

E-business

**Schneider Electric :
an e-serious strategy
to build an e-corporation**

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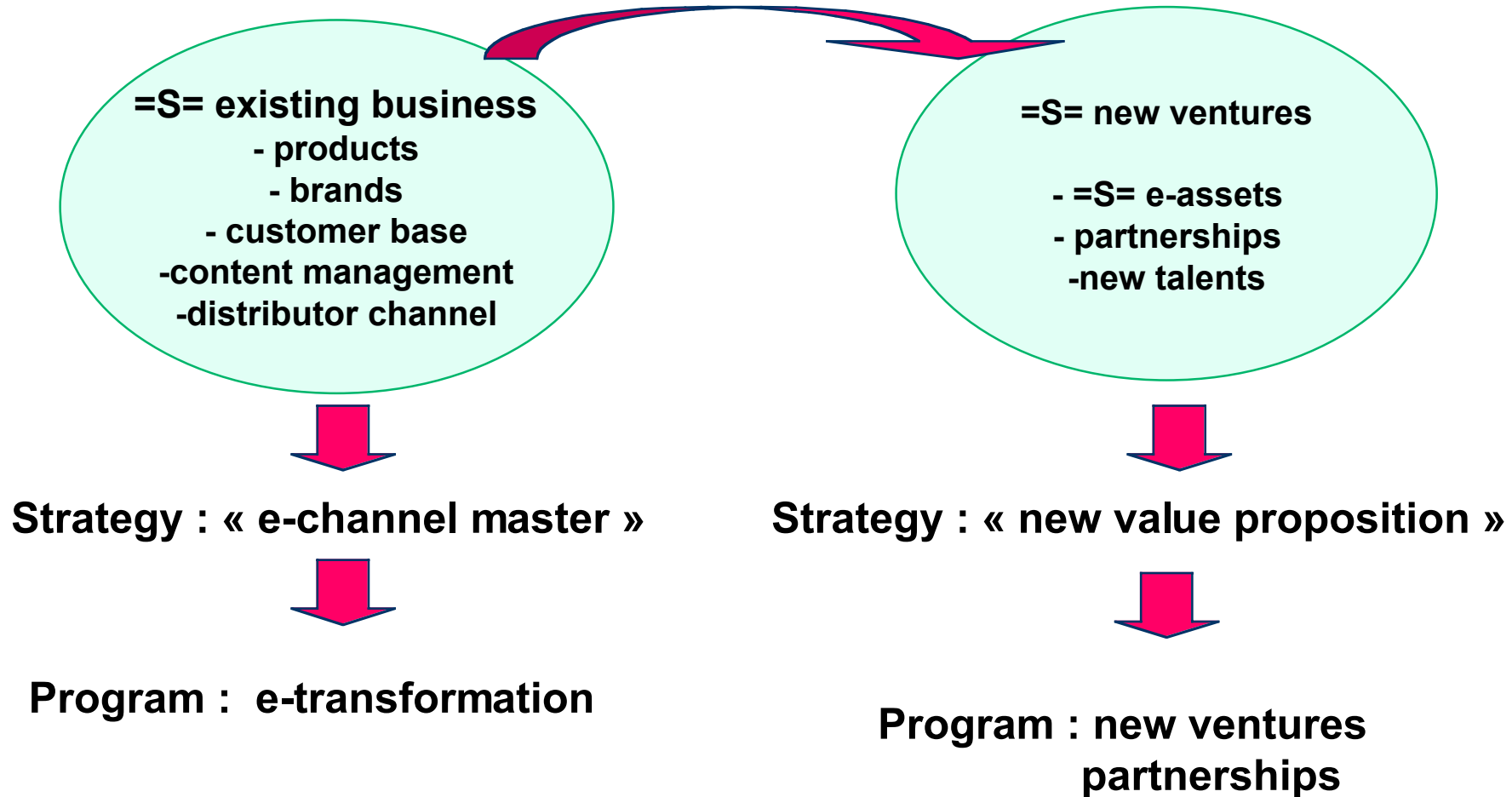
Modicon

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E-vision for Schneider Electric



Foundations for an e-serious strategy

■ Pre-requisite

- An internal «web culture »
- A robust infrastructure

■ Build on e-assets

- Commercial assets :
 - brands
 - customer base
 - distribution networks
 - breadth of our offering
- Technological e-assets
 - web enabled products
 - content management and e-tools



During the last 3 years, Schneider Electric has built the foundation for an e-serious strategy

■ Web culture

- 27 000 employees connected to Intranet
- « Paperless organization »
- Many “web enabled” processes

