



IBM Software Group

IBM Workplace for Procurement

Automotive Industry Conceptual Mock-up



User Profile (1/4)



Name: Ben Shaeffer

Position: Customer Business Group Program Manager, MANUCO

Location: Customer and Technology Centre, Basildon, Essex, UK

Profile: Ben has worked in the Customer Business Group organization since he joined MANUCO 3 years ago. Most of his work is in the UK, but he frequently travels within Europe. Ben's idea of a portal is a personalized website that pushes critical information to him.

Scenario: The first order of business each day for Ben is to log into the portal to **check email, view his calendar, and review any product updates that relate directly to his area**. While in the portal, Ben notices a new message in the Daily News that features his name and his recent deal with Ford Europe. He reads the whole article and thinks about the bonus he'll be receiving for securing this deal. He reviews his Workplace for Business Strategy Execution to view his sales dashboard and determine if he will make his numbers by closing this deal.

In preparation for a afternoon client meeting, Ben returns to his workspace to review product data. **He sees an alert notifying him of a product design change relevant to his business. He reads more about as this is a product he will be discussing in his afternoon meeting.**

During his afternoon meeting, Ben is unable to fully answer his client's question regarding the type of plastic used in the new dashboard textures. He logs into the portal, uses the **expertise finder to locate an expert in dashboard textures. He finds one person in Dearborn that is online and sends the question to him using instant messaging. He gets the response to his question and is able to relay the correct information to his client.**

To maintain meeting records and to relay his meeting information to colleagues, Ben creates meeting notes and submits them to the Ford Customer Facing Community.

Login – Ben Shaeffer, CBG Program Manager

- (1) Select Ben Shaeffer, CBG Program Manager from the Username list and (2) click Logon.

The image displays three overlapping screenshots of a web portal interface, illustrating the login process for Ben Shaeffer, CBG Program Manager.

The top screenshot shows the main portal page with a navigation menu on the left containing icons for "CBG Program Manager", "Procurement Manager", and "Purchasing Rep". The main content area features a "MANUCO" logo and a section titled "Executive Highlights" with the following bullet points:

- Accesses ALL resources with one sign-on
- Is informed of ANY significant changes by news
- Can see ALL metrics at a glance
- Can ACT upon findings with easy "context aware"

The middle screenshot shows the "CBG Program Manager | Bullets" page, which is mostly blank.

The bottom screenshot shows the "CBG Program Manager | Login" page. The "Sign In" section includes a "Login" heading, a "User Name" field containing "benshaeffer", a "Password" field with masked characters, and a "Submit" button. Three red arrows point to the "CBG Program Manager" icon in the top screenshot, the "Executive Highlights" section in the middle screenshot, and the "Submit" button in the bottom screenshot.

Homepage

The screenshot shows the MANUCO intranet homepage. The browser window title is "CBG Program Manager | My Home | Home - Microsoft Internet Explorer". The page has a navigation bar with "My Home", "My Workspace", "My Career and Life", "Our Company", and "Business Strategy Execution". A central "Daily Headlines" section is highlighted with a red arrow pointing to a headline about Ben Shaeffer. Other sections include "Company Alerts", "Email", "Calendar", "Stock Quote", "Company News", "Clipsheet", "Features", and "My Communities".

- Scenario: Ben sees headline about himself and wants to read the whole article.
- Link: Daily Headlines portlet/Ben Shaffer...
- ===
- Daily Headlines are profiles showing personalization from CMS.
- Compare Homepage layout. Other scenarios are similar, but not exact - personalization and/or customization.

Daily Headlines

CBG Program Manager | My Home | Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

To help protect your security, Internet Explorer has restricted this file from showing active content that could access your computer. Click here for options...

MANUCO Welcome Ben Shaeffer, CBG Program Manager Intranet People Advanced Search

My Home My Workspace My Career and Life Our Company **Business Strategy Execution** Edit Page Layout Profile Settings Help Sign Out

Daily Headlines [Profiled for: CBG]

Ben Shaeffer secures \$100 million deal with Ford Europe and Mazda, 19-Feb-2005

Consectetur adipisicing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

View Profile: [Ben Shaeffer](#)

Status: [Online](#)

Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum zzril delenit augue dui dolore te feugait nulla facilisi. Nam liber tempor cum soluta

Owner: [Karla Hammond](#)
 Author: [Thomas Kinney](#)
 Last Update: 19-Feb-05
[Revision History](#)

My Communities

Ford Customer Intelligence

- Ben Shaeffer talks to Petr Gould at Ford, 12-Feb-05
- Harry's Presentation on Ford Chassis Systems, 10-Feb-05

[More...](#)

Search Communities

Keyword:

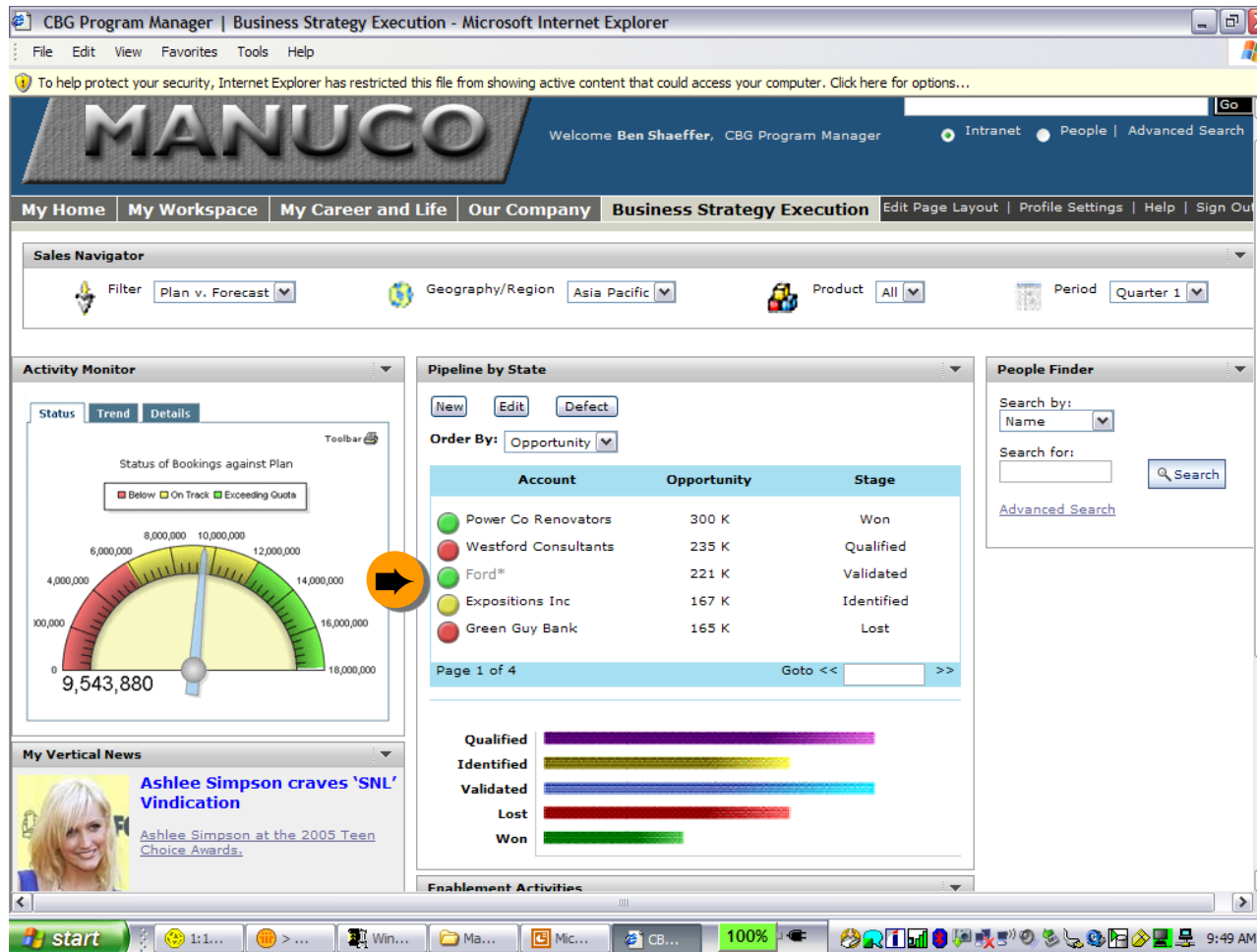
[View All Communities](#)

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start 1:1... Win... Ma... Mic... CB... 100% 9:47 AM

- Scenario: After reading article, Ben wants to check Sales Dashboard to see how close this puts him to reaching his numbers
- Link: Workplace for Business Strategy Execution
- ===
- Awareness is present for employees identified with the article
- CMS security – If an article is published internally, possibly show some meta data, like author, owner, etc. This probably wouldn't be displayed externally if the article were published to both internal and external views.

