

## Organizations Name: Sun Microsystems (GSO Training) – Case Study

**Project Type** = Organizational Assessment and Portal Strategy

**Point of Contact:** By Request

**Customer** = Fortune 500 Computer Manufacturer

**Phone Number:** By Request

**Dates** = June 2001 – October 2001

**Situation:** Sun Microsystems web-based product training organization wanted to increase usability, page loading speed and system performance of their training portal. Sun also needed to assess their internal support organization and content providers for delivery efficiency. The short-term goal was to improve site usability and improve the sales reps on-line product training experience.

DigitalArc was engaged by Sun Microsystems to develop a 'Quick Fix' strategy that would immediately resolve key issues based on end-user feedback and known performance issues. Based on the site review, DigitalArc developed a Prototype strategy that will allow the client to see immediate results and offered a migration strategy, organizational assessment and infrastructure review to resolve their global roll-out concerns. Based on our recommendation, Sun engaged DigitalArc to provide an organizational assessment and hardware infrastructure review.

**Solution:** Due to cost and time constraints by the customer, DigitalArc employed its rapid prototype strategy to create an enhanced web-training portal. The prototype allowed the customer to review key features and functionality that satisfied end-users needs. Each enhancement was written to easily integrate into the production site and provide the customer with an easily deployable site-wide solution.

DigitalArc's Organizational assessment reviewed Sun's internal content providers, IT support group and management structure. The assessment uncovered communication gaps between management and its supporting team. A re-organization was proposed based on feedback from the management team and DigitalArc's findings. Efficiency opportunities were also identified and presented to assist in streamlining content delivery via a proposed Content Management Solution (CMS).

The hardware infrastructure review identified an opportunity to re-organize their current infrastructure into a standard 3 tier web architecture. Caching techniques were also identified that would improve performance globally and reduce the cost of an outstanding purchase request for new Sun Solaris servers.

**Benefits Received:**

- Within a 60 day period, DigitalArc rapidly prototyped and deployed a solution that resolved Sun's 'Quick Hit' issues. The prototype was used as business case to further support the viability of web-based training as a cost saving tool that could improve employee productivity throughout the global sales force.
- DigitalArc saved the company \$200K from an unneeded purchasing request and outlined a cost effective applications architecture strategy that would improve system performance by 100%.
- The Organization Assessment assisted in the re-organization by Sun to reduce cost and improve delivery capabilities, therefore increasing employee productivity.