



Leading Caterpillar Dealer in Singapore
Uses Net-It® Central to Streamline Corporate
Intranet and Internet Communications

Industry

Industrial Retail

Company Facts

- Established in 1966
- Leading dealer of Caterpillar and other industrial products and services in Singapore.

Customer Quote

“Employees find Net-It Central very easy to use. All we had to do was give a brief demonstration and they started using it almost immediately.”

- Mr. Ng Peng Chew
Security/IT Manager

Challenge

- Needed a centralized repository for corporate policies and ISO 9001 requirements.
- Other ECM solutions were too complex and expensive to fit their requirements.

Environment

- Windows Server

Return On Investment

- Users have adopted Net-It Central as a primary resource for internal business communications.
- Automated publishing eliminates manual processes for the IT department.
- Intranet site management is easily disseminated between several site managers.

Company Overview

Established in 1966, Tractors Singapore Limited (Tractors) is the leading dealer of Caterpillar and other industrial products and services in Singapore for the construction, marine, and petroleum industries. With a 32-bay workshop, complete with specialized tools and skilled technicians, Tractors is dedicated to providing superior value-added services for their customers.

Organizational Challenge

Tractors was planning to set up an intranet portal as a platform for sharing documents and policies relating to their Six-Sigma Program and ISO 9001 Quality System. They evaluated several solutions, but found them to be too complex and expensive for their needs. The application they chose had to have powerful automated publishing capabilities on the back-end, as well as a simple, intuitive interface on the front-end. “We were aware of other ECM solutions but needed an application that was less complicated, yet offered a way to update our content in a timely manner,” reported Mr. Ng Peng Chew, Security/IT Manager.

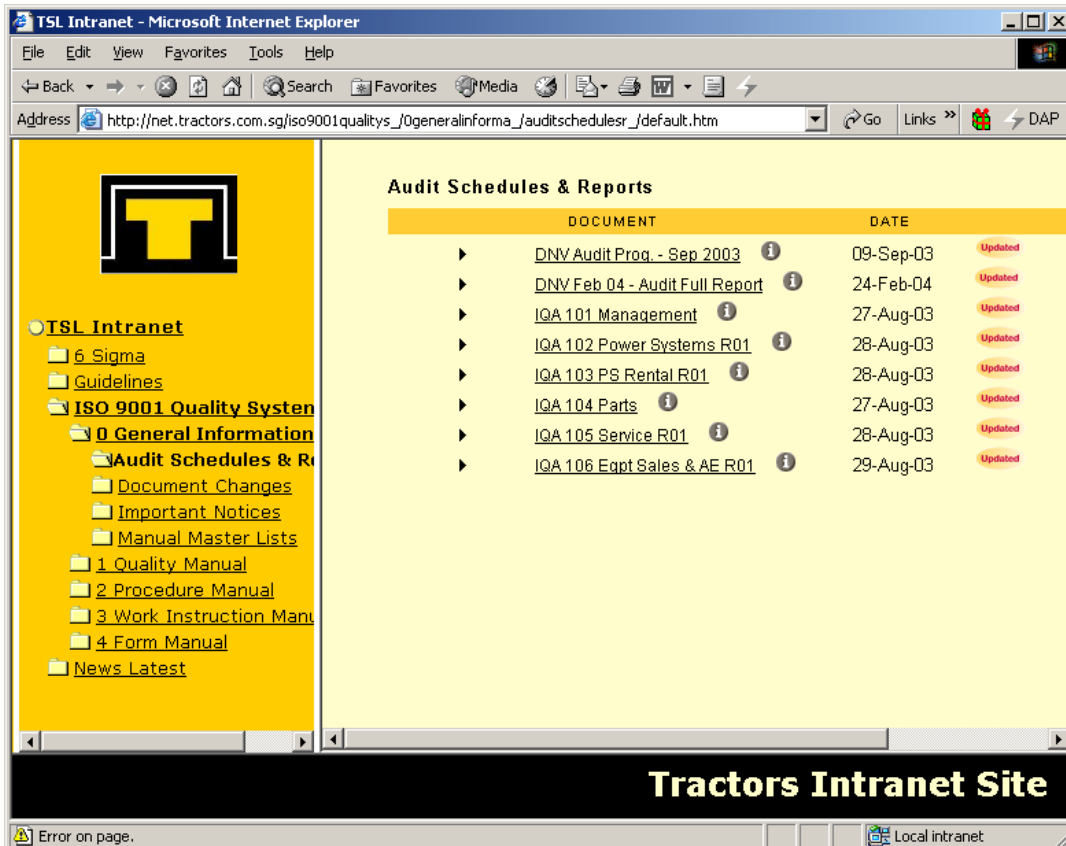
Technical Solution

The consultants at CorMedia introduced Mr. Ng and his department to Net-It® Central, the intranet solution from Informative Graphics®. Net-It Central is an automated publishing server that makes it easy for any user, regardless of technical expertise, to post their own documents—such as Microsoft® Word, Excel, PowerPoint, and Visio files—to an intranet portal. When the Net-It Central evaluation was installed and configured in less than 30 minutes, it was apparent to the IT department that they had found their ideal solution. “The fact that CorMedia was able to set us up with an evaluation so quickly was a big indicator that Net-It Central offered the simplicity we were looking for,” remarked Mr. Ng. “We also saw a big benefit in the fact that Net-It Central allowed us to disseminate the responsibility of publishing documents among several content managers.”

Operational Results

With a customized look and feel to reflect their corporate image, Tractors uses Net-It for their company intranet. “Employees find Net-It very easy to use. All we had to do was give them a brief demonstration on how to organize the contents and they started using it almost immediately,” said Mr. Ng. Net-It plays an integral part in the daily business communications at Tractors, providing employees with convenient access to articles, training instructions,

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presentations, ISO requirements, and project documents via a Web browser. With features such as automatic publishing and document posting and expiration, Net-It Central has also eliminated many of the manual processes in Tractors' IT department. "Since we started using the software a year ago, we had two sessions to clean out unwanted or expired documents, but other than that we really don't have to touch it," said Mr. Ng.

Within the next few weeks Tractors also plans to use Net-It Central to replace the third-party hosting service that currently manages their public content for their external company website. "Our public Web site provides customers with information on vehicles and engine rentals," said Mr. Ng about their future plans. "With Net-It, we will be able to update our daily content faster than our existing Internet hosting service."