



Maruti Udyog Limited
Government of India and Suzuki Motors
Speeding Information Access



A joint venture between the Government of India and Suzuki Motors, automotive manufacturer Maruti Udyog Limited has the largest dealer and service network in India and commands a 60 percent market share of the Indian car market.

In the JD Power Survey for the year 2000, Maruti was ranked number one in customer satisfaction — marking the first instance where a leader in the Indian market was also recognised as a leader in customer satisfaction.

To help maintain this high level of customer satisfaction, Maruti was looking for a way to speed and streamline information access to ensure the fastest possible response to customer issues.

Aligning the right portal solution with business needs

"We knew we needed to be more nimble when it comes to information access and sharing," says Rajesh Uppal, general manager, IT division, Maruti Udyog Ltd. "We had been looking for portal software for our intranet to help accomplish this but had not found any open, flexible and cost-effective solutions. HP Services was instrumental in pointing us toward the Microsoft SharePoint Portal Server."

Maruti had, in fact, been partnering with HP Global Services since 1993; and HP Services has provided design and support services for Maruti's networking infrastructure as well as providing assistance in planning the migration from Microsoft Exchange Server 5.5 to Exchange 2000.

"The HP Services team understands our business and our information technology requirements," says Uppal. "Their extensive Microsoft expertise—along with the information they shared with us about HP's own intranet solution based on SharePoint—enabled the fast deployment of Microsoft SharePoint Portal Server and resulted in a solution that is both flexible and cost-effective."

The Microsoft SharePoint Portal Server runs on a HP ProLiant™ DL 380 Web server. "The proven reliability and scalability of the ProLiant platform was a key component of the total intranet solution," says Gopi Nath, HP Services. "HP's reputation for product excellence in industry-standard solutions and best-in-class engineering was important to Maruti."

Before and after SharePoint

Prior to implementing the HP Services solution for Microsoft SharePoint Portal Server, document publishing at Maruti was handled by the Information Management Department. This proved to be a slow, cumbersome process.

Maruti had also been using Microsoft Exchange Public Folders for information sharing – but that meant there was no true document management capability, no data categorisation and no search functions. "Basically, we had been using Exchange e-mail to disseminate information," Uppal explains.

Business results:

Improved customer service - *Maruti employees can easily access the information they need to respond more quickly to customer issues*

Improved information sharing - *document collaboration and publishing features enable users to work together more easily and publish documents more efficiently*

Faster time to benefits - *Microsoft SharePoint Portal Server was fast to deploy, easy to customise and easy use*

What makes it work:

Systems: *One HP ProLiant DL 380 server*


Software: *Microsoft SharePoint Portal Server application and Windows 2000 Advanced Server operating system*

Solutions: *HP Publishing and Intranet Portal Solution*

Services: *HP Services to help plan, design, customise and implement the SharePoint Portal Server solution*

"Leveraging its extensive Microsoft expertise, HP Services worked closely with our team to design and implement a customised intranet solution that is flexible and cost-effective."

*Rajesh Uppal,
General Manager, IT Division,
Maruti Udyog Limited*



"This approach was not very efficient or economical in terms of data storage requirements and manageability."

Now, the Microsoft SharePoint Portal Server provides complete document management functionality, with a robust routing and approval process for documents. Versioning capabilities streamline collaboration efforts and make it easier for users to track changes in documents. This improves the quality of documents and speeds the time to publication. With the extensive SharePoint search and categorisation features, published material is easier to locate, manage and maintain.

The SharePoint Portal Server is also quite flexible. The digital dashboard enables users to choose which information they want to view on their browser. With the subscription feature, users are automatically notified via the intranet portal or e-mail about changes to documents and folders they have chosen to subscribe to.

Uppal is pleased with the results. "Now, information sharing is quick, accurate and easy," he says.

Customisation is key to deployment success

Currently, 230 users are taking advantage of the HP Publishing and Intranet Portal Solution, with plans to soon expand the rollout to 550 users.

HP Global Services was involved with the planning, design, development and implementation of the solution—and that included customising the Microsoft SharePoint Portal Server product.

"Our goal was to help Maruti quickly deploy an intranet portal tailored to their specific needs," says Nath. "We started with the 'out-of-the-box' Microsoft SharePoint Portal Server product, then customised Web parts and digital dashboards to meet their requirements."

The customisation efforts included creating static reports generated daily on activities such as dispatch status, spares and attendance information.



Dynamic reports were created to pull real-time data from a database, including production summary, manpower inquiry, payment status, materials-scheduled-versus-supplies and other key operations processes. Customised Web parts also enable users to access key components of their Exchange Server account, including inbox, outbox, sent items, contacts and calendar.

"Now users can easily access a consolidated, current view of key business reports as well as link to familiar Exchange components — all from their Web browser in the SharePoint intranet portal environment," says Nath.

"With the HP Publishing and Intranet Portal Solution for Microsoft SharePoint Portal Server, our intranet portal is customised to our specific requirements and more personalised for the individual user," adds Uppal.

Information sharing across boundaries

Part of the customisation work done by HP Services also included extending the Microsoft SharePoint Portal Server capabilities to include an extranet that allows Maruti to interact online with its 400 business partners and suppliers. "Now most of our transactions with partners and suppliers can be done electronically," says Uppal. "They can check the status of orders, payments and quality issues quickly and securely."

The bottom line: customer satisfaction

Maruti is pleased with the fast deployment, improved connectivity and ease of use of the HP Publishing and Intranet Solution using Microsoft SharePoint Portal Server on the HP ProLiant server platform.

"The faster and easier we can access information, the sooner we can respond to our customers," Uppal observes. "That is what is needed to maintain a high level of customer satisfaction, and HP Services is helping us achieve it."



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