An aerial night view of a city, showing a dense grid of streets and buildings illuminated by streetlights and building lights. The lights create a vibrant, golden-yellow glow against the dark night sky. The perspective is from a high angle, looking down on the city.

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Case studies on
IBM's suite of software solutions.

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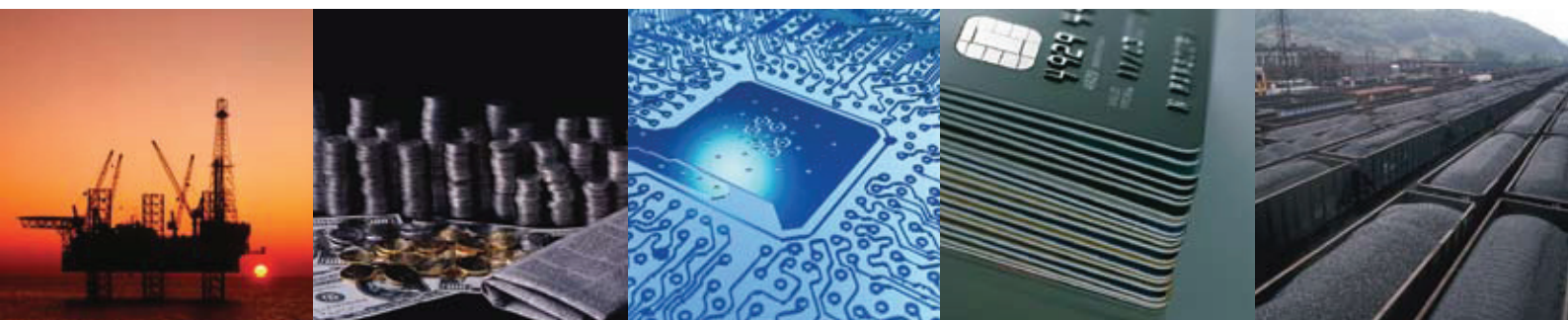
Introduction

In today's "always on, always available" world, more and more organizations are increasingly challenged by the need to do more with less, while still striving to align their business and IT infrastructure. There is an ever growing need for a new generation of management software solutions to empower companies to safely address these challenges.

IBM software products are designed to enhance the manageability, availability and performance of sensitive electronics, networks and communications. The IBM Rational® software platform empowers software development teams in various locations to manage multiple versions of the software efficiently. IBM Lotus® suite of products enables teams across the organization to collaborate in real-time and enhance productivity. IBM WebSphere® provides a simplified, integrated platform for fast changing business needs. IBM Tivoli® helps manage every aspect of a company's IT infrastructure and provides it with a security blanket for any future eventuality. IBM Information Management® helps store and build data management systems. Together, these products lend organizations the extra edge to compete effectively in the marketplace and increase output.

In fact, robust and scalable solutions with IBM products have transformed organizations into efficient, highly productive and on demand businesses. The case studies that follow provide a closer look at how small and big businesses benefitted from the IBM edge.

**For more information on IBM's suite of software solutions,
mail at pokumar3@in.ibm.com or call +91-96633 04393.**



Contents

Bharat Sanchar Nigam Limited	1
mjunction services limited	3
Reliance Life Insurance Company Limited	5
Janata Sahakari Bank	7
MindTree Limited	9
Marico	11
Valtech India Systems	13
iFlex	15
Hindustan Petroleum Corporation Limited	17
Bharat Petroleum Corporation Limited	19
Indra Prastha Gas Limited	21
Asian Paints	23
MRF Limited	25
Nagarjuna Fertilizers and Chemicals Limited	27

Click on the page number to view the Case Study.



Ringling in a new era of telecommunications.

BSNL wanted to expand its market reach and capture a broader customer base with new service offerings. The challenge was entrusted to IBM Global Technology Services. It provided BSNL the perfect delivery platform to support its vast expansion drive.



Client profile

Bharat Sanchar Nigam Limited (BSNL), formed in 2000, is India's largest public sector telecommunications service provider and the seventh largest telecommunications company in the world. BSNL offers a wide range of voice and data services including wireline, code division multiple access (CDMA), global system for mobile (GSM), Internet, broadband, carrier services and Voice over Internet Protocol (VoIP) services. BSNL was looking for a new delivery platform that would allow it to capture a larger and broader market with new service offerings.

