

Tarmac

Company: Tarmac

Industry: Construction

Headquarters: Wolverhampton UK

Solution

- The EMC Consulting team designed and built a new e-commerce portal for online account management by Tarmac customers.
- The Microsoft SharePoint portal functionality supports all intranet, extranet and web applications across the business.
- Microsoft BizTalk Server was used for integration and messaging with the SAP back-end.
- Microsoft SQL Server provides the data staging and Microsoft Visual Studio Team System was employed as the development environment.

Deployment Environment

- Microsoft Office SharePoint Server 2007
- Microsoft BizTalk Server 2006
- Microsoft SQL Server 2005
- Microsoft Visual Studio Team System
- SAP

“EMC Consulting’s understanding of client-facing transactional technology, as well as their ability to integrate the technologies we used, has provided a genuine platform for the future and one from which Tarmac stands to benefit enormously in both the short and long terms.”

Kate Boyle
E-Business Manager, Tarmac Group



Online account management empowers customers and reduces Tarmac’s administrative costs

Company Profile

Founded in 1903, Tarmac has grown to become the leading supplier of heavy building materials in the UK, with an annual turnover of £2.1 billion. Tarmac is part of Anglo American, one of the world’s largest mining and natural resource companies.

Challenge

Tarmac needed to radically accelerate customer service response times and alleviate the internal workload caused by telephone queries and manual follow-up procedures. To do this, Tarmac needed to offer on-demand access to real-time information through a secure Internet portal.

Solution

EMC[®] Consulting*, part of EMC Global Services, developed an innovative solution integrating Microsoft technologies with existing SAP infrastructure.

Using Microsoft Office SharePoint[®] Server and Microsoft SQL Server[®] for comprehensive document management and enterprise search and Microsoft BizTalk Server[®], the project leaned heavily on the talents of both the EMC Consulting development team and the many specialist personnel from Tarmac. The new system provides customers with online self-service account management, order processing, order tracking and management reporting functions.

Highlights

- The new e-commerce system enables Tarmac customers to securely manage their purchasing of materials and accounts online.
- The project was a true collaboration, using the Agile delivery framework, between technologists and the business experts.
- The foundations have been laid for significant gains in customer satisfaction levels, contributing towards customer loyalty, particularly in the area of long-term contracts for major construction works.
- EMC Consulting helped Tarmac look at new ways to improve their interaction with customers and suppliers through the use of customer-centred techniques.

Results

For Tarmac’s customers, the new Internet portal not only increases financial management and control but can also help them improve process efficiency. Now they can interact with Tarmac when it suits the needs of their business. For Tarmac itself, the administrative workload of credit control is reduced, inbound phone calls are reduced, and the efficiency of resolving invoice queries is enhanced. This helps reduce debtor days and makes an invaluable contribution to cash flow.

* EMC Consulting delivered this project through acquired UK-based company, Conchango, which combines consulting skills with creative and technical expertise.