Workplace for Strategy Execution – Sales Dashboard



- Scenario: cont'd, this view shows Ben's Dashboard. It highlights important news specific to his accounts, and shows how close he is to making his plan for the year.
- Link: Link to view account information for Ford
- ===
- Business Strategy Execution is the primary place for reps to go to view information about their objectives, find out how they are doing toward these objectives, and how their activities affect others

Workplace for Strategy Execution – Account Information

Sales Navigator

Filter: Plan v. Forecast | Geography/Region: Asia Pacific | Product: All | Period: Quarter

Sales Tracking

Sales Opportunities

Opportunity Name	Customer	Stage	Opportunity
PCR Opportunity	Power Co Renovators	Won	300,000
Workplace for WC	Westford Consultants	Qualified	235,000
WAS & D for Ford	Ford	Validated	221,000
Expositions Inc	Expositions Inc	Identified	167,000
PCB Business	Green Guy Bank	Lost	165,000

Page 1 of 4 | Total Opportunities* 16,435,000

Account Information

Prior Interactions

Date	Who	Activity
04/04/04	jdies	Sale of Product 123 (1.2 M)
05/04/04	bwhitebread	Sales of Compliance Eng. (22 M)
06/07/04	bwhitebread	Product Return (-22 M)
10/23/04	hchow	Sale of Compliance Frmwk (19 M)
07/03/05	hchow	Services Sale (2.3 M)

Products Owned

Product	Qty	Warranty Expiration
Product 123 v 1.1	200	04/04/04
Compliance Framework v2.3	10,000	05/04/04

Customer Information

Company: Power Renovations
 Account Rep: Henry Chow
 Key Contact: Dennis King
 Preferred Contact Model: Email
 Email Addr: ddking@Power_Reno

Last Contact: July 03, 2005
 Sales YTD: 3.5 M
 Total Sales: 21 M

News for Week of: August

Sales for Year

Sales for Year	Projected Sales	Product	Commission
Jan, 2006			

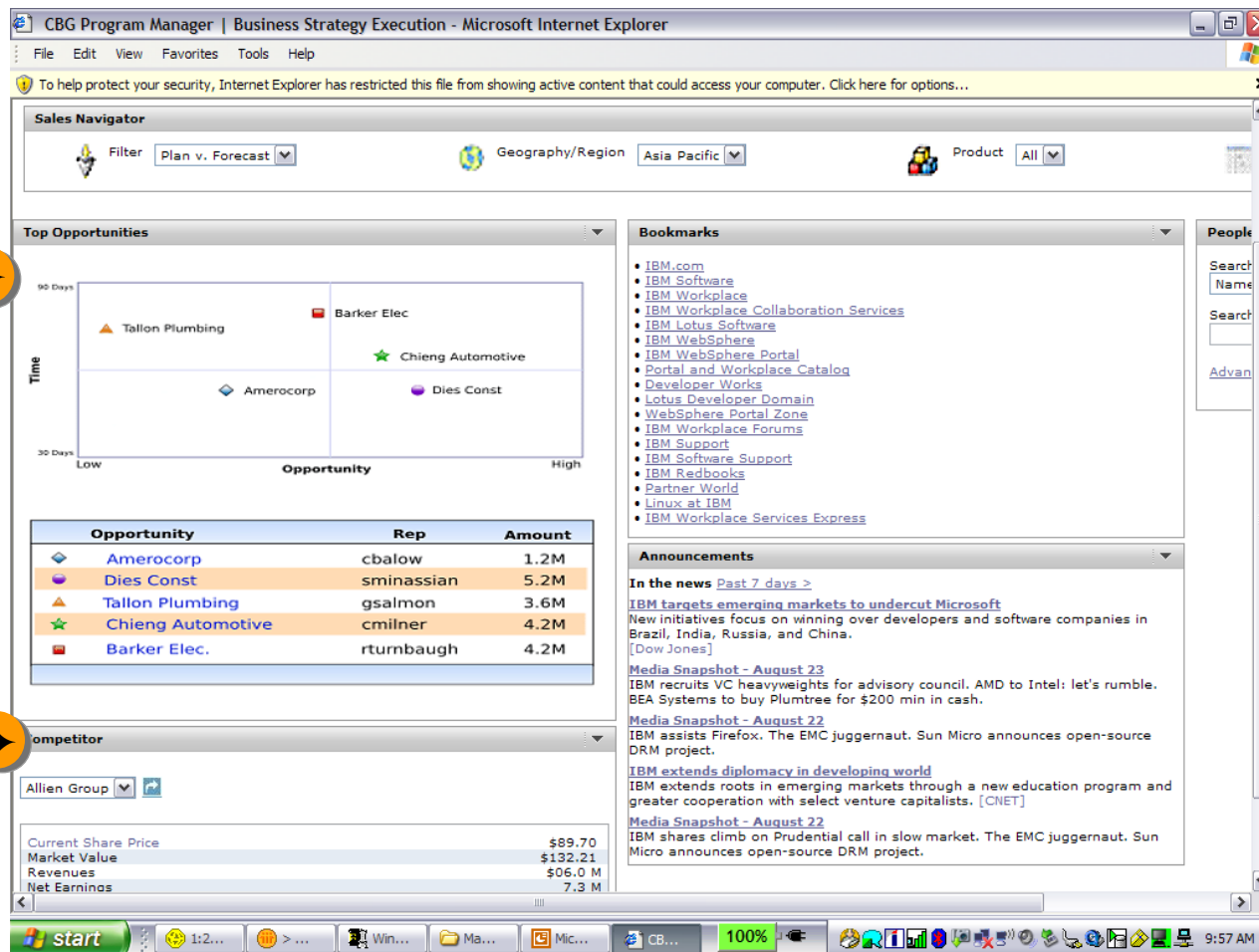
Scenario: cont'd, this view shows Ben's Account information for Ford. He can plug in the numbers for this deal to see how it will affect his sales objectives this year.

Link: Link to view account information for Ford, and sales tools at bottom. Can also view pipeline

===

Business Strategy Execution is the primary place for reps to go to view information about their objectives, find out how they are doing toward these objectives, and how their activities affect others

Workplace for Strategy Execution – Competitive Insight



- Scenario: cont'd, this view shows top opportunities and competitive insight information – Ben can check primary competitors, announcements, etc.
- Link:back to “My Workplace Tab” at the top
- ===
- This element will be key to reps when speaking with their customers in understanding the competitive positioning that they can take and how to position their products with the most information possible

My Workspace - Dashboard

CBG Program Manager | My Workspace | My Dashboard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

To help protect your security, Internet Explorer has restricted this file from showing active content that could access your computer. Click here for options...

MANUCO Welcome Ben Shaeffer, CBG Program Manager Intranet

My Home My Workspace My Career and Life Our Company Business Strategy Execution Edit Page Layout

My Dashboard

Tools and Applications
Collaboration Central
Services and Policies
Projects
Manager Resources

Customer Information
Ford Europe
Primary Contact Chassis Systems Powertrain Systems
Patrick Fassner Jean des Jardins Carl Howard
020 77913515 020 77934763 020 77934578

Facilities Information
Facility:
Arbor Plants OK
Address Company A Santa Anna Plant
Av Orlanda Bergamo,
#1000 - Cumbica
Guarulhos, Sao Paulo
Brazil
Phone (55)11-6465-9122
Fax (55)11-6465-9365
Contacts Helio Contador
South America President
Phil Molina
Equipment
More...

Product Data

	Pre	Suf	Size	Name	Date
New	978G	GB	12-Feb	A10	12-Feb-2005
Change*	293R	GB	12-Feb	A19	12-Feb-2005
New	104R	GB	12-Feb	C90	12-Feb-2005

View Date Range:
From: Jan 01 2005
To: Jan 01 2005
OK

Competitive Intelligence
DELPHI
Driving Tomorrow's Technology
Company Profile:
Clients:
Annual Report:
Product Line:

Customer Satisfaction

97%
96%
95%
94%
93%

Ford Mazda

My Alerts
Product design cha

My Communities
Ford Customer Intelligence
Ben Shaeffer talks to
Harry's Presentation Feb-05
More...

start 2:1... > W... Win... Man... Mic... 100% 10:51 AM

- Scenario: Prior to meeting with a customer, Ben needs to review product design changes.
- Link: My Alerts portlet/Product design... OR Product Data portlet/Change
- ===
- The Dashboard-personalized for the role and customized for/by the user.

Product Data

CBG Program Manager | My Workspace | My Dashboard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

To help protect your security, Internet Explorer has restricted this file from showing active content that could access your computer. Click here for options...

MANUCO Welcome Ben Shaeffer, CBG Program Manager

Home My Workspace My Career and Life Our Company Business Strategy Execution Edit Page Layout Profile

Dashboard

Tools and Applications

Collaboration Central

Services and Policies

Projects

Manager Resources

Product Data

Product Information

Prefix	Base	Suffix	Size	Part Name	Date	Status
293R	1000	GB	12-Feb	A19	12-Feb-2005	R

Product Images

Detailed Product Description:
 Consectetur adipisicing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

Change History

- 1-Jan-2005: Product Introduced
- 10-Jan-2005: Additional Colors available
 Consectetur adipisicing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

(Click image for a larger view)

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start 2:1... > W... Win... Man... Micr... I... 100% 10:54 AM

- Scenario: While the change is big (addition of new colors), it's good info to have for his customer.
- During his customer meeting, Ben is unable to answer a technical question. He uses the expert finder to locate an expert in dashboard textures.
- Link: Click people radio button (search keywords appear), then enter "dashboard textures" and hit "Go" button to find an expert that he can talk to about this change to get more information.
- ===
- Shows how product data might be displayed for a certain role. Other roles, like an engineer might see more technical product data.

CDS+ Search Results

CBG Program Manager | My Home | CDS+ Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

To help protect your security, Internet Explorer has restricted this file from showing active content that could access your computer. Click here for options...

MANUCO Welcome Ben Shaeffer, CBG Program Manager Intranet

My Home My Workspace My Career and Life Our Company Business Strategy Execution Edit Page Layout

CDS+ Home
 My CDS Profile
 My CDS+ List
 Edit Settings
 About CDS+
 CDS+ Help

CDS+ Intranet Discussion Forums News ManuCo.com

Search Type: Location People with contacts at: Only find people who are Online
 Only find people I know

Entire Profile North America

Search Results

People Topics

CDS+ search results for: **dashboard textures**

Employee type is displayed beneath each name. [Find out more.](#)
 The new IP Telephony Number (ITN) is displayed when available. [Find out more.](#)

41 results found. Results 1-10 of 41 sorted by relevance.

