



SGS centralize and automate their Standards management worldwide

SGS selected SAI Global Information Services to provide an integrated online solution to manage and deliver a library of more than two million national and international standards to its staff around the world through a single protected portal.

Standards, issued by statutory or trade associations, are often specific to a region or industry. SGS's business challenge was not only to ensure that staff was using the most up-to-date standard, but that individuals from locations around the world didn't duplicate the purchase of any one standard across regions or divisions.

SGS's Vice President for Global Procurement, Graham Gleed, spoke about the overall business challenge stating, "Standards are part of the very essence of what we do. Every inspection, test, verification and certification is made against some predetermined criteria. And because our company is so diverse – we can be inspecting cabs in London, timber in West Africa, and consumer goods in China – there are significant resources associated with obtaining and managing the needed information."

As part of the scoping process, SGS identified several key business goals. First, they needed assurance that auditors and inspectors were referencing the most up to date standard. Second, they wanted to leverage their purchasing power, eliminating duplicate purchases while buying at the best possible price based upon their high overall volume. And, third, they wanted to streamline purchasing methods for compliance and control purposes.



SAI Global's experienced services team understood these requirements as well as the change management issues that accompany such a significant systems change. SGS's Gleed stated, "Our SAI Global team understood that delivering the information wasn't enough. We needed a simple, friendly user interface that would be well accepted and liked." The flexible system SAI Global built for SGS currently delivers ISO, ASTM, and API standards; the library will be extended once new requirements are gathered and aggregated. Gleed added, "We're already seeing the initial benefits of our new system and are confident that the system will grow with our needs."

SAI Global's Information Services President, Anne Scorey, complimented SGS on their business approach. "SGS was very clear about their need to have a global, integrated and transparent platform to manage and deliver the information critical to their success. We're delighted that this re-engineering effort has had a successful launch and we look forward to the continued value we'll bring over the long term contract."

The **SGS** solution allows desktop access 24/7 to the full text of standards from a range of key publishers. Based on roles and hierarchies, the system is fully configurable to individual work processes. Updates on standards are provided in real time and relayed to individuals or groups, as defined. Comprehensive reporting enables SGS to measure and analyze standards usage.

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Graham Gleed
VP Global Procurement
SGS, Switzerland

About SGS

SGS is the world's leading inspection, verification, testing and certification company. Recognized as the global benchmark for quality and integrity, we employ more than 67,000 people and operate a network of over 1,250 offices and laboratories around the world.

We are constantly looking beyond customers' and society's expectations in order to deliver market leading services wherever they are needed. As the leader in providing specialized business solutions that improve quality, safety and productivity and reduce risk, we help customers navigate an increasingly regulated world. Our independent services add significant value to our customers' operations and ensure business sustainability. <http://www.sgs.com/>

About SAI Global Information Services

The Information Services Division of SAI Global provides the information required to comply with standards, regulations, directives and legislation wherever organizations operate in the world. Whether the need is regional or global, by leveraging SAI Global's aggregated information access services, organizations are able to compete more effectively. www.i2isolutions.net

A banner advertisement for i2i Solutions. On the left, two workers in hard hats and safety gear are looking at a document. The background is a dark blue gradient with vertical lines. On the right, the i2i Solutions logo is displayed, consisting of a stylized 'i2i' in a circle followed by the word 'Solutions'. Below the logo, the text reads: "Your source for managing worldwide Standards and Technical Documents" and "www.i2isolutions.net".

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