■ Infrastructure

- 76 Millions Euros invested in setting up our “e-ready” infrastructure



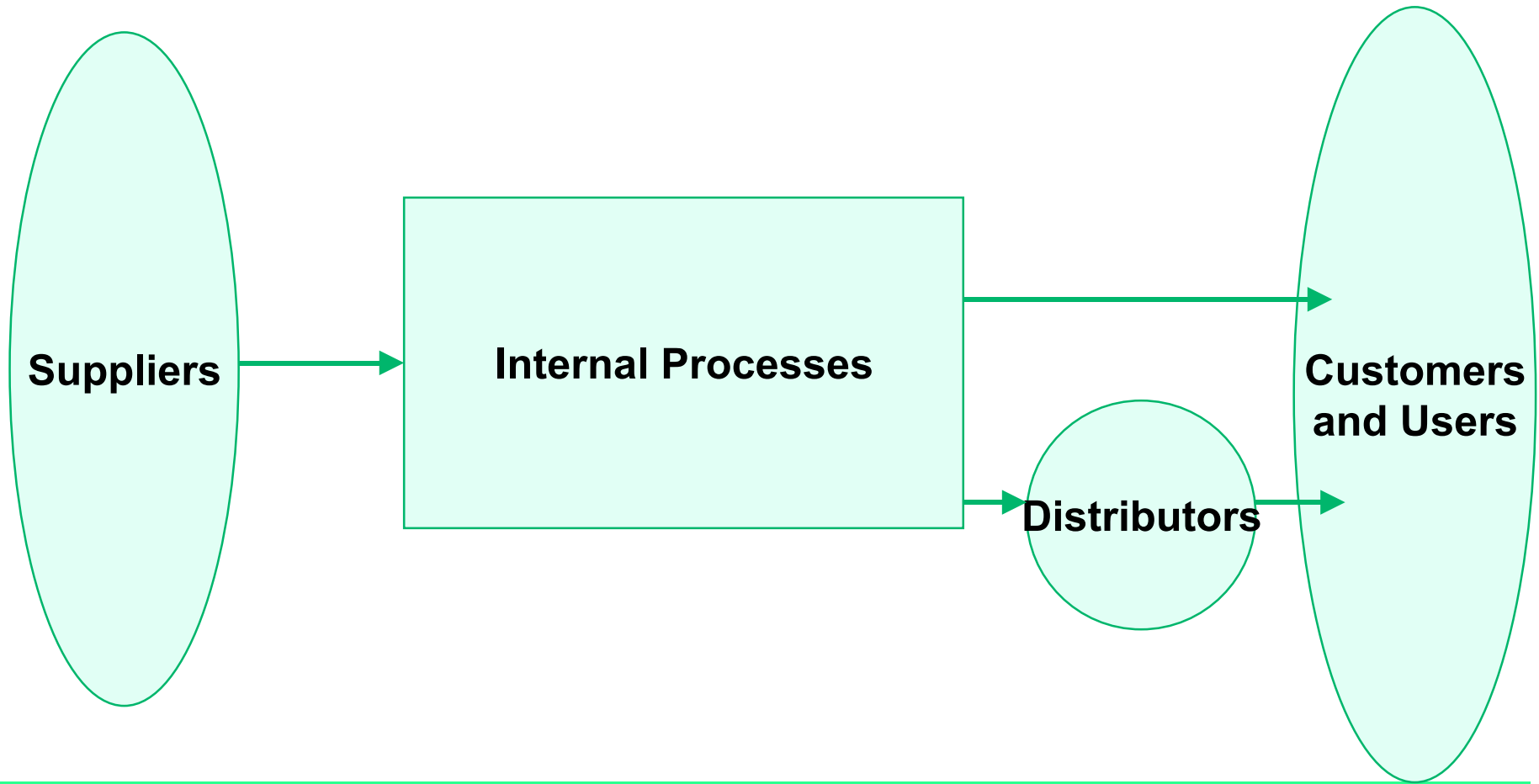
During the last 3 years, Schneider Electric has built the foundation for an e-serious strategy

■ Development of technological e-assets

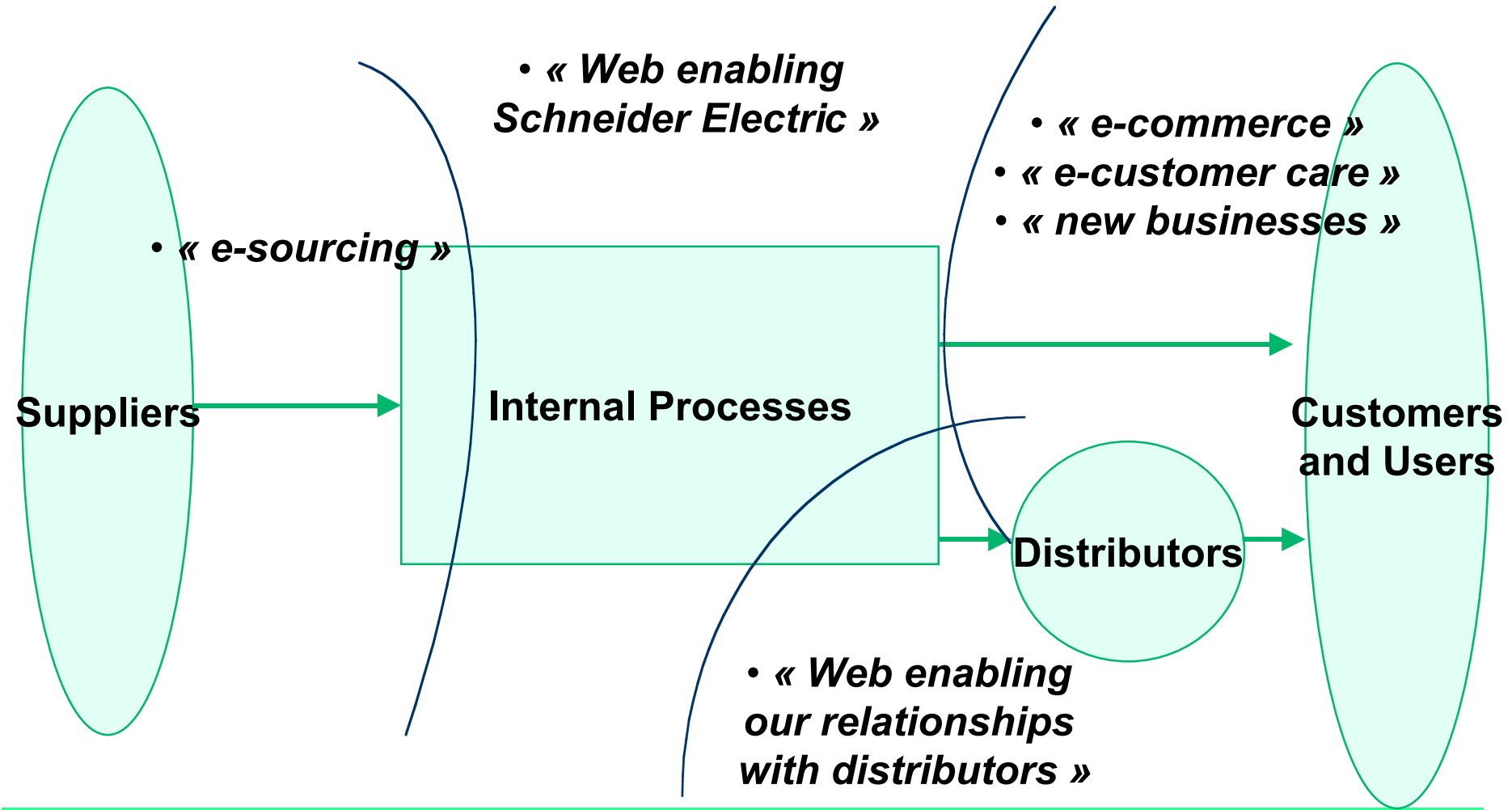
- **Web enabled products**
 - **PLCs (Transparent Factory)**
 - **Power meters (Power Logic)**
- **Content management and e-tools**
 - **on line electronic catalog**
 - **design, test and simulation e-tools for our customers**
 - **a permanent team of 200 people**



