



REUTERS

World's largest financial news and information services company.

Industry: Media
Geography: Global

Deployment Summary

- TIBCO's portal platform enables Reuters to provide a single web interface for its 17,000 employees.
- TIBCO's messaging solution connects legacy applications and other systems, making it possible to query disparate platforms.

Benefits

- TIBCO technology ties hundreds of web sites into a single intranet portal.
- Users access a single, searchable data universe through their browsers.
- "MyWeb" portal provides employees with access to news, streaming video, live chat, instant messaging, and other key technologies.
- Single intranet portal eliminates duplicate resources and hardware.
- TIBCO-powered architecture establishes a robust, scalable infrastructure to support growth.



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Michel Gelbart, Director of Corporate Web Office, Reuters

Reuters Consolidates Global Information Access Using TIBCO

Reuters is at the forefront of the information business, tracking financial data for customers and providing news to its affiliates. The challenge facing the company was managing the internal information resources that power the organization. The company uses a self-publish model on its corporate intranet for local bureaus and staff to continually update Reuters' information base. The result was 450 separately maintained web sites, all contributing content to the corporate intranet.

With so many information repositories, many offering redundant data, finding information was difficult at best.

"The rapid evolution of our intranet was a testament to our technological maturity, but we outgrew it very quickly," says Michel Gelbart, director of corporate web office for Reuters. Gelbart's solution was to create "MyWeb" – a single intranet portal that would give the company's 17,000 employees access to all of Reuter's informational resources, including data repositories. The portal also would seamlessly connect employees to the corporate intranet and the internet with integrated collaboration tools such as instant messaging.

Gelbart's team assessed various technology options for MyWeb, including Plumtree Software. However, the company ultimately chose TIBCO Software Inc., a leading enabler of real-time business. In addition to TIBCO's strong front-end capabilities, TIBCO's portal technology provided a strong back-end foundation with multiple integration options. "We needed a strong back-end platform on which we could build for the future," Gelbart says, "because once you have a strong back end, the world is your oyster and you can build what you like."

Reuters needs a world of information in one portal

After Gelbart's team decided on the TIBCO portal solution, the next step was to design a front end for MyWeb. Reuters's IT team designed its own front end with a look and feel that could accommodate dynamic content and all of the tools they determined their users needed. By installing TIBCO PortalBuilder® at the back end, integrating a front-end graphical user interface (GUI) with various collaboration tools was relatively easy.

Gelbart's vision is to deploy MyWeb in stages. The first step was to provide an internal window to all company data: databases, legacy systems, and newly gathered information from offices around the world. The next step will be to extend the corporate intranet to an extranet, supporting partners and customers with Reuters's source material using a secure connection.

Reuters starts project with infrastructure consolidation

Reuters first consolidated the existing corporate intranet infrastructure. This process included cutting the number of corporate web sites by at least two-thirds, thus reducing the amount of time required to maintain intranet sites, eliminating redundant data, and reducing the number of required servers. The consolidation also provided a way to mine data from legacy systems on IBM mainframes as well as new data repositories. "We had to consolidate our intranet, reduce the number of web sites by at least two-thirds, and make it easier for employees to find the information they need to do their jobs," Gelbart says.

To eliminate replication of legacy data throughout the system, Gelbart used a "pipelining" approach, in which the most frequently accessed data is made readily available via SQL query. By centralizing data access through MyWeb, Gelbart can identify what information is being most frequently accessed and what legacy data is never accessed. This ability makes it easier to determine what information can be archived and if there are underutilized systems that can be taken offline. Gelbart also sees effective knowledge

management as the means to drive dynamic content, which is the key to success for MyWeb. Reuters has plenty of content available, including streaming video and live data feeds from around the globe. The challenge is organizing the content.

As Gelbart explains, content categorization is more a question of human know-how than technology. "There are a number of tools and methodologies available to aid in knowledge management," Gelbart says, "but at the end of the day we need people who are indoctrinated in the Reuters culture, who understand how our business works, and who understand the knowledge organization we are trying to build to index the data. It is really a very pragmatic process." In addition, different data elements must be made available to different user communities and job profiles. There are already more than 20 distinctly defined user communities accessing MyWeb, and each has specific informational needs.

Reuters increases employee productivity and saves on IT management costs

The TIBCO-powered infrastructure enables Reuters employees to proactively receive the information they need. Using a publish-and-subscribe model, users both post data and proactively receive real-time information from the data channels to which they are subscribed. If they need to search for additional information, the MyWeb portal shortens the time required to scour the corporate intranet. Gelbart believes Reuters will realize a substantial return on investment

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(ROI) from MyWeb – by improving employee productivity through shorter search times and increased collaboration, and by reducing redundant data sources as well as the time and processing power needed to keep those resources current.

By using TIBCO's solution to create MyWeb, Reuters can eliminate redundant data repositories and realize substantial savings in duplicate resources and intranet hardware. Additionally, Reuters can provide a common platform with an open architecture that will allow the company to add new internet-based services to provide even better support for customers and partners. As Gelbart explains, there isn't a technological challenge to scale MyWeb, but employees need training to make the best use of such a powerful resource; otherwise, they will drown in the information available. Gelbart also plans to extend MyWeb with the TIBCO PortalPack™ to add e-mail capability once the company migrates from its current Lotus Notes messaging infrastructure to Microsoft Exchange. He is also looking for ways to extend secure access beyond the corporate firewall, providing corporate partners and customers with direct access to MyWeb and creating even better relationships for Reuters in the future.



TIBCO Software Inc. (NASDAQ: TIBX) is the leading independent business integration software company in the world and a leading enabler of real-time business, helping companies become more cost-effective, more agile and more efficient. TIBCO has delivered the value of real-time business, what TIBCO calls The Power of Now®, to thousands of customers around the world and in a wide variety of industries.

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