

GE Information Services



**Marketing &
Sales**



**Purchasing/
Supplier**



**Logistics
Management**



**Financial
Services**



Client's Benefits



GE Information Services

Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> Petro Chemical 	<ul style="list-style-type: none"> DOW 	<ul style="list-style-type: none"> Reduce procurement cycle time Manage material cost more effectively 	<ul style="list-style-type: none"> EDI for purchase orders & ASNs Electronic RFQs Customer bar coding application 	<ul style="list-style-type: none"> Increased pool of suppliers Reduced # of suppliers by 50% Improved bid response time for suppliers
<ul style="list-style-type: none"> Government 	<ul style="list-style-type: none"> Federal Government 	<ul style="list-style-type: none"> Distribute RFQs to broader group of suppliers Reduce paper & improve productivity in bid collection & review 	<ul style="list-style-type: none"> EDI for bid acts, POs & contract awards Custom bid board application Integration with 3rd party front-end procurement or build s/w for suppliers 	<ul style="list-style-type: none"> Estimated 8 to 10% reduction in material costs Increased pool of suppliers Increased business opportunity for suppliers

Client Example



GE Information Services

Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> • Manufacturing 	<ul style="list-style-type: none"> • Xerox 	<ul style="list-style-type: none"> • Provide integrated common EDI link between manufacturing facilities & global suppliers 	<ul style="list-style-type: none"> • EDI*EXPRESS & EDI to FAX 	<ul style="list-style-type: none"> • Expect 27% ROI • Reduced data entry
<ul style="list-style-type: none"> • Manufacturing 	<ul style="list-style-type: none"> • GE Power 	<ul style="list-style-type: none"> • Strengthen relationships with suppliers • Eliminate non-value added activity from purchasing process 	<ul style="list-style-type: none"> • EDI for purchasing orders • Electronic funds transfer • Supplier access to product schedule • Material certification database 	<ul style="list-style-type: none"> • Reduced order cycle time from 30 to 3 days • Reduced PO costs from \$100 to \$5 • Increased productivity - 50% more sourced w/25% fewer people

Client Examples



Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> • Auto Manufacturing 	<ul style="list-style-type: none"> • PSA Peugeot 	<ul style="list-style-type: none"> • Reduce delays between new car order & final delivery • Reduce paperwork for ordering parts • Reduce inventory levels • Improve order accuracy & delivery forecast • Communicate order, shipping & invoices 	<ul style="list-style-type: none"> • Implemented JIT • EDI for order forecasts, POs, ship notices & invoices • E-Mail for other partner communication 	<ul style="list-style-type: none"> • Inventory turnover increased by 40% • Reduced # of suppliers by 60% • Reduced # of non-assembled vehicles by 70%
<ul style="list-style-type: none"> • Manufacturing 	<ul style="list-style-type: none"> • Caterpillar 	<ul style="list-style-type: none"> • Improve communication between factories & suppliers to enable JIT implementation 	<ul style="list-style-type: none"> • EDI for purchasing & invoicing 	<ul style="list-style-type: none"> • Reduced inventory levels • Reduced lead time for ordering parts • Immediate productivity



GE Information Services

Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> Apparel Manufacturing 	<ul style="list-style-type: none"> Benetton 	<ul style="list-style-type: none"> Integrate information flows among sales, manufacturing & distribution 	<ul style="list-style-type: none"> Custom sales order management system that collects orders & routes to manufacturing Access to corporate systems for order status tracking by sales reps 	<ul style="list-style-type: none"> Order placement reduced from 3-10 days to hours Reduced invoice requirements Manufacturing based on actual consumer demand
<ul style="list-style-type: none"> Retail 	<ul style="list-style-type: none"> JC Penney 	<ul style="list-style-type: none"> Improve information flow with key suppliers 	<ul style="list-style-type: none"> EDI for ordering & shipping notices 	<ul style="list-style-type: none"> Reduced reorder cycles by 39% Reduced inventory levels by 21%

