [Sign In](#)

[Personalize your browser](#)



My Front Page [My Other Page](#) [\[Add Page - Options\]](#)

Personalize Content Layout

Customize your My Portal Headlines to see only the news of interest to you.

Message Center

You are not currently signed in

Already have a Login ID?

ID:

Password:

Remember my ID & Password

Sign in

[Need help signing in?](#)

My Front Page Headlines - May 19 11:02am [Edit](#) [X](#)

[New Reports from Vista Plus](#) May 19 10:05am

- [Daily Inventory](#)
- [Weekly Sales](#)
- [Quarterly 401-K Statement](#)

[Human Resources](#) May 19 9:02am

- [Update on Health Providers](#)
- [Employee Handbook](#)
- [Holiday Schedule](#)

[Top News](#) May 19 10:39am

- [Events](#)
- [Weather](#)

Microsoft Digital Dashboard

Outlook ... **Inbox**

- Folder List
- Holding Tank
 - A Box
 - **The New Plan (5)**
 - *IPO
 - 1 Func Specs
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 - 1ODDS
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 - 2I/Watch
 - 2ORAP
 - 3.0.8
 - 3.3 QMaster (1)**
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 - Aaron (1)**
 - Andrea (58)**
 - Aurilie Rizk (11)**
 - Brad (14)**
 - Edward (1)**

| | From | Subject | Received |
|---|------------------------|--|-----------------------|
| ✉ | O'Connor, Ra... | PS Conference Contact information Please send me the following information about your whereabouts during 10/22 & 10/25 Hotel Info: (Name, Address, Phone, Check In date) All Phone #'s All e-mail addresses All Pager #'s An alternate contact person and their phone # | Tue 10/17/00 8:43 ... |
| ✉ | Jeffrey Lau | contact information Jason and I are at the Disney Caribbean Resort. I think the number is 407.934.3344 I am in room 4545 and Jason is in room 1433. Show is from 11:30 to 7:00 today and 11:30 to 4:00 tomorrow (East coast time). | Tue 10/17/00 8:15 ... |
| ✉ | Stacy Zhen | RE: CID-11983 MIS is already in the process of configuring her system. All future requests need a justification before MIS could process the request. -----Original Message----- | Tue 10/17/00 8:10 AM |
| ✉ | John Allen | mysap.com One more thing on the ASUG we attended. When we asked for a show of hands (granted, our time slot was the last of a Friday afternoon and our audience which started at 60 was down to 20) of who was using or planning on using mysap.com all we got were blan... | Tue 10/17/00 7:40 ... |
| ✉ | John Allen | FW: 3 Good Reasons to Use Vista Plus with an SAP BW... Below are some things I stole from my own letter....Terry- is there someone we have at Quest who could further explain the cost in a SAP environment to archive data vs. the Vista method of archiving reports. After speaking to several customers at this sh... | Tue 10/17/00 7:34 ... |
| ✉ | O'Connor, Ra... | RE: Please Respond - Conference Presentations I let Paul know that you are awaiting his presentation. On another note, a portion of our presentation includes a demo which I need to use one of my laptops for - will this be an issue? I inquired about this very early on in the process and was to... | Tue 10/17/00 7:30 ... |
| ✉ | Shellie Davies | RE: Miami.... Lorraine, below are some options for airfare to and from the Xplor show. Among the four options, do you have any preferences as to when you would like me at the Convention center to help with set-up and tear-down? | Tue 10/17/00 7:27 ... |
| ✉ | O'Connor, Ra... | FW: Review PS Presentation Please let me know if you can attend Thursday 1:00 pm PST / 4:00 EST. I am available at this time. -----Original Message----- | Tue 10/17/00 7:18 ... |
| ✉ | margaret_bu... | Please Respond - Conference Presentations | Tue 10/17/00 4:39 ... |

49 Items, 35 Unread

File Edit View Favorites Tools Actions Help

New Print Send To Go to Today 1 Day 5 Work Week 7 Week 31 Month Find Organize

- Outlook Today
- Inbox (35)
- Calendar
- Portal Demo
- Contacts
- Tasks
- Notes
- My Shortcuts
- Other Shortcuts