1234

Select: [Add to Outlook Address Book](#) | [Send e-mail](#) | [Add to My CDS+](#) | [Start Instant Messaging*](#)

Name & employee information

[Spector, Meir](#)
 ManuCo employee, Regular
 Product Development
 Dearborn, MI, United States

Contact information
 Phone: 972-3-9188905
meir_spector@manuco.com
 Status: **Online***

Senior Development Engineer

Projects: Product training and development - Interior systems
 Expertise: dashboard textures, instrument panel component design

start 2:2... Win... Ma... Mic... 2 I... 100% 11:06 AM

- Scenario: The expert finder locates an expert in dashboard textures. Ben decides to initiate a chat with him to ask some additional questions

- Link: Checkbox and Start IM, or Online status.

- ===

- Expert finder, from Tacit, is more than just search for a name or phone number. It could search projects, resumes, skill sets, etc., along with typical people search criteria.

- Note: this technology is provided by Tacit

Instant Messaging & Expert Finder

The screenshot shows a Microsoft Internet Explorer browser window titled "CBG Program Manager | My Home | CDS+ Home - Microsoft Internet Explorer". The browser displays a web application with a navigation menu on the left and a main content area. An instant messaging window is open in the foreground, titled "bshaeffer@visteon.com [started: 3:15]...". The message history shows:

Ben: Hi Meir. Can you tell me the type of plastics used in the new dashboard texture on part # 123456?
 Meir: I'm really sorry that I can not help. I work on design, not plastics.

The messaging window has a "Close" button highlighted with a red circle and an arrow. Below the messaging window, the expert finder search results are visible, showing 41 results found. The first result is for Meir Spector, a Senior Development Engineer at ManuCo. His contact information includes a phone number (972-3-9188905) and an email address (meir_spector@manuco.com). His status is "Online".

- Scenario: Ben uses IM to ask Meir his question and learns that Meir cannot help him.
- Link: Close button, then "topics" tab- see next page
- Ben now turns to a deeper expertise location capability in the system. This capability allows him to use his topics of interest to *broker* a connection to people who might help.
- Note: Tacit information broker technology in use

Expert Finder – Topic-based Brokering

The screenshot shows the MANUCO Expert Finder web application. The browser title is "CBG Program Manager | My Home | CDS+ Home - Microsoft Internet Explorer". The page header includes the MANUCO logo and a welcome message for Ben Shaeffer. The navigation menu includes "Home", "My Workspace", "My Career and Life", "Our Company", and "Business Strategy Execution".

The search interface is active, showing search results for "dashboard textures". The search type is "Location" and "People with contacts at:" is set to "Only find people who are Online". The search results are sorted by relevance and include 14 results. The results are grouped by topics matching the search terms:

- Topics Matching: dashboard, texture, plastics
 - dashboard texture (plastic, vinyl, wood)
 - dashboard texture (plastic, coarse, vine, grainy)
- Topics Matching: dashboard, textures
 - dashboard texture (wood, light, dark)
 - dashboard texture (color)
- Topics Matching: dashboard, plastics
 - dashboard plastics (#123456, #456789, #121212)
 - dashboard plastics (beige, mauve, taupe)
- Topics Matching: dashboard
 - dashboard (instrument, panel)
 - dashboard (components)

Yellow arrows point to the "Topics" tab, the search results list, and the "Initiate request using e-mail" link.

- Scenario (1): Ben enters his topic search into the screen and the system returns a list of relevant topics related to his search. These topics represent topical areas of discourse within the organization.
- Scenario (2): Ben selects several of the most relevant topics. Now, the system will submit a *brokered* request to the individuals who are represented by these topics.
- Link – click on “Topics” and select the desired topics, then right click on screen and select “chat”
- Individuals who are selected remain anonymous until they *opt-in* to responding to Ben’s request.
- Note: This is Tacit Expert Finder Technology

Expert Finder – Topic-based Brokering, Continued

The screenshot shows a web browser window displaying the 'MANUCO' application. The main content area shows search results for 'dashboard texture'. A chat window is overlaid on the search results, containing the following text:

Enter the request to show to the matching people:
 I am in a customer meeting, and I need to know urgently the type of plastics used in the new dashboard, part number: 123456.
 Can you please respond asap if you know the answer. Thank you in advance!

Send to a maximum of 10 people
 mark request as urgent

Buttons: Send, Invite Others, Add Tools..., Close

The search results list includes:

- Topics Matching: dashboard texture, plastics
 - dashboard texture (plastic, vinyl, wood)
 - dashboard texture (plastic, coarse, vine, grainy)
- Topics Matching: dashboard, textures
 - dashboard texture (wood, light, dark)
 - dashboard texture (color)
- Topics Matching: dashboard, plastics
 - dashboard plastics (#123456, #456789, #121212)
 - dashboard plastics (beige, mauve, taupe)
- Topics Matching: dashboard
 - dashboard (instrument, panel)
 - dashboard (components)

- Scenario: Ben is guided to enter his request into an IM chat window (this step could happen within e-mail, IM or any number of other collaboration avenues).
- Scenario: upon sending his request, the system will use topical relevance and availability to select the right people to contact.
- Only those individuals who are willing to respond in real time to Ben's request are sent this request, he then has to wait for their response.
- Note: still Tacit Technology/portlet

Expert Finder – Topic-based Brokering, Continued

The screenshot shows the MANUCO CDS+ web application in Microsoft Internet Explorer. The page title is 'CBG Program Manager | My Home | CDS+ Home - Microsoft Internet Explorer'. The main header features the MANUCO logo and a welcome message for Ben Shaeffer, CBG Program Manager. The navigation menu includes 'My Home', 'My Workspace', 'My Career and Life', 'Our Company', and 'Business Strategy Execution'. The left sidebar contains links for 'CDS+ Home', 'My CDS Profile', 'My CDS+ List', 'Edit Settings', 'About CDS+', and 'CDS+ Help'. The main content area shows search filters for 'Search Type: Entire Profile', 'Location: North America', and 'People with contacts at:'. The search results are for 'dashboard textures' and show 14 results. An 'Instant Messaging' window is open, displaying a conversation between John and Ben about dashboard plastics.

Instant Messaging

John: Hi it's John over in materials engineering. I know a lot about dashboard plastics. We're using a few different types of ABS from various manufacturers

John: What specifically do you need?
Ben:

Type your text:

Send Close

- Scenario: Ben sent his request to 10 people, and now he has to wait to see if anyone responds.
- He gets an IM from John saying that he can help. Ben is then able to get his question answered for his customer.
- Link: Close
- Link: My Workspace
- =====
- This is again Tacit capability – it allows users to search for experts who may have opted to only be contacted privately – and have kept their skills private from the organization – or to others outside the organization

My Workspace - Dashboard

CBG Program Manager | My Workspace | My Dashboard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO

Welcome Ben Shaeffer, CBG Program Manager

Intranet

Home My Workspace My Career and Life Our Company Business Strategy Execution Edit Page Layout

Dashboard

Customer Information

Ford Europe

Primary Contact: Chassis Systems Powertrain Systems

Patrick Fassner Jean des Jardins Carl Howard
020 77913515 020 77934763 020 77934578

Product Data

	Pre	Suf	Size	Name	Date
New	978G	GB	12-Feb	A10	12-Feb-2005
Change*	293R	GB	12-Feb	A19	12-Feb-2005
New	104R	GB	12-Feb	C90	12-Feb-2005

My Alerts

Product design changes for

My Communities

Ford Customer Intelligence

- Ben Shaeffer talks to Petr Go
- Harry's Presentation on Ford C
- Feb-05
- Ford Community Notes *

More...

Facilities Information

Facility: Arbor Plants

Address: Company A Santa Av Orlanda Bergan #1000 - Cumbica Guarulhos, Sao Pa Brazil

Phone: (55)11-6465-9122

Fax: (55)11-6465-9365

Contacts: Hello Contador South America Phil Molina Equipment

More...

Customer Satisfaction

Bar chart showing Customer Satisfaction for Ford and Mazda.

Ford: 97%
Mazda: 94%

Product Line:

PHI Technology

Ford Community Notes - Microsoft ...

Note title: Meeting notes Re: Dashboard Textures

Notes

Ford will be contacting us next month to talk about new opportunities.

Enter

start Replic... IBM W... AT&T... 2 Int... pattwl... 100% 4:25 PM

Scenario: After the meeting, Ben wants to share some notes to others who work with this client. He submits his notes to the Ford Customer Intelligence Community (My Communities portlet).

Link: he goes to the Ford Community Portlet – and is able to enter some notes to share about his most recent meeting.

Link: Close

Link: Logout

===

User Profile (2/4)

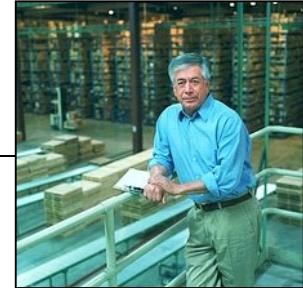
Name: Carlos Branda

Position: PROCUREMENT Manager, MANUCO

Location: Manaus Plant, Manaus, Amazonas, Brazil

Profile: Carlos has been a Procurement Manager in the automotive industry for 16 years. His plant has recently become ISO-9000 certified and is wasting no time in environmental efforts to reach the ISO-14000 level. In addition to his day-to-day management role, Carlos is responsible for a **supplier rationalization** effort that his company is undertaking to reduce the management cost and variability of parts. His concept of a portal is a tool that will deliver specific and qualitative information about his plant, help him reach out to his suppliers and work with other Procurement Managers and Buyers in his organization.

