

Case Study Herman Miller implements extended process and knowledge management solution



EZ-Process extends the iBaan DEM Solution

Customer Profile

Name of customer	Herman Miller, Inc.
Country	United States
Baan alliance organisation	DynaFlow Modeling Solutions Inc.
Customer industry	Office furniture and services
Customer revenue	\$2.24 billion net sales in fiscal year 2001
Web address	www.hermanmiller.com



Business Problems

Herman Miller, Inc., is a leading global provider of office furniture and services with an international presence that extends to more than 40 countries worldwide. As providers of products and services, all Herman Miller companies share a commitment to innovation and uncompromising quality.

The company offers a comprehensive range of products from office furniture systems and accessories, freestanding furniture products for the office and healthcare environments and office and institutional seating; through to home office and residential furniture, and filing and storage products. Services provided by Herman Miller include furniture management; strategic facilities consulting; and leasing.

Herman Miller has become a market leader in office furniture and work environment services through its constant focus on product innovation and award-winning design. This key market leadership position, although most visible from a product line point of view, was also achieved by several internal optimisation initiatives.

Solution

At an extended organisation level, and to improve synergy and efficiency in the relationship with hundreds of suppliers, Herman Miller has been leading the industry by establishing business portals that offer all their suppliers a view of the status of supply and demand, enhancing real-time collaboration.

On another level, Herman Miller is also looking carefully at its internal processes and mechanisms. To allow visibility and control over its business processes, Herman Miller has been using the iBaan Dynamic Enterprise Modeling (DEM) tools from Baan for several years now.

Rex Kiekintveld, Director of Business Systems at Herman Miller said: "Herman Miller considered many different ERP systems and selected Baan for several reasons. The iBaan DEM (Dynamic Enterprise Modeler) tool was one reason. We saw the value that DEM could bring for documenting our business processes and automatically configuring the Baan system right down to what each person's desktop capabilities would be. These documented business processes could be standardised for each plant as we implemented.

"Now, after implementing eight logistical companies with 1,300 active users, we continue to use DEM for documenting continuous business process improvements, and delivering those changes to the end users on an ongoing basis."

Implementation

iBaan DEM models not only enable visualisation of the business processes, but also automate the generation of all end-user desktop environments. Although the defined business processes contain a rich reservoir of knowledge, this knowledge was available only to employees able to access the Baan application, representing a fraction of the entire Intranet

"With Baan and DEM we now have consistent, standardised business processes that are documented and used by everyone across the enterprise."

Rex Kiekintveld, Director of Business Systems at Herman Miller





community. In addition to the graphic knowledge of DEM diagrams, Herman Miller has accumulated hundreds of valuable documents, written work procedures (ISO related and others), templates and training material that have been managed by separate tools.

To integrate all of these knowledge components and to make them more accessible to all Intranet users, Herman Miller selected EZ-Publisher - part of a larger product suite called EZ-Process which is developed and implemented by Baan alliance organisation, DynaFlow Modeling Solutions Inc., a leader in business process and knowledge management solutions. EZ-Publisher is the solution used to web-enable process diagrams (DEM and others) and to integrate internal documentation to the appropriate business model components.

Benefits

Herman Miller employees are now able to view their DEM business processes, to execute their office applications and to access the documents with EZ-Publisher and a few mouse clicks. Not only are the employees realising advantages from this browser-based solution, the modeling process itself is significantly streamlined.

About DynaFlow Modeling Solutions Inc.:

Leader in Business Process and Knowledge Management solutions in North America and Europe, DynaFlow is dedicated to providing its customers with world-class expertise in the strategic domains of Enterprise Modeling, Total Process Management and Workflow Automation, in relation with Business re-engineering initiatives and ERP/B2B implementations. DynaFlow has maintained a strong and constructive relationship with Baan since 1990, with direct involvement in all critical aspects of the iBaan DEM design, development, training and worldwide roll-out. For more information about DynaFlow, visit: www.dynaflow-dem.com

About Baan

Baan helps companies to compete in the 'networked economy' with its ever-increasing demands for more information, integration and collaboration. Through its powerful new iBaan suite of Internet-enabled solutions, Baan is ideally placed to support organisations in the manufacturing, logistics, service and engineering industries as they move towards tighter integration of their complex processes, closer collaboration with customers and partners, and providing employees with build-to-order shop floor data and supply information. Baan has more than 15,000 customer sites worldwide, and is part of the Invensys Software Systems Division - a global leader in the provision of e-business/automation solutions. For more information, please visit <http://www.baan.com>

Herman Miller infrastructure

Software:	iBaan DEM, iBaan enterprise solutions
No. of seats:	1250 seats purchased, 600 in use
Operating platform:	HP
Database:	Oracle 8.1.6
Customizations/extensions:	MFG

The following business benefits were also realised at Herman Miller through the implementation of iBaan DEM with EZ-Publisher:

- The enterprise-wide process documentation tool is now used for developing process improvements. The same tools are used to document, deliver, and provide training for those process improvements
- This helps to replicate processes at multiple sites
- It is now possible to provide access to the model Herman Miller had built in DEM to sites that do not yet have Baan installed
- By using its corporate intranet for users who only wish to access business processes and documentation Herman Miller keeps its peak usage down

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