Calendar Folder List

- Holding Tank
 - A Box
 - The New Plan (5)
 - *IPO
 - 1 Func Specs
 - 11/Watch
 - 1ODDS
 - 2.5
 - 2I/Watch
 - 2ORAP
 - 3.0.8
 - 3.3 QMaster (1)
 - 3.3 QMaster SAP
 - 3.4 QMaster PRD
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 - 4.2
 - 4.2.1 SMU (2)
 - 4.3 (6)
 - 4.3Linux
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 - Aurelie Rizk (11)
 - Brad (14)
 - Edward (1)

Tuesday, October 17

| | | |
|----------|---|---|
| 8:00 am | Vista Plus Status Review (TBD) | |
| 9:00 | | |
| 10:00 | Brad Weekly Meeting (Terry's Office) | discuss Andrea (Terry's office) |
| 11:00 | HA meeting -presumably cancelled as he is in Hawaii | Newsom meeting on HA:cancelled, in Hawaii |
| 12:00 pm | | |
| 1:00 | Demonstration of PortalVue | con call McBreen -that he actually |
| 2:00 | REVISED: READ BELOW | Randa O'Connor |
| 3:00 | Olaf call (you call Terry) | |
| 4:00 | Alliant Story (Terry's office) | |
| 5:00 | | |
| 6:00 | | |
| 7:00 | | |
| 8:00 | | |
| 9:00 | | |

October 17, 2000

October 2000

| | | | | | | |
|----|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

November 2000

| | | | | | | |
|----|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | | | | | | |

Due Date TaskP... Click ...

Fri 11/21/00 Where...

Outlook ... Portal Demo - Subscribed Reports

- Outlook Today
- Inbox (32)
- Calendar
- Portal Demo
- Contacts
- Tasks
- Notes
- My Shortc...
- Other Sho...

Folder List

- Holding Tank
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Home

Add a subscription to a report

| Report Name | Description |
|------------------------------------|--------------------------|
| <input type="checkbox"/> Bank | Bank Sample Report |
| <input type="checkbox"/> Inventory | Inventory Report |
| <input type="checkbox"/> NYLife | |
| <input type="checkbox"/> Sales | Sales Reports |
| <input type="checkbox"/> Seismic | Seismic Activity Reports |

Remove a subscription to a report

Remove all subscriptions

Show All Reports

Launch the Java Client

Show Email

Submit Reset

Outlook ... Portal Demo - Subscribed Reports

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 - Brad (14)
 - Edward (4)



- [Home](#)
- [Add a subscription to a report](#)
- [Remove a subscription to a report](#)
- [Remove all subscriptions](#)
- [Show All Reports](#)
- [Launch the Java Client](#)
- [Show Email](#)

Welcome, Terry Mullin

Here are the reports you have currently subscribed to:

| Report Name | Description |
|---------------------------|--------------------------|
| Bank | Bank Sample Report |
| Inventory | Inventory Report |
| NYLife | |
| Seismic | Seismic Activity Reports |

Outlook ... Portal Demo - Subscribed Reports

- Outlook Today
- Inbox (32)
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- Other Sho...

- Folder List
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[Home](#)

[Add a subscription to a report](#)

[Remove a subscription to a report](#)

[Remove all subscriptions](#)

[Show All Reports](#)

[Launch the Java Client](#)

[Show Email](#)

Select a page:

[1](#)

[2](#)

[3](#)

REPORT ID: INT-RPT-04
 Data As Of: 06/07/1996
 CBS/CSTS Inter
 Organizational Code: 003
 Location: 700480

| RM ID | Total Number of Calls | Total Number Deletions | Total Number of Proposals |
|---------------|-----------------------|------------------------|---------------------------|
| A003651 | 0 | 0 | 4 |
| A055610 | 6 | 1 | 11 |
| A084687 | 0 | 1 | 5 |
| A13805 | 0 | 0 | 1 |
| Totals | | | |
| RM's: | 4 | 6 | 21 |

Outlook ...

