IBM

Lotus® software

Collaboration and productivity matter.
Just ask IBM customers.

Migration success stories — why companies choose IBM Lotus Notes and Lotus Domino software

> Premier collaboration

> Rapid application development

> Large and small businesses

> Multiple industries

> Global reach

> Many benefits

SUCCESS STORIES

Collaboration.
Productivity.
Responsiveness.

For big and small companies alike, effective collaboration is central to organizational success. Many businesses have already migrated to IBM Lotus® Notes® and Lotus Domino® software, because they recognized that an IBM solution could provide a more flexible, efficient foundation to meet current and evolving collaboration needs. A foundation that can help them support more users with fewer servers and network resources. And a platform with leading-edge capabilities that can help employees more efficiently manage information overload. The results speak for themselves, with the majority of our customers realizing strong business benefits. For example, a worldwide automotive manufacturer established a favorable cost structure and effective, reliable communication among employees worldwide, and an industrial products company reduced licensing costs by 15 percent and virtually eliminated training requirements by migrating to IBM Lotus Notes and Domino software.

Read on to learn about how IBM customers from an array of industries have benefited from migrating to Lotus Notes and Domino software.

The companies in these success stories all used and evaluated other collaboration and messaging platforms. But they standardized on the open, fully integrated and security-rich Lotus Notes and Domino platform because it offers superior choice, flexibility and performance.

ASTORplast Klebetechnik
takes care of customers

ASTORplast Klebetechnik AG of Alfdorf, Baden-Württemberg, Germany, employs approximately 120 people in the development of innovative glues, bonding technologies and coatings.

"The IBM Lotus Domino and fabrique d'images ebusiness solution has helped us to achieve new levels of excellence in customer service."

—Volker Joos
head of IT
ASTORplast Klebetechnik AG

BUSINESS NEED

Find a way to resolve customer complaints more quickly and effectively; capture and share the solution knowledge across the company to improve future business practices; cut paperwork and costs.

SOLUTION

Working with fabrique d'images ebusiness, an IBM Business Partner, ASTORplast created a customer complaint and feedback system with Web-enabled tracking and embedded workflow, based on IBM Lotus Domino software. The solution replaces a process that used a Microsoft® Exchange messaging system and manual call and project tracking.

BENEFITS

> All but eliminated internal company paperwork.

> Reduced error levels and costs; increased productivity.

> Raised customer service and satisfaction.

> Enhanced knowledge capture and sharing throughout the company.

Read the complete ASTORplast Klebetechnik case study and other Lotus Notes software case studies at:

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Body Corporate Services
streamlines workflows

Established in 1980 and now the largest subsidiary of Prudential Investment Company of Australia, Body Corporate Services (BCS) is Australia's largest body corporate/strata management company. BCS provides an extensive range of strata management services to a large and growing client base.

BUSINESS NEED

Streamline strata management workflow processes from initiating repair and maintenance jobs through to managing insurance claims; capture the experience of strata managers and incorporate it in shared online systems; provide strata managers with a single online view of all property reports and workflows; establish and maintain industry best practices to improve customer service and marketplace competitiveness.

SOLUTION

In partnership with IBM Business Partner IC Consulting, BCS embarked on a Web portal project utilizing IBM WebSphere® Application Server, IBM WebSphere Portal Server (running on the Red Hat Linux® platform) and IBM WebSphere Studio Application Developer software. The solution also includes IBM BladeCenter® servers, IBM Tivoli® SAN storage software, the IBM jStart Program and a migration from Microsoft Exchange to IBM Lotus Notes software.

BENEFITS

> Streamlined business processes with single-point access to online information and workflows, including full data integration of older systems.

> Improved customer service through more rapid response to, and prioritization of, job requests.

> Increased productivity of strata managers with task prioritization features, including significant reduction in time and effort required to locate documents.

> "Our strata managers have a complex job, and we recognized that the introduction of a portal to streamline information, workflow and communications would help reduce costs and provide our clients with higher levels of service efficiency."

—Greg Haywood
CEO
Body Corporate Services

Read the complete Body Corporate Services case study and other Lotus Notes software case studies at:

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CCPOA
improves productivity

A private, not-for-profit association with 160 employees representing 30,000 correctional peace officers working in the California correctional system, the CCPOA is one of the largest professional associations in the state.

