

# *“CAI Helped Our Company Mitigate Risks By Capturing Our Critical Knowledge Assets”*



With 11 production and assembly facilities in eight countries, and an excess of 60,000 employees, GM Europe has been a leader in the European automobile industry for more than 80 years. GM Europe sells Opel, Vauxhall, Saab, Chevrolet, Cadillac, Corvette and Hummer automobiles in over 30 markets. European operations have played an important role in making General Motors Corp., the world's largest automaker and global industry sales leader since 1931.

GM Europe engaged CAI to provide application transition consulting and strategic planning advice for support of critical sales and distribution applications. Using their Application Knowledge Capture (AKC) process and tool, CAI was able to capture, organize, and share disparate information about GM's Direct Distribution System (DDS) and After Sales Business Applications.

Information was organized into five knowledge areas in an on-line application that has become an invaluable tool to GM Europe's business. Managers and users can now see information on the application via charts, application screen views and network diagrams. Views include program, reporting, component and subsystems for each of the five critical business functions. Support teams and heavy users of the DDS application are now cross training with this online application to mitigate risks resulting from retirements and vendor changes.

*“CAI's AKC processes ensured that all disparate knowledge was uncovered, categorized, and retained.”*

*“CAI's AKC process did not effect or disrupt the business or support organization during the capture of the information from the numerous key application subject matter users.”*

*“I highly recommend this AKC process to any CIO or IT Director needing to increase their business efficiently, and protecting the company's knowledge assets from loss resulting from retirements or vendor changes.”*

*“Prior to this effort, much of the critical business and application information was personal knowledge to the managers, users and outsource contractors which decentralised and essentially exposed the company to critical strategic knowledge loss.”*

STANLEY SIKORSKI  
GM EUROPE  
CIO OF AFTER-SALES EUROPE  
CEO ON-STAR EUROPE

*“World Leader in IT Process and Productivity.”*

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