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The Case for a Single Enterprise Employee Directory

Version 2

Enterprise Portal Team

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Currently Macys, Inc. supports a patchwork of no less than six different phonebook applications. These require users to search multiple places for thorough resource information. Known phonebooks are:

- MST411
- MMG Phonebook
- Bloomingdale's phonebook
- Merchandising phonebook
- MCOM people locator
- Stores people locator

None of these solutions provides the full-text search engine that SharePoint brings. Consequently, these disparate systems provide:

- duplicated functionality
- incomplete or inaccurate results
- inconsistent user experiences
- no external, mobile or cross-organizational access
- a lack of training, support and development
- poor or absent search capabilities

We envision a streamlined, centralized enterprise directory, which will:

- standardize functionality
- offer a consistent user experience
- give consistent, complete and accurate results
- be accessible externally and across organizations
- work with a wide variety of mobile devices, browser and OS's
- create continued training and support regimes
- continually develop and improve the application
- provide robust and accurate search capabilities

Business users will spend less time traversing multiple and incomplete phonebook systems and more time accomplishing their communication goals.

Two of the aforementioned phonebooks alone -- MMG and Portal -- already account for over 17,000 person-related searches a month.