Client Examples



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Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> • Auto Manufacturing 	<ul style="list-style-type: none"> • Hyundai 	<ul style="list-style-type: none"> • Improve information flow between overseas distribution & manufacturing operation for spare parts ordering 	<ul style="list-style-type: none"> • EDI for POs, invoices, packing order info & back-order info 	<ul style="list-style-type: none"> • Spare parts delivered 3-10 days faster • Reduced invoice & air freight costs
<ul style="list-style-type: none"> • Manufacturing 	<ul style="list-style-type: none"> • Xerox 	<ul style="list-style-type: none"> • Provide integrated common EDI link between manufacturing facilities & global suppliers 	<ul style="list-style-type: none"> • EDI*EXPRESS & EDI to FAX 	<ul style="list-style-type: none"> • Expect 27% ROI • Reduced data entry
<ul style="list-style-type: none"> • Manufacturing 	<ul style="list-style-type: none"> • GE Power 	<ul style="list-style-type: none"> • Strengthen relationships with suppliers • Eliminate non-value added activity from purchasing process 	<ul style="list-style-type: none"> • EDI for purchase orders • Electronic funds transfer • Supplier access to production schedules • Material certification database 	<ul style="list-style-type: none"> • Reduced order cycle time from 30 to 3 days • Reduced PO costs from \$100 to \$5 • Increased productivity– 50% more sourced with 25% fewer people

Client Examples



GE Information Services

Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> • Manufacturing 	<ul style="list-style-type: none"> • Motorola 	<ul style="list-style-type: none"> • Eliminate paper from procurement process 	<ul style="list-style-type: none"> • EDI for automatic replenishment & electronic funds transfer 	<ul style="list-style-type: none"> • Cycle time cut 83% from 6 to 1 day • Reduced inventory levels by 33% • Doubled raw material turnover
<ul style="list-style-type: none"> • Manufacturing 	<ul style="list-style-type: none"> • Toys R Us 		<ul style="list-style-type: none"> • EDI for purchasing & invoicing 	<ul style="list-style-type: none"> • Reduced inventory • Reduced lead time for ordering parts • Immediate productivity
<ul style="list-style-type: none"> • Retail 	<ul style="list-style-type: none"> • Dayton-Hudson 		<ul style="list-style-type: none"> • EDI • UPC*EXPRESS • ASN Plus 	<ul style="list-style-type: none"> • Order lead times reduced: 24 to 5 days • In-stock position 98% • Receipt reduced 3 days to 3 hours

Client Examples



GE Information Services

Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> • Hi-tech Manufacturing 	<ul style="list-style-type: none"> • Toshiba 	<ul style="list-style-type: none"> • Provide dealers faster access to product info • Eliminate inefficiencies in order entry & inquiry processing • Improve dealer communication 	<ul style="list-style-type: none"> • Bulletin boards for product, technical & competitive information • Order entry & status inquiry application • E-mail for dealer communication with Toshiba & other dealers 	<ul style="list-style-type: none"> • Improved marketing & sales performance • Improved order cycle time • Improved customer service
<ul style="list-style-type: none"> • Apparel Manufacturing 	<ul style="list-style-type: none"> • Benetton 	<ul style="list-style-type: none"> • Integrate information flows among sales, manufacturing & distribution 	<ul style="list-style-type: none"> • Custom sales order management system that collects orders & routes to manufacturing • Access to corporate systems for order status tracking by sales reps 	<ul style="list-style-type: none"> • Order placement reduced from 3 to 10 days to hours • Reduced inventory requirements • Manufacturing based on actual consumer demand