Scenario: Receiving up-to-the-minute information is critical in his plant. Carlos' plant has many schedules for timing inventory delivery- the primary is a set schedule based on forecasted production. Carlos reviews his Dashboard and is alarmed to see that the **inventory of oil filters is extremely low**. He proceeds to check into the issue, and realizes his supplier has filed for chapter 11, and that he will need to **find a new supplier** to fulfill the order. Carlos leverages his Digital Union ezMarket portlet to compare various suppliers and decides to initiate a reverse auction with three of his best suppliers to see who can fulfill the order. Carlos then sets up a meeting with some of the other purchasing and procurement managers to discuss the supplier rationalization effort.



Login – Carlos Branda, Procurement Manager

The screenshot shows a web browser window titled "IBM Portal Demo Builder(tm) Portal Prototype - Microsoft Internet Explorer". The browser's address bar and menu bar are visible. The main content area displays a login interface for the "MANUCO" portal. The interface features a central horizontal bar with the "MANUCO" logo. Below this bar, four user profile cards are displayed, each with a photo and the text "...making good business decisions". The cards are: "CBG Program Manager" (orange), "Procurement Manager" (yellow), "Purchasing Rep" (red), and "Aftermarket Manager" (blue). A black arrow points from the "CBG Program Manager" card to the "Procurement Manager" card. The bottom of the browser window shows the Windows taskbar with the Start button, several open applications, and the system tray displaying the time as 4:00 PM.

- (1) Select Procurement Manager: Carlos Branda from the Username list and (2) click Logon.

Homepage

Procurement Manager | My Home | Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Carlos Branda, Procurement Manager Intranet People Vendors | Advanced S

My Home **My Workspace** My Career and Life Our Company Edit Page Layout | Profile Settings | Help | S

Company Alerts Edit | ? - X

- Complete your annual [Benefits Plan Enrollment](#) by July 19.
- [View 2005](#) company-wide holiday calendar.
- This is important information that [you need to know!](#)

Email Edit | ? - X

New Messages*

- [Inbox](#): 25 Messages (5 new)
- [Draft](#): 3 saved
- [Sent](#): 32 messages
- [Trash](#): 241 total

Calendar Edit | ? - X

Open Calendar

Today's Calendar

- 9:30 am [Weekly Status Meeting](#)
- 11:00 am [Recognition Luncheon](#)
- 2:00 pm [All Hands Call](#)

Stock Quote

\$7.22 (+0.41) 3:49 EDT - Feb 12
Quotes delayed 20 min.

- [More ManuCo financials...](#)
- [More Industry Stocks...](#)

Daily Headlines

Technology Review for Honda Held at the "block" [Profiled for: all ManuCo]
When Honda attended the technology reviews held Jan. 10-21 at ManuCo HQ during the North American Auto Show, the customer was impressed enough to request a second, personalized review.

- ACRC pre-competitive research reports available at our libraries [Profiled for: all ManuCo]
- Style guidelines available for ManuCo's brand identity [Profiled for: all ManuCo]
- ManuCo internal combustion engine expertise enables hybrid and advanced powertrains [Profiled for: all ManuCo]
- Ben Shaeffer secures \$100 million deal with Ford Europe * [Profiled for: CBG]

Company News

- 31-Jan - PR: ManuCo Releases Preliminary Fourth Quarter and Full Year 2004 Results
- 14-Jan - PR: ManuCo technology visible throughout North American International Auto Show

Clipsheet

- Bosch led automotive electronics supplier rankings in 2004
- Boston Acoustics 3Q Profit Up 79 Percent
- Ford, GM Debt Rallies On Bond-Index Revision

Features

eDirectory+ Update
Learn how to update your eDirectory+ profile with use information.

- Code of Conduct has been update
- [Link to another feature](#)

Facilities Information

Facility: [Arbor Plants](#)

Address: Company A Santa Anna Pl
Av. Orlando Bergamo,
#1000 - Cumbica
Guarulhos, Sao Paulo
Brazil

Phone: (55)11-6465-9122
Fax: (55)11-6465-9365
Contacts: [Helio Contador](#)
South America President
[Phil Molina](#)
Equipment

Quick Poll

How much time do you spend using the portal each day?

Less than 1 hour 2 - 3 hours
 1 - 2 hours More than 3 hours

- Scenario: Carlos' first order of business is to check his dashboard for production information.
- Link: My Workspace tab
- ===
- Note the differences in Carlos' homepage. His needs are different than a CBG mgr.
- Regarding Alerts- The homepage has company-wide alerts. The workspace is personalized alerts.

My Workspace - Dashboard

Plant Production

Production Overview

Line	Actual	Planned
198-8736 TRPO	94.2%	85.0%
198-2309 TETO	91.6%	92.0%
201-3298 PWTT	80.9%	80.0%
210-3350 WESG	94.8%	95.0%
366-0915 POMR	93.4%	93.5%

Inventory Control (Inbound)

Line: 198-485D

Supplier	Part #	Inventory Status	Order Status	Details
A Supplier	45-09834	Low	In-Progress	
B Supplier	555-09834	Low	Supplier order systems down *	
C Supplier	40495-034	Low	In-Progress	
D Supplier	32-4958	Low	In-Progress	
E Supplier	1-0339834	Low	In-Progress	

Safety Report

Report: 1Q2005

Incident Report - 1Q2005

Month	Incidents
January	6
February	1
March	NA

My Alerts

- Inventory below low-limit due to Line #198-8736 TRPO, *
- Staffing request awaiting transf...

My Discussion Forums

- Manufacturing Technologies
- South American Manufacturing
- ODWatercooler

Bookmarks

- Six Sigma Information
- LEAN Information
- ISO-9000
- ABC

- Scenario: Carlos sees an alert that his inbound inventory of oil filters is extremely low. He checks the details of why.
- Link: My Alerts portlet/Inventory...
- ===
- Note the differences in Carlos' dashboard His needs are different than a CBG mgr.

Inventory Control (inbound)

Visteon On Demand Workplace - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links Visteon Today User Experience Workbench Portal Home Visteon QuickPlace

Address C:\Documents and Settings\Administrator\My Documents\IBM Projects\Visteon\Mock-ups\concept\inventory_control_detail.html Go

Visteon On Demand Workplace

Welcome, Carlos Branda. My Profile Language Help Feedback Logout*

Search Go

Intranet People [Advanced](#)

Home My Workspace My Life & Career Our Company

My Dashboard

Tools and Applications

Collaboration Central

Services and Policies

Projects

Manager Resources

Inventory Control (inbound)

Product Information

Supplier	Part #	Inventory Status	Order Status	Details
B Supplier	555-09834	Low	Supplier order systems down	

B SupplierInc Messages

On Wed, Feb 12, 2005, B SupplierInc's automated supply chain systems will be off-line due to critical maintenance. There is a known issue and the following procedures should be used in place of the automated system:

New orders: 45-998-33463

Replenishment orders: 45-998-33475

Customer Service: 45-998-23098

Contact Information

Primary Contact: Jorge Novillo, 45-998-09345, jorge@bsupplierinc.com

View another Production Line:

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- Scenario: The problem is that one of the key Oil Filters suppliers filed for chapter 11 and will not be able to make the promised shipment dates
- Carlos must now shop for another supplier to fill this order
- Link: Tools & Applications
- ===

Shop for other suppliers

Procurement Manager | My Workspace | Tools and Applications - Microsoft Internet Explorer

MANUCO Welcome Carlos Branda, Procurement Manager

My Workspace | My Career and Life | Our Company

Shop For Other Suppliers

Part Number: 555-09834

Available Inventory
 On Time Delivery
 Product Quality
 Outstanding Orders

Price
 Volume Discounts
 International Shipments

	Part Number	Available Inventory	Price	On Time Delivery
International Auto Supply*	555-09834	15010	\$4.98	95%
National Supplies	555-09834	8015	\$2.99	87%
FilterCo	555-09834	2500	\$1.79	50%
Auto Components	555-09834	11040	\$8.56	65%
FiltersUSA	555-09834	9830	\$5.21	82%
Acme Filters	555-09834	5993	\$3.25	90%
Silver Engine, Co	555-09834	12340	\$2.99	92%
Auto Parts, Inc	555-09834	3400	\$3.25	74%

Action

Initiate Reverse Auction

International Auto Supply
 National Supplies
 FilterCo
 Auto Components

FiltersUSA
 Acme Filters
 Silver Engine, Co
 Auto Parts, Inc.

GO

- Scenario: Carlos accesses his supplier comparison tool so that he can compare multiple suppliers of oil filters on their prices, as well as on time delivery, product quality, etc...
- There are 8 suppliers for this particular part. Because of Carlos' focus on supplier rationalization, he wants to choose the top 3 suppliers and initiate a reverse auction to see who might be able to provide the best price. He notices that "Auto Components" has the highest prices –he will consider them for the supplier rationalization effort later.
- Link: Under "action", select radio button for "Initiate Reverse Auction" and select 3 of the suppliers listed - International Auto Supply, FiltersUSA, Acme Filters. Hit "go".

