

X-ISS Helps a global chemical corporation “go paperless” and improve performance of a company-wide process

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- Cliferd Menezes,
CFO
LCY Elastomers

Business Need

LCY Elastomers, a leading global elastomer manufacturer with a plant in the Houston area, needed a better company-wide system to manage their employee vacation request and tracking process.



Solution

LCY Elastomers contacted X-ISS to design and implement the sophisticated solution they needed utilizing SharePoint 2010.

Benefits

- Only forms with requests that meet the established business rules can be submitted
- Submitted requests are automatically routed to the appropriate managers for approval and status notifications are also automated
- System tracks and calculates vacation time used and available
- Customized views are available for managers and employees
- Corporate paperless initiative is met

Existing hard-copy manual system was time consuming and prone to error

LCY Elastomers had an existing manual system that was administratively time consuming, prone to error and did not fit with the organization’s key initiative to improve sustainability by “going paperless”. Managers lacked easy access to information on the vacation time still available for each person, as well as an effective means of viewing the overall vacation schedule for their departments. Employees needed to receive more timely responses on their requests and the ability to track the status of their requests. They also needed to be better informed of their current vacation allotment and alerted to any business restrictions or guidelines for utilizing it.

LCY Elastomers knew for some time that they needed to fix the system, but weren’t sure how to best approach it. With recent advances in SharePoint, they thought it might be the answer. However, internally they lacked the necessary SharePoint expertise to design and implement the sophisticated solution they needed.

Customer Profile

Company:
LCY Elastomers

Industry:
Chemical

Location:
Greater Houston
Texas

Employees:
80

X-ISS offers a solution

The X-ISS SharePoint team met with LCY Elastomers to gain an in-depth understanding of the current process, as well as its issues and opportunities for improvement. The project team then designed an automated solution, built on Microsoft 2010 SharePoint, to address everyone's needs. Working closely with LCY Elastomers management, the X-ISS team also mapped out the requirements, business rules and forms needed to apply the solution.

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Powerful electronic forms were created using InfoPath 2010. The forms integrate data from an external Human Resources database, performing complex validation checks which ensure that only forms with requests that meet the established business rules can be submitted. The workflow is structured so that submitted requests are automatically routed to the appropriate managers for approval. At various stages of the approval process, the appropriate company stakeholders are automatically notified of the status of the request. The new system also automatically tracks and calculates vacation time used and available per employee.

Each employee has a customized view of vacation requests and activity based upon their needs. For managers a calendar view was created, providing them a dashboard view of vacation requests and activity for those whom they have responsibility. Each individual employee has immediate access to their own personal information.

A streamlined, more effective and easier-to-use vacation request and tracking process that eliminated the use of error-prone, paper-based forms provided an automated workflow system, improved process insight and satisfied the LCY Elastomers improved sustainability initiative.

"Everyone in the company is happy with the new process," notes Cliferd Menezes, CFO of LCY Elastomers. "There were some hard IT challenges X-ISS had to overcome to meet everyone's requirements," he says, "but the X-ISS team was responsive, professional and knowledgeable. The new system does everything we wanted it to do."

Organizations can meet sustainability initiatives through efficient easy-to-use processes

"Almost every business has some form of manual system that they'd like to automate, but they often worry about losing efficiency or security in the process of implementing it," says Deepak Khosla, President and CEO of X-ISS. "In fact, in every case we've delivered a SharePoint solution, the company ends up with greater efficiency, control and security."

Recent upgrades in SharePoint allow for the creation of even more effective solutions combined with an increased recognition by businesses of the advantages of improved sustainability beyond supporting the environment. Using a well-designed paperless solution to help achieve sustainability goals reduces resource costs, streamlines work, and provides more accurate and timely information to those who need it.

The key to utilizing SharePoint successfully, Khosla believes, lies in focusing experienced SharePoint professionals on solving specific business needs. "We take a business approach to IT," Khosla says. "Delivering the best technological solution against the problem that the client wants solved is what drives all of our recommendations and actions. For many businesses, SharePoint solutions are the most effective and affordable route to get them where they want to be, including helping them to achieve their sustainability goals."