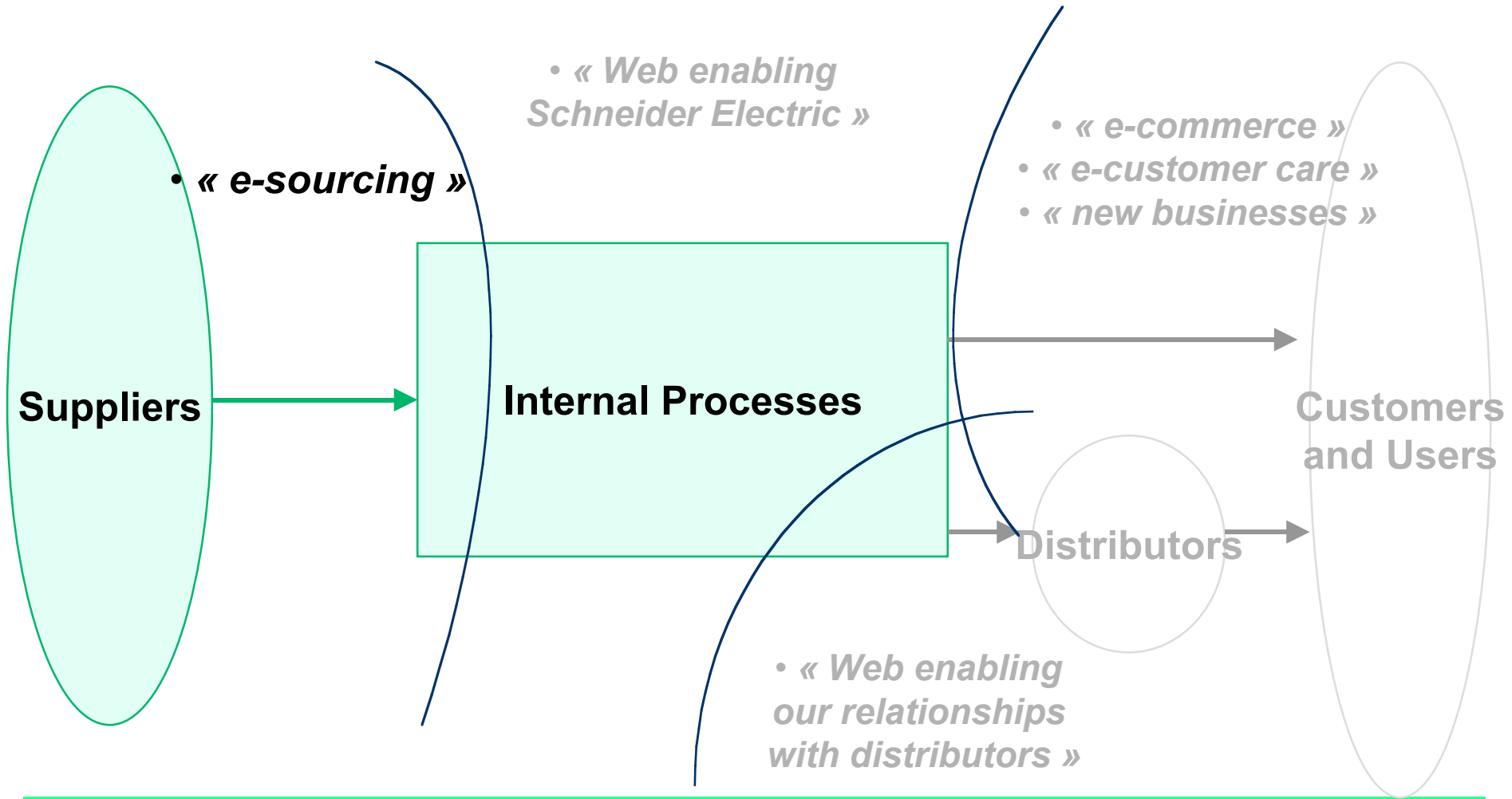
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e-sourcing

