Enterprise Information Portals (EIP)

The explosive growth in volume of information with over 85% of the information in unstructured format, the complexity arising from disparate information sources, and the nature of information present severe challenges in managing information effectively. To derive insights from information to enhance competitiveness, enterprises need a comprehensive approach addressing presentation, access, maintenance, analysis and integration of information across sources. EIPs provide a personalized environment that deliver all contextual digital content and services to stakeholders through multiple web-enabled devices.

In the last decade, web-based applications have proliferated, leading to application silos that use expensive, redundant web infrastructure with multiple access points. This causes difficulties in information aggregation, information architecture, field force enablement and in providing a standard user experience. An EIP - an enterprise-wide presentation-tier infrastructure unified with components for presentation, personalization, identity and security management, taxonomy, search and collaboration - can help address these issues.

Infosys’ Enterprise Information Portals services, using a robust pre-defined portal framework and a powerful governance model, enables enterprises to successfully address the above challenges, prioritize and manage user expectations and bring order and predictability into the evolution and sustenance of the enterprise portal.

Approach to implementing Enterprise Information Portals

Infosys adopts an accelerated EIP implementation methodology. This methodology consists of well-defined execution tracks which ensure success.

The Infosys Advantage

Infosys’ EIP services deliver value to clients using these core strengths:

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<tr>
<th>Engineering team</th>
<th>Knowledgebase</th>
<th>Alliances</th>
<th>Toolkits</th>
<th>Concept center</th>
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<tr>
<td>• Team of portal specialists - consultants for governance, program and change management, product and migration specialists</td>
<td>• Templates, checklists and sample deliverables for every stage in a portal program</td>
<td>• Strategic alliances with key product vendors to access product roadmap and develop competencies</td>
<td>• Scalable solution framework</td>
<td>• Pre-built EIP solution stack on multiple portal technologies - WebSphere, WebLogic, MOSS and Open Source</td>
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<td>• Specialized artifacts based on portal implementations - information portals, knowledge portals, e-business portals, etc.</td>
<td>• Centers of Excellence on WebSphere, Lotus suite, MOSS and Weblogic</td>
<td>• Accelerators to automate tasks and enable faster execution of projects</td>
<td>• Platform for developing POC for clients, developing frameworks and technology experiments</td>
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<td>• Document repository containing body of knowledge on portals</td>
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BT launched a portal initiative to provide enterprise customers a unified customer experience with seamless user journeys to cater to critical functions. Due to a fragmented application landscape, they faced problems in conceiving a federated architecture to help in providing a unified view. Partnering with BT, Infosys ushered in a fresh perspective on portal architecture and implementation to resolve the problems.

Client Speak

"Infosys’ contribution has been immense in making the program a success. They were the prime system integrators for the initiative. They brought to the table fresh perspectives on portal architecture and implementation during the conceptualization phase and were also responsible for the product evaluation. The Infosys team have developed the Thin Portal framework and implemented various best practices - cookbook, certification, integration management etc. Infosys have established themselves as thought leaders in portal space within BT."

Alexander Robertson, Program Manager, BT