



SWEETLETS Norske Skog On Top Of The World

„World Times by Sweetlets delivers everything we need at a very attractive price“

**Claire Czernasty Hembre,
Norske Skog
Portal Project Manager**

Norske Skog, a global paper company with 3,2 billion EUR in sales, leverages World Times to keep track of holidays, time and weather at their widely dispersed locations.

With operations in remote places such as New Zealand, Korea or Chile, to name a few, Norske Skog faces the common communication challenges of a global player. Everyone knows the question: “How many hours are those guys behind – or are they ahead?” And once you have figured out that it actually would be good time to call, you still fail, because it just happens to be a national holiday on the other side of the world.



In fact, there are literally hundreds of holidays being observed around the globe and many of them change quite frequently. Just to add some complexity, many countries vary their daylight saving (DST) schemes from year to year. Did you know that there is such a change happening in the US from 2006 to 2007? Or did you know that Arizona does not observe DST, unless, of course, you happen to live in a Navajo Indian Reservation, which does... Even though the task seems fairly simple, staying on top of local calendars on a global scale is no small thing.

Norske Skog was in the middle of weighing options to deliver a such time and calendar functionality when their consultant attended a conference for SAP NetWeaver



AT A GLANCE

Company Name

Norske Skog
www.norskeskog.com

Industry

Paper

Key Challenges

- Stay on top time and calendar information for globally dispersed operations
- Provide immediate value add to users
- Keep it simple

Key Benefits

- Quick win class solution provided
- Painless deployment
- Instant end-user success
- Appealing iView look and feel
- Rich personalization features

Existing Environment

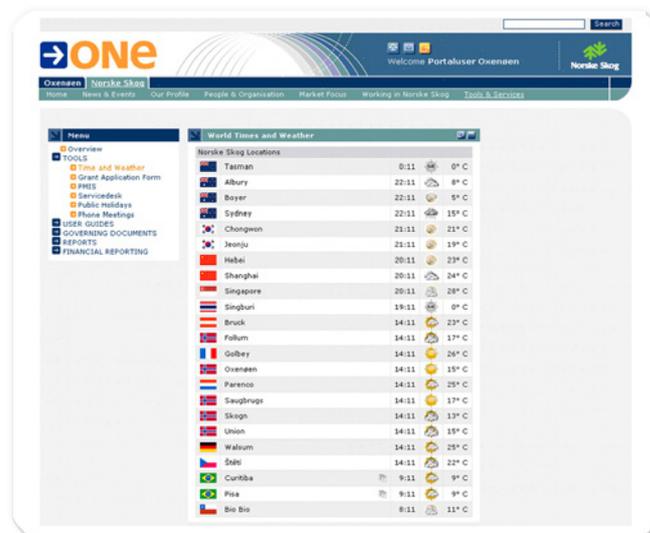
- SAP Enterprise Portal 6.0 SP2

Portal in London. It was there that he learned about the Sweetlets offering and after a brief evaluation period, it was clear that the fully SAP certified World Times Business Package was the way forward.

World Times shipped with solid functionality out of the box, but, being tailored to SAP NetWeaver Portal, it relied on JDK 1.4 for some of the functionality. Since Norske Skog, at that time, was still on EP 6.0 SP2 a downward compatible version had to be created. Sweetlets also provided a custom city list for Norske Skog's locations and supported in resolving a firewall issue to retrieve weather data from the internet. After all was said and done World Times went live and was immediately embraced by the user community.

„Sweetlets worked very closely and diligently with us to meet our needs and helped to make the deployment in our environment a breeze.“

Per Lasse Brønstad, Accenture



“We are always looking for content that immediately will be perceived as a value add. World Times by Sweetlets provides a simple and intuitive iView that allows our users to effortlessly stay on top of national holidays and local time. An excellent value for the money!”

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