Setup Reverse Auction

Procurement Manager | My Workspace | Tools and Applications - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Home My Workspace My Career and Life Our Company Edit Page Layout | Profile Settings | Help

My Dashboard
Tools and Applications
Collaboration Central
Services and Policies
Projects
Manager Resources

Auction Management > Edit Market Header

System Messages
All market times are based upon the timezone: GMT

* Required Field

Market Profile

Market Name * Oil Filters Market Reference No. 3005104 Auto-generated if left empty
Market Design * Reverse Auction Save as Template
Market Type * live Currency * US Dollar
Category * Other
Commodity Usage * direct
Description Oil Filter requirement for the next 3 months

Terms And Conditions

Bidder Acceptance * No Bidder Acceptance Date (DD/MM/YYYY) 24/11/2005
Terms and Conditions -Please Select-

Dates

Market Preview * Disabled Preview Time -Please Select-
Market Start Date (DD/MM/YYYY) * 24/11/2005 Market Start Time * 15 : 00
Market Finish Date (DD/MM/YYYY) : 00
Duration 1 hours

Initiate Auction

start IBM W... 3 Int... 2 Sa... 12:04:... Kirsten ... 91% 8:33 PM

- Scenario: Now that Carlos has his top 3 suppliers, he initiates a reverse auction to see who can get him the needed parts at the right price, at the right time
- Link: Click “initiate auction” at the bottom of the screen
- ===
- Note: Digital Union Portlet

Initiate Auction

The screenshot shows the JUCO Procurement Manager interface. The main content area displays the 'Auction Management > Market Summary' for an auction titled 'Oil Filters'. The market summary table lists the following details:

Market Name	Market Reference No.	Market Design	Created by	Package Type	Currency	Market Starts	Market Ends
Oil Filters	3005104	Reverse Auction	du.asorgisuper du.asorgisuper	Single Line Item	US Dollar	24/11/05 14:28	24/11/05 15:2

Below the market summary, the 'Market Details' section shows a quantity of 1005x479. The 'Stand-Alone Market Lines' section provides a detailed view of the auction line item:

Line	Product	Quantity	Starting Price	Bid Incr/Decr	Options
1	A6000-133115 (Oil Filters)	1,000.0000	\$6.00	\$0.25	Options

The 'Options' section lists the top 3 suppliers:

Rank	Bidder Company	Score	Bid	Factor Bid	Time of Bid
1	International Auto Supply	63.91000	\$5.50	\$5.50	24/11/05 14:3
2	FiltersUSA	57.09000	\$4.50	\$4.50	24/11/05 14:3
3	Acme Filters	46.40000	\$5.25	\$5.25	24/11/05 14:3

- Scenario: Now Carlos sends out auction and waits to hear back
- He sees the details of his "Oil Filters" auction listed, and can see that his top 3 suppliers are listed below and have been send his request.
- Link: click on "refresh" on the right hand side of the screen to see if he has received any response...
- ===
- Note: Digital Union Portlet

Review Bids

Auction Management > Bid History

Market Summary All market times are based upon the time of the market.

Market Name	Market Reference No.	Market Design	Created by	Package Type	Currency	Market Starts	Market Ends
Oil Filters	3005104	Reverse Auction	du.asorgisuper du.asorgisuper	Single Line Item	US Dollar	24/11/05 14:28	24/11/05 14:30

Market Details

Product (Line/Basket)	Quantity	Starting Price	Current Price	Bid Incr/Decr
A6000-133115 (Oil Filters)	1,000.0000	\$6.00	\$7.00	\$0.25

Bid Details (= Comments = Winners Assigned) Savings (* Factored)

Rank	Bid Type	Bid Status	Bidder Company	Score	Quantity	Unit Bid	Bid	Factored Unit Bid	Factor Bid	Time of Bid	* Start Price	* Current Price
+	Manual Bid	Valid	FiltersUSA	57.09000	1,000.0000	\$4.50	\$4,500.00	\$4.50	\$4,500.00	24/11/05 14:36:39	\$1.50	\$2.50
+	Manual Bid	Valid	FiltersUSA	53.75000	1,000.0000	\$4.75	\$4,750.00	\$4.75	\$4,750.00	24/11/05 14:31:59	\$1.25	\$2.25
+	Manual Bid	Valid	FiltersUSA	49.04000	1,000.0000	\$5.00	\$5,000.00	\$5.00	\$5,000.00	24/11/05 14:31:48	\$1.00	\$2.00
+	Manual Bid	Valid	Acme Filters	46.40000	1,000.0000	\$5.25	\$5,250.00	\$5.25	\$5,250.00	24/11/05 14:31:12	\$0.75	\$1.75
1	Manual Bid	Valid	International	63.91000	1,000.0000	\$5.50	\$5,500.00	\$5.50	\$5,500.00	24/11/05 14:30:38	\$0.50	\$1.50
2	Manual Bid	Valid	Acme Filters	59.20000	1,000.0000	\$5.75	\$5,750.00	\$5.75	\$5,750.00	24/11/05 14:30:02	\$0.25	\$1.25

- Scenario: Later, Carlos can see if he has received any bids placed by his selected suppliers. Here he can see some of the details of the bids he has received so far.
- Link: Next slide shows the detailed bids. This is done by clicking on the + sign for each line in the table.
- =====
- Note: Digital Union Portlet

Review Bids – Detailed View

Auction Management > Bid History

Market Summary All market times are based upon the timezone: G

Market Name	Market Reference No.	Market Design	Created by	Package Type	Currency	Market Starts	Market Ends
Oil Filters	3005104	Reverse Auction	du.asorgisuper du.asorgisuper	Single Line Item	US Dollar	24/11/05 14:28	24/11/05 15:28

Market Details

Product (Line/Basket)	Quantity	Starting Price	Current Price	Bid Incr/Decr	Options
A6000-133115 (Oil Filters)	1,000.0000	\$6.00	\$7.00	\$0.25	Options

Bid Details (= Comments = Winners Assigned) **Savings (* Factored)**

Rank	Bid Type	Bid Status	Bidder Company	Score	Quantity	Unit Bid	Bid	Factored Unit Bid	Factor Bid	Time of Bid	* Start Price	* Current Price
1	Manual Bid	Valid	dutestbidder1	57.09000	1,000.0000	\$4.50	\$4,500.00	\$4.50	\$4,500.00	24/11/05 14:36:39	\$1.50	\$2.50
				Attribute		Type	Bid	Unit Measure		Weight		
				Price		Price	\$4.50	Currency		50.0000		
				Filter Quality		Multiple Choice	Standard	Quality		50.0000		
				Guaranteed Delivery Days		Range	2.0000	days		25.0000		
2	Manual Bid	Valid	dutestbidder1	53.75000	1,000.0000	\$4.75	\$4,750.00	\$4.75	\$4,750.00	24/11/05 14:31:59	\$1.25	\$2.25
				Attribute		Type	Bid	Unit Measure		Weight		
				Price		Price	\$4.75	Currency		50.0000		
				Filter Quality		Multiple Choice	Standard	Quality		50.0000		
				Guaranteed Delivery Days		Range	2.0000	days		25.0000		
3	Manual Bid	Valid	dutestbidder1	49.04000	1,000.0000	\$5.00	\$5,000.00	\$5.00	\$5,000.00	24/11/05 14:31:48	\$1.00	\$2.00
				Attribute		Type	Bid	Unit Measure		Weight		

Scenario: This is more detail around the bids placed by suppliers. Note that Carlos is continuing to evaluate the suppliers on price, quality, and delivery days. Those suppliers are ‘scored’ on their response to the overall requirement. This score is based upon the weight or importance that Carlos places on each question.

Link: go back to “my workplace”

=====

Note: Digital Union Portlet

Initiate Supplier Rationalization Discussion

Procurement Manager | My Workspace | My Dashboard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Carlos Branda, Procurement Manager

Auto Components
 Intranet Home Ver...

My Workspace | My Career and Life | Our Company

My Alerts

- Inventory below low-limit due Line #198-8736 TRPO, *
- Staffing request awaiting trans...

My Discussion Forums

- Manufacturing Technologies
- South American Manufacturing
- ODWatercooler
- More...

Bookmarks

- Six Sigma Information
- LEAN Information
- ISO-9000
- ABC
- More...

Plant Production

Production Overview

	198-8736 TRPO	198-2309 TETO	201-3298 PWTT	210-3350 WESG	366-0915 POMR
Actual	94.2%	91.6%	80.9%	94.8%	93.4%
Planned	85.0%	92.0%	80.0%	95.0%	93.5%

Inventory Control (Inbound)

Line: 198-485D

Supplier	Part #	Inventory Status	Order Status	Details
A Supplier	45-09834	Low	In-Progress	
B Supplier	555-09834	Low	Supplier order systems down *	
C Supplier	40495-034	Low	In-Progress	
D Supplier	32-4958	Low	In-Progress	
E Supplier	1-0339834	Low	In-Progress	

Safety Report

Report: 1Q2005

Equipment Swap

Equip ID	Plant	Lifetime Remaining	Status

- Scenario: having solved his immediate problem, Carlos decides to start discussion threads around reducing the number of suppliers of this part.
- Using the connection brokering capabilities of the system, Carlos enters the supplier name that he looked at earlier “Auto Components” and a date range during which someone may have contacted them.
- Link: at the top of the page, select “Vendors” and the name “auto components” will be entered for you – hit “go”.
- ===
- Carlos enters the name of one of the suppliers he’d like to consider for rationalization purposes – Auto Components
- Carlos selects the domain name and date range

Initiate Supplier Rationalization Discussion

The screenshot shows the MANUCO Procurement Manager interface. The search results for 'Auto Components' are displayed in a table. A yellow arrow points to the 'Initiate request in Discussion' link for the first entry.