■ In place :

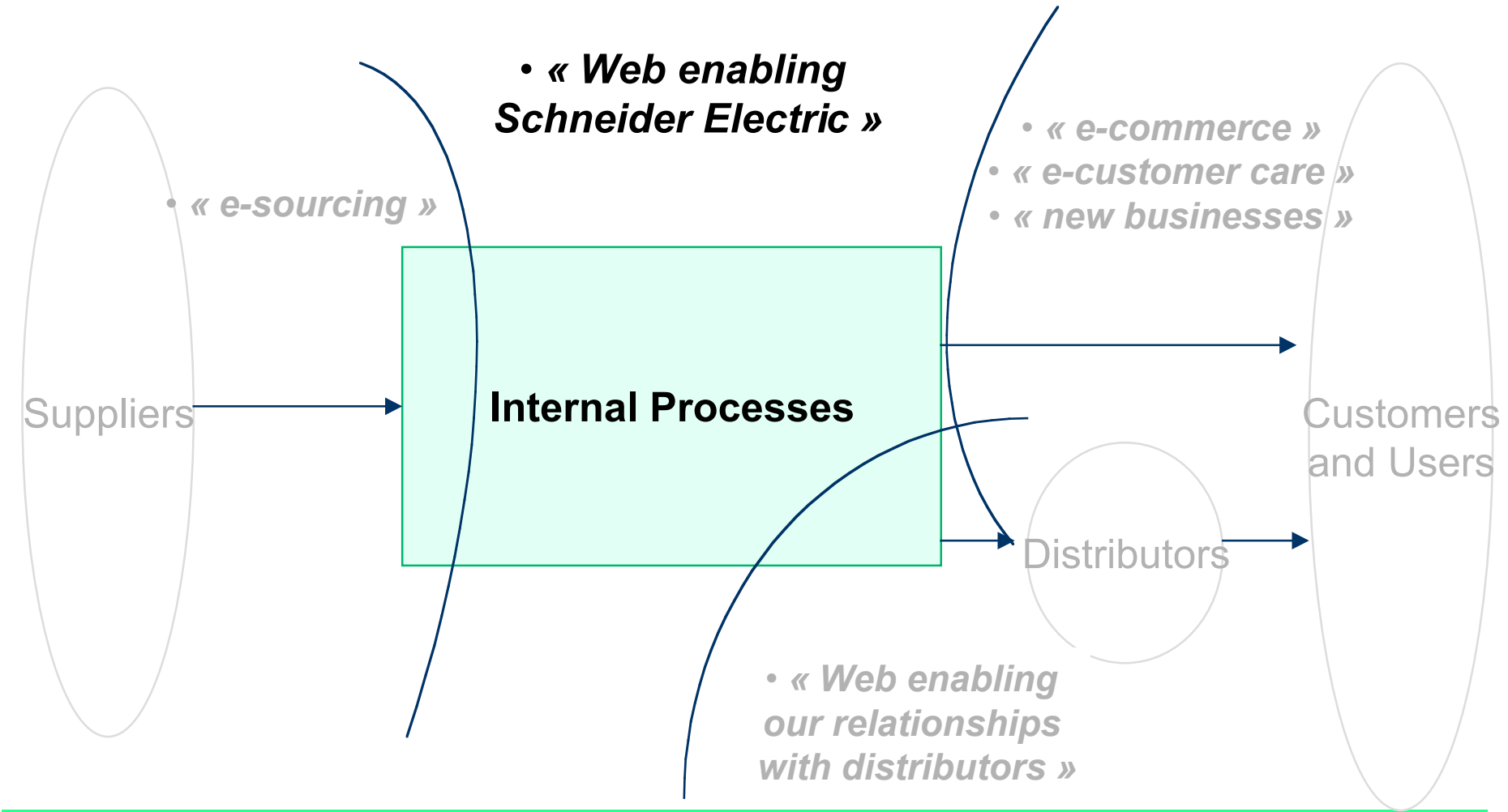
- **Extranet site with our top 51 suppliers since 1999**
- **e-procurement pilot running in the USA with 15 suppliers since March 2000**

■ Planned

- **Generalization of e-procurement**
- **Participation to a “buyers” market place**
 - **Non strategic purchase**
 - **Raw material and commodity parts**



Schneider Electric : towards an e-corporation



“Web enabling Schneider Electric”

...to achieve Schneider 2000+ objectives

- **Costs**
- **Speed**
- **Customer satisfaction**
- **Employee satisfaction**
- **Growth**
- **Global and international**



“Web enabling Schneider Electric”

■ Work Force Optimization

- e-learning
- Employees communication
- Expense management
- HR processes management

■ e-product development

- **e-collaborative work** (shared development process with suppliers and multi-location development)
- Knowledge management
- Project management
- e-product launch

■ Sales Force Automation



“Web enabling Schneider Electric” : Work Force Optimization

■ In place

- **3 e-learning pilot schemes (USA, France, Italy) - 1400 employees already experimented e-learning**
- **Employees communication : 27 000 employees accessing to 51 Intranet Sites**
- **Expense management pilot scheme in the USA**

■ Planned

- **Generalization of e-learning : 35% of Internal Training on line**
- **Improvement / generalization of Intranet (personalized portal for 40000 employees)**
- **Generalization of expense management**