Task

The task was twofold. BSNL needed a new delivery platform that would utilize its existing infrastructure, as well as enhance its broadband capacity. In addition the company wanted its new platform to support a Digital Subscriber Line Access Multiplexer (DSLAM) solution for 1.3 million lines in approximately 900 cities throughout India, serving an additional 7.5 million subscribers.

Solution

IBM had the perfect solution. It provided a service orientation to the OSS implementation by implementing WebSphere Message Broker as the SOA service bus. The IBM Global Technology Services team provided the best of breed solutions needed to create service-oriented architecture (SOA) solution. The SOA solution integrated components of BSNL's geographically dispersed operational support systems by leveraging IBM WebSphere Business Message Broker for Multi platforms software. This greatly enabled connectivity and reuse. In addition, it provided a Web-based portal that links the critical tasks of service change and provisioning with back end systems.

Benefits

- Faster time to market services
- Ease of launch of consistent services to a huge subscriber base
- Maintains current state of inventory and monitors consumption of inventory and extends capacity planning in an organized manner
- Provides class of service that is extremely subscriber friendly
- Capability to manage and monitor quality of service
- Allows affordable tariff plans and high speed connectivity to rural areas
- Provides methods to impart remote education over secure VPN



Delivering an e-commerce solution that means business.

mjunction simplified its e-business solutions and put a robust, scalable and innovative e-commerce portal in place with IBM WebSphere Commerce Enterprise V6 software.



Client profile

mjunction services limited (mjunction) is India's largest e-commerce company, spearheading the steel and coal supply chain. A 50:50 venture of Steel Authority of India Limited and TATA Steel, mjunction has service offerings spanning the entire e-commerce spectrum and operates through - metaljunction.in, buyjunction.in, coaljunction.in, autojunction.in, straightline.in and mjunctionedge. Running the world's largest e-marketplace for steel, mjunction has ushered in efficiency and convenience, directly influencing the way steel and coal are bought and sold in the country.

Task

mjunction services limited (mjunction) has multiple auction portals for its respective lines of business. It wanted to add two more lines of business – straightline (an online store which facilitates the sale of catalogue-based branded products at fixed prices) and autojunction (an e-marketplace to sell old and new cars). mjunction was keen on choosing a platform that was scalable, robust and quick to implement.

Solution

mjunction chose IBM WebSphere Commerce Enterprise V6 software, which is based on a service-oriented architecture (SOA) framework, to address its e-commerce needs. straightline.in and autojunction.in were the two e-commerce sites to be developed. straightline.in is an online store for prime branded steel materials, providing buyers and sellers with a huge selection of items to reach customers across geographical boundaries at significantly low costs. Along with IBM business partner Cognizant Technology Services, the store was developed on the WebSphere Commerce Business-to-Business (B2B) model. autojunction.in was built on the Business-to-Consumer (B2C) model to deliver informational, transactional and advertising platforms offering various services to individuals, new and used car dealers, auto majors and other related businesses.

Benefits

- Provides a scalable and robust customer interaction base
- Single platform to handle B2B and B2C customers
- End customers can have access to catalog browsing, product searches
- The customer can select products to buy or monitor for future use and complete transactions online
- Speeds up and simplifies deployment and management of differentiated e-commerce sites while maximizing performance, scalability and adaptability



Insuring the success of a virtual office.

Reliance Life wanted to build a virtual office and an end-to-end self-service portal. It chose IBM because of its proven expertise in implementing innovative technology in the insurance sector.

Client profile

Reliance Life Insurance Company Limited (Reliance Life), came into existence in 2003 and is a part of the Reliance - Anil Dhirubhai Ambani Group. Since 2003 Reliance Life has carved a niche for itself in the insurance sector in India, achieving 1.7 Million policies in just 2 years of operation. Today, Reliance Life Insurance continues to be amongst the fast growing private life insurance companies with a YOY growth of 195% in new business premium.

Task

In order to drive its expansion plans, Reliance Life wanted to incorporate technology to create a Virtual Office. This would help its customers view products, pay premiums, buy policies and transact online. In addition, Reliance employees would be able to manage customer activities and their own company-related activities. In other words, the task was to create a Virtual Office that would increase accessibility and reduce redundant processes and procedures, giving Reliance Life an edge in the extremely competitive market.

Solution

The IBM team managed the entire lifecycle of the project from solution design to implementation and delivery. The new infrastructure was built with composite business services to speed implementation and enable re-use. The solution was deployed using components of the IBM Insurance Process Acceleration framework including WebSphere® middleware with open-standards-based technology. As a result, the infrastructure could incorporate various backend systems and be customized to meet Reliance Life's specific requirements.

