



Office Supply Giant Uses Imanami's Web-based Directory Software to Keep Updated Address Information for Over 4,000 Employees Across Multiple Microsoft Exchange Organizations

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*Steve Paoella
Manager, Network Services*

Quick Facts

ACCO Brands Corporation (ACCO Brands), one of the world's largest suppliers of branded office products, needed to find a simple and cost effective way to link and maintain address information for over 4,000 employees across multiple Microsoft® Exchange (MS Exchange) organizations with different configurations; a situation that was the result of the Company's merger with General Binding (GBC).

ACCO Brands used Imanami's GroupID Self-Service, an innovative Web-based Directory Management solution, to complete this task.

Customer Profile

ACCO Brands (NYSE: ABD) is one of the world's largest supplier of branded office products, with annual revenues of nearly \$2 billion. Its products are available in over 100 countries across the globe. With world-class brands such as Swingline, Kensington, Wilson Jones, Quartet, GBC, Day-Timer and Rexel, ACCO Brands has a long history of market leadership and innovation.

In 2005, ACCO Brands merged with another world-renowned office supply company, GBC, the market leaders in binding, laminating, presentation boards and shredders, to broaden its product portfolio and better address customer needs to increase productivity.

While this was a successful business decision that turned the Company into an office products powerhouse, it almost doubled the number of employees worldwide, and resulted in 5 separate MS Exchange organizations with different environments from Version 5.5 to 2000 and 2003.

Business Situation

With the merger of ACCO Brands and GBC, the company needed a way to keep all of the employee information in one place and up-to-date. Before the implementation of Imanami's GroupID Self-Service, it was virtually impossible to know whether an individual's information was current until you tried to contact them, assuming you could find them in the corporate directory. In many cases, people were building their own "frequent contacts" lists for easy access to the information they needed.

On the IT side, the 5 different MS Exchange organizations across both companies had their hands full just keeping the existing information synched with the other groups. The minute IT in one group got everything synched-up, it was already out of date.

Also, since each MS Exchange group had its own version of the software and these groups grew-up organically throughout the Company's history, they maintained a different set of information with different allowances and controls regarding changing individual fields. It was a difficult maintenance and synchronization problem. The three versions of MS Exchange that ACCO Brands had at the time of the Imanami installation are not friendly with each other in terms of mapping and sharing information.

In addition, there was no way for employees to keep their own information current. The corporate phone directory was a manual process, maintained by the Telecommunications group. Any time an employee moved, their title changed or they switched groups within the company, their information would become outdated. It was an impossible task.

Solution

ACCO Brands found Imanami's GroupID Self-Service through Denmac Systems, a consulting group that was helping ACCO Brands with a number of IT projects. All that it took was a short, free trial of the product and ACCO Brands was sold.

GroupID Self-Service is a powerful web-based directory management solution that provides self-service to users to update their own directory information, search the global catalog, modify objects in different domains and manage their own groups. It takes the burden of directory management away from IT, Human Resources and other groups, saving a lot of time maintaining manual address books. GroupID Self-Service also allows IT to maintain as much control and security as required by the organization; and because it is Web-based, it easily integrates into a corporate Intranet to replace less reliable phone directory applications.

According to Steve Paoella, Manager of Network Operations for ACCO Brands, "Once implemented, WebDir has been almost completely hands-free for over a year now. The biggest challenge we had was internal as we needed to get all of the organizations on the same page with respect to a standard set of information. Otherwise, GroupID Self-Service was very easy to implement and has been simple for our employees to use. We have integrated it into our Intranet, which has been a key benefit to us. ACCO has been able to replace the manually maintained phone directory with Imanami GroupID Self-Service, which is a huge win when you have to keep track of 4,000 employees. Now they keep track of themselves. Approximately 85% of our employees have updated their information."

ACCO Brands future plans include upgrading to the next version of GroupID Self-Service and looking at some of Imanami's other products for directory synchronization, dynamic group management and reporting.

"Imanami's support organization has been great," added Steve. "Initially, there was some functionality we needed, which was coming out in the next version. They helped us with a work-around right away and then actually called us when the new version was released to make sure we got it immediately. Now that is service!"

Return on Investment

Before implementing Imanami's GroupID Self-Service, ACCO Brands did not have an efficient way to manage global address and phone directories. The process was very manual and maintained by two separate departments. On the IT side, the 5 different MS Exchange organizations across both ACCO Brands and GBC had their hands full just keeping the information they had synched with the other groups.

All of those issues have been solved with GroupID Self-Service and the people who would spend much of their time updating directory information and maintaining phone lists are freed-up to work on other projects.

Key Benefits

- Customization for integration with multiple MS Exchange environments
- Ability to use on Intranet and eliminate need for separate corporate directory
- Ease of use for IT and end users
- Employees can maintain their own information
- IT maintains control over fields and security
- Low maintenance
- Excellent support staff



About Imanami

Imanami develops software that delivers Point Solutions for Identity Management. We focus on the high value milestones that you can realistically accomplish today and provide the quick wins, meaningful ROI and increased end user satisfaction that helps ensure internal company support for your IdM rollout.

Trial Software

30 Day Evaluation version at:
www.imanami.com/download

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