“Web enabling Schneider Electric” : e-product development

■ In place

- **Electronic Technical Data Management System**
- **Multi-location product development**

■ Planned

- **Extension of simulation tools**
- **Further involvement of suppliers**
- **Extension of knowledge management**



“Web enabling Schneider Electric” : Sales Force Automation

■ In place

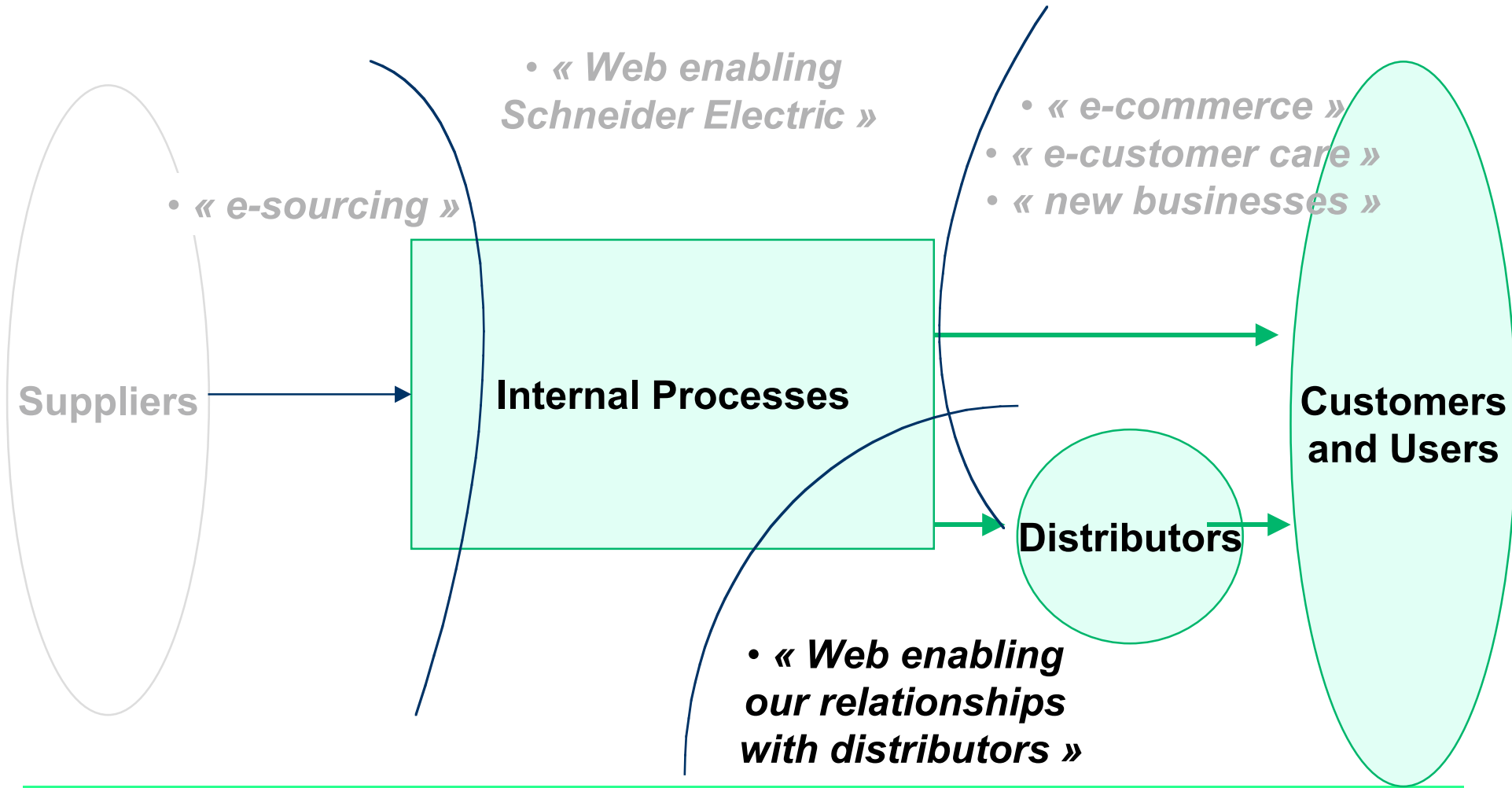
- **Basic toolkit deployed in most of the countries**
 - Customers and contacts data base
 - Downloadable demonstration kits
- **Advanced pilot scheme in Italy**
 - FAQ and Case solving
 - Forum
 - Individual Visio Conference

■ Planned

- **Generalization of the pilot scheme**



Schneider Electric : towards an e-corporation



“Web enabling our relationships with distributors”