IBM and Reliance Life decided to leverage the power of the Internet to create a Virtual Office. IBM WebSphere Portal Server and WebSphere Process Server were used to create a comprehensive portal that would streamline the delivery and presentation of information; making information available to the right people at the right time.

Benefits

- Reduces time to provide new products to the market
- Increases sales by allowing agents faster access to information
- Improves information access for all the stakeholders through multiple channels
- Enhances customer service by enabling end users to utilize self-service options
- Increases internal efficiencies through re-designed workflows



Achieving zero downtime with DB2.

Janata Sahakari Bank wanted to ensure 24/7 uninterrupted service for core banking customers and conduct real-time synchronous data replication. The bank achieved both the objectives with IBM DB2 Version 9.5.



Client profile

Janata Sahakari Bank is a Pune-based cooperative bank with operations in western Maharashtra, Marathwada and the Konkan region. Established in 1949, Janata Sahakari Bank is ranked fifth among cooperative banks in India. The bank has many firsts to its name: a cooperative bank to have achieved the scheduled status, a cooperative bank to have become an authorized banker for the Pune stock exchange, a cooperative bank to be awarded with ISO 27001 certification, and a bank in India to have shared its datacenter with other banks. The bank took the technology leap in 2005 and based its core banking solution on Linux-IBM DB2 technology. It was the first time that DB2 technology was being used in the Indian banking sector.

Task

Janata Sahakari Bank computerized its entire operations in 1999. The bank was using an offline server for data backup which disrupted services every time data was updated. By end-2004, the bank was in the process of introducing core banking and wanted a solution that would provide zero disruption of services. The management also wanted to build a disaster recovery center. This necessitated a high availability solution for banking production database and real-time synchronous data replication from production database to the MIS system.

Solution

IBM offered Janata Sahakari Bank DB2 solution with High Availability and Disaster Recovery (HADR). For real-time synchronous data replication, IBM offered DB2 SQL Replication solution. The bank's datacenter team required technical training to operate and manage the solution. A team from the IBM India Software Lab demonstrated HADR and SQL Replication capabilities to the bank's IT team. After having acquired DB2 8.0 in 2005, the bank has been upgrading the solution, first to 8.2 and now the latest version, 9.5.

Benefits

- HADR ensures data availability 24/7 with minimal downtime
- The IT team can conduct transparent application failover
- The server can provide automatic client re-route with minimal interruption in data processing
- With SQL Replication, the bank can conduct real-time synchronous data replication from production to the MIS system
- The bank has eliminated manual backup and restore methods
- It has made storage savings by reducing data by 50 percent
- The performance of the server has improved significantly
- Time required for data backup has reduced from 2.5 hours to 1 hour 10 minutes a day
- Time required for MIS report processing has reduced from 4.5 hours to one hour a day
- Time taken for sequential file generation from other databases has reduced
- All these have resulted in reduction in response time
- Automatic processes have improved productivity of employees

“We went with IBM as DB2 is easy to manage and is user-friendly. It ensures zero downtime, which is a critical feature for a bank with core banking facility. We have also been able to automate data replication, an otherwise resource-consuming process. The IBM solution is on par with others in the market and is cost-effective.”

Atul Orape
Head, IT (Datacenter)
Janata Sahakari Bank Limited
Pune



Enabling single integrated platform for BI and Planning.

As the organization grew, MindTree felt the need for a separate group or function to focus on Corporate Information Systems (CIS), and a robust enterprise-wide reporting tool. MindTree chose IBM Cognos Planning/Reporting Tool to build a central CIO organization.



Client profile

MindTree Limited is a global IT solutions company specializing in IT Services, Independent Testing, Infrastructure Management and Technical Support (IMTS), Knowledge Services and Product Engineering, which comprises of R&D Services and Software Product Engineering.

The strong team at MindTree builds innovative solutions in a wide range of technology domains. These solutions enable MindTree customers to achieve their business goals.

Task

The MindTree internal IT infrastructure was run primarily on SAP and Microsoft platforms. The company's finance team used Excel Spreadsheets for annual planning and budgeting. The existing process was de-centralized and lacked efficiency, control and transparency. MindTree felt the need for a robust enterprise-wide reporting tool. The company used tools bundled with SAP BW, which were cumbersome and not powerful.

