



Caterpillar

Knowledge management solution enhances functionality and streamlines business processes

Benefits

- Electronic document management cuts down on paper storage
- Easy search and retrieval of customer information improves response time

Business overview

A Fortune 100 company, Caterpillar is the world's leading manufacturer of construction and mining equipment, diesel and natural gas engines, and industrial gas turbines. The company is a technology leader in construction, transportation, mining, forestry, energy, logistics, electronics, financing, and electric power generation.

Challenges

Whayne Supply Company, a Caterpillar dealer in Louisville, Kentucky, was looking for a replacement for its old imaging system in 1998 because of its conversion to the Dealer Business System (DBS) applications. As mandated by Caterpillar's corporate office, DBS is the new software system that all dealers must use. EMC[®] Documentum[®] ApplicationXtender[®] Report Management can easily capture the reports generated by DBS, making the most of the new system. The first application that came to the forefront for Whayne Supply was imaging of Parts Shipping Orders (PSO). Whayne Supply generated over 475,000 multipart PSOs in 1997. Each had to have signatures on the original and the copy. The original was given to the customer and the copy was filed. Vince Thacker, information services manager at Whayne Supply, said, "We literally had walls of filing cabinets with hundreds of thousands of PSOs on file. It took many hours to keep the documents filed."

EMC solution

Twenty-three of Caterpillar Inc.'s dealerships have adopted an EMC Documentum ApplicationXtender enterprise-wide solution to improve business operations. They have since experienced enhanced functionality and streamlined business processes, thus increasing their overall productivity.

EMC Documentum ApplicationXtender, along with ApplicationXtender Report Management and EMC DiskXtender[®], comprises this business solution for the dealerships. ApplicationXtender provides transactional content management that lets the user organize, store, and retrieve scanned documents and other objects with ease. ApplicationXtender Report Management electronically stores, archives, and manages computer-generated output data and reports. DiskXtender, in turn, intelligently stores data on any storage media and works with virtually any hardware device on the market.

Business profile

Caterpillar

The world's leading manufacturer of construction and mining equipment, diesel and natural gas engines

Industry

Discrete manufacturing

Geographies

Based in Peoria, Illinois

Business solution

Knowledge management, transactional content management

EMC products

EMC Documentum
ApplicationXtender, EMC Documentum ApplicationXtender Report Management, EMC DiskXtender

From accounts payable and receivable to parts and services, the solution has made day-to-day operations run more smoothly and effectively. Computer-generated data was creating paper loads that were tremendous—in the tens of thousands—which will no longer need to be printed, thanks to ApplicationXtender Report Management. This has allowed office space recovery, since files do not need to be stored in paper form anymore. Signature capture is now available with ApplicationXtender. Before, the dealerships had the white-pink-yellow carbon papers for customers to sign, but now it is automated with a digitized tablet and imaged into the system.

Summary

Savings of all sorts have been significant at Caterpillar dealerships using the ApplicationXtender software solution. The most tangible have been paper savings—huge computer output to laser disk (COLD) reports and other information no longer have to be printed out and filed in cabinets that can take up valuable space. Rather, all the information is now stored electronically and can be retrieved easily from any desktop online. For dealers using this solution, customer relations have improved, as customer questions can be answered immediately from the representative's computer instead of having to wait for a manual search through papers, microfilm, or microfiche. And customer service can help more customers because of time saved—some dealerships have even doubled their call volume since using the new software.

“We selected ApplicationXtender and ApplicationXtender Report Management because it was the one solution that combined the best features of both COLD and imaging in an easy to use Windows environment.”

Jim Fuller, Mustang's Manager of Information Systems, Caterpillar, Inc.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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Customer Profile
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