Vendor Name	Domains
<input checked="" type="checkbox"/> Auto Components, Inc.	autocomponents.com, auto-components.com
<input type="checkbox"/> Auto Components	autocomponentsworld.com

Below the table, there are options to filter the results:

Talk to people with contact in the selected companies:

- only people who are online
- only people I know
- only people with contacts after this date:

- Scenario: Now Carlos sees that there are 2 entries for “auto components”
- He wants to contact all of the individuals who work with them and sends a request to join a team room to discuss whether the supplier can be disengaged or not.
- ===
- Link: Right click on page to see next screen
- Note: Tacit Expert Finder technology - portlet

Initiate Supplier Rationalization Discussion

Visteon On Demand Workplace - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links Visteon Today User Experience Workbench Portal Home Visteon QuickPlace

Address C:\Documents and Settings\Administrator\My Documents\IBM Projects\Visteon\Mock-ups\concept\inventory_control_detail.html

Invite people to a Discussion Forum

Complete the invitation form below and click the **send** button to start the Forum. *Required fields

From: Carlos Branda

To: People with contacts at Hewlett Packard Company

Message subject:*
Supplier Consolidation

Enter your message:*
I am investigating the possibility to consolidate suppliers in relationship to gadgets of type ZDQ-2100.
This is a part of the supplier rationalization effort that Visteon is undertaking to reduce the management cost and variability of parts. I would really appreciate your input. Can you please join the following team room to discuss whether the supplier can be disengaged or not.
Thank You.
Carlos

Send to a maximum of 10 people

mark request as urgent

Forum name:* Supplier consolidation (HP)

Forum will expire after 15 days

Send Close

Done My Computer

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Done My Computer

- The system now *brokers* Carlos' request to those people who have had previous contact with this supplier (via e-mail).
- Each of these individuals is sent a request to join a team room to discuss whether the supplier can be disengaged or not.
- ===
- He brokers a request to those people with the latest contacts (Note: Tacit Portlet)
- People who respond are brought into a shared space to discuss the supplier
- Logout

User Profile (3/4)

Name: Joanne Sheffield

Position: Automotive Electronics, Inc, Purchasing Rep.

Location: Los Angeles, CA USA

Profile: Joanne is a purchasing representative for Automotive Electronics, Inc. which specializes in audio, video and GPS sales and installations and has over 12 locations in southern California. Her primary responsibility is purchasing for all 12 locations and to maintain proper inventory levels. She would like to have easier means to reach **MANUCO** and her orders.

Scenario: Joanne has been using the internet for commerce, but is still worried about security. She is happy that **MANUCO** uses secure means to transfer company information. Once she's logged in, Joanne searches for audio components. After reviewing the results, she wants to place an order. Using the **MANUCO** template for file transfer, she enters in the product information and sends the file to **MANUCO**. She sees the file has processed correctly.

Later that day, Joanne checks her order history and checks the status of the order she placed earlier. One of the items has shipped already, and finds one of the products is currently backordered. She finds the backorder dates sufficient for her needs.



Login – Joanne Sheffield, Automotive Electronics B2B

IBM Portal Demo Builder(tm) Portal Prototype - Microsoft Internet Explorer

File Edit View Favorites Tools Help

CBG Program Manager
...making good business decisions

Procurement Manager
...making good business decisions

MANUCO

Purchasing Rep
...making good business decisions

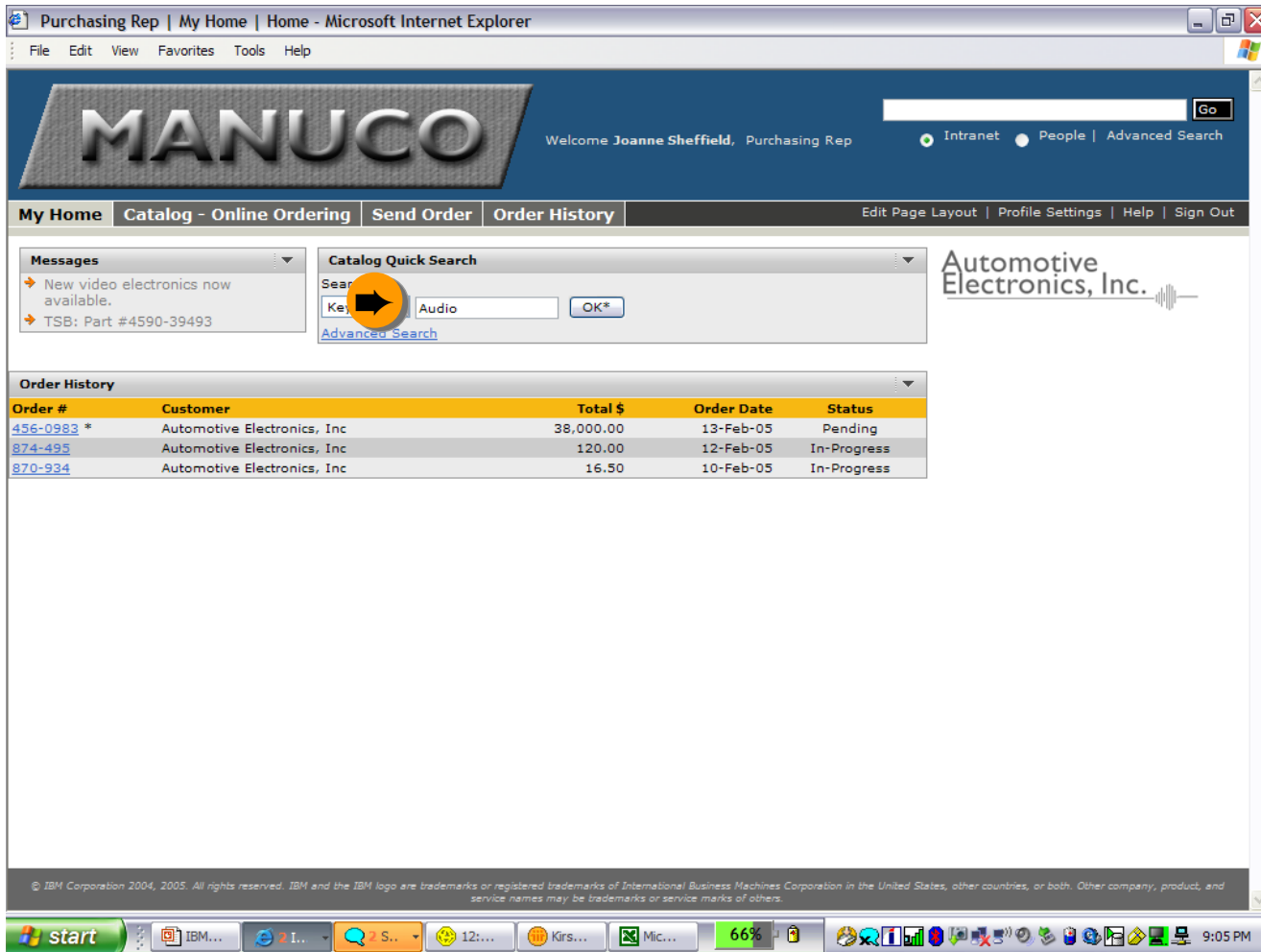
Aftermarket Manager
...making good business decisions

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start IBM... I... 2 S... 12:... Kirs... Mic... 72% 8:59 PM

- (1) Select Joanne Sheffield from the Username list and (2) click Logon.

Homepage



Purchasing Rep | My Home | Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Joanne Sheffield, Purchasing Rep

Intranet People Advanced Search

My Home Catalog - Online Ordering Send Order Order History Edit Page Layout Profile Settings Help Sign Out

Messages

- New video electronics now available.
- TSB: Part #4590-39493

Catalog Quick Search

Search

Key: Audio OK*

[Advanced Search](#)

Automotive Electronics, Inc.

Order History

Order #	Customer	Total \$	Order Date	Status
456-0983 *	Automotive Electronics, Inc	38,000.00	13-Feb-05	Pending
874-495	Automotive Electronics, Inc	120.00	12-Feb-05	In-Progress
870-934	Automotive Electronics, Inc	16.50	10-Feb-05	In-Progress

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start IBM... I... S... 12:... Kirs... Mic... 66% 9:05 PM

- Scenario: Joanne searches to find an audio product that interests her.
- Link: Catalog Quick Search/"OK" button.
- ===
- Now in a B2B site.

Search Results - Catalog / Online Ordering

Purchasing Rep | Catalog - Online Ordering | Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Joanne Sheffield, Purchasing Rep Intranet People Advanced Search

My Home **Catalog - Online Ordering** Send Order Order History Edit Page Layout Profile Settings Help Sign Out

Catalog Search Results
Results 1-6 of 6 for: Audio

PN#	Name	Description	Unit \$	Spec Sheet	Brochure	Quantity
456-0983	Bass Audio Sensation	Consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.	189.00			<input type="text"/> Add
411-3023	Satellite Radio System	Elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.	149.00			<input type="text"/> Add
410-3023	Mach MP3 System	Consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.	210.00			<input type="text"/> Add
433-0023	Mach 460 Audio System	Elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.	190.00			<input type="text"/> Add
903-3023	Mach 1000 Audio System	Consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.	119.00			<input type="text"/> Add
456-3323	CD-6 Radio	Elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.	98.00			<input type="text"/> Add

Catalog Quick Search
Search for:
Keyword
[Advanced Search](#)

Automotive Electronics, Inc.

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start IBM... I... 2 S... 12:... Kirs... Mic... 65% 9:06 PM

- Scenario: She finds the product she's looking for and adds it to a large order already started using MANUCO's order template.
- Link: add a quantity of any item, then go to Send Order tab.
- ===
- Small orders can be placed directly through the catalog shopping as well.