Portal Demo - Subscribed Reports

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[Home](#)

[Add a subscription to a report](#)

[Remove a subscription to a report](#)

[Remove all subscriptions](#)

[Show All Reports](#)

[Launch the Java Client](#)

[Show Email](#)

Commissions

Item No Territory / Sales Rep / Customer

January 97

| Customer No: | 122500 | EMBARRASSED MEATS | N KANSAS CITY | MO | 64116 | Commission | | | | |
|-------------------------------|--------|--------------------------|---------------|---------|-------|--------------|--------------|--------|-------|---------------------|
| 3R | 02171 | SUN FRESH BG 7.5X12 | 00503163 | 7/23/96 | -17 | \$203.03 | (\$3,451.51) | 0.00% | 5.50% | (\$189.43) Category |
| 3R | 02171 | SUN FRESH BG 7.5X12 | 00503163 | 7/23/96 | 17 | \$115.92 | \$1,970.64 | 42.00% | 5.50% | \$108.39 Category |
| 3R | 02172 | SUN FRESH BG 9.5X14 | 00503163 | 7/23/96 | -17 | \$230.09 | (\$3,911.53) | 0.00% | 5.50% | (\$215.13) Category |
| 3R | 02172 | SUN FRESH BG 9.5X14 | 00503163 | 7/23/96 | 17 | \$135.30 | \$2,300.10 | 41.20% | 5.50% | \$125.51 Category |
| 3R | 02173 | PRICE CHOPPER BG 7.25X12 | 00503163 | 7/23/96 | -17 | \$155.51 | (\$2,643.67) | 0.00% | 5.50% | (\$145.40) Category |
| 3R | 02173 | PRICE CHOPPER BG 7.25X12 | 00503163 | 7/23/96 | 17 | \$62.43 | \$1,571.31 | 40.95% | 5.50% | \$55.42 Category |
| 3R | 02174 | PRICE CHOPPER BG 9.25X14 | 00503163 | 7/23/96 | -17 | \$179.51 | (\$3,045.27) | 0.00% | 5.50% | (\$167.65) Category |
| 3R | 02174 | PRICE CHOPPER BG 9.25X14 | 00503163 | 7/23/96 | 17 | \$106.16 | \$1,855.05 | 39.11% | 5.50% | \$102.05 Category |
| Total for Customer No: 122500 | | | | | | (\$5,356.87) | | | | (\$294.43) |

| Customer No: | 133165 | QUEST TONER KANSAS CITY | KANSAS CITY | MO | 64108 | Commission | | | | |
|-------------------------------|--------|-------------------------------|-------------|---------|-------|------------|----------|--------|-------|------------------|
| 4A | 00161 | RM400 PF 18X18 800 SHTS | 00502569 | 7/3/96 | 2 | \$19.98 | \$39.96 | 68.94% | 5.50% | \$2.20 Category |
| 4A | 00161 | RM400 PF 18X18 800 SHTS | 00503379 | 7/3/96 | 4 | \$19.98 | \$79.92 | 68.94% | 5.50% | \$4.40 Category |
| 4A | 00162 | RM400 PF 20X20 800 SHTS | 00502569 | 7/3/96 | 2 | \$20.59 | \$41.18 | 68.94% | 5.50% | \$2.25 Category |
| 4A | 00163 | RM400 PF 22X22 800 SHTS | 00502569 | 7/3/96 | 2 | \$20.91 | \$41.82 | 68.94% | 5.50% | \$2.30 Category |
| 4A | 00164 | RM400 PF 24X24 800 SHTS | 00503379 | 7/3/96 | 6 | \$24.06 | \$144.36 | 68.95% | 5.50% | \$7.94 Category |
| 4E | 00220 | RM500 PF 24X24 400 SHTS 75 GA | 00502569 | 7/3/96 | 1 | \$25.20 | \$25.20 | 55.72% | 5.50% | \$1.39 Category |
| 4K | 01606 | RM500 CF 16X3500 75 GA | 00502569 | 7/3/96 | 2 | \$62.86 | \$165.72 | 12.50% | 5.50% | \$10.21 Category |
| 5A | 00147 | RM300 PF 22X22 800 SHTS | 00502569 | 7/3/96 | 2 | \$13.59 | \$27.38 | 59.01% | 5.50% | \$1.51 Category |
| 5A | 00147 | RM300 PF 22X22 800 SHTS | 00503379 | 7/3/96 | 2 | \$13.59 | \$27.38 | 59.01% | 5.50% | \$1.51 Category |
| 6L | 00006 | RM500 CF 16X3500 75 GA | 00503379 | 7/3/96 | 1 | \$71.67 | \$71.67 | 18.00% | 5.50% | \$3.94 Category |
| 6L | 00006 | RM500 CF 16X3500 75 GA | 00503267 | 7/26/96 | 2 | \$114.67 | \$229.34 | 16.00% | 5.50% | \$12.61 Category |
| 7A | 00323 | RI SINGLE ROLL FILM DSP | 00502569 | 7/3/96 | 2 | \$21.96 | \$43.96 | 0.00% | 5.50% | \$2.42 Category |
| Total for Customer No: 133165 | | | | | | \$957.59 | | | | \$52.65 |