■ In place

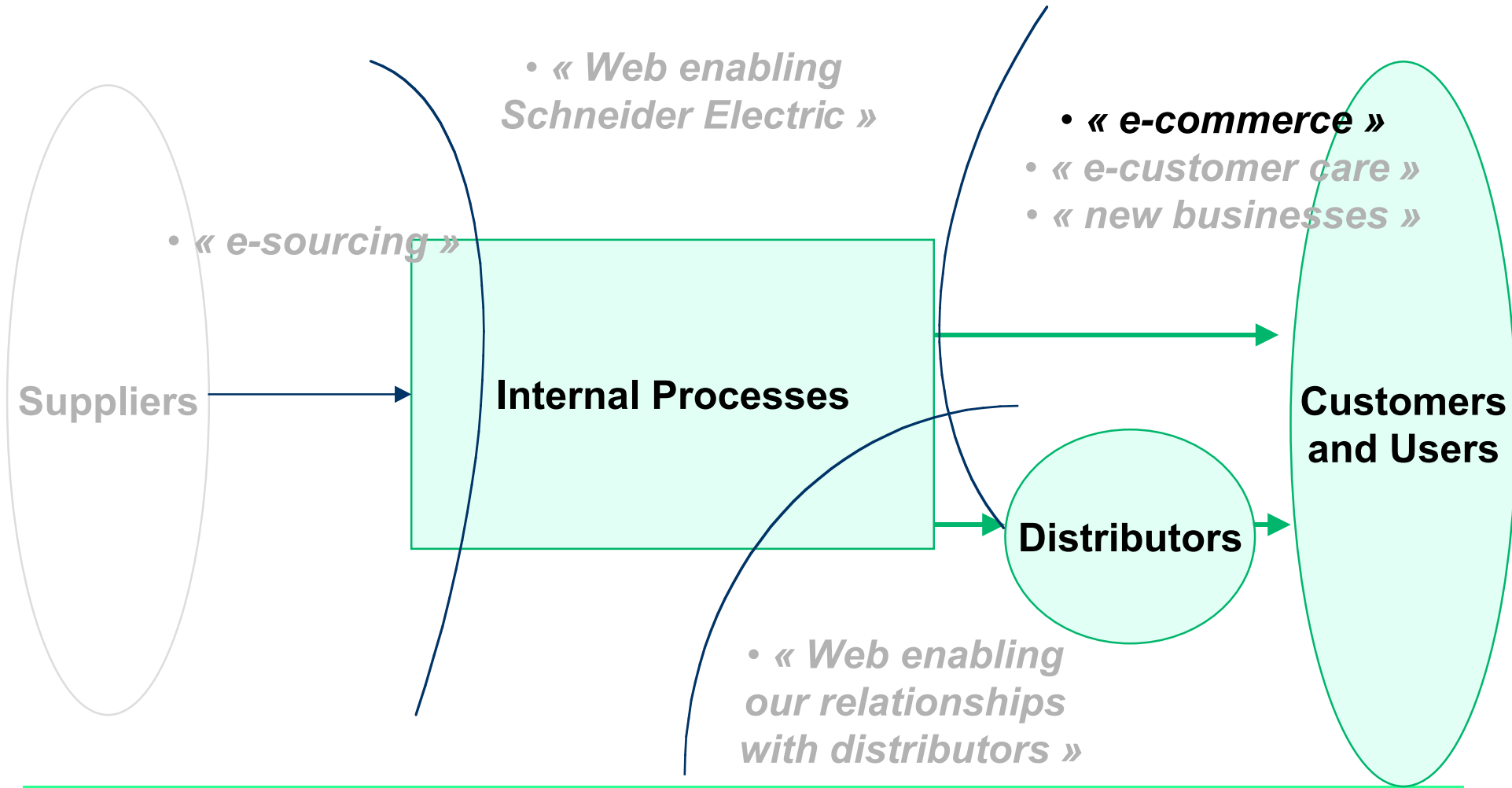
- Fully operational scheme in USA (“e-way”)
 - Information
 - Promotion tools
 - Order management (product availability, pricing, order taking, order status,...)
- Currently deployed in France, UK, Spain

■ Planned

- Generalization to other countries



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“e-commerce”

- **General Information**
- **Promotion and Product Launch**
- **Specification tools** (Installation guide, Calculation software,...)
- **Product Choice** (On line catalog, On line choice guides, ...)
- **Configurator**
- **Software download**
- **Order management** (product availability, pricing, order taking, order status, ...)



“e-commerce”