"In many ways, the transition to the Linux platform would not have been possible without the robust messaging and scheduling functionality in Lotus Domino Collaboration Express [software]. In fact, Lotus Domino Collaboration Express [software] offers a lot more out-of-the-box functionality than we had in our old environment after many years of tweaking [the Microsoft] Exchange [solution]."

—Craig Haarmeyer
information services specialist
CCPOA

BUSINESS NEED
Replace an unstable messaging platform; enable mobile employees to access collaborative applications; integrate the messaging platform with the membership database to improve organizational efficiencies.

SOLUTION
CCPOA replaced its Microsoft Exchange solution with a flexible infrastructure for e-mail, calendaring and scheduling as well as custom collaborative applications using IBM Lotus Notes, IBM Lotus Domino Collaboration Express and IBM Lotus Domino Web Access software running on IBM System x™ servers. The solution can be accessed via the Web with personal digital assistants (PDAs).

BENEFITS
> Integration between the messaging platform and the membership database means the association is better equipped to communicate with members via accurate, up-to-date e-mail distribution lists.

> Web and RIM BlackBerry device-enabled e-mail, calendar and scheduling help increase the productivity of field staff.

> Increased system uptime and a decreased number of service calls help lower the total cost of ownership.

Read the complete CCPOA case study and other Lotus Notes software case studies at:

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DaimlerChrysler
standardizes to drive competitiveness

An automotive company with 384,700 employees and 2004 revenues of US$192.3 billion from sales in 200 countries, DaimlerChrysler sells cars worldwide and has a global workforce, shareholder base and outlook.

BUSINESS NEED

Standardize on a system for messaging, collaboration and workflow following the merger of Daimler Benz and Chrysler in 1999 to compete effectively in the global marketplace.

SOLUTION

Although DaimlerChrysler weighed using a Microsoft Outlook software solution, the company decided to standardize on IBM Lotus Notes and Domino collaboration software. DaimlerChrysler instituted Project Welkom as a company-wide effort to integrate and smooth the transition of the users of multiple e-mail systems, including an Outlook solution, to the Lotus Notes and Domino environment. In addition to delivering reliable e-mail, Lotus Notes and Domino software enables 40,000 users to engage in real-time collaboration, and it accounts for more than 40,000 workflow and workgroup applications used to streamline business processes.

BENEFITS

> Effective, reliable communication among employees worldwide.

> A favorable cost structure.

> Streamlined business processes resulting from the use of workflow and workgroup applications.

> Ease of integrating acquired companies into the system.

"The cost structure is highly favorable, and workflow and workgroup applications developed in Lotus Notes and Domino [software] have had a positive impact on many business processes."

—Dietrich Schreiner
director of global services
DaimlerChrysler

"We had a strong demand for workgroup and workflow applications, and we saw that Lotus Notes and Domino [software] was a really good solution."

—Frieder Kornas
senior manager
DaimlerChrysler

Read the complete DaimlerChrysler case study and other Lotus Notes software case studies at:
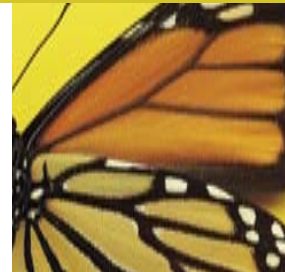
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EuroChem

"The IBM Lotus technologies are helping us to communicate and work together, increasing productivity and shortening production cycles."

—Dmitry Shevchenko
chief of information technologies
EuroChem

BUSINESS NEED

Improve collaborative capabilities across a fragmented and geographically dispersed enterprise; introduce corporate document management and control; unify business processes and accelerate production cycles; boost personal productivity.

Read the complete EuroChem case study and other Lotus Notes software case studies at:

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enhances global collaboration

With headquarters in Moscow, EuroChem is the largest agrochemical company in Russia—accounting for a third of the entire country's production of fertilizers—and is one of the top three fertilizer producers in Europe and one of the top ten in the world.

