



Teknion

## Teknion selects ecKnowledge® to create e-Business collaboration solutions that work

Teknion, a leading international designer, manufacturer and marketer of office systems and related office furniture products, chose Casahl's ecKnowledge\* to enable web-based collaboration among employees and supply chain partners. The e-business solution enabled by ecKnowledge delivers timely business information and has eliminated many end-user training issues.

Headquartered in Toronto, Ontario, Teknion employs more than 3,000 people at offices and facilities in Canada, the United States, United Kingdom, Western Europe and the Pacific Rim. The company serves clients through a network of more than 400 authorized dealers worldwide. Customers range from Fortune 500 companies to those as diverse as leading edge high-tech clients, financial services groups and design firms.

### Teknion's Challenge

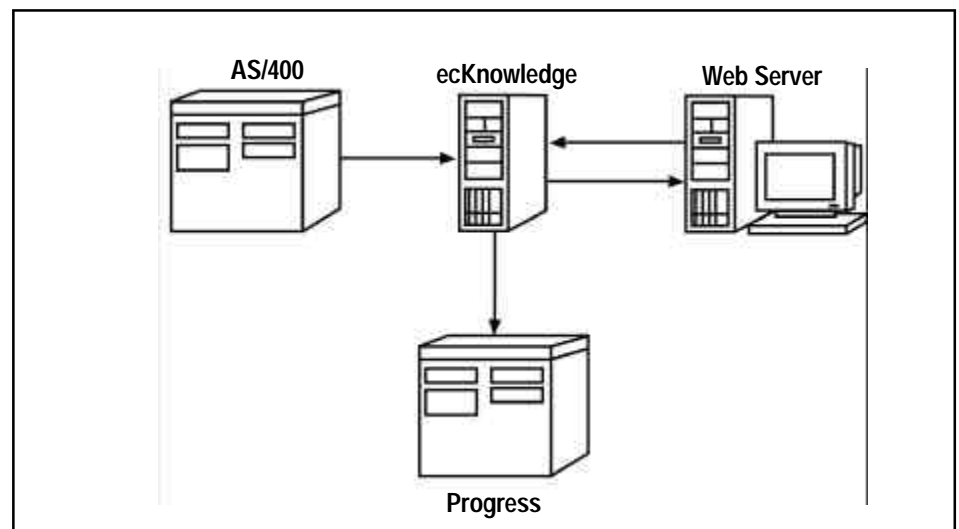
In a highly competitive industry that is becoming increasingly driven by technology and technology solutions, Teknion's business challenge was to create a user-friendly collaboration environment that could deliver timely business data to their North American

employees. The company's manufacturing facilities are located in Canada and the sales and marketing division is located in the United States.

### Teknion's Solution

Teknion chose ecKnowledge as a non-intrusive solution that was easy to use and easy to configure. The company uses ecKnowledge to gather data from their AS/400 system and attach it to their existing databases. The AS/400 is also used for a data source automate and email information to the sales staff. ecKnowledge also pulls information from an enterprise-wide Progress database into a Lotus Notes application that includes workflow.

Teknion's ecKnowledge solution.



\*Casahl Technology changed its flagship product's name from Replic-Action to ecKnowledge in April, 2000.

Since implementing the initial ecKnowledge solution, Teknion's staff is finding more and more uses for the system. Their USA operations uses it to pull enterprise data from their Canadian headquarters and, as a result, have successfully eliminated the need to re-train staff. They're also taking full advantage of ecKnowledge's ability to deliver secure information to remote users.

### About ecKnowledge

Casahl Technology's ecKnowledge® can integrate business processes between companies (business-to-business, or B2B) as well as within a company (department-to-department, or D2D). It enables users to access applications within their preferred desktop environment without any changes, fully leveraging the ease-of-use and rich feature sets of products like Lotus Domino, Microsoft Exchange, Web applications, and other desktop applications. At the same time, ecKnowledge complements and enhances a company's existing investments in eBusiness and IT, including ERP's, DBMS's, EAI, enterprise portals, and so on.

ecKnowledge can be used to integrate a variety of e-business tasks—from product information proliferated among supply chain partners' websites to tight business process integration among partners' ERP systems. Built upon the foundation of Replic-Action's award-winning architecture, ecKnowledge supports load-balancing and fail-over capability among servers, thus, achieving the scalability and fault tolerance required by 24x7 e-businesses.

ecKnowledge not only provides an XML-based transaction exchange capability, it also offers information exchange, with powerful replication and real-time capabilities, between a vast array of data sources and applications. And, built into ecKnowledge are a variety of collaboration tools and capabilities specifically aimed at eBusiness relationship-building. ecKnowledge's flexible architecture ensures solutions can be deployed as best suits the need with ASP, publish-and-subscribe, and broadcast deployment options.

### The Bottom Line

As a result of implementing an ecKnowledge collaboration solution, Teknion is able to automate information exchange throughout the organization through their common Lotus Notes platform; have the ability to pull appropriate enterprise data from their Canadian headquarters; have eliminated the need to re-train people to use applications written in Canada; and, has created a collaborative environment for office and remote users.

### About Casahl Technology, Inc.

Casahl Technology's products and services facilitate the rapid development and deployment of business solutions, transactions, and collaborative efforts between companies (B2B) and between departments within a single company (D2D). Casahl has historically been the top-rated supplier of data and business process integration tools for customers seeking to enhance synergy among their Lotus Notes/Domino, Microsoft Exchange, DBMS, ERP, and Internet application investments. To date, Casahl has been privileged to serve 1,500 corporate customers, including more than half of the Fortune 500, and to work closely with more than 300 business partners. Casahl has earned premium partner status with IBM, Microsoft, and other technology leaders.

ecKnowledge®, Casahl's latest product introduction, builds upon and significantly extends Casahl's market and technology leadership into the rapidly emerging B2B business models based on the Internet and XML. Market-tested products, technology leadership, and commitment to solutions that are both minimally disruptive and maximally productive—these qualities make Casahl an outstanding choice as a strategic eBusiness technology provider for e-marketplaces and collaborative commerce sites.



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