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IBM Customer Reference: Vascroft

Overview

A construction firm based in the U.K. improves productivity and efficiency when it engages IBM Business Partner LAN 2 LAN to replace its Microsoft Exchange solution with a comprehensive collaboration and communication platform that includes IBM Lotus Notes and Domino V7, IBM Lotus Domino Collaboration Express and IBM Lotus Sametime software

Location: London, United Kingdom

**Industry: Construction/Architecture/
Engineering**

URL: <http://www.vascroft.com><http://www.dsv-gruppe.de>

Customer Background:

Founded in 1977, Vascroft has refurbished some of London's leading hotels and restaurants, including the Green Park Hotel and Harrington Hall Hotel. It has also constructed banks, hospitals, retail developments, schools, restaurants and hotels throughout the United Kingdom (U.K.).

Business Need:

To retain its position as a top construction and restoration firm, Vascroft needs to conform to strict service level agreements (SLAs) and ensure that its projects are completed on time and on budget. At the same time, it must provide the highest quality of service to its customers.

As the company came to rely more and more on electronic communications, Vascroft realized that it needed to implement a robust communication and collaboration platform that would provide its employees with instant access to company information. Vascroft had a Microsoft Exchange e-mail and archive environment in place that did not offer the efficiency and ease of use that the company was seeking. As it began a major initiative to move from paper-based to electronic records, Vascroft sought a solution that could provide better communication tools and secure its vital contracts and records for legal, fiscal, audit and tax purposes. Further, the solution needed to be efficient and cost-effective.

Solution:

Vascroft turned to IBM Business Partner LAN 2 LAN to evaluate its communication needs and implement a new solution. After analyzing Vascroft's environment, a team of consultants from LAN 2 LAN recommended that the client replace its Microsoft platform with IBM Lotus Notes and Domino V7.0, IBM Lotus Domino Collaboration Express V6.5.5 and IBM Lotus Sametime V7.0 software.

The LAN 2 LAN team migrated Vascroft's Microsoft Exchange server to Lotus Domino Enterprise Server software, which provides the backbone of the client's new IBM Lotus environment. LAN 2 LAN also deployed IBM Lotus Notes software as Vascroft's e-mail, calendaring and collaboration platform. IBM

Lotus Sametime software provides Vascroft personnel with instant messaging capabilities, allowing employees to communicate securely and efficiently. To improve collaboration across its enterprise, Vascroft implemented IBM Lotus Domino Collaboration Express software. Designed for small and medium companies, the Domino Collaboration Express solution offers collaborative workspaces, presence awareness, expense tracking, holiday and vacation requests, a supplier database, contract management and fleet management in an easy-to-use interface. Vascroft also purchased 11 BlackBerry personal digital assistants (PDAs) that allow its mobile employees to check e-mail and communicate while at client sites.

To complement the Lotus solution, which currently supports 40 users and can scale to accommodate 1,000 users, LAN 2 LAN also deployed Mail Attender by Sherpa Software, an e-mail archival system that allows each user to archive up to three months worth of e-mail on a separate drive. The archive solution allows Vascroft to better control the costs of its storage environment while ensuring that key documentation is retained.

Benefits of the Solution:

With the IBM Lotus solution implemented by IBM Business Partner LAN 2 LAN, Vascroft has a communication and collaboration platform that is reliable, stable, easy to use and cost-efficient. Overall, the Lotus platform offers a lower total cost of ownership (TCO) than the company's previous Microsoft Exchange environment. Advanced and automated administration features helped to simplify deployment and management of the Lotus infrastructure.

Further, the integrated Lotus products are helping Vascroft improve its core processes. Instead of relying on disparate storage platforms and manual files, Vascroft now has a single collaboration and archiving solution that supports best practices. User efficiency and productivity have increased, as have security and administrative controls over the client's collaborative tools. The scalable Lotus environment has also improved performance over the Microsoft platform.

Customer Quote:

"Vascroft is a leader in the construction market. We believed that using technological advances would not only make our business run smoother, but also allow us to work more strategically and quickly, moving us from the Dark Ages into the modern age. The e-mail archiving system, network infrastructure and mobile platform provided by LAN 2 LAN have helped us build a complete computing environment that will continue to meet our evolving business needs." -- Network Manager, Vascroft



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