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What Did Jack Welch (Former GE CEO) Know About the Internet?

Back in the 1990s companies were creating new business models over the Internet and the "best thinking" of the time was these new Internet models would win and brick and mortar companies would disappear. (Remember back in the day if you mentioned you were going to do this over the Internet you could raise over 1MM...odd time when you look back on it.)

But Jack Welch **DID NOT** follow this "best thinking" because he felt these new Internet business models:

1) Were spending too much on customer acquisition versus the value of that customer
2) Were competing on price and not value add
3) Were not sustainable

But Jack's business common sense realized the Internet could allow GE to reduce transaction costs...by hundreds of millions a year.   Instead of selling products to consumers over the Internet, millions of GE's transactions and work processes could be automated and the cost of each transaction could be reduced significantly. Although not every company is as large as GE, just about any company can reap some level of yearly savings by automating some of their work processes. For example:

Internet orders normally cost less than $1/order while phone/fax/mail orders typically cost more than $4/order.

This is something we have been preaching to manufacturers for years, the value of our WorkProcess2Web Service where we automate a work process within your organization using Internet technologies to drastically reduce transaction costs. This savings is not just for online orders but applies to almost any work process within an organization. We use a simple 5 step process to make it happen.

1) Define Work Process Elements and Their Interconnection
2) Document Current Work Process
3) Determine and Document the Ideal Work Process
4) Perform Gap Analysis between Ideal and Current Work Process
5) Get Started - Implement Rapid Application Development Process

By: Agent Technologies, Inc

The future of Enterprise Resource Planning

- Customer Relationship Management
- To Do List Management
- Schedule Management
- Price Quote Management
- eCommerce System
- Knowledge Management
- Inventory Management

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- Production Management
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Base Subscription:

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Agent Technologies worked with Melink Corporation in bringing many of their work processes online, including customer reports, report submittal and review, and expense and technician commission management. Melink has 60 U.S. field technicians and perform testing and balancing of HVAC units for storefronts.

"We are a member of the U.S. Green Building Council, so we are conscious about the use of natural resources," Melink's Vice-President of Operations Keith Jackson said. "We were drowning in paper. And, not only were we overwhelmed by some of our paper trail, it was extremely labor intensive to enter all the information and virtually impossible to extract actionable data across our enterprise. Agent Technologies brought our processes into alignment with not only our core beliefs, but streamlined our company and allowed us to make better decisions based on easily accessible data and to focus on our customers instead of internal reports."

In a tight economy, we all have to look at areas where we can cut costs while providing a higher level of service to our clients. If your company has a work process it would like to automate or see if it can be automated, contact us for a **FREE** Assessment.

Happy Operational Cost Cutting,
Ben Moore
Agent Technologies, Inc.

The Consumer's Workshop: the future of American manufacturing

The Consumer's Workshop: The Future of American Manufacturing is a hand book on how to setup the systems within your company and create the workforce you need to be successful now and in the future. Written by authors that have worked at some of America's largest manufacturers, founded their own manufacturing organizations and helped numerous small manufacturers grow.
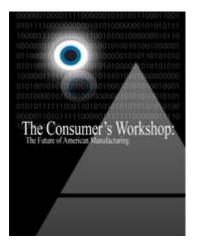
The Consumer's Workshop: The Future of American Manufacturing is a must read for today's business leaders. It is insightful and provocative in its approach to where US manufacturing has been, how manufacturing got into the troubles it faces today and what we need to do to become the standard for world class once again. If we want to know how to regain that competitive edge once again, the roadmap is certainly the pages of The Consumer Workshop.

-- Bruce Vaillancourt,Director, NIST MEP Program, TechSolve, Inc.

The Consumer's Workshop is an extremely timely review of how manufacturing strategy developed in the past
and how it will change in the future. The author team clearly demonstrates that companies have to change -- and provide plenty of advise how such a change should take place."
-- Frank Piller, PhD, International Manufacturing Consultant

Manufacturing Statistics

1) Manufacturing Output was unchanged in May 2008 with both durable and nondurable industries unchanged. Source: Federal Reserve Board

2) Manufacturing Employment **lost** 33,000 jobs in June 2008. Source: Bureau of Labor Statistics

3) Manufacturing Trade Deficit in May 2008 decreased $0.5 billion, or 0.7 percent, to $72.5 billion. Sources: Census Bureau, Bureau of Economic Analysis

4)Manufacturers' New Orders increased $2.08 billion, or 0.6%, in May 2008 to $448.7 billion. Up three consecutive months.

As the authors make clear, eventually American manufacturing will become the workshop for direct production of consumer's own designs -- or it will be no more. Begin that path by following the steps outlined here."
-- B. Joseph Pine II, author, Mass Customization: The New Frontier in Business Competition

Investment: $12.99
http://www.theconsumersworkshop.com

5) Manufacturers' Inventories increased $2.8 billion in May 2008 to $548.4 billion. Up eight of the last nine months. Source: Census Bureau

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Founded in 1995, Agent Technologies, Inc. provides e-Commerce Solutions, Business Reporting Solutions, e-Business Strategy Development and Agent Based Systems. We specialize in comprehensive eCommerce 4 Manufacturing (sm) Solutions through our manufacturing consultants and software applications.

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