The existing tools did not pose any technical problems and were specific to individual environments. MindTree now required a reporting tool that had better presentation layer and could report against a larger canvas of systems.

Solution

MindTree evaluated various vendors' products for reliability, cost, product completeness/roadmap, support, and strategic positioning. IBM scored well in meeting the requirements, and that led to MindTree zeroing in on the Cognos Planning/Reporting Tool.

IBM demonstrated the value proposition of the Cognos solution and the benefits the solution would bring to the MindTree Finance and IT teams. The demonstration proved the following:

- Ease of use for finance and IT users. No coding.
- The tight integration of Cognos with SAP R/3 and SAP BW.
- Single platform advantages.

The BI standardization for the entire enterprise is done on Cognos BI platform, and the implementation will be completed this year.

Benefits

- Reduced the complexity and cycle time of the annual planning process
- Introduced ease of use and intuitiveness into the system
- Enabled tight integration into a single platform for BI and Planning
- Enabled collaboration in the planning exercise for senior management across locations
- Allowed tight integration with SAP R/3 and SAP BW, leveraging Cognos partnership with SAP
- Enabled complex simulations in a relatively easy manner
- Allowed presentation of periodic plan vs. actuals data to stakeholders
- Facilitated easy planning for 60 users from EF, IG, Practice and Geo heads who give plan inputs and four analysts from finance and business
- Brought about 128% returns on investments within the first year of implementation

“IBM was able to meet the challenges faced by MindTree in terms of reducing the complexity and cycle time of the annual planning process. Users appreciated the usability and intuitiveness of the solution. Implementation of the Cognos solution helped in collaboration and introduced ease of use during the planning exercise that involves senior management across multiple locations in the world”.

Sudhir Reddy
CIO, MindTree Limited



Giving Marico the financial edge.

Marico was looking for an automated solution to replace its old, worksheet based budgeting, planning and finance reporting system. The company got that and a lot more with IBM Cognos TM1.



Client profile

Delivering a wide range of products and services from healthy foods to hair and skin care, Marico occupies one of the top spots in India's FMCG space. Reaching out to more than 20 countries in the Middle East, Asian sub-continent, Australia and USA, Marico's brands (Parachute, Saffola, Kaya and Sundari, to name a few) enjoy leadership positions and significant market shares in their respective categories. Having doubled its turnover and acquired 7 companies in 3 years, Marico has been rated one of India's 'Top 8 Global Challengers' by Standard & Poor.

Task

The biggest challenge Marico faced stemmed from its own growth. From being a largely domestic FMCG company, Marico grew to become a company that began to cater to international markets too. With 7 acquisitions in 35 months, a doubled turnover in 3 years and brands quickly gaining popularity, Marico's biggest challenge became its old, worksheet based budgeting, planning and finance reporting system. This system wasn't capable or flexible enough to incorporate the drastic surge in business. Finance teams faced a number of problems when it came to collating data, managing various budget versions and reporting - leaving them with a vast increase in manual work and no time for critical analysis. This created a strong need for an automated budgeting, planning and reporting solution.

Solution

In order to give Marico what it really needed, IBM proposed IBM Cognos TM1 - an automated solution that was flexible, low-maintenance and one that could be easily integrated into the existing employee and infrastructure landscape. That apart, it also delivered a lower Total Cost of Ownership (TCO). Through Project Edge, Marico found that IBM Cognos TM1 helped take the time and weight of collating, aggregating and reconciling data off their shoulders, increased flexibility and was refreshingly easy to use. The employees had more time to analyze financial performance, identify opportunities and influence better business outcomes.

Benefits

- Reduces the time required for budgeting, planning and reporting
- Increases flexibility, accuracy and efficiency
- Easy to use and maintain
- Lower Total Cost of Ownership (TCO)

“IBM Cognos TM1 has helped us streamline and take our planning and budgeting processes to a new level. This tool has enabled us to shift our focus from data crunching to data analysis.”

Girish Rao
IT Head, Marico



Raising the bar with the most complete development tool.

Valtech needed to create a new object-oriented process for global development. IBM Rational Rhapsody software was the chosen tool. It improved productivity and lowered development costs.



Client profile

Valtech India Systems is the global development arm of Valtech, a leading embedded systems software developer. Two core technology beliefs drive customer service at the company – agile development, provided by Valtech's Pulse approach, and open source technologies, delivered through Valtech Highway, an open source framework.

