

Johnson Controls selected Communiqué to create an enterprise system that would enable them to move from a company that simply did business in multiple countries to one that was truly Global in nature.

Johnson Controls

Johnson Controls, Inc. is a global market leader in automotive systems, facility management and controls. Johnson Controls has 112,000 employees, 290 facilities in 30 countries, with headquarters in Milwaukee, Wisconsin.



Since its start in 1885, Johnson Controls has grown into a multi-billion dollar corporation, with worldwide leadership in automotive systems and building controls.

Fundamental to this success is the Johnson Controls mission to continually exceed customers' increasing expectations, focusing on innovation and commit to continuous improvements in quality, service, productivity and time compression.

Communiqué Solution

JCI enlisted DocuLabs to assist in identifying their business needs and reviewing potential Content Management solutions. The original list of vendors they considered at this time included Interwoven, Vignette, Stellent, Divine, FileNet, Opentext, Documentum and Day.

The evaluation was narrowed for a number of reasons that included multilingual support, scalability, and support for HP-UX. After a rigorous process that included formal proposals and presentations to the project team and IT Executives, Day's Communiqué was selected as the best solution to meet the current and future needs of Johnson Controls.

Day was tasked with developing an enterprise system that included creation, translation and presentation of business information for all units. This system needed to streamline access to critical business content to cut costs and increase profits. It was critical that the initiative ensured consistent message and brand management for all audiences. Content Management is the glue that holds the various standard systems together.

Johnson Controls engaged Day for an initial implementation of Communiqué that included fully deploying the software on HP-UX. This implementation included proving the ability to integrate with Epicentric Portal and LiveLink. Phase one of the project was spearheaded by the Controls Group and was completed in mid 2003.

The key functionality that was deployed during this phase included Single Sign-on through SiteMinder, integration with Epicentric, and implementation of WebDAV and Business Process Management.

Phase two of the project was supported closely by the Automotive Systems Group and included refined integration with LiveLink, Lotus Notes, various Oracle Databases and FileNet document management.

The completion of this phase laid the foundation for ongoing implementation across the JCI Enterprise.



Project Challenges	Key Criteria for selecting Communiqué
Strong Multilingual support	Ability to create a "Virtual Enterprise"
Localize content for "global" access Worldwide	Extensive Use of Standards
Ability to leverage current IT applications:	J2EE Architecture, XML, etc
HP-UX OS, Oracle DB, Lotus Notes,	Overall ease of use
FileNet Imaging, Epicentric Portal,	Globally focused and enabled
IBM WebSphere App Server, Verity Search,	Unicode and localization support
Netegrity SiteMinder Single sign-on	Scalable, Secure and Reliable