Client Examples



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Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> Retail 	<ul style="list-style-type: none"> Australian Electronic Retail Ordering System (AEROS) 	<ul style="list-style-type: none"> Provide record retailers with quicker access to current product info Improve ordering process 	<ul style="list-style-type: none"> Custom electronic catalog & ordering system 	<ul style="list-style-type: none"> Savings of 16-20 hours a week in order placement & catalog Improved order cycle time Improved customer service
<ul style="list-style-type: none"> Health Care 	<ul style="list-style-type: none"> National Wholesale Druggists Association (NWDA) 	<ul style="list-style-type: none"> Provide more effective information exchange between drug wholesalers & manufacturers 	<ul style="list-style-type: none"> EDI for POs, invoices, credits, bid awards Electronic catalog for information on drugs, pricing & promotions Bulletin boards/E-Mail for communication among wholesalers & manufacturers. 	<ul style="list-style-type: none"> Reduced admin costs— - anticipate \$64-218M savings ultimately Reduced costs for product information dissemination— anticipate \$21-58M

Client Examples



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Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> • Hi-tech Manufacturing 	<ul style="list-style-type: none"> • Microsoft 	<ul style="list-style-type: none"> • Provide product, marketing & strategic information to Solution Providers worldwide 	<ul style="list-style-type: none"> • Databases & bulletin boards for product info, press releases, technical updates • E-mail for communicating with Microsoft & other Solution Providers 	<ul style="list-style-type: none"> • Improved communications • More responsive customer service • More opportunities for strategic partnering
<ul style="list-style-type: none"> • Financial Services 	<ul style="list-style-type: none"> • Erie Insurance 	<ul style="list-style-type: none"> • Provide agents quicker access to customer policy holder information • Improve cycle time for new policies 	<ul style="list-style-type: none"> • "Data Sharing" system using UFTU 	<ul style="list-style-type: none"> • Turnaround time for new policy improved from 7 to 2 days • Elimination of data entry improved productivity

Client Examples



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Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> • Manufacturing 	<ul style="list-style-type: none"> • Scott 	<ul style="list-style-type: none"> • Provide tools for account & contact management • Contract generation ability for reps 	<ul style="list-style-type: none"> • SMCS for account/contact management • Custom application for contract development • E-mail 	<ul style="list-style-type: none"> • Reduced # of customer service reps • Improved contract data accuracy • More effective selling time—more revenues
<ul style="list-style-type: none"> • CPG 	<ul style="list-style-type: none"> • Phillip Morris 	<ul style="list-style-type: none"> • Increase selling time • Reduce admin time • Collect more timely market/competitive information 	<ul style="list-style-type: none"> • Databases for customer & competitive info • Access to HQ sales & marketing application • E-Mail for product/pricing updates • Custom training, documentation & dedicated help desk support for 2,600 sales force 	<ul style="list-style-type: none"> • Added 1 month of selling time to 12 month calendar year • Added 900K sales calls per year • Increased market share significantly

Client Examples



GE Information Services

Industry

Client

The Need

The Solution

The Benefits

- GE Capital Fleet

- Improve sales force productivity

- SMCS for account/contact management

- Doubled time spent with customers
- Increased productivity by 50%
- Provide more timely competitive info

Client Examples



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Industry	Client	The Need	The Solution	The Benefits
<ul style="list-style-type: none"> • Retail 	<ul style="list-style-type: none"> • Dayton-Hudson 		<ul style="list-style-type: none"> • EDI • UPC*EXPRESS • ASN Plus 	<ul style="list-style-type: none"> • Order lead times reduced from 24 to 5 days • In-stock position 98% • Receipt reduced 3 days to 3 hours
<ul style="list-style-type: none"> • Retail 	<ul style="list-style-type: none"> • Toys R Us 		<ul style="list-style-type: none"> • EDI for purchasing orders & invoices • Integration of EDI & POs information to produce scannable labels for automated distribution 	<ul style="list-style-type: none"> • Increased order flow • Improved in stock capability • Shipment processor reduced from 3 days to 8 minutes
<ul style="list-style-type: none"> • T&T 	<ul style="list-style-type: none"> • SDV/SCAC 	<ul style="list-style-type: none"> • Provide import & export customer with timely consignment status information 	<ul style="list-style-type: none"> • Consignment tracking system for accurate forecasting of shipment delivery dates 	<ul style="list-style-type: none"> • Improved customer satisfaction • More timely deliverable due to re-routing capabilities

Client Examples



Thank you!

