

## Otec Solutions Inc. Customer Testimonial- Sears Canada

By Sandi Hancocks - Manager of Applications

Sears Canada publishes the country's only general merchandise catalogue with a circulation reaching up to 4.5 million homes. In 2000 the company published 24 different catalogues editions handling over 22 million orders. Its 2000 annual report states that the catalogue business had seen 40 per cent growth in revenue over the previous five years. Sears Canada boasts annual revenues of over \$6.3 billion. My role in Sears as *Manager of Applications* is to find ways to improve the *Catalogue division* performance by improving the efficiency of my department. By relying on a valued partner such as Otec Solutions Inc, allows me to improve the effectiveness of my department, from implementing a storage policy, which resulted in installing new storage hardware to Digital Asset Management, which means that Otec aids with the managing the images as well as storing them.

Otec Solutions' role includes management of the production workstations, from preventative maintenance to troubleshooting the user's complaints. This frees up valuable Sears' employees to focus on higher-level issues. Otec Solutions Inc. balances this in-depth knowledge of the systems and network with the ability to step back and assess future trends and future issues of concern. Otec's role as a support partner of Sears includes researching new developments in the market, and how these new technologies can improve the Catalogue Division. A recent example of this forward thinking was, Otec's guidance with developing a "Business Continuance and Disaster Recovery", manual and procedures. Catalogue Division is an important part of the Sears business focus, and uptime is a critical issue. In a retail online environment, downtime is not an option.

Sears is better prepared to cope with a disaster in the future as a result of Otec Solutions Inc. guidance.