SOLUTION

Worked with Concern of Information Technologies, an IBM Premier Business Partner, to build a new strategic platform for communication and document management based on IBM Lotus Notes and Domino technologies and running on IBM System x servers. The IBM solution replaced an existing Microsoft Exchange e-mail system.

BENEFITS

> Automated business processes.

> Accelerated production and management of documents.

> Gained access to full document history.

> Increased productivity through collaboration.

> Deployed a new corporate e-mail system rapidly.

> Achieved high security, reliability and scalability.

Location:

United Kingdom

Industry:

Computer services,
electronics

Fujifilm Electronic Imaging
pictures customers more clearly

*Established in 1997, United Kingdom-based Fujifilm Electronic Imaging (FFEI)
designs and builds high-end prepress solutions, employing more than 330
staff and selling worldwide via Fujifilm subsidiaries and third-party distributors.*

**"With help from Kelros and Lotus
Notes and Domino [software],
we have achieved a solution that
matches our business processes,
rather than having our software
define the way we work."**

—Bob Willis
product quality and customer
support manager
Fujifilm Electronic Imaging

Read the complete Fujifilm Electronic
Imaging case study and other Lotus
Notes software case studies at:

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BUSINESS NEED

Capture valuable customer feedback, comments and suggestions in a systematic manner;
report on product reliability and usage statistics; manage more customer calls with the
same staffing levels.

SOLUTION

FFEI reviewed a total of seven possible alternatives and selected an integrated messaging,
workflow and statistical reporting system based on IBM Lotus Notes and Domino 7
software, and two Lotus Domino software-based sales and support applications from IBM
Business Partner Kelros. The key to the new solution is the integration of customer and
sales interactions with Lotus Notes and Domino workflows and advanced search facilities.

BENEFITS

> Enhanced capture of customer suggestions.

> Better delivery of management information.

> Significantly boosted people productivity with the ability to
   handle more calls using the same call center team.

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HSBC Mexico
boosts communication security

HSBC Mexico is a major subsidiary of one of the largest banking and financial services organizations in the world, with more than 1,400 branches and 4,500 automated teller machines (ATMs) serving approximately 6 million customers.

BUSINESS NEED

Align a local e-mail system serving 23,000 employees with the worldwide organization by migrating to a new platform; consolidate a complex and unreliable server architecture to improve stability and increase functionality; maintain high levels of security.

SOLUTION

HSBC Mexico considered several hardware options before choosing an all-IBM solution. The banking company replaced eight servers at four data centers with two IBM System z™ 900 servers and two IBM TotalStorage® Enterprise Storage Server® systems. It also replaced its Netscape e-mail solution with a new environment based on IBM Lotus Notes and Domino software.

BENEFITS

> Fewer data centers and servers means lower maintenance costs and can help increase security with significant cost savings.

> System z technology can improve fault tolerance and can grow with HSBC Mexico's expanding needs.

> Lotus Notes and Domino solution brings HSBC Mexico in line with the rest of the global organization, making collaboration among subsidiaries easier.

"Being integrated with the rest of HSBC is important, and we now have more collaboration tools. With the [System z] servers, we have a more stable and centralized system, which takes fewer resources to manage, and we have a solid and robust architecture that we can really trust."

—Hector Palma
area manager
group e-mail and collaboration
HSBC Mexico

Read the complete HSBC Mexico case study and other Lotus Notes software case studies at:

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KMT Waterjet Systems
links global operations

An innovative pioneer in the field of aqua-jet cutting, KMT Waterjet Systems provides equipment for a range of manufacturing operations.

"The per-user licensing of [Lotus Domino] Collaboration Express [software] sealed the deal. I had expected the Lotus solution to be more expensive than Microsoft Outlook [software], but it turned out to be about 15 percent less."

—Stan Sloan
IT manager
KMT Waterjet Systems

"Our messaging system needed excellent replication capabilities to support our mobile users, who frequently lack a high-speed Internet connection."

—Stan Sloan
IT manager
KMT Waterjet Systems

Read the complete KMT Waterjet Systems case study and other Lotus Notes software case studies at:

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BUSINESS NEED

Avoid disruption to business operations during a six-month transition to ownership by KMT; enable ongoing collaboration between U.S. and German offices.

