

Industrial Sector



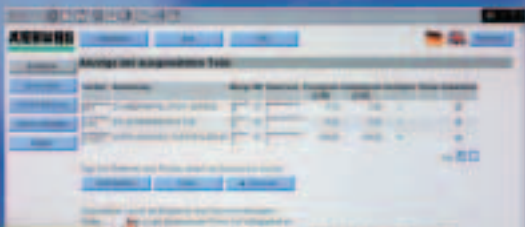
e-business in manufacturing industry

ARBURG Online

Customer service on the Net

A world map is shown with numerous small gold dots representing locations. White curved arrows originate from these dots and converge towards a central point in Europe, illustrating a global network or data flow.

ARBURG



Integrated e-business solutions are not just for large corporations.

ARBURG, an international market leader in plastic injection molding technology, demonstrate how they approached it: ARBURG Online is an IBM WebSphere-based, highly integrated Internet portal for product enquiries, configuration, remote diagnosis, key after-sales services and handling spare parts ordered directly over the Internet. It is an example which clearly illustrates how customized integrated e-business solutions can help small and medium enterprises (SMEs), boost efficiency and increase performance by further improving their business relationships with both customers and suppliers. The heart of the portal provides access to product and spare parts data for ARBURG machinery and the online ordering system gives availability details of replacement parts for ARBURG machines. The system documents how order and shipment processes can be streamlined in a simplified way, how handling orders and shipments can be optimized and how customer satisfaction can be positively increased as a result.

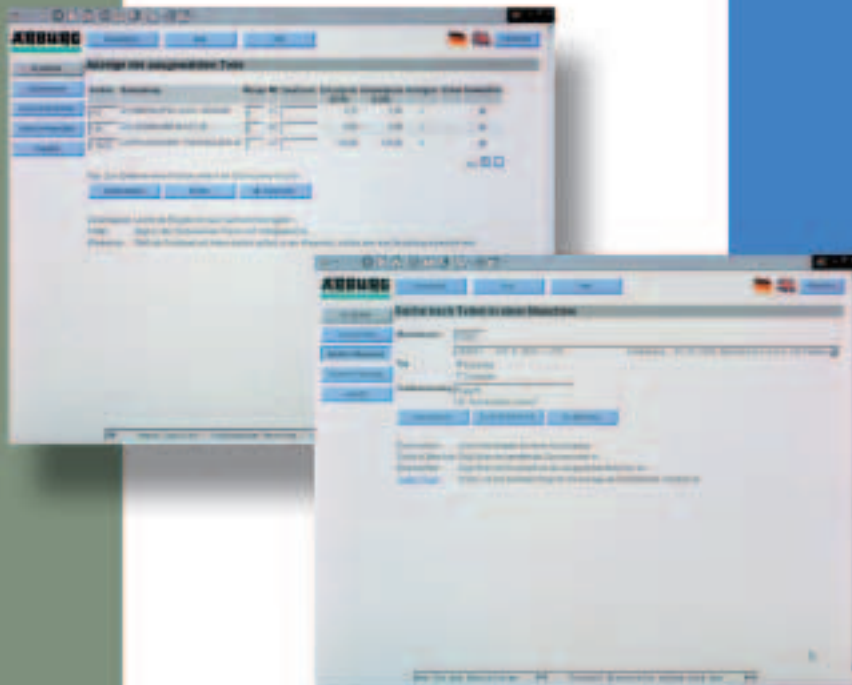
ARBURG is one of the successful innovative companies who have for decades, relied on the consistent use of information technology to optimize their business processes through integrating process solutions. ARBURG, an SME with representatives around the world, employs over 1,900 staff worldwide, has perfected IT integration. All divisions throughout the company are incorporated in a central information and communication system which extends from product development via control of procurement and production processes, through to assembly and delivery to customer services.

The online ordering system for machinery spare parts.

The latest development is the introduction of the ARBURG Online ordering system for machinery spare parts, which has successfully taken over from the previous BTX solution. ARBURG Online is based on standard IBM technologies – Tivoli Policy Director, WebSphere Application Server, MQSeries and Lotus Domino servers, DB2 database and IBM @server. Its key benefits are ease of ordering around the clock in German and English, prompt order processing, immediate information about the availability of the parts required and an indication of delivery status. This information is provided under secure conditions. Users have to key in security features

(their user ID and password) to gain access to the protected order level. Authentication and authorization are handled by the Tivoli Policy Director.

The online ordering system's performance is mainly characterized by the high degree of integration of the applications it is based on – product data from the efficient production planning and materials flow system. This was an essential pre-requisite for setting up the applications, enabling integration with back-end systems. An important basis of process integration at Arburg was the ability to precisely match existing tools already used at the product development stage and in computer aided design and product data management. They include CATIA, the leading CAD/CAM/CAE software from Dassault Systèmes, and ENOVIA virtual product management (VPM) components for an integrated technical development environment and product data management at the design, construction, production and assembly stages.



Interlocking applications.

Coordination of these tools enabled ARBURG to set up a product data management and spare parts catalog for each machine, using an IBM DB2 database. The database enables customers to access the latest data from the spare parts inventory and information on availability of supplies of the parts required. The portal's benefits are therefore self-evident, providing a drastic reduction in ordering and shipping times, a high level of transparency and control of orders in progress and the availability of specific spare parts. Further benefits of ARBURG Online are remote diagnosis, key after-sales services and access to ARBURG know-how, such as information about the company, new products and hints and tips.