Send Order

Purchasing Rep | Send Order | Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Joanne Sheffield, Purchasing Rep

Intranet People | [Advanced Search](#)

My Home [Catalog - Online Ordering](#) **Send Order** [Order History](#) [Edit Page Layout](#) | [Profile Settings](#) | [Help](#) | [Sign Out](#)

Send Order

File Type:

Select File:

Sender/Contact:

Phone:

Email:

Other Info:

Automotive Electronics, Inc.

Order Help

- [Download Order File Templates](#)
- [Order FAQ](#)

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start IBM... 2 I... 2 S... 12... Kirs... Mic... 65% 9:07 PM

- Scenario: Joanne submits her order using the template and web-based order upload.
- Link: Send Order button
- ===

Send Order

Purchasing Rep | Send Order | Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Joanne Sheffield, Purchasing Rep Go

Intranet People | Advanced Search

My Home Catalog - Online Ordering **Send** Order History Edit Page Layout | Profile Settings | Help | Sign Out

Send Order

Your order has been successfully submitted to our system. Additional order status can be found in Order History as it becomes available.

Date	Time	File	From	Status
2/5/2005	3:32:18 PM	autoelectronicsorder_20050206.txt	System	Order In-Progress
2/5/2005	3:32:17 PM	autoelectronicsorder_20050206.txt	System	File Format OK
2/5/2005	3:31:15 PM	autoelectronicsorder_20050206.txt	System	File Format Check Initiated
2/5/2005	3:31:14 PM	autoelectronicsorder_20050206.txt	System	Upload Complete
2/5/2005	3:30:00 PM	autoelectronicsorder_20050206.txt	Joanne Sheffield	File Upload Initiated

Automotive Electronics, Inc.

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start IBM... I... S... 12:... Kirs... Mic... 65% 9:08 PM

- Scenario: She sees that her order has been submitted successfully.
- Link: Order History
- ===

Order History

Purchasing Rep | Order History | Home - Microsoft Internet Explorer

MANUCO

Welcome Joanne Sheffield, Purchasing Rep

Intranet | People | Advanced Search

My Home | Catalog - Online Ordering | Send Order | **Order History** | Edit Page Layout | Profile Settings | Help | Sign Out

Order #	Customer	Total \$	Order Date	Status
456-0983 *	Automotive Electronics, Inc	38,000.00	13-Feb-05	Pending
874-495	Automotive Electronics, Inc	120.00	12-Feb-05	In-Progress
870-934	Automotive Electronics, Inc	16.50	10-Feb-05	In-Progress

Automotive Electronics, Inc.

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- Scenario: A couple days later, Joanne checks her order status.
- Link: Order # 456-0983
- ===

Order History - Details

Purchasing Rep | Order History | Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Joanne Sheffield, Purchasing Rep

Intranet People | Advanced Search

My Home Catalog - Online Ordering Send Order **Order History** Edit Page Layout | Profile Settings Sign Out

Order History

Order Details

Order #	Customer	Total \$	Order Date	Status
456-0983	Automotive Electronics, Inc	38,000.00	13-Feb-05	Pending

Order Item Breakdown

Part #	Name	Price \$	Quantity	Availability	Subtotal
74857	ABC Partname	130.00	100	Shipped	13,000
74856	DEF Partname	244.00	50	In-Stock	12,200
74855	GHI Partname	100.00	128	Backorder	12,800

Shipments

Shipping Company	Date Shipped	Est. Arrival Date	Method	Instructions
JB Hunt	5-Feb	8-Feb	Truck	Use Bay #3

[Details](#)

Backorder Information

Part #	Name	Quantity
74855	GHI Partname	128

Automotive Electronics, Inc.

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start IBM... 2 I... 2 S... 12:... Kirs... Mic... 62% 9:10 PM

- Scenario: She finds that part of her order has shipped and that some items are backordered.
- Link: Logout
- ===
- Note the detail level shown for backorder information and compare to what's displayed for the Aftermarket manager.

User Profile (4/4)

Name: Victoria Lee

Position: MANUCO, Aftermarket Manager

Location: Dearborn, MI USA

Profile: Victoria has recently been promoted to a manager in the Aftermarket organization. She has been utilizing the portal for training and e-learning and uses it for everyday tasks. She is pushing to move more applications to the portal to increase customer service levels of both her internal and external customers.

Scenario: Victoria receives a fair number of voicemails each day from customers and colleagues. She periodically checks PhoneMail to check for new messages.

Victoria performs most of her electronic work in her Workspace area. She finds the Alerts helpful when new workflow items await her response or when other action items occur. She notices that she has expenses pending her approval and takes a quick look at the Expenses tool and realizes there are more expense reports awaiting her approval than she has time for right now. She decides to block time in the afternoon to review expenses and changes focus to her clients.

After drilling into a recent customer order, she sees that one product has been backordered across multiple days. She calls Automotive Electronics to verify this will still meet their needs.

Before leaving for the day, Victoria schedules some time off for her upcoming vacation.



Login – Victoria Lee, Aftermarket Manager

The screenshot shows a Microsoft Internet Explorer browser window displaying the IBM Portal Demo Builder. The browser title is "IBM Portal Demo Builder(tm) Portal Prototype - Microsoft Internet Explorer". The page features a central blue banner with the "MANUCO" logo. Below the banner, four user profile cards are displayed in a 2x2 grid. The top-left card is orange and labeled "CBG Program Manager" with a photo of a man. The top-right card is yellow and labeled "Procurement Manager" with a photo of a man. The bottom-left card is red and labeled "Purchasing Rep" with a photo of a woman. The bottom-right card is light blue and labeled "Aftermarket Manager" with a photo of a woman, and it is highlighted with a yellow circle and a black arrow pointing to it. Each card includes the text "...making good business decisions". The Windows taskbar at the bottom shows the Start button, several open applications, and the system tray with the time 9:16 PM.

- (1) Select Victoria Lee from the Username list and (2) click Logon.

Homepage

Scenario: Victoria receives a lot of phone calls, so she checks her messages.

Link: Message Center/Go to Message Center

===
Note another variation of the homepage personalized for Aftermarket.

Message Center

Aftermarket Manager | My Home | Message Center Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Victoria Lee, Aftermarket Manager

Intranet

My Home **My Workspace** My Career and Life Our Company Edit Page Layout Profile

Message Center Home
FAQs
Help
Settings

Message Center

Messages 1-8 of 84 | [Next >](#) Folder:

	From	Caller ID	Received	Duration
<input type="checkbox"/> Listen	x 35009	Mark Stevens	Friday, February 04, 2005	2m 12s
<input type="checkbox"/> Listen	201-498-9744	Automotive Electronics	Friday, February 04, 2005	2m 12s
<input type="checkbox"/> Listen	313-320-0912		Friday, February 04, 2005	2m 12s
<input type="checkbox"/> Listen	313-320-0912	Pat Lydel	Friday, February 04, 2005	2m 12s
<input type="checkbox"/> Listen	212-442-0091		Friday, February 04, 2005	2m 12s
<input type="checkbox"/> Listen	800-222-7209		Friday, February 04, 2005	2m 12s
<input type="checkbox"/> Listen	589-209-9912		Friday, February 04, 2005	2m 12s
<input type="checkbox"/> Listen	212-442-0091		Friday, February 04, 2005	2m 12s

Move Checked to:

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- Scenario: Victoria can listen to her voice mail through her workplace. After checking her messages, Victoria goes to her workspace.
- Link: My Workspace tab.
- ===

My Workspace - Dashboard

The screenshot shows the MANUCO My Workspace dashboard. The top navigation bar includes 'My Home', 'My Workspace', 'My Career and Life', and 'Our Company'. The left sidebar contains 'My Dashboard', 'Tools and Applications', 'Collaboration Central', 'Services and Policies', 'Projects', and 'Manager Resources'. The main content area is divided into several sections:

- Outlook Exchange Mail:** A table of received emails with columns for Status, Attach, From, Subject, Received, and Size.
- Customer Orders:** A table with columns for Order #, Customer, \$ Total, OrderDate, and Status.
- Key Metrics:** A bar chart showing 'On-line Order Delivery (YTD)', 'On-line Order Delivery (Feb)', 'Customer Satisfaction (YTD)', and 'Customer Satisfaction (Feb)'. A yellow arrow points to the chart.
- Action Items:** A table with columns for # Item, Date, From, and Status.
- My Alerts:** A section in the top right with a yellow arrow pointing to it, containing alerts for 'Expense Report available' and 'New customer account'.

- Scenario: She sees alerts for her that Expense Accounts are awaiting her approval.
- Link: My Alerts/ Expense... OR Action Items/TER...
- ===
- My Alerts and Action Items might be similar. Someone that gets a lot of alerts might need a specific area to manage them.