Task

When a major avionics customer suggested a move to Object-Oriented (OO) technology for future projects, Valtech was challenged to create a new process for global development. One of the drawbacks of the company's old process was the inability to reuse requirements on multiple projects with similar components.

Solution

Valtech's customer evaluated several tools and mandated that Valtech use the IBM® Rational® Rhapsody® development tool for all future projects. Rational Rhapsody was chosen because of its high architectural-level reusability, smooth communication across multiple development sites and robust support for the concurrent engineering paradigm. The solution supports compliance with airborne systems software standards DO-178B, Level B, as well as Human-Machine Interface (HMI) design and simulation development environment.

Benefits

- Reduces defect density in production and post delivery and promotes process improvement
- Promotes true global development
- Increases productivity by 40 percent
- Reduces defects from initial usage by 75 percent
- Improves time to market – always on target with six-week deadline

“Rhapsody was the environment we needed to achieve our time-boxed agile development process and maintain CMM level 5”.

– Cdr. R. N. Ramachandran
Practice Head
Valtech India Systems



Equipping iFlex for the future.

iFlex Solutions was seeking a better, more effective and adaptable Version Control System. IBM Rational ClearCase® fit the bill perfectly. It also gave iFlex reliability, scalability and better control over the source code.

Client profile

iFlex® solution, majority owned by Oracle®, is a world leader in providing IT solutions to the financial services industry. With the experience of delivering value based IT solutions to over 810 financial institutions across 130 countries, iFlex helps customers build competitive advantage through next-generation technology.

Task

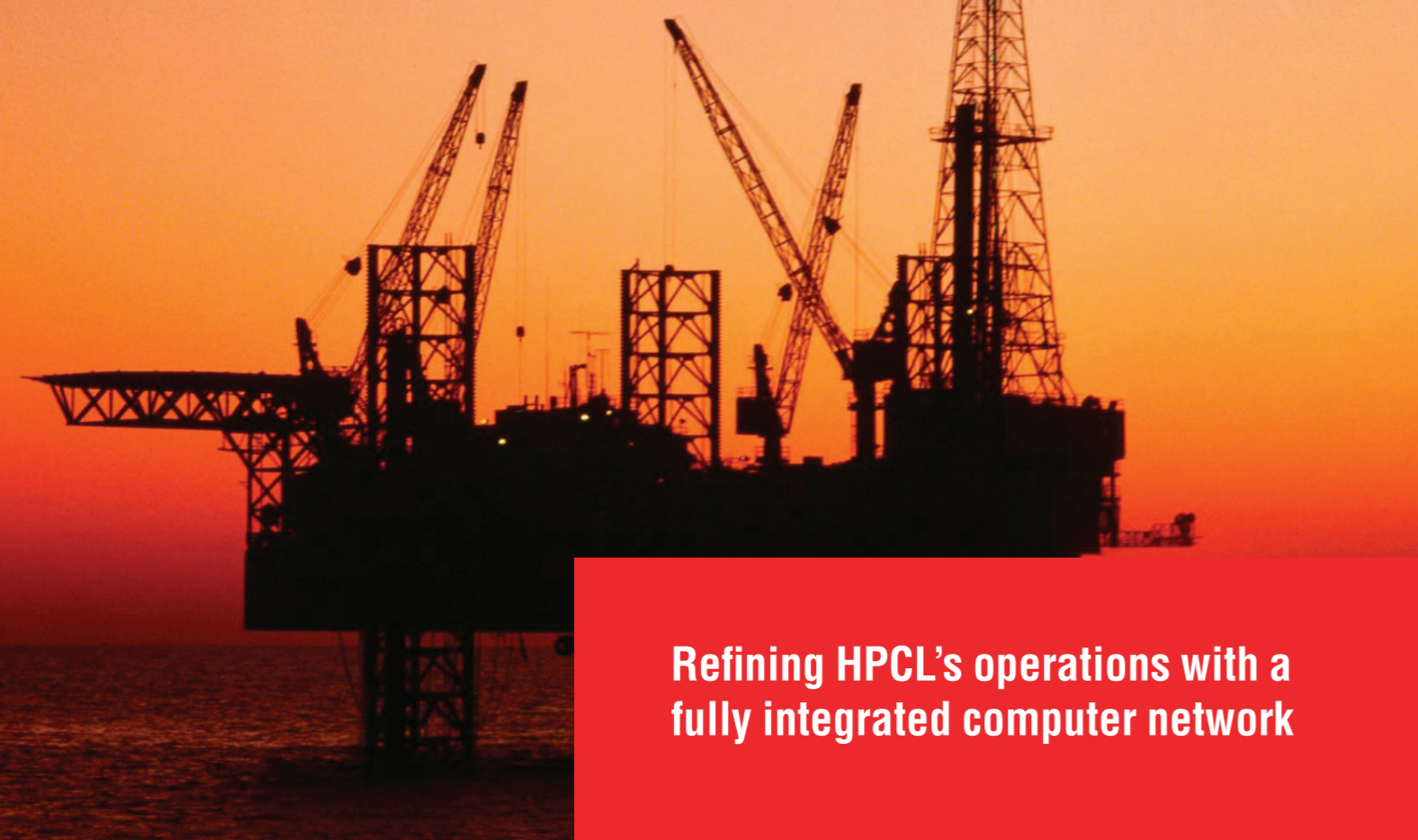
iFlex has multiple location development and needed a Version Control System that could address the challenges of managing ongoing product development and at the same time, cater to the new demands of changes. It was also apprehensive about moving the entire repository from the existing system to ClearCase®.

