

The United Nations

Creating an Intranet Database of Global Proportions

Overview

Description

- ✓ Management of all Human Resources employee issues

Software

- ✓ Prolifics Panther

Benefits

- ✓ Distributes data tracking worldwide
- ✓ Enables re-selling of application to another not-for-profit
- ✓ Facilitates new mission deployment of HR issues in remote locations

Client Background

As the world's pre-eminent union of sovereign nations, the United Nations is famous for providing a diplomatic framework that allows its members to devise bipartisan solutions to disputes or conflicts. The U.N. also offers vital assistance to deserving cultures around the globe through UNICEF and other subsidiaries. To achieve these and other worthy goals, the U.N. staffs nearly thirty offices worldwide – and as such, it faces precisely the same kinds of organizational problems as any other global enterprise.



Business Problem

The Human Resources Department of the U.N. faced a paperwork crisis of epic proportions. Dealing with a variety of different languages, different currencies, and limited staffing, the Department was experiencing delays of a month or more on employee correspondence, complaints, requests for information, and other paperwork. Clearly, higher levels of responsiveness were critical to assuring ongoing employee satisfaction.

In an effort to automate as many Human Resources procedures as possible, the U.N. turned to Prolifics. The goal was to produce an application that allowed each employee to access appropriate information directly, ranging from job opportunities to health care benefits, and to provide an easier, more dependable conduit for the flow of information between employees and H.R. personnel. The new application needed to permit ongoing modifications as simply and painlessly as possible. In addition, the U.N. wanted to customize interfaces for each international office, supported by application logic that would be consistent throughout the system.

Solution

Constructed on a Windows NT platform that accesses information from multiple databases, the new application acts as an enterprise-level human resources clearinghouse, functioning seamlessly over a global Intranet. The open systems technology of Prolifics assures that the new application can run on any desktop or browser, which means that all employees worldwide have direct and unimpeded access to the human resources information they need. The system also removes many of the barriers to international business, by providing support for a variety of different languages and currencies.

About Prolifics, a SemanticSpace Company

Prolifics is the largest systems integrator specializing in IBM technologies. Having garnered awards for its solutions and technical excellence across IBM's entire software portfolio, Prolifics provides expert services including architectural advisement, design, development and deployment of end-to-end SOA, Portal and Security solutions. SemanticSpace, Prolifics' parent company, is a global IT services firm providing application development, testing, application maintenance and outsourcing services. Bringing over 30 years of experience and a strong global presence across the US, Europe and Asia, the SemanticSpace companies offer clients end-to-end services combined with the market's most seasoned and skilled consultants and the dedicated care and attention that comes from a highly-specialized, boutique company. By combining application frameworks, prebuilt components, custom development expertise, a governance framework and a blended shore model, we help organizations decrease risk in complex software development and deployment investments, improve time to market and increase success of business strategy execution.



SEMANTICSPACE

e: solutions@prolifics.com www.prolifics.com
u.s. headquarters: 114 west 47th street new york new york 10036 USA t: 212.267.7722 or 800.458.3313 f: 212.608.6753
new york city orlando boston philadelphia washington dc san francisco london hamburg hyderabad