

Aelia Intranet System with Xwiki Enterprise manager

AELIA IMPROVED ITS INFORMATION SYSTEM MANAGEMENT WITH OW2 XWIKI ENTREPRISE MANAGER

Key Words:

- Intranet
- Collaboration
- Open Source
- Transversality



Organization

Aeliapedia

Market

Travel Retail Business

Status

Private Company

Mission

Match the needs of all kinds of travellers.

Objective

Obtain a better internal information system facilitating the transversality.

Dimension

. 2000 employees
. present in 5 countries (161 sales outlets)

Country

France

OW2 Project

XWiki

Aelia chooses XWiki Enterprise Manager to improve processes, communication and information sharing between its employees and its different services, in a context of distributed and multidisciplinary teams.

AELIA

Aelia is the 4th biggest player on Europe's duty free market. The company operates more than 140 stores spread in 20 airports and train stations in France, UK, and Poland. A subsidiary of Lagardères Services, the company holds a large portfolio of retail brand names and build partnerships with prestigious brands such as Hermès and Hédiard. Aelia's mission is to better serve the needs of all kind of travellers during their stay in airports, and offer a diversified product range: perfumes, clothes, cosmetics, tobacco, alcohol,

The Need to Optimize the Information Management System

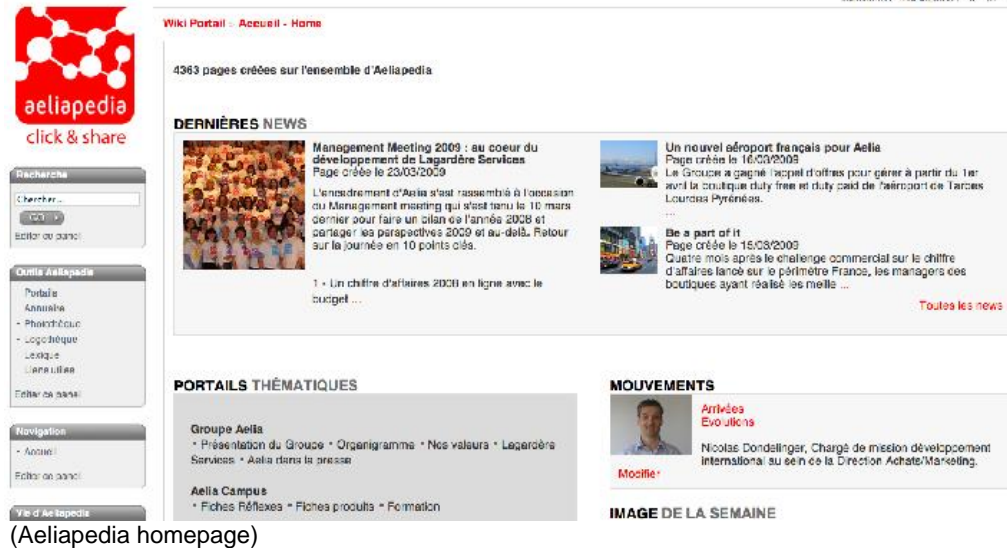
The growth of the company and the growing volume of unstructured information made visible the need for a new intranet system, based on a more centralized and organized management of information and better level of collaboration between employees and services. The project took place in the context of a re-organization, based now on the professions (functions) and not anymore on the products.

The previous software used did not allow to reach all objectives and specific needs:

- A federating tool that would allow information structuration
- An easy-to-use tool that would make information available to all throughout the organization.
- A universal tool aiming at solving a broad range of needs.

How AELIA implemented XWiki Enterprise Manager

This project is carried out by the DOSI (Direction of Information System and Organization) and the Communication Department. After a pilot phase started beginning of 2008, the new intranet Aeliapedia was officially launched in march 2009. The new intranet combines today more than 10 wikis, including Aelia Group wiki, Stores management, and Aelia campus (tool for training offer in Aelia).



(Aeliapedia homepage)

The main features of the projects are:

- LDAP integration: Users, group creation and management;
- Adaptation and integration of Aelia visual identity;
- Structured datas, data export, various types of content (multilingual, blogs, photos, ...);
- Efforts done on navigation (cross-wikis search, transparent navigation, multiple portals).

Key Benefits

Before the official launch in 2009, more than 2500 pages and 1000 products sheets were created, and the project recorded more than one hundred contributors out of Aelia's 2,000 employees.

"XWiki's main strengths are its flexibility, its ease and speed of integration in an existing information system and the fact that users could become autonomous within a short amount of time. XWiki helped the company address various needs by bridging the gap between public data and professional data processing. XWiki offered Aelia the best of both worlds"; Jean Leroux, IT Director, AELIA.

Professional Support

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About Xwiki

Xwiki is building open source collaboration solutions based on the wiki Collaboration, and is offering a living selling support and customs development work.



OW2

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About OW2

Founded in January 2007 as a result of the merger of ObjectWeb and OrientWare communities, OW2 is an independent industry consortium dedicated to developing open source code middleware and to fostering a vibrant community and business ecosystem. Building on the legacy of ObjectWeb and OrientWare, OW2 federates more than one hundred organizations and 6000 developers in Europe, Asia and the Americas. OW2 hosts over one hundred technology Projects, including Lombos, Sync4j, eXo Platomo, XWiki, SpagoBI and JOnAS. Several of the OW2 projects are combined into market-driven Initiatives, such as the ESB/SOA Initiative and the Business Intelligence Initiative, which facilitate their implementation by systems integrators, OEMs and end-users. A typical global open-source organization, OW2 aims to bring together grassroots communities across all continents through Local Chapters. [More information about OW2 is available at http://www.ow2.org](http://www.ow2.org)