

## *ITWorx Creates a Unified Website Management Environment for UTC Fire and Security*



**Country:**

United States

**Industry:**

Industrial and Manufacturing

**Customer:**

UTC Fire & Security

### **Executive Summary**

*In six months, UTC Fire & Security needed to establish a new dynamic and scalable environment to be a single access point for all its subsidiaries websites. Newly created websites should be homogeneous to reflect a unified global message. Administrators should be capable of easily creating and publishing websites. ITWorx developed a Unified Website Management Environment using Vignette 6. The solution centralizes disparate websites, enables dynamic creation and updates of multilingual content without the need for further development.*

### **The Customer**

UTC Fire & Security provides world-class capabilities in the Fire Safety and Security markets. UTC Fire & Security parent company, UTC (United Technologies Corporation), entered the fire and security industry in July 2003 with the acquisition of Chubb and expanded this presence in April 2005 with the acquisition of Kidde. UTC Fire & Security now employs over 43,000 employees in 25 countries.

### **The Challenge**

UTC Fire & Security subsidiaries are Chubb, Kidde, Onity and Lenel. These companies constitute the worldwide market-leading brands in the fire and security industry. With such portfolio of brands, UTC Fire & Security needed to maintain a consistent visual identity to communicate with its worldwide customers.

While the need to invest in a unified look and feel for its subsidiaries websites was clear enough, UTC Fire & Security also needed to centralize its websites in an environment that would allow dynamic creation and publish of websites and web pages in various languages.

UTC Fire & Security also needed the new homogeneous environment to be easy, simple, and flexible. It should be easy to scale in the future without resorting to development teams. UTC Fire and Security selected Vignette 6 technology to implement new functionalities and manage specific workflow for websites to be published. UTC concern was to leverage its existing technology infrastructure while maintaining solid performance, factoring the amount of websites and pages to be published now and in future.

## Technologies and Software

- Vignette Content Management V6
- Java
- JSP
- Struts
- XSLT/XML

## The Solution

ITWorx is one of UTC worldwide preferred vendors with a relationship that goes back to 12 years. Also as a Vignette partner for more than 4 years, ITWorx developed the UTC Fire and Security Unified Website Management Environment in six months using Vignette 6.

The new environment centralizes all UTC Fire & Security disparate websites in a single Web application. The solution enabled dynamic updates of website themes and facilitated the process of copying, modifying, and publishing a website. In addition, the process of creating and publishing websites and webpages changed to be a dynamic operation doable in Latin and non-Latin languages without the need for support or development efforts.

ITWorx developed new features like the Member Area, for vendors and customer's login, and the Feature component for images, text and links handling; enabling the creation, deletion, and update of websites and pages, as well as flexible search and login functionalities. ITWorx also managed to develop a bundle of highly customizable content management features that were not available in Vignette version 6 to meet UTC Fire & Security requirements.

## The Benefits

### Tuning a disparate environment

To accommodate the rapid expansion of UTC Fire & Security, and the need to easily create new websites with similar themes, ITWorx managed to create a homogenous environment of strong, reliable, and quick performance and data exchange. In the process, UTC Fire & Security leveraged its technological investment in Vignette 6 and ITWorx team was able to develop new functionalities to accommodate the requirement of the customer.

### Creating a unified presence for brand portfolios

The new website management environment creates a single access point for UTC Fire & Security worldwide customers. It also reinforces the corporate identity through a unified look and feel. Users experience is maintained during website navigation in any of the subsidiaries' website.

### Eliminating the need for support and development

Currently UTC Fire & Security Website Management Environment maintains solid performance with more than 150 back-end user working round the clock from various locations in the world. The website environment hosts 80+ live websites with 4000+ web pages. The solution simplified websites administration. UTC Fire & Security is continuously able to create and publish websites in various languages without any support from the development team.

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