



# MAJOR HOME IMPROVEMENT RETAILER

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### The Organization:

Headquartered in Atlanta, GA, this retailer is the world's third largest retailer with more than 2,000 retail stores in all 50 states, the District of Columbia, Puerto Rico, U.S. Virgin Islands, Canada, and Mexico. Through its businesses, this major home improvement retailer is also one of the largest diversified wholesale distributors in the United States, with nearly 1,000 locations in the United States and Canada offering products and services for building, improving, and maintaining homes, businesses, and municipal infrastructure. The retailer provides customers with 40,000 to 50,000 different products ranging from building materials to home improvement and garden supplies. In 2005, revenues for this company exceeded \$73.1 billion, the number of worldwide full-time and part-time associates exceeded 355,000, and the number of headquarters employees exceeded 5000.

### The Business Challenge:

- **Content Globalization:** The retailer was interested in automating its content globalization process within the context of its existing EMC Documentum infrastructure as well as a third-party translation application. This capability was not available within the base Documentum product.
- **Legal Document Workflow:** Lawyers for this organization had operated outside the established standard document management policies. Email attachments were used by legal on an ad-hoc basis for sending content for collaboration outside the enterprise. The retailer was interested in ensuring its legal department adhered to its enterprise content management standards while still providing the capability to communicate with outside counsel.
- **Single Sign-On:** The company was interested in establishing single sign-on productivity and secure collaboration to its corporate portal and multiple Documentum eRooms for each authenticated user.

### The Project Background:

This organization had selected Documentum as their Enterprise Content Management (ECM) solution because of Documentum's very broad set of capabilities. This selection was in support of its strategic objective of consolidation and standardization on a common ECM platform. After settling upon Documentum, the retailer began to investigate specific projects to pursue so that they could leverage the capabilities and features of Documentum.

### The Unbounded Solution:

A Web Development Kit (WDK)-based application was designed to allow the retail company's users across all departments to create local language translation projects. Web services built into the translation services application were able to create projects in the 3rd party translation application, Idiom® WorldServer™, which corresponded to projects within Documentum. J2EE servlets were created and JDK code was developed to allow Idiom to be integrated with Documentum. This integration was able to leverage Documentum's workflows and lifecycle module capabilities.



## UNBOUNDED SOLUTIONS CASE STUDY

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### About USI:

*Unbounded Solutions, Inc (USI) is an Information Technology services and software consulting firm specializing in Enterprise Content Management, Enterprise Application Integration, and Customer Relationship Management. USI was established in 2000 with the objective of providing corporations the competitive advantage to sustain success. USI has time and again been trusted by leading organizations with crucial assignments.*

*At USI our focus is on result-oriented technology solutions. Our consultants are experienced professionals who constantly provide high-impact solutions that set the standard in systems design and delivery. We treat each customer as our partner in solution delivery and strive to reward their trust by adding value to their organization. We work with our clients from insight to execution - providing a technical approach and end-to-end solutions that are unique in their professionalism and pragmatism.*

A second WDK-based application was created for attorneys in this retailer's legal department, with special attention paid to providing a very simple end-user interface. Within this application each legal user could store his/her enterprise content in the Documentum repository so as to comply with existing company policies and processes. Using eRoom web services, content was linked from the custom application to a specific eRoom for outside collaboration. Once collaboration was complete content would be unlinked from Documentum and destroyed in eRoom.

Microsoft Simple Object Access Protocol (MSSOAP), Visual Basic-based webservices, and eRoom extensions were used for single sign on purposes. The new, custom process allowed each user to sign on to the system one time so that he/she could access his/her online portal and designated eRooms, which were determined by the his/her user classification, user facility, and user community definitions.

Finally using the eRoom Server Access API (SAAPI) and eRoom server extensions, a system was built to simplify the process of activation, deactivation, and management of eRooms and accounts. This system was also used to report on system vitality stats such as disk space limit usage. The goal of these changes was to ease system maintenance and administration of eRooms in addition to providing security enhancements to the retailer's collaboration system.

### Business Benefits:

**Productivity:** Many productivity gains were achieved including simplified maintenance of eRooms, a streamlined web content translation and globalization process, and a single sign-on process for portals and eRooms.

**Compliance:** The legal department at the retailer was brought into compliance with the overall corporate Enterprise Content Management standards.