Solution

IBM implemented a role based configuration management infrastructure which gave iFlex maximum control over securing their source code, while not compromising on the efficiency of their development teams. Given the vast number of repositories and projects involved, IBM provided an automated solution which enabled iFlex teams to migrate the projects from the existing system to IBM Rational ClearCase®. This reduced the need for elaborate consulting service. In addition, IBM also speeded up the migration using in-house tools. This solution not only catered to current requirements, but also geared iFlex to address scalability issues in the future.

Benefits

- Better control over the change control, and configuration management
- Parallel development effort on multiple locations
- Increased ROI on the configuration management infrastructure
- Ease of maintaining multiple repositories per product
- Maintenance of custom home grown web interface
- Better control over source code
- Scalability
- Data reliability
- Better web interface



Refining HPCL's operations with a fully integrated computer network

After the Government's deregulation of the Indian oil market, HPCL wanted to implement a fully integrated computer network, which could simplify management of maintenance and repair operations. IBM Maximo was the preferred solution as it offered to seamlessly integrate all HPCL's operations and had a proven ability in the Indian Oil and Gas sector.



Client profile

Hindustan Petroleum Corporation Limited (HPCL) is the second largest integrated oil company in India in the public sector with 12,000 employees and an annual turnover of more than US\$8 billion. The company has two oil refineries, one each in East and West Coast, producing 13 metric tonnes of petroleum per annum.

Task

What was lacking in HPCL was seamless integration – a centralized workflow that facilitated information flow between every department. The company was working on disparate systems and as a result employees ended up duplicating various tasks. There was a lack of proactive monitoring and inspection reports. In addition, unplanned shutdowns in the plant caused major disruption and production losses that impacted the company's bottom line. There was no system that could draw up preventive maintenance reports to ensure business continuity.

Solution

IBM Maximo allowed HPCL to manage information throughout the organization effectively, while being scalable to allow the company to grow. The complete installation of IBM Maximo was undertaken within the stipulated ten-month timeline and was delivered within budget. It was implemented on Oracle databases installed on a Sun Sparc server running the Solaris Operating System with client server architecture. There was also minimum disruption to the company's daily operations during the implementation. With 430 users, the task of training everyone at different levels was a huge undertaking. The product addressed the training requirements through a detailed yet simple training schedule which eased the company through the transition phase. IBM even initiated an online Call Centre help to sort post implementation issues.

Benefits

- Seamless integration between all operations
- Centralized workflow to facilitate information flow between every department
- Online access to information for employees
- Automatic quality assessment of vendors based on previous reports and online purchase approvals
- Reduces inventory costs
- Logical storerooms to track inventory, facilitate adjustments and keep stock levels to EOQ levels
- Improved monitoring and inspection report analysis



Fuelling the IT operations of a Fortune 500 company.

BPCL transitioned from a regional helpdesk model to a Centralized Service Desk (CSD) concept, thanks to IBM Tivoli Service Request Manager.



Client profile

Bharat Petroleum Corporation Limited (BPCL) is one of the global Fortune 500 companies engaged in refining and marketing petroleum products across the nation. The Corporation serves a large customer base with a wide range of products like LPG, Kerosene, Diesel, Petrol, ATF, Lubricants, etc. It is an organization that embraces technology early and puts it to use for business benefits.