| Customer No: | 133177 | QUEST TONER LENEXA | LENEXA | KS | 66215 | Commission | | | | |
|-------------------------------|--------|------------------------|----------|---------|-------|------------|----------|--------|-------|-----------------|
| 6L | 00006 | RM500 CF 16X3500 75 GA | 00502729 | 7/10/96 | 1 | \$114.67 | \$114.67 | 16.00% | 5.50% | \$6.31 Category |
| Total for Customer No: 133177 | | | | | | \$114.67 | | | | \$6.31 |

Case Study:



CMP

December 2005



Imaging & document solutions

Output Management Empowers

Verizon Wireless

When it comes to doing more with less, a wireless approach empowers the individual while cutting the cost of delivery. That's what AirTouch Communications, Walnut Creek, CA, had in mind when it deployed Verizon Wireless delivery and present event to its 10,000 employees nationwide.

Now a part of Verizon Wireless, New York, AirTouch used output management to make the most of information available in its Oracle ERP system, which handles everything from tax and user management to order fulfillment and processing. These functions are now automated for efficiency so employees can access the information they need to perform their jobs effectively.

The range of applications in AirTouch's ERP infrastructure included general ledger, accounts payable, fixed assets, project accounting, task management, purchasing, human resources, training administration, bills of materials, inventory, work orders, supply chain planning, order entry and accounts receivable. In addition, AirTouch deployed a series of mobile wireless access applications to enhance user functionality.

One of those solutions was Vista Plus from Quest Software, Irvine, CA. Vista Plus pro-



verizon wireless

vides automated output management across the enterprise, handling a variety of tasks, from ad hoc reporting to scanning incoming paperwork and attaching it to the appropriate database records. Document processing functionality is invaluable for groups such as accounts payable departments because they no longer have to handle documents manually. Relying on Web access through Vista Plus,

users can manage both electronic documents and scanned images through arbitrary browsers.

Self-service was important to AirTouch because of the company's geographic diversity. The Vista Plus system created a consistent document and report repository that could be accessed from anywhere, via the Web. This enabled employees to do many things on their

Verizon Wireless

- Verizon Wireless is the largest wireless communications provider in the U.S. with over 16 million wireless voice and data customers and nearly 4 million paging customers.
 - Formed by the combination of the U.S. wireless businesses of Bell Atlantic Corp. (NYSE:BEL) and Vodafone AirTouch Plc (LSE:VOD; NYSE:VOD). The new company includes the assets from Bell Atlantic Mobile, AirTouch Cellular, PrimeCo Personal Communications and AirTouch Paging.
 - Verizon Wireless will be further strengthened by the addition of the wireless assets of GTE Corp. (NYSE:GTE) when it completes its merger with Bell Atlantic. When the merger is complete, the new company will have a footprint covering more than 90% of the U.S. population, 49 of the top 50 and 96 of the top 100 U.S. markets.

Verizon Wireless: Print Output Savings With Vista Plus



Carl Eberling, Vodafone AirTouch

Director of ERP

Challenges Verizon Faced

- Consolidation of financial operations for business units in United States and Canada
- Deliver critical information without delay to over 13,000 users, regardless of location
 - 4,000 reports per day, increasing to 12,000 reports per day during month end

Challenges Verizon Faced (cont.)