SOLUTION

Used the powerful application development environment of IBM Lotus Domino Collaboration Express software to create an integrated collaboration solution with instant messaging and Web conferencing capabilities for collaboration among employees, vendors and partners of a newly formed business unit. KMT Waterjet Systems chose the Lotus solution over a Microsoft Exchange solution based on its ease of use, replication features and security.

BENEFITS

> Collaboration system supporting 170 employees deployed in four months—two months ahead of deadline.

> Per-user licensing saves 15 percent, with no training costs, compared to the previous Microsoft Exchange and Outlook solution.

> Custom application power of Lotus Domino software supports the addition of a workflow application.

Municipality Prostejov
cuts paperwork, boosts efficiency

Municipality Prostejov is an administrative body providing services such as education and healthcare to 50,000 citizens in Prostejov, Czech Republic.

BUSINESS NEED

Cut paperwork within the organization; provide a single place for the administration of council meetings; find a way to make new workflow process guidance available to employees.

SOLUTION

Working with IBM Business Partner TCL Digitrade, Municipality Prostejov looked at its choices, either to implement Microsoft Exchange Server software and additional Web, collaboration and sharing components, or deploy IBM Lotus Notes and Domino software. TCL Digitrade recommended the Lotus solution as the complete, all-in-one answer for Municipality Prostejov. The municipality implemented IBM Lotus Notes software with fully integrated e-mail, calendaring, collaboration and document management capabilities, and also worked with TCL Digitrade to create a solution ready for workflow process capture.

BENEFITS

> Reduction in internal paperwork has cut costs.

> Shared calendaring and task lists have boosted personnel productivity.

> Lower administrative and IT support costs have reduced total operating expenses.

"By implementing IBM Lotus Domino [software], we have immediately resolved our fundamental e-mail, calendaring and information-sharing questions."

—Ladislav Prusa
IT team leader
Municipality Prostejov

Read the complete Municipality Prostejov case study and other Lotus Notes software case studies at:

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Oil Search Limited

> "For Oil Search, [Lotus] Domino [software] represented by far the best fit at a number of levels. It fitted in technically with other IT systems and a third-party mail server, meaning there was no need to change anything within the existing environment. From the application development perspective, we were able to work with Oil Search IT staff on developing feature-rich Web-based [Lotus] Domino applications rapidly and keep well within a fairly tight budget."
>
> —Rowan Mitchell
> director
> Task Exchange

> "Essentially, [Lotus] Domino Express [software] has given us a cost-effective means of delivering a growing number of standard business solutions, but in a unique business environment."
>
> —Rowan Mitchell
> director
> Task Exchange

BUSINESS NEED

Provide cost-effective access to a range of intranet-based business applications via satellite for staff in all Oil Search locations where network communication is available only via satellite; enable the business to create business applications quickly and inexpensively.

Read the complete Oil Search Limited case study and other Lotus Notes software case studies at:

ibm.com/software/casestudies

improves access to applications

An oil and gas exploration and development company that has been operating in Papua New Guinea since 1929, Oil Search Limited owns approximately 70 percent of that country's oil reserves and is responsible for around 14 percent of the country's gross domestic product and 20 percent of its export revenue.

SOLUTION

With the majority of off-the-shelf software solutions seen as far too inflexible to meet the growing business needs of Oil Search, the company opted to purchase IBM Lotus Domino Express software and partner with Task Exchange, an IBM Business Partner and dedicated Lotus Domino software specialist. Oil Search then developed and implemented—within a six-week timeframe—a secure and flexible intranet along with a range of applications and databases, which are replicated to Lotus Domino servers located at each Oil Search operational area.

BENEFITS

> Ability to use only a Web browser as the single access interface and to run custom-developed business applications.

> The realization of true On Demand Business through easy, rapid and inexpensive deployment of new IBM Lotus Domino servers to each new site.

> Significant cost savings on satellite communications, even to remote operational sites.

> Enhanced compliance and safety through document control and management.

> Enhanced control of documents—particularly those related to safety.

For more information

To learn more about IBM Lotus Notes and Domino 7 software, contact your IBM sales representative or visit:

ibm.com/notes