Task

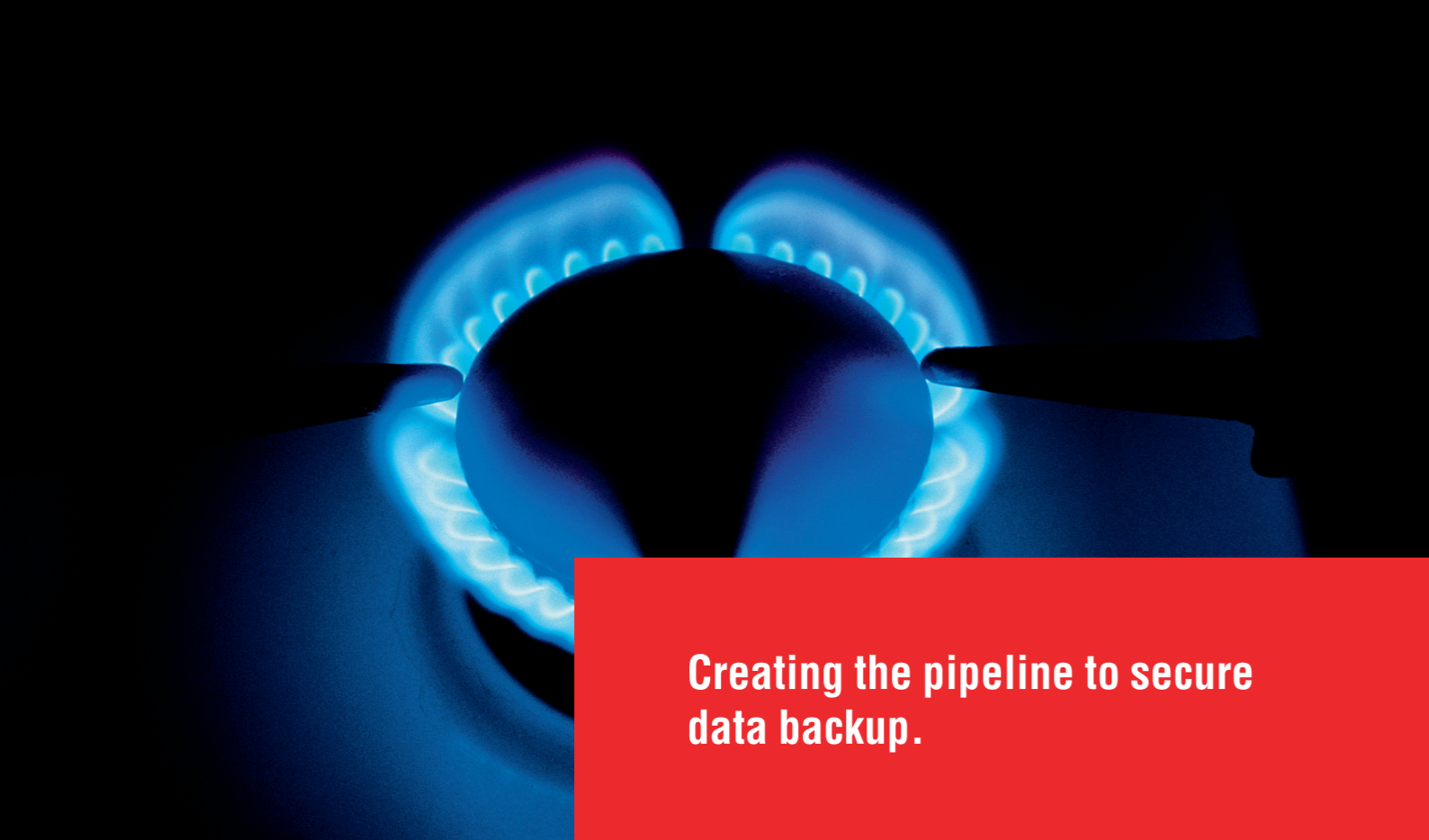
BPCL has experienced an unprecedented growth in the past few years and as a result its geographical spread has also become enormous. Various BPCL strategic business units (SBUs) are spread across the country accessing the centralized enterprise application housed in central data centre. BPCL was looking for efficient service on-desk capability that would deliver critical support to the entire organization by keeping key business systems and services available and reliable. It wanted to implement a solution that consolidates and standardizes IT services across the geographies, business units and IT systems.

Solution

BPCL implemented IBM Tivoli Service Request Manager to augment the functioning of CSD and combine the service desk and service catalog capabilities on top of a common process automation platform. It provided a seamless, unified solution for all aspects of service requests, offering a “one touch” IT experience. This integrated service desk software helped BPCL streamline and automate key service support processes.