- Individual business units had reporting requirements
 - took more than 4 days to receive information in consolidated format
 - some sites took up to 10 days to get reporting information, that was time sensitive
- Integrate with Oracle Applications
- Implement solution quickly

Challenges Verizon Faced (cont.)

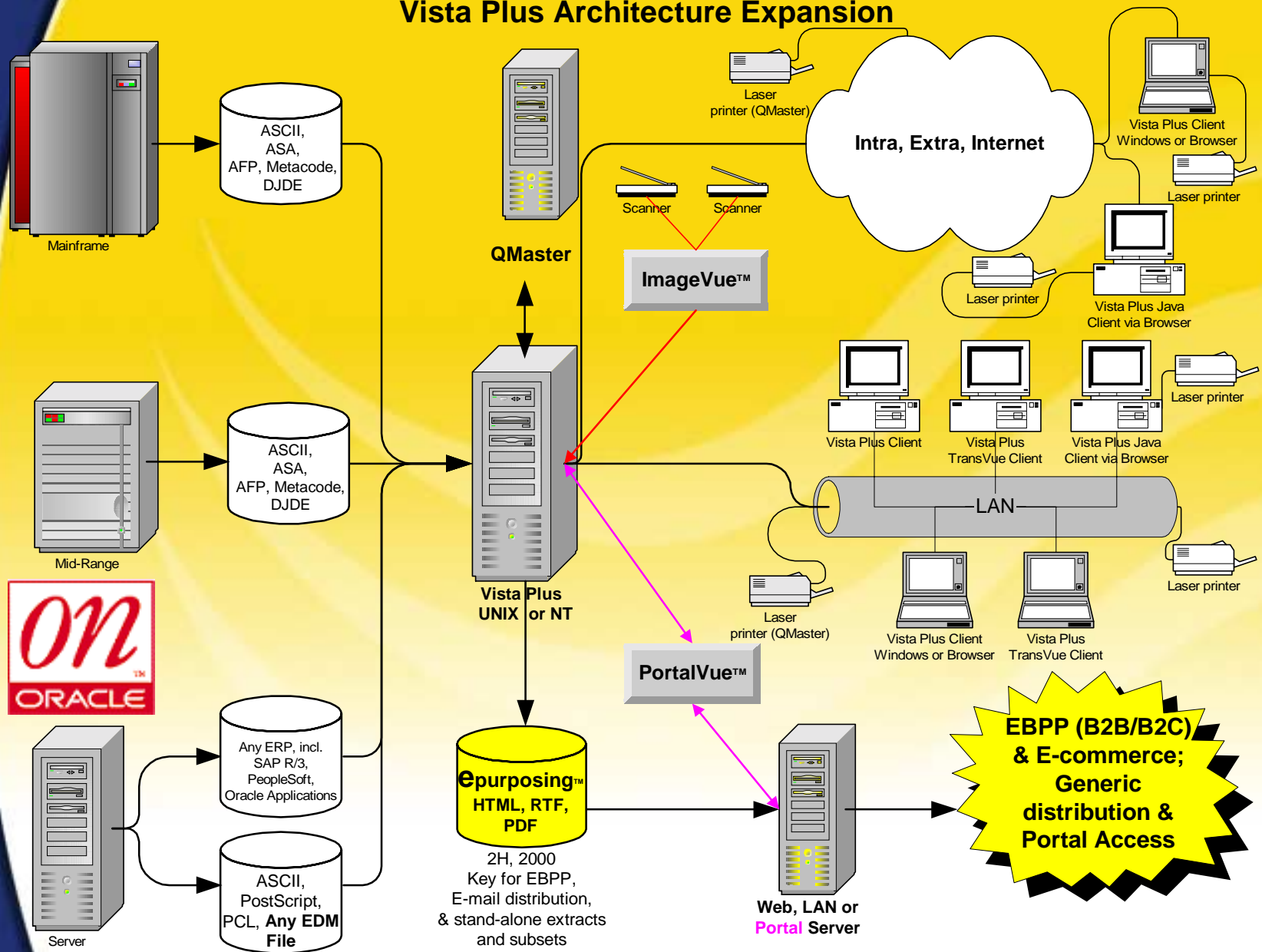
- Experiencing growth at a tremendous rate both internally and via mergers and acquisitions
 - IT challenges
 - Need to control reporting from a common product and to present to the user through an Internet client
 - Use product capable of aggregating report and electronic documents created by any application from any platform

Value That Vista Plus Provided

- Vista Plus provided all the requisite capabilities
- Vista Plus installs quickly and empowers Verizon's users to get the information that they need to do their jobs, wherever they are
- IT initial implementation took less than 2 weeks, and included creation of report & folder groups, account admin., and the roll out across the enterprise!

How Vista Plus Is Deployed At Verizon Wireless

Vista Plus Architecture Expansion



Results Realized

- Reduced printing costs and volume of print jobs up to 50%
- Enabled immediate distribution of Financial reports to over 13,000 users worldwide
- Improved response to user request from “days” to “minutes”
- Saved users hours of re-keying data using Vista Plus’s extraction feature

Results Realized (cont.)

- Eliminated printer administration costs at the central data center
- *Vista Plus proved to be the key technology enabler of the \$40 million ERP consolidation project*

Verizon Wireless:

Extending ERP Solutions with Vista Plus



Carl Eberling, Vodafone AirTouch

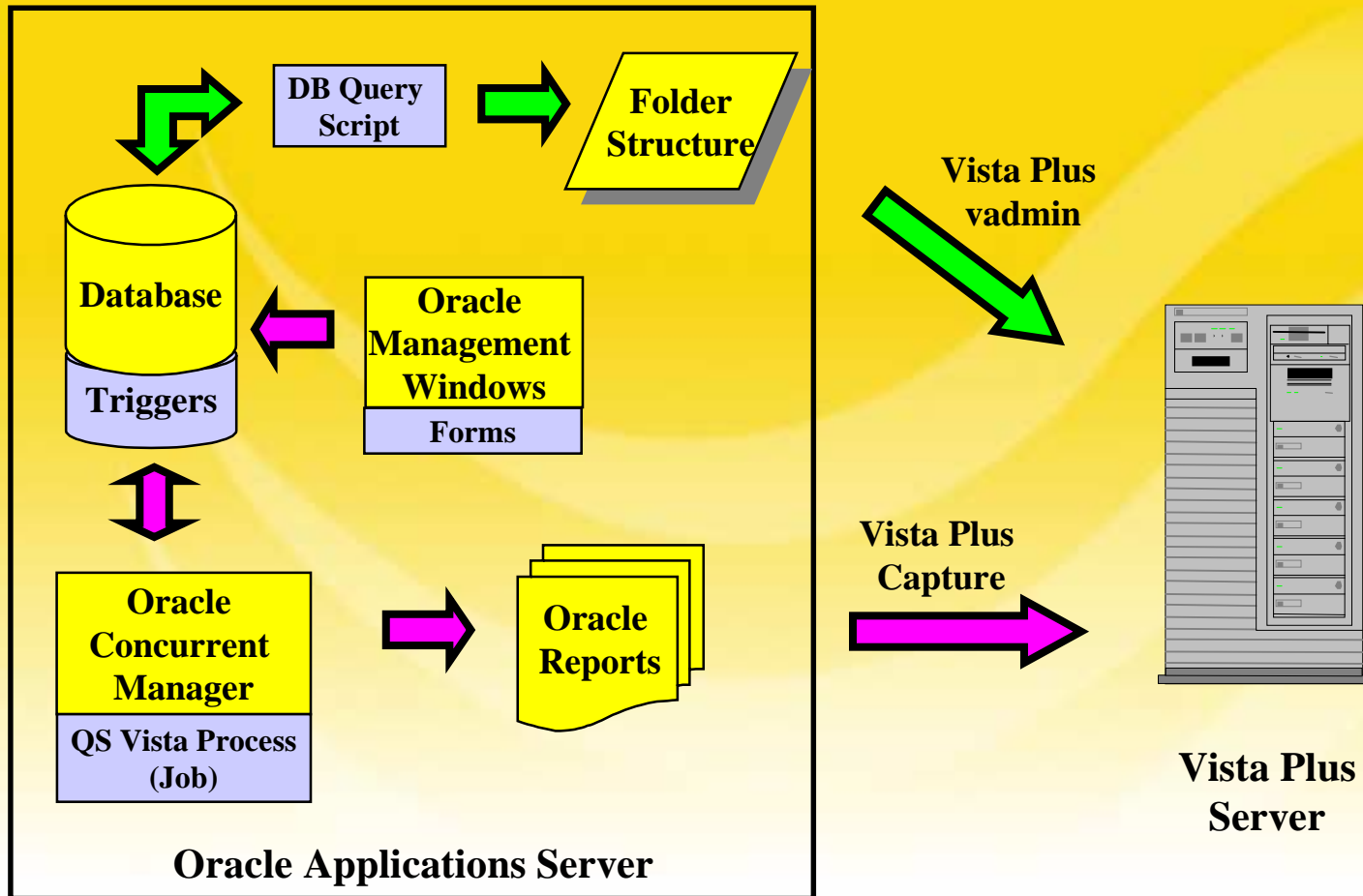
Director of ERP

Oracle Applications Interface



- Automatically synchronizes
 - Users (including End Date & Password Expiration)
 - Groups/Folders (Responsibilities)
 - Reports
 - Security (Permissions on Group Level)
- Virtually eliminates system administration time between systems

Vista Plus Interface for Oracle Applications



The Vista Plus Solution

- Vista Plus is an “open” enterprise report management solution built around UNIX and Windows NT.
- Vista Plus automatically captures, stores, distributes, and archives report data, application output, or electronic documents.
- The Vista Plus solution provides wide distribution of information over any network, including the Internet.

Why Companies Choose An EIM Solution

- EIM enhances the ERP system value
 - EIM lowers the TCO
 - EIM provides a less-than 1 year ROI
 - EIM provides “one stop shopping” for report viewing, with bursting & bundling, archiving, electronic document management and report mining support
 - Provides web access to ERP reports through Internet client options

A Closing View: Henry Ford Health Systems

