

# Success Story

## Johnson Controls—Building a Solid, Online Report Distribution Solution

**Vista Plus® assists Johnson Controls with delivering information.**

A multi-billion dollar manufacturer of automotive interiors and building controls that optimizes energy use and improves comfort and security, needed to replace its mainframe-based distribution system for thousands of critical reports. Johnson Controls selected the Vista Plus Suite from Open Text as the corporate standard for delivering information to a diverse user base spread across their organization. Today, the ECM (Enterprise Content Management) solution is integrated with the company's new client/server-based applications, and helps improve report distribution within the company.

*"From the IS perspective, the biggest benefit is the seamless integration with our operating environment. We didn't have to change any of our applications to fit Vista Plus, and our end-users like the Windows interface because it is fast, efficient, and easy to learn and use—that's what is most important to them."*

**Robert Brazner, Project Lead, IT  
Production Services, Johnson  
Controls**

A global leader in automotive experience, building efficiency and power solutions, Johnson Controls, creates smart environments, bringing ingenuity to the places where people live, work and travel. Fiscal 2007 was the 61st consecutive year of sales increases, the 17th consecutive year of earnings increases, and the 32nd successive year of dividend increases. Dividends have been paid consecutively since 1887. With headquarters in Milwaukee, Wisconsin, Johnson Controls has approximately 140,000 employees in more than 1,300 locations, serving customers in 125 countries.

The company is organized into three major groups—Automotive Experience, which focuses on interior automotive systems including seating, overhead, door, instrument panels, storage and electronics, for a comfortable, safe and enjoyable driving experience; Building Efficiency, which provides building automation solutions, including climate control, lighting, fire and security, and manages more than one billion square feet of building space; and Power Solutions, the world's largest manufacturer of batteries for automobiles and hybrid electric vehicles, and a leading developer of advanced battery chemistries.

### Situation

To sustain growth and maintain excellence in customer service, Johnson Controls migrated from a mainframe-based IT system to a distributed client/server-based computing environment. At the corporate headquarters, Oracle Financials was selected as the corporate standard for financial management and PeopleSoft was chosen for human resources, benefits, payroll, and related functions.

However, with the introduction of the new computing environment, a challenge surfaced. The new, distributed, client/server-based business applications lacked automated report distribution capabilities, and manual report processing was not acceptable to meet the needs of Johnson Controls' diverse end-user population.

For almost a decade, the company's original centralized mainframe system provided online reports to users. As a Project Leader within the corporate IT Production Services department, Robert Brazner was tasked with identifying an equivalent, or better, solution for the new client/server system. This solution would need to seamlessly integrate with the business applications and electronically deliver thousands of reports that were critical to daily operations of the organization.

### Industry

Manufacturing

### Customer



### Business Challenges

- Replace manual report processing with automated distribution
- Electronically deliver thousands of critical reports
- Deliver service to a worldwide user base with an option for Web access
- Ensure report security at the page level

### Business Solution

- Vista Plus Suite

### Business Benefits

- Streamlined, automated report distribution
- Instant, web-based user access to reports
- Fast, efficient, and easy to use interface
- Seamless system integration with the operating environment including PeopleSoft and Oracle

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Experts... we do!*

According to Brazner, Vice President and CIO Sam Valanju challenged the IT staff with the goal of finding a single product that would meet the diverse needs of the enterprise. "The biggest hurdle we faced with this project was getting agreement on all the requirements," says Brazner. "Users from different groups had multiple needs that often conflicted with each other. We had to form a special task force representing all the business units in the company, and somehow agree on a detailed list of evaluation criteria to help us come up with a solution everyone would find acceptable."

The task force determined that the new report management solution must:

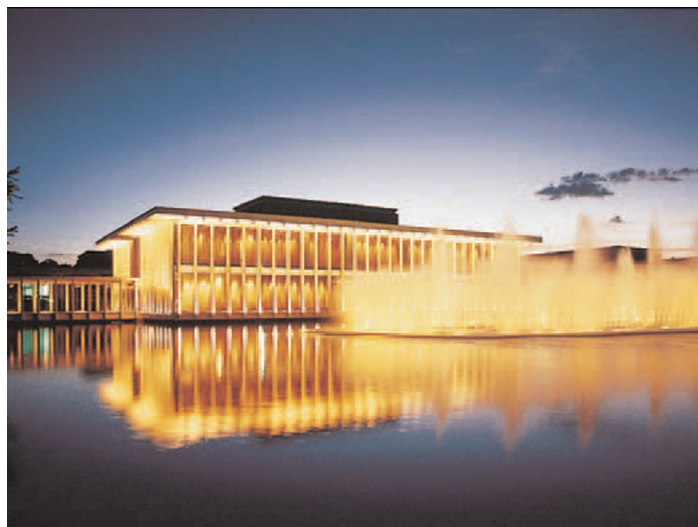
- Provide equal or better functionality than the existing systems;
- Render PCL and Postscript documents to the PC screen;
- Enable automatic printing of reports upon receipt;
- Guarantee immediate capture of reports as they are generated by applications;
- Integrate easily with both PeopleSoft and Oracle systems;
- Deliver service to a worldwide user base with an option for Web access;
- Provide security for reports at the page level;
- Provide an easy-to-use interface for users.

"Each of these features was a showstopper," says Brazner. "The selected product had to be flexible enough to meet every requirement on the list."

## Solution

During a thorough evaluation process, the task force rated almost every report management offering on the market against their requirements. The Vista Plus Suite from Open Text came out on top. "Vista Plus was the only solution that met the majority of the requirements determined by our evaluation team," says Brazner.

Today, users are receiving reports online and the Vista Plus Suite is the enterprise-wide standard for report management and distribution at Johnson Controls. Most users are located at the corporate campus in Milwaukee, and the remainder are spread among business units across the United States. Remote users have the option to use a Windows or Web client, and can print reports or subsets of reports locally, if necessary.



Vista Plus is now the primary repository for all PeopleSoft, Oracle Financials, and Oracle Applications reports at the corporate headquarters. The Vista Plus Interface for Oracle Applications was key to the seamless integration of Vista Plus with the corporate business applications. "The Oracle interface saved us a lot of time and aggravation," Brazner says. "The software did most of the work instead of us." For PeopleSoft applications, a homegrown application had already been designed to capture reports to a single location, and that facility was easily replaced by the Vista Plus Suite to manage the report delivery process.

## Benefits

"We've heard nothing but extremely positive comments from our user community about Vista Plus," reports Brazner. "We've had very good user acceptance across the board. Our customers really appreciate having instant online access to their reports." Johnson Controls will continue to expand the number of the ECM solution's users as rollout of the new distributed corporate system progresses.

The Vista Plus Suite has met or exceeded all the electronic delivery requirements set forth by the business units at Johnson Controls. "From the IS perspective, the biggest benefit is the seamless integration with our operating environment. We didn't have to change any of our applications to fit Vista Plus," our end-users like the Windows interface because it is fast, efficient, and easy to learn and use—that's what is most important to them."

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