



Customer Enterprise Portal

Entertainment Industry Union Teams With Helio and Sun™ to Provide Increased Benefits for Members



TECHNOLOGY TO BOLSTER LABOR UNION SERVICES

Trade associations and labor unions strive to provide better working conditions, benefits and compensation for their members. In the past, this important labor union had difficulty managing and tracking membership data and cases, so its effectiveness was limited. Today, through the use of new enterprise technology, the labor union is delivering a more powerful service and communications network to continue to improve work conditions for its members.



HELIO BUILDS A DYNAMIC, INTERACTIVE WEB PORTAL

To take the leap from having a static web page to building a dynamic, interactive Web portal, the labor union selected Helio Solutions to architect, design and implement a robust, scalable infrastructure. The technology selection process took several months, but in the end, the customer chose to base its infrastructure on the Sun Microsystems server platform. The Union is extremely pleased with its new enterprise portal which runs on the Sun platform. Helio's Project Management team worked closely with the client throughout the implementation and to ensure a smooth transition and rollout.

"Helio was able to engage quickly and bring forth the key components to earn the trust of this customer from the very first meeting," said Sun Account Executive, Hilda Khorram "It was clear that Helio brought to the table the experience necessary to execute. Helio worked hand-in-hand with Sun professional services to clearly articulate the Sun solution and deliver the most aggressive pricing model to fit the customer's budget."

The Entertainment Union's Web portal solution provides members quick Web access from any location and gives users access from different devices. The sharing of information makes everyone's job more efficient. It allows members and administrators to better manage and track their union membership, receive information electronically; place video clips online, and interact with entertainment executives.



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HELIO ACTS AS TRUSTED ADVISOR

"We were selected because of the confidence we were able to instill in the solutions we would deliver. This confidence is primarily due to our technical expertise and the strength of our relationships and track record with Sun", said Helio executive vice-president Bert Condensa. "We acted as a trusted advisor in making recommendations that matched the customer's business requirements and budget. We worked closely with their internal technical staff and the manufacturers' support staff to deliver a solution that surpassed their expectations."

AT A GLANCE

Company Profile: Entertainment Industry - Trade Association/Labor Union

BUSINESS NEED: Large entertainment-industry labor union required an enterprise-level e-business solution to help them address their union members' needs. To better support their membership base, they needed to significantly improve their web services, portal, application server, directory database, data warehouse and reporting to include a more robust set of capabilities.

THE SOLUTION: Helio designed and implemented an Enterprise Portal supported by enhanced infrastructure architecture and including a disaster recovery solution. The new solution, is built on Sun™ servers and Sun/Hitachi HDS Storage, and runs BEA Weblogic Suite and Oracle Database software.

THE BENEFIT: The Enterprise Portal solution gives the customer a reliable, easy-to-use system to allow members to collaborate with one another, store resumes and photos and have access to content via the Web. It provides members with a much more dynamic and personalized experience.

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