

TRI-WEST harnesses IBM WebSphere Portal to improve customer support and business agility

Overview
TRI-WEST, Ltd Santa Fe Springs, California www.triwestltd.com
Industry <ul style="list-style-type: none"> Wholesale distribution
Employees <ul style="list-style-type: none"> 240
Products <ul style="list-style-type: none"> IBM® WebSphere® Portal Express IBM Lotus® Web Content Management IBM Rational® Host Access Transformation Services IBM Content Manager
Business Partners <ul style="list-style-type: none"> Zobrist Consulting Group, Inc.



“We love WebSphere Portal’s ease of access with update capabilities... it’s saving the company a lot of money annually with real-time access of data, anywhere anytime, regardless of hardware platform.”

—Naser Long, MIS Director, TRI-WEST, Ltd

TRI-WEST Ltd is a leading floor covering distributor to retailers and flooring contractors in the Western United States, including Hawaii and Guam.

Challenge

To lower the high cost of continuous updates as well as improve customer service and better support sales staff productivity, TRI-WEST needed to replace its static Web site with a portal solution that would serve both internal users and customers.

The proposed solution would give customers 24x7 access to invoices, bills of lading and proof of delivery. Business users would be able to update the site without IT involvement, and sales staff would be able to access critical tools and information through the portal regardless of location.

Solution

TRI-WEST worked with IBM Business Partner Zobrist Consulting Group to define and build a portal solution based on IBM WebSphere Portal Express to serve the public as well as customers and employees. Customers can check order status, invoices and more, while employees can log into a secure and authenticated company intranet.

The portal is integrated with IBM Lotus Web Content Management, placing content control in the hands of business users and eliminating the need for IT to make minor updates. IBM Content Manager provides asset management and content integration for all types of files, giving TRI-WEST the ability to post how-to videos to drive customer traffic. IBM Rational Host Access Transformation Services connects the company’s legacy applications to the portal, allowing sales staff to access critical tools whenever and wherever they need them.

Benefits

- Better customer service and improved business agility
- Increased productivity for sales reps on the go, saving approximately US\$750,000 per year
- Eliminated VPN and associated software support costs, saving US\$130,000 per year
- Drastically reduced direct mailings, saving US\$57,600 in the first year



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Software Group
Route 100
Somers, NY 10589
U.S.A.

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