

**The Organization:**

Premiere Global Services, Inc. (PGI) is a leading global provider of innovative business communications and data services. Customers use its ASP platform to conduct traditional and VoIP-based collaboration sessions and to process and deliver large quantities of individualized, business-critical information. PGI offers outsourced document delivery, data capture, alerts/notifications, and campaign management solutions that automate customers' business processes and improve efficiency levels enterprise-wide. PGI also offers a full suite of conferencing solutions including automated, operator-assisted, and Web collaboration services that enable customers to communicate real-time via an advanced, open standards global conferencing platform. PGI serves more than 46,000 corporate accounts in nearly every business sector throughout 18 countries worldwide.

**The Business Challenge:**

Being a leading global provider, PGI's conferencing and data services are varied and tailored according to individual country-specific requirements and PGI considers effective marketing of these services in different languages to be a key factor in its overall success. The company maintains three websites for marketing services and solutions in 23 different languages. There were no existing business processes and mechanisms implemented for centralized management of global web content and for maintaining consistent look and feel for these global websites. Furthermore, the existing web content management system was missing required functionality to maintain standalone web pages across global websites as well as control over different components of a web document within the system.

**The Project Background:**

PGI maintains three websites for effective marketing of their products and services in 18 different languages across the globe –

1. **Shareholder Information:** A corporate website that provides shareholder information like stock information, financial releases, press/media releases, annual reports, etc.
2. **Conferencing and Collaboration:** A full suite of conferencing solutions, including automated, operator-assisted, and Web collaboration services that enable customers to communicate real-time via advanced, open standards global conferencing platform
3. **Data Communications:** A comprehensive suite of outsourced document delivery, data capture, alerts/notifications, and campaign management solutions that automate customers' business processes and improve efficiency levels enterprise-wide.

**Multi-Lingual Web Content  
Management System**

*Enhancements and Upgrades*

## 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.*

## The Unbounded Solution:

Leveraging the features and benefits of version of Documentum v5.3 sp2 including Documentum Web Publisher and Indexing Server, USI designed and implemented enhancements and upgrade paths for PGI to overcome their issues due to missing functionality. This included creating and modifying new and existing content templates and presentation files, configuration of websites and content objects in the repository, creating a centralized content management system for managing corporate websites in 23 different languages with consistent look and feel, and creating a complete new functional organization structure for managing different website content in different languages. Also, USI helped PGI to automate business processes to allow users with limited knowledge of web technologies to control and manage standalone web pages and components more efficiently and publish those pages directly onto the websites without delays. Finally, the system upgrade also included implementing and configuring new the Documentum Indexing server for fast searching and retrieving of web documents within the repository.

## Business Benefits:

**Centralized Web Content Management System:** enabled easy management and publishing of global websites from a central location.

**Functional Organization Structure:** enabled web masters and authors to manage and publish their own content for the websites.

**Flexibility:** enabled web masters to easily add-on new websites in different languages maintaining consistent corporate look and feel and more control over standalone web pages and different components.

**Efficiency:** enabled authors with limited knowledge of web technologies to easy create, translate and publish web content in different languages.

**FAST Searching:** enabled easy searching and retrieval of corporate information within the website content repository.