- Henry Ford Health System is one of the nation's leading health care providers, offering a seamless array of acute, primary, tertiary, quaternary and preventive care backed by excellence in research and education.
 - Henry Ford, a Michigan non-profit health care enterprise governed by community leaders, records \$1.9 billion in revenues annually while providing \$60 million in uncompensated care.

Henry Ford Health Systems

Empowering Users with Vista Plus



Harry Vanicelli, Henry Ford Health Systems

Systems Consultant

Critical Considerations for Buyers

- Make sure that the EIM solution works seamlessly with the leading ERP applications and that the vendor has unquestionable knowledge in the management of the core database itself;
- Look for solutions that have tight integration of both the IDARS, EDM and DOM components that make-up EIM (Vista Plus & QMaster);
- The vendor must demonstrate open integration with virtually any portal technology;
- Make sure that the vendor you choose has financial stability with over 50 plus consecutive quarters of profitability and is highly regarded in the financial investment community. The vendor you choose needs to be there for you in the long haul;

Critical Considerations For Buyers

- Make sure that the vendor that you choose has customers that will go on record and "speak their mind" on what they feel about your solution;
- Make sure that the product runs successfully on the major releases of UNIX and Microsoft Windows NT/2000. That the product can be installed, configured and demonstrated to the potential buyer, *with their own data*, in under a couple of hours;
- That the product has a CBT to provide enterprise training. Also, check into the record and impressions of the company's PSO and Tech Support groups;
- Lastly, DOGFOOD. Dogfooding is the practice of a software vendor using its own product, company wide, for mission critical uses. If the vendor doesn't use their own products, why should you buy it?

Pick the Product That Is Enterprise Deployable

- Rapid installation and POC
- Extensive on-line help and excellent user documentation
- Stand alone and Internet capable CBT: the product that trains the users!
- Pocket guides for easy reference for new and experienced users.