Expense Accounts

Aftermarket Manager | My Workspace | My Dashboard - Microsoft Internet Explorer

MANUCO Welcome Victoria Lee, Aftermarket Manager

My Home | **My Workspace** | My Career and Life | Our Company

My Dashboard
Tools and Applications
Collaboration Central
Services and Policies
Projects
Manager Resources

Expense Accounts
Action Items 1-8 of 84 | [Next >](#)

ID	Date	From	Total \$	Reimbursed \$	Type
<input type="checkbox"/> 875	Friday, February 04, 2005	Robert Haas	57.00	0	Travel
<input type="checkbox"/> 874	Friday, February 04, 2005	Jen Hyack	120.00	13.00	Travel
<input type="checkbox"/> 873	Friday, February 04, 2005	Lisa Stoop	902.00	140.00	Travel
<input type="checkbox"/> 871	Friday, February 04, 2005	Evelyn Howard	390.00	0	Travel
<input type="checkbox"/> 870	Friday, February 04, 2005	Michael Bonn	16.50	16.50	Misc
<input type="checkbox"/> 869	Friday, February 04, 2005	Heidi O'Shea	1,099.00	309.00	Travel
<input type="checkbox"/> 872	Friday, February 04, 2005	George Balistar	90.49	0	Travel

Process Checked as: -- Select --

- Scenario: After reviewing the expenses pending her review, she revisits her workspace.
- Link: My Workspace tab
- ===

My Workspace - Dashboard

Aftermarket Manager | My Workspace | My Dashboard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Victoria Lee, Aftermarket Manager

My Home | **My Workspace** | My Career and Life | Our Company

My Dashboard
Tools and Applications
Collaboration Central
Services and Policies
Projects
Manager Resources

Outlook Exchange Mail

Compose New Email Refresh | Next > Messages 1-5

!	Status	Attach	From	Subject	Received	Size
!	U		Halle Highlands	Re: Glass Productions	12-Feb-05 11:30A	12 KB
	U		Luke Hoopenarner	Question for you...	12-Feb-05 10:30A	120 KB
	R		Payroll	Confidential - Payroll Statement available	12-Feb-05 8:31A	10 KB
	R		Nova Young	FWD: Conf. Info	11-Feb-05 11:30A	110 KB
	R		Pati Wortman	Information Reg	10-Feb-05 14:30A	8 KB

Customer Orders

Order #	Customer	\$ Total	OrderDate	Status
456-0983*	Automotive Electronics, Inc.	\$38,000.00	Saturday, February 05, 2005	Open
456-0034	Ford	\$240,000.00	Thursday, February 03, 2005	Complete
455-9024	Mazda	\$110,000.00	Tuesday, February 01, 2005	Pending
455-9011	Automotive Electronics, Inc.	\$12,000.00	Sunday, January 30, 2005	In-Progress
455-8999	Automotive Electronics, Inc.	\$10,000.00	Saturday, January 29, 2005	In-Progress
455-735	Mazda	\$34,000.00	Saturday, January 29, 2005	In-Progress
456-0034	Ford	\$56,000.00	Thursday, February 03, 2005	Complete
455-9024	Mazda	\$21,000.00	Tuesday, February 01, 2005	Pending
455-9011	Automotive Electronics, Inc.	\$9,000.00	Sunday, January 30, 2005	In-Progress
455-8999	Automotive Electronics, Inc.	\$21,000.00	Saturday, January 29, 2005	In-Progress
455-735	Mazda	\$2,000.00	Saturday, January 29, 2005	In-Progress

View Date Range:
From: Jan 01 2005 New
To: Jan 01 2005 Change
 All

OK*

Key Metrics

Action Items
View Recent: 10 OK

- Scenario: Victoria wants to review the recent orders coming in so she takes a look at the Customer Orders portlet. She can enter in the specific dates and hit "ok"
- Link: Customer Orders portlet/OK button.
- ===

Customer Orders

Aftermarket Manager | My Workspace | My Dashboard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Victoria Lee, Aftermarket Manager Intranet

My Home My Workspace My Career and Life Our Company Edit Page Layout | Profile

My Dashboard
Tools and Applications
Collaboration Central
Services and Policies
Projects
Manager Resources

Customer Orders

Order #	Customer	Total \$	Order Date
456-0983 *	Automotive Electronics, Inc	38,000.00	13-Feb-05
874-495	Automotive Electronics, Inc	120.00	12-Feb-05
873-394	Ford	902.00	11-Feb-05
871-493	Evelyn Howard	390.00	11-Feb-05
870-934	Automotive Electronics, Inc	16.50	10-Feb-05
869-934	Mazda	1,099.00	10-Feb-05
872-493	Mazda	90.49	10-Feb-05

View Date Range:
From: Jan 01 2005 New
To: Jan 01 2005 Change
 All
OK

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start IBM... 2 I... 2 S... 12:... Kirs... Mic... 49% 9:29 PM

Scenario: She identifies an order that's pending and reviews it to find out why.

Link: Order #456-0983

===

Customer Orders - Details

Aftermarket Manager | My Workspace | My Dashboard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MANUCO Welcome Victoria Lee, Aftermarket Manager Intranet

My Home My Worksp **My Career and Life** Our Company Edit Page Layout | Profile

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Services and Policies
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Customer Orders

Order Details

Order #	Customer	Total \$	Order Date
456-0983	Automotive Electronics, Inc	38,000.00	13-1

Order Item Breakdown

Part #	Name	Price \$	Quantity	Availability
74857	ABC Partname	130.00	100	Shipped
74856	DEF Partname	244.00	50	In-Stock
74855	GHI Partname	100.00	128	Backorder

Shipments

Shipping Company	Date Shipped	Est. Arrival Date	Method	Instructions
JB_Hunt	5-Feb	8-Feb	Truck	Use Bay #3

Backorder Information

Part #	Name	Quantity	Est. Ship Date
74855	GHI Partname	50	9-Feb
74855	GHI Partname	50	10-Feb
74855	GHI Partname	28	11-Feb

Automotive Electronics, Inc.
25080 Rosecrans Blvd.
Los Angeles, CA USA

start IBM... 2 I... 2 S... 13:... Kirs... Mic... 48% 9:30 PM

- Scenario: Victoria notices the reason the order is pending is because of a backordering issue.
- She calls Automotive Electronics to verify this will still meet their needs.
- ===
- Link: My Life & Career

My Life & Career

Aftermarket Manager | My Career and Life | My Benefits - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ANUCO Welcome Victoria Lee, Aftermarket Manager

Intranet People Advanced

Workspace **My Career and Life** Our Company Edit Page Layout Profile Settings Help

My Career Edit | ? - X

Our company wants to give you the tools to make you successful during your career and your life. The tools and resources of this page will help you through any life or career event. If you have any questions, please contact your HR representative.
[Candide Rice](#)

Benefits Overview Edit | ? - X

Category	Plan Name	Effective Date	Rate	Amount
Medical	Aetna POS Staff	07/01/2001	\$22.50	\$0.00
Dental	Staff Dental Plan Staff	07/01/2001	\$3.50	\$0.00
Health Care Spending	Per Pay Period Contr.	07/01/2001	\$0.00	\$0.00
Dependent Care Spending	Per Pay Period Contr.	07/01/2001	\$0.00	\$0.00
Basic Life	\$50,000	07/01/2001	\$0.00	\$0.00
Supplemental Life	2xBasic Benefits	07/01/2001	\$0.00	\$3.05
Spousal Life	Waive Coverage	07/01/2001	\$0.00	\$0.00
Dependent Child Life	Waive Coverage	07/01/2001	\$0.00	\$0.00
Voluntary AD&D	\$400,000	07/01/2001	\$0.00	\$2.00
Spousal AD&D	Waive Coverage	07/01/2001	\$0.00	\$0.00
Dependent Child AD&D	Waive Coverage	07/01/2001	\$0.00	\$0.00
Short-Term Disability	Coverage	07/01/2001	\$0.00	\$0.00
Long-Term Disability	60% of Basic Coverage	07/01/2001	\$0.00	\$4.16
Business Travel Accident	\$200,000	07/01/2001	\$0.00	\$0.00
Effect on Paycheck:				
Total Pre-tax Ded.			\$26.00	
Total Post-tax Ded.				\$9.21

Alerts! Edit

New Alerts: 2

- Attention: [PO Approval Requests](#)
- Attention: [Complete your 2006 Ben Plan Enrollment](#)

Employment Edit

- [Job Offerings and Postings](#)
- [Employment Verification](#)
- [Employment Policy and Law](#)
- [Referral Program](#)

Personal Time Off Edit

- Allocated:** 30 [View](#)
- Used:** 5 [View](#)
- Available:** 25 [Schedule](#)
- [Request Time Off](#)

Skills Development Edit

Learning and Development too resources

- [Mentor Program](#)
- [Management Development](#)
- [Using the New Time and Expen Program](#)
- [My Skill Inventory](#)

- Scenario: Before leaving for the day, Victoria remembers she needs to submit her vacation request for next month.
- Link: Personal Time Off portlet/Schedule Time Off
- ===

Personal Time Off

Aftermarket Manager | My Career and Life | My Finances | Personal Time Off - Microsoft Internet Explorer

MANUCO Welcome Victoria Lee, Aftermarket Manager

My Home | My Workspace | **My Career and Life** | Our Company

Personal Time Off

February 2005 March 2005 April 2005

Total Allotted Vacation Days: 30
 Total Used Vacation Days: 5
 Total Remaining Vacation Days: 25

Schedule Vacation

Start: 21 Mar 2005
 Duration: 5 Days
 Send Request*

My Vacation Schedule

Jan 1	Holiday	Completed
Jan 10	Vacation	Completed
Jan 11	Vacation	Completed
Jan 12	Vacation	Completed
Jan 13	Vacation	Completed
Jan 14	Vacation	Completed

- Scenario: She selects her start date and duration and submits her request.
- Link: Send Request button.
- ===

Personal Time Off

Date	Type	Status
Jan 1	Holiday	Completed
Jan 10	Vacation	Completed
Jan 11	Vacation	Completed
Jan 12	Vacation	Completed
Jan 13	Vacation	Completed
Jan 14	Vacation	Completed
Mar 21	Vacation	Pending
Mar 22	Vacation	Pending
Mar 23	Vacation	Pending
Mar 24	Vacation	Pending
Mar 25	Vacation	Pending

- Scenario: Victoria sees her requested days off show up, and awaits her managers approval.
- Link: Logout.
- ===