Benefits

- Restores critical services in record time-frames and minimizes service desk calls
- Efficiently caters to IT issues of more than 7000 staff across the organization
- Enables single point of contact to automate incident and problem management with the Streamlined Service Desk
- Searchable knowledge base to deliver fast answers to help-desk agents
- Remote diagnostics capability
- Integration with office E-mail infrastructure to serve remote users
- Dashboards for real-time performance views
- Self-service features like access to 24/7 service support



Creating the pipeline to secure data backup.

IGL was looking for a solution that would provide centralized, automated data protection and also help reduce complexity, manage costs and address compliance. IBM Tivoli Storage Manager was the answer to all these issues.



Client profile

Incorporated in 1998, Indra Prastha Gas Limited (IGL) took over Delhi City Gas Distribution Project in 1999 from GAIL (India) Limited (Formerly Gas Authority of India Limited). The organization provides safe, convenient and reliable natural gas supply to domestic and commercial sectors in Delhi. IGL started with 9 CNG stations and in less than 5 years crossed 100 CNG stations mark in 2003. IGL is now focused on a project to adapt private vehicles to the CNG model. IGL is also working towards expanding its gas retail network to the other cities of National Capital Region (NCR) viz. Noida, including Greater Noida, Gurgaon and Faridabad.

Task

IGL was faced with unabated data growth due to the digitization of infrastructures. This data growth translated into a wide range of increasing management challenges. At the same time, the company also had to adhere to higher service-level agreements, including higher availability and zero data loss requirements. It had limited resources available to provide data center class protection and recovery. Also, backups were performed using tape-based systems that relied on manual processes. The tapes themselves were vulnerable to loss or theft. This scenario called for centralized, automated data protection that can help reduce the risks associated with data loss while also helping to reduce complexity and costs.

Solution

IBM Tivoli Storage Manager increased the efficiency of IGL's IT operations. It cut costs related to storage management by providing a wide range of data protection, recovery management, and monitoring capabilities using policy-based automation. Tivoli Storage Manager delivered centralized, web-based administration and intelligent data move-and-store techniques to help ease storage management.

Benefits

- Improves business continuity by shortening backup and recovery times and maximizing application availability with advanced data recovery management technologies
- Employs data de-duplication and a hierarchy of storage to increase efficiencies and conserve resources
- Enhances data security with innovative access and encryption features
- Helps adapt to changes within the IT infrastructure to minimize service disruptions, speed restorations and backups
- Controls storage management costs with ease-of-use features and integration with IBM Network Attached Storage (NAS) products
- Increases visibility into the data protection environment by providing advanced features for operational monitoring and historical reporting
- Creates customizable reports in multiple formats such as HTML, Adobe® Portable Document Formatting (PDF) and Comma-Separated Values (CSV)



Sales Force Automation that opened up a rainbow of opportunities.

Asian Paints was looking out for a solution to automate the functioning of its sales force. IBM India Software Lab (ISL) was entrusted with the implementation of a Sales Force Automation (SFA) system. This first-of-a-kind solution for an Indian company uses IBM's Lotus Expeditor, which automated Asian Paints' sales force in real time, making them more productive.



Client profile

Asian Paints Limited, one of the largest paint companies in India, is known for its innovative products across various customer groups. It has an enviable reputation in the corporate world for professionalism, fast track growth and building shareholder equity. Since its inception in 1942 the company's paint has been used in thousands of houses, factories, and automobiles.

Task

Asian Paints was using the traditional pen-and-paper method for a sales force that is largely virtual. It has an active dealer network across India and a huge sales force servicing these dealers, even in remote locations. Once an order is taken, the sales person had to travel back to the distributor to register the order in the distributor's system. This constant travel for mundane reasons took its toll on productivity. Also, the activity of taking orders with pen and paper did not give the sales person and the retailer access to real time information, such as availability of stock in the warehouse, order status and order dispatch status. Thus, there was an urgent need to automate the entire process.

Solution

IBM helped Asian Paints successfully implement an SFA initiative on Personal Digital Assistants (PDAs) using IBM's Lotus Expeditor infrastructure – a software framework for the construction, integration, and deployment of "managed client applications". These applications are deployed, configured, and managed onto a desktop / mobile device by a remote server. This facilitated real-time decision-making and interaction, improved productivity and thus helped increase revