



"Integral Data Solutions completed this project within our timeline and got it right the first time. Design changes once the workflow was delivered were handled very quickly."

Herve Bailey,
Vice President of
Technology
Services,
Acushnet Company

Services

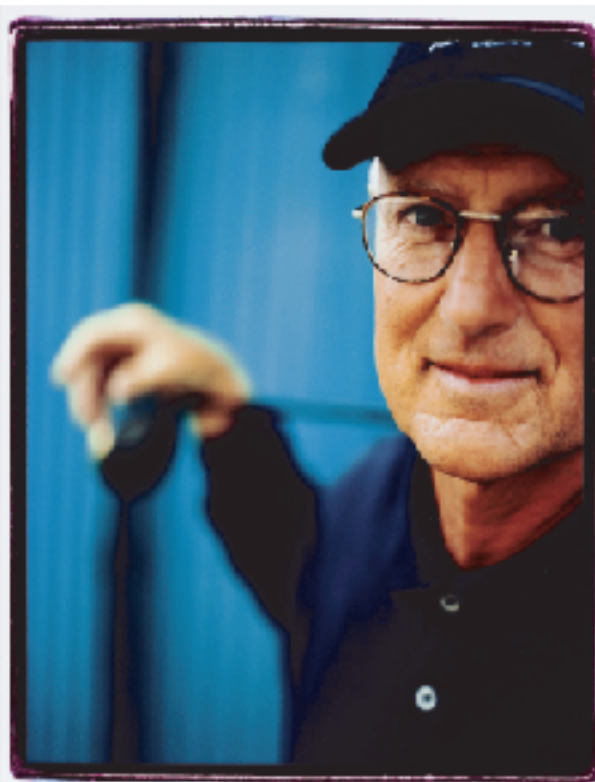
eProcess Workflow
Design and Custom
Development.

Products

FileNET eProcess,
eForms, and
Content Services

The Client

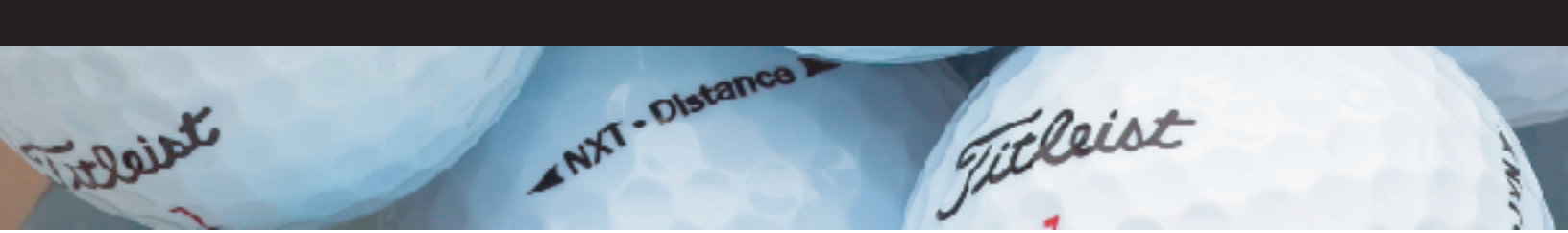
If you have ever played golf, you have likely experienced the quality of an Acushnet product. Acushnet's brands include Titleist, FootJoy, Cobra, and Pinnacle, makers of exceptional quality golf equipment for golf enthusiasts around the globe. Professional golfers use Acushnet brand golf balls, clubs, and accessories in all major tournaments, including The Masters, The PGA Championship, The British Open, and The U.S. Open. Acushnet has over 4400 employees with sales of almost one billion dollars per year.



The Challenge

Due to company size and project diversity, Acushnet needed a complex workflow system to control and expedite the *project authorization process*. When a project manager began a new project, a Project Appropriation Request (PAR) form was completed and routed to various participants in the company. The routing included managers, security, safety, and environmental participants, as well as senior executives. This manual routing process was labor-intensive, tedious and time-consuming. It created costly inefficiencies and made the approval process difficult to monitor. Through the Service Provider program, Integral Data Solutions automated the manual process for Acushnet by utilizing FileNET eForms and eProcess technology.



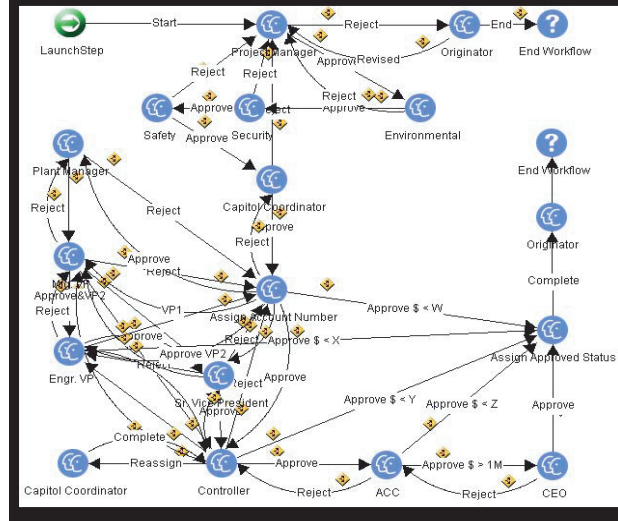


The Solution

Integral staff met with the project team and analyzed the functional requirement specifications. Integral then offered alternatives to the initial design to allow for maximum efficiency.

Integral developed a custom database to manage project routings and approvals. This database stored roles, routings, and approval amount levels based on the requesting department's proposal. This feature allowed a single contact person in the financial department to oversee the approval process.

Because of Integral Data Solutions' ability to work closely with Acushnet staff, Integral was able to combine their own suggestions with FileNET expertise and produce a solid solution. Herve Bailey, the Vice President of



Technology Services noted, "Integral understood our requirements and added considerable value by offering alternatives to our design." After delivering the workflow system, Integral responded with solid design updates and revisions, ensuring customer satisfaction.

The Result

By demonstrating a unique mastery of the skills required to customize and leverage FileNET eForms and eProcess technology, Integral solved the project authorization workflow challenge effectively. With Integral expert systems analysis and design, Acushnet has taken its project management to a new level. These workflow designs will help ensure Acushnet's place as a product innovator and a market leader.

ACUSHNET COMPANY

Titleist

FOOTJOY

cobra

Pinnacle
no ball goes farther