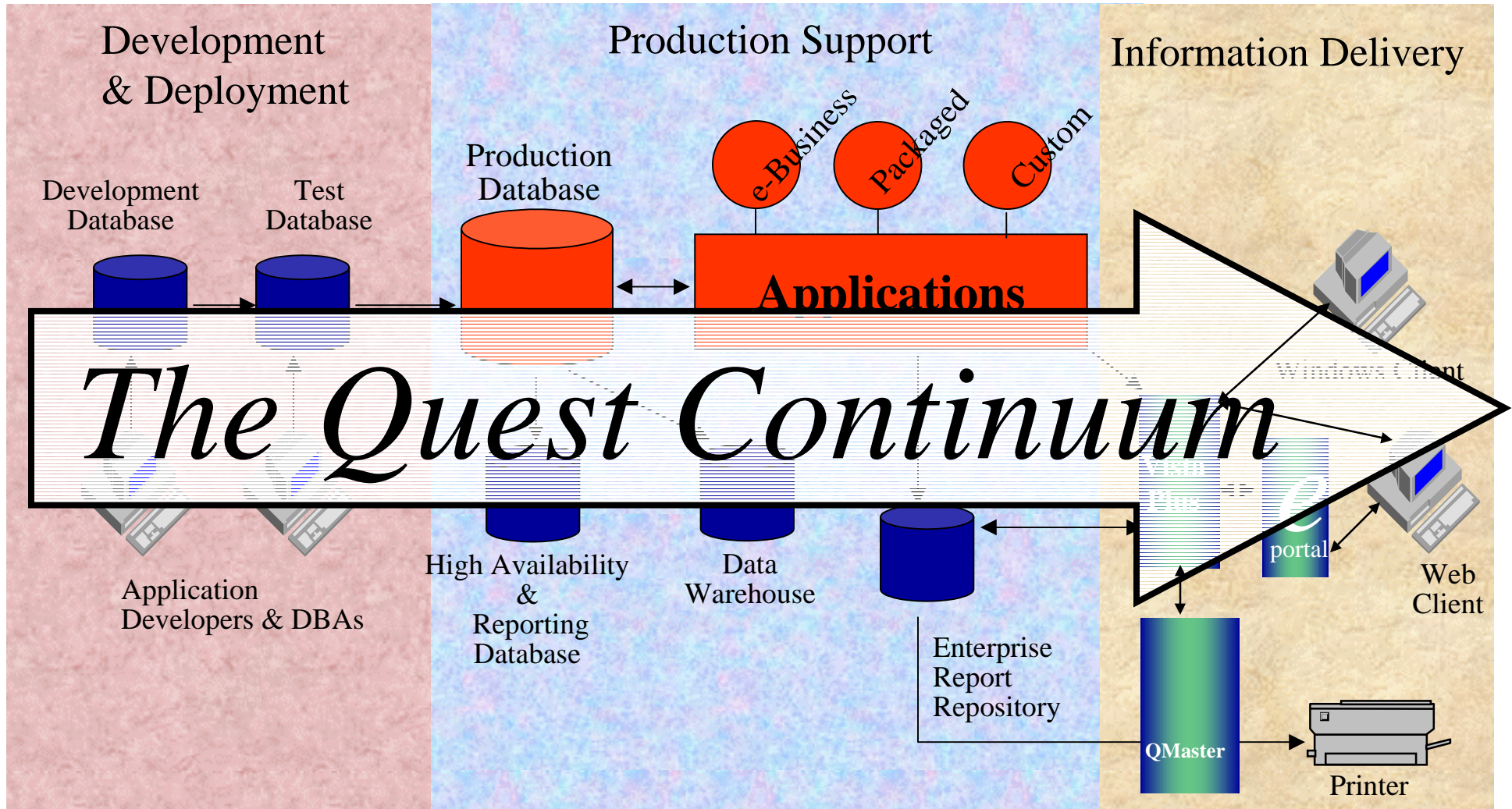
Vista Plus:
Best of AIIM Award
May 2000



Vista Plus & Verizon Wireless: Leading E-Document Application



Application & Information Availability



Thin Client Development
 Test Data Generation
 Impact Analysis
 Change Management

Monitoring
 Tuning
 Administration
 Application Fail-over
 Job Scheduling
 Live Reorganization

Report Distribution
 Output Management
 e-Statement Presentment
 Information Portal



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