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CORPORATION



Motorola dials up digital collaboration

Global communications leader Motorola needed to get a better handle on its corporate knowledge scattered across hundreds of systems—to reduce costs and better compete in a fast-paced industry.

Full-out collaboration of corporate knowledge is available to more than 70,000 employees, customers, business partners and suppliers with access to a comprehensive document management and collaboration system at Motorola, known as COMPASS. The scope of this Livelink ECM system from Open Text is staggering: it supports more than 13 million documents, three million folders, 3,300 blogs, 2,900 secure extranet areas with customers and partners, and 22 terabytes of information, with about 2.5 million transactions performed each day—and system storage doubling every year!

Innovation powered by Livelink ECM

Powered by Livelink ECM, COMPASS has evolved to become an intricate part of the Motorola culture and a key business enabler. A team of 250 “knowledge champions” at the company teaches other users about the Livelink ECM features within COMPASS. Users have 24/7 access to the document management/collaboration system—one of the largest and most active Livelink ECM installations ever!

Other benefits of this Livelink ECM solution include:

- Standardized technology means a common toolset for all employees and reduced complexity
- Continuous system improvements and performance monitoring to alert of any changes in the service level
- Lowered training costs
- Increased accessibility and improved collaboration (online discussion groups and meetings)
- Reaches across all of Motorola’s many regions and disciplines
- Used in small workgroups to share ideas for distribution of company policies and news

Motorola says...

“One of the main goals for Motorola’s IT organization has been to provide tools which are common, simple and global—and Livelink ECM has been a shining example of that.”

Brad Bosley
IT Manager,
Motorola