The individual software components.

In charge of security: the Tivoli Policy Director

IBM's Tivoli software, the Policy Director, provides a security management solution, which coordinates individual access rights to applications throughout the company. It is an authentication and authorization server that checks the entitlement of user enquiries on the basis of specified rules and guidelines. The Policy Director has the capability, both internally in the corporate network environment, and externally in the e-business environment, for a large number of users from a central location. It identifies security gaps and prevents access by unauthorized persons. Policy Director software is currently the e-business security management solution which there is the greatest demand for in Europe.

In charge of business process management: IBM WebSphere

The IBM WebSphere family is currently the fastest-growing Java platform for business applications. It is designed to help develop, integrate and control processes, supporting modern business models in a wide range of industries, including mobile wireless solutions. Over 35,000 companies already rely on IBM's WebSphere product family.

The IBM business process management ranges of WebSphere and MQSeries, form the basis for the flexible infrastructure that is growing increasingly important to handle requirements in a dynamic company. They allow simple and

rapid integration of applications, systems and comprehensive business processes and analysis to come true.

In charge of collaboration: Domino servers

The integrated Domino application services for security, workflow and content management form an optimal platform for the realization at short notice of collaborative Web applications. So-called built-in connection services enable users to access relational databases, transaction systems and ERP applications.

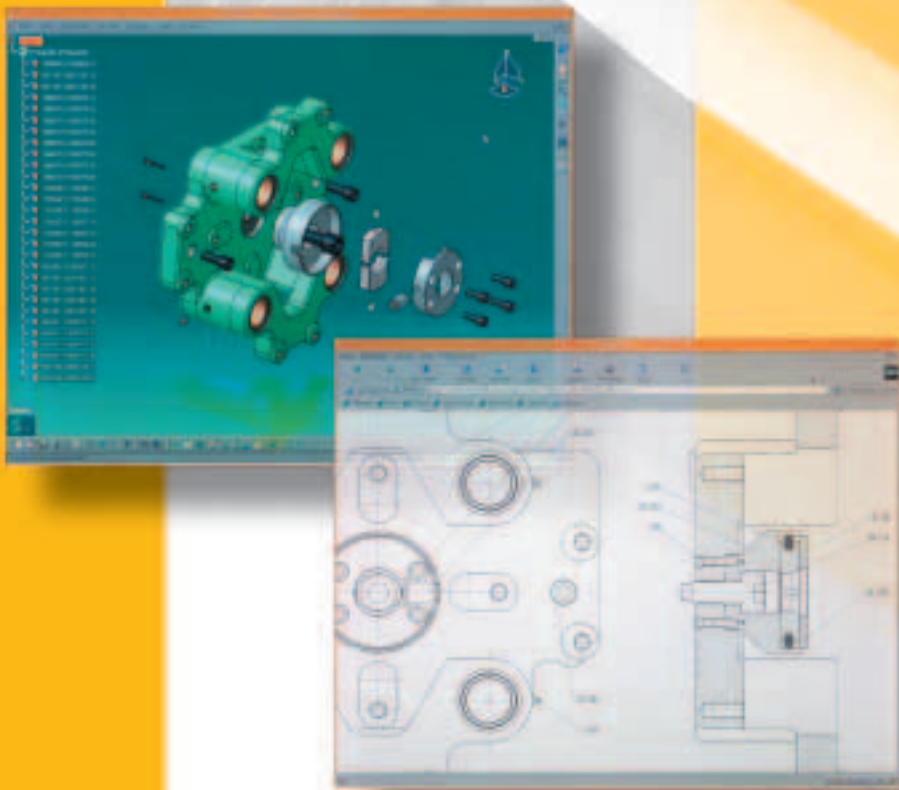
In charge of development:

Product Lifecycle Management (PLM) solutions

The PLM solutions from Dassault Systèmes and IBM are optimally coordinated tools for product development, solutions and technologies for computer aided design, construction and manufacture, including data administration, that make it possible to achieve digital product definition and simulation targets. CATIA CAD/CAM/CAE software offers the largest process-oriented applications portfolio to optimize design productivity and shorten development cycles considerably. It also improves product quality while reducing development costs at the same time.

In charge of the development environment and product data management: ENOVIA VPM

ENOVIA VPM is a product data management solution that enables the product developer to handle several product configurations and design alternatives effortlessly. It supports the processes required for concurrent engineering and lays the groundwork for setting up and analyzing digital mock-ups. It can also be integrated with ERP systems to avoid data entry duplication.





© Copyright IBM Corporation 2002

IBM Deutschland GmbH
D-70548 Stuttgart
ibm.com/de

IBM Österreich
Obere Donaustrasse 95
A-1020 Vienna
ibm.com/at

IBM Schweiz
Baendliweg 21, P.O. Box
CH-8010 Zurich
ibm.com/ch

The IBM home page can be found on the Internet at:

ibm.com
ibm.com/solutions

IBM, the IBM logo, @server logo are trademarks or registered trademarks of IBM Corporation in the United States, other countries, or both.

The e-business logo is a trademark of International Business Machines Corporation and used under licence.

Contact:

IBM Deutschland GmbH
IBM.com Sales Center
Am Fichtenberg 1
71083 Herrenberg
Phone: +49 (0) 70 32-15-4 90 27
Fax: +49 (0) 70 32-15-30 41