

*"Unforeseen events always occur, and they present a problem. Your team ends up doing support and limited resources are focusing on your electronic commerce growth agenda. Sterling Commerce's Managed Services helps reduce that frustration."*

*J.R. Pollock, Global EC Leader  
Owens Corning*

## Owens Corning, Toledo, Ohio, USA

### TYPE OF BUSINESS MANUFACTURER

### ELECTRONIC COMMERCE OPPORTUNITY

BUSINESS-TO-BUSINESS ELECTRONIC COMMERCE IS AN INTEGRAL PART OF OWENS CORNING'S OPERATIONS. THE TASK OF MANAGING THE DAY-TO-DAY DEMANDS OF AN ENTERPRISE-WIDE ELECTRONIC COMMERCE SYSTEM LEFT LITTLE TIME TO FOCUS ON NEW PRODUCT DEVELOPMENT AND CRITICAL STRATEGIC ELECTRONIC COMMERCE PROJECTS.

### STERLING COMMERCE SOLUTION

OWENS CORNING IS CURRENTLY USING MANAGED SERVICES, A CONSULTING SERVICE THAT PROVIDES THE RESOURCES AND EXPERTISE TO MANAGE AND DEVELOP EVOLVING ELECTRONIC COMMERCE PROGRAMS.

### BENEFITS

- ▶ THE ELECTRONIC COMMERCE TEAM IS ABLE TO FOCUS ON LONG-TERM, STRATEGIC PROJECTS.
- ▶ EXPERTISE IN ELECTRONIC COMMERCE KEEPS OWENS CORNING CURRENT ON THE LATEST ELECTRONIC TECHNOLOGIES AND FUTURE DIRECTION.
- ▶ SERVICES ARE TAILORED TO MEET EVOLVING NEEDS FOR ELECTRONIC COMMERCE AND INTERNET TECHNOLOGY.
- ▶ CONSULTANTS GAIN AN IN-DEPTH UNDERSTANDING OF THE ORGANIZATION'S BUSINESS AND GOALS.

### COMPANY BACKGROUND

Owens Corning, the company that invented glass fiber, is a \$3.6 billion international industry leader with nearly 19,000 employees around the world. With manufacturing, sales and research facilities, and business partners in more than 30 countries, Owens Corning views technology as the crucial link that ties its global enterprise together. Business-to-business electronic commerce (EC) is an integral part of the company's operations. However, the task of managing the day-to-day demands of an enterprise-wide EC system has left little time for Owens Corning to focus on new product development and critical strategic EC projects.

### MANAGED SERVICES

Managed Services is a consulting service offered by Sterling Commerce that provides companies with the day-to-day manpower and expertise to manage and develop evolving EC programs. Each Managed Services agreement is tailored to meet the customer's existing EC needs. At Owens Corning, Sterling Commerce EC experts handle day-to-day support and monitoring of the EC process environment, freeing Owens Corning's global EC team to focus on EC growth, including new product development and critical strategic EC projects.

This solution allows Owens Corning to merge the strengths of its own business expertise with Sterling Commerce EC know-how. "With more than 20 years of experience providing EC solutions, we

know we can rely on Sterling Commerce to help us meet our business objectives," says J. R. Pollock, global EC leader at Owens Corning.

### CONSULTANT SUPPORT

A Sterling Commerce consultant monitors all of Owens Corning's worldwide EC activities and VAN connections. Initially, Sterling Commerce consultants worked on-site at Owens Corning's headquarters in Toledo, Ohio. Now, day-to-day operations are handled remotely. "Unforeseen events always occur, and they present a problem," says Pollock. "Your team ends up doing support and limited resources are focusing on your EC growth agenda. Managed EC Services helps reduce that frustration."

### BUILDING RELATIONSHIPS

In addition to monitoring and supporting Owens Corning's hundreds of commerce partners, Sterling Commerce also keeps Owens Corning current on the latest EC technologies and future directions. "They ensure that our processes stay efficient and competitive," says Pollock.

This tight relationship makes it easier for Sterling Commerce to help Owens Corning find solutions that meet their evolving needs in EC and the Internet. Sterling Commerce experts in EC provide account management services and assist in planning new projects driven by new technology, business changes and EC expansions.

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Owens Corning has outlined specific goals in its co-sourcing agreement with Sterling Commerce. These goals include developing and maintaining a world-class global EC processing environment, no production down time, guaranteed delivery to and from their commerce communities, and delivery to their applications. "Sterling Commerce is dedicated to understanding our business and meeting these goals," said Pollock.

**ABOUT OWENS CORNING**

Owens Corning is a world leader in high performance glass composites and building materials. The Toledo, Ohio-based company had 1996 sales of \$3.8 billion and employs approximately 19,000 people in more than 30 countries. The company's Web site can be found at [www.owenscorning.com](http://www.owenscorning.com).



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