■ In place

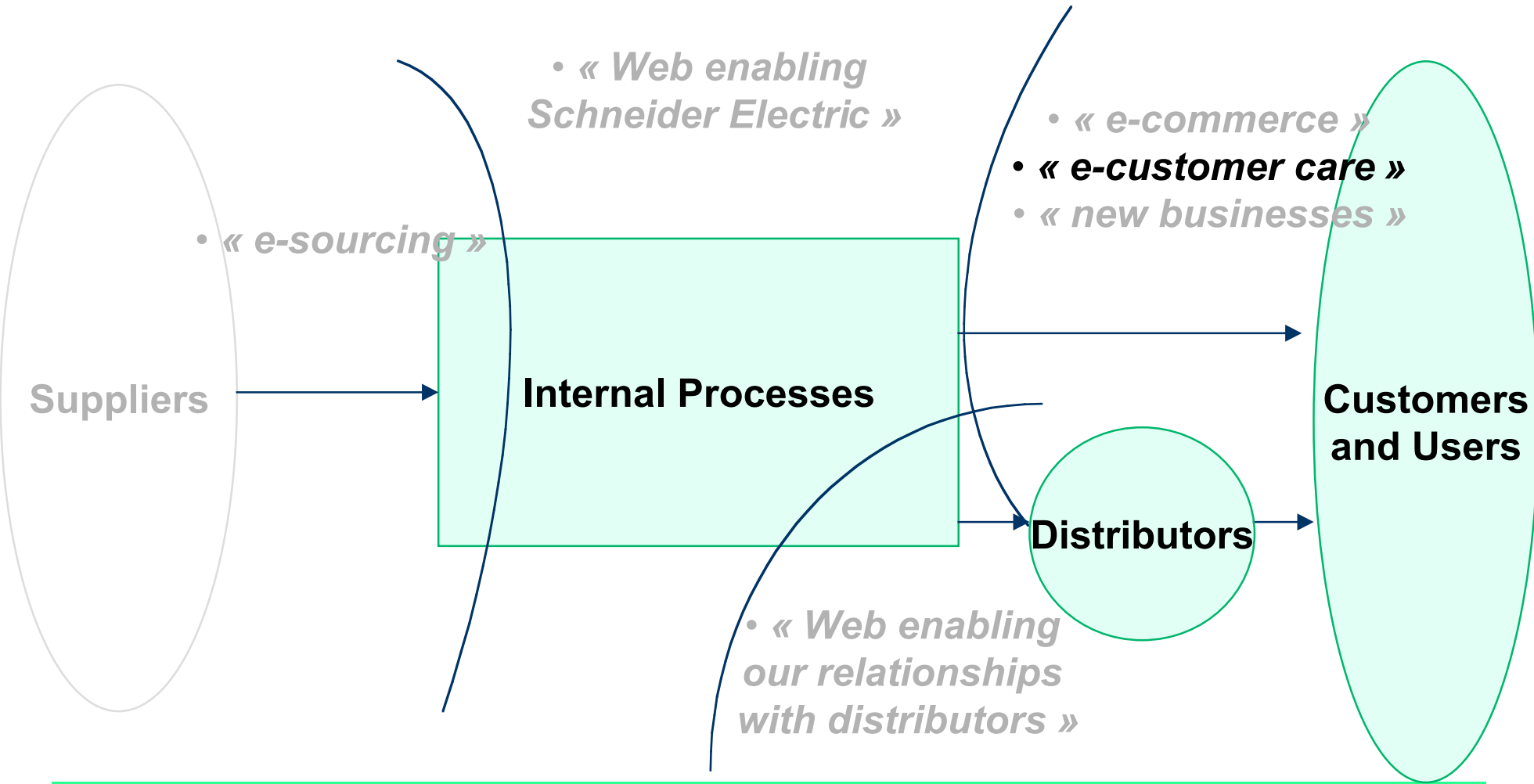
- **Information sites in each country**
- **Extranet sites for Large Global Accounts**
- **Extranet sites for dedicated market segments in some countries (ex : OEM UK,...)**

■ Planned

- **Increasing services on Internet sites**
- **Generalization of Extranet sites with full capabilities**
- **Development of new e-tools**



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“e-customer care”

■ In place

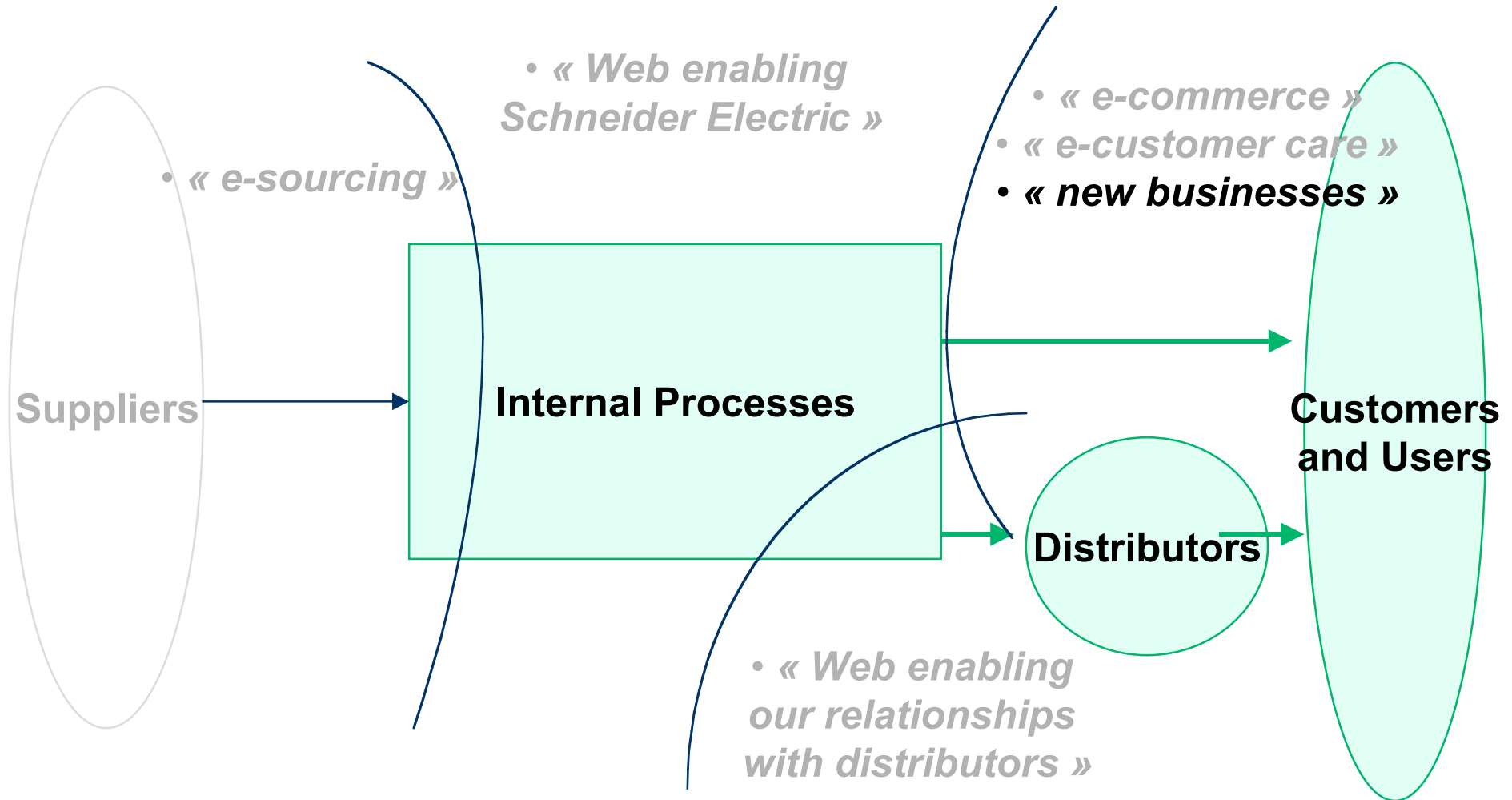
- **“level one”** (general information, logistic information, catalog information) **support in place in most of the countries**
- **knowledge base and case building process in place in 7 countries**
- **“level two and three”** (technical questions) **scheme in place for Automation and Variable Speed Drive products in 7 countries**

■ Planned

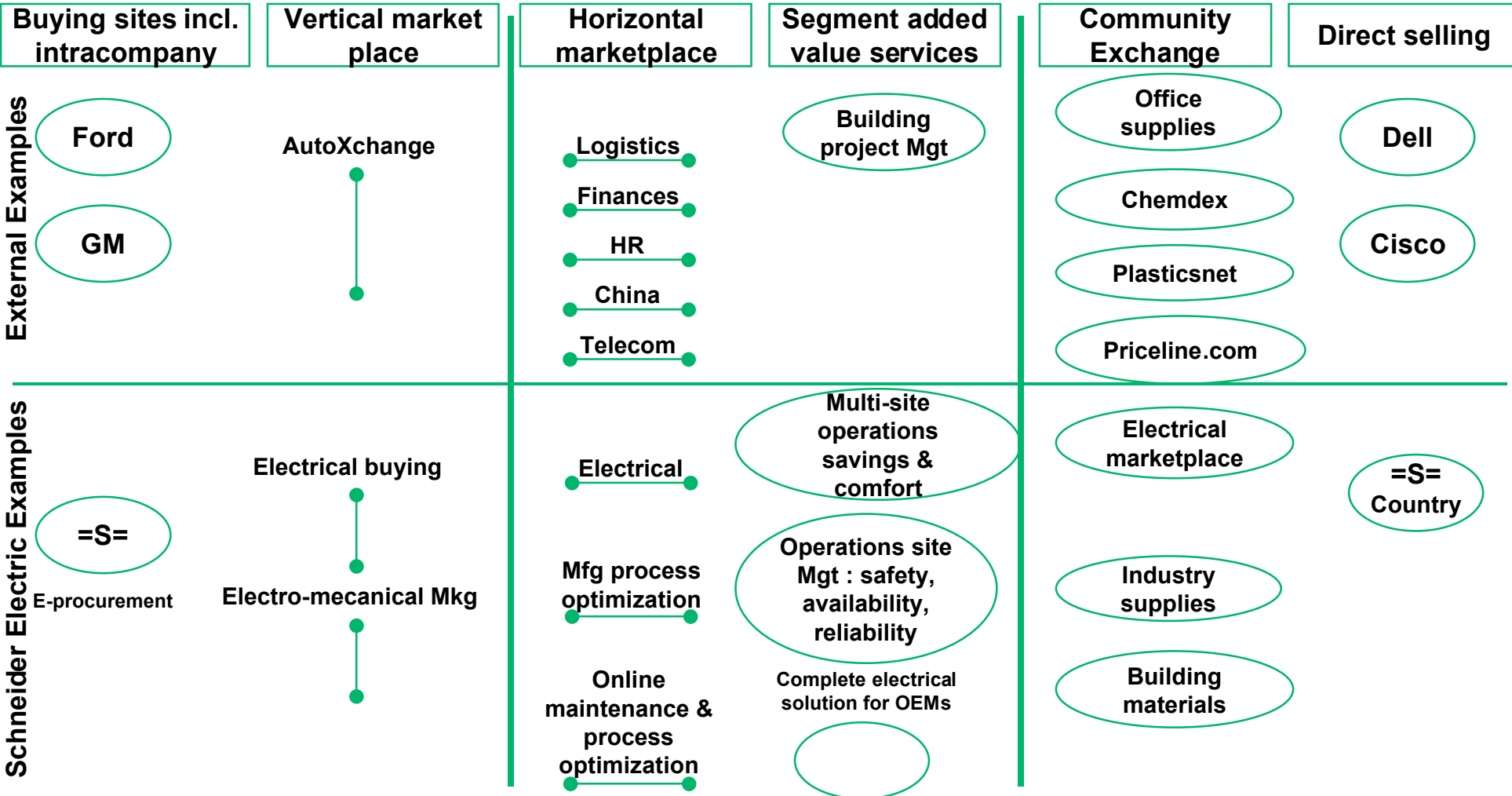
- **generalization of level 2 and 3 support in 3 time zones, 24-7-365**



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e-strategy framework



“New businesses” : several options are considered...some of them well advanced

■ Virtual “Power and Control Fair”

- involving other manufacturers and distributors**

■ Electrical commodities market place...

- involving other manufacturers and distributors**

■ Market segment focused market place

- involving other manufacturers, distributors and other Industries and services**

■ Remote assets management services

- built on web enabled products (“Transparent factory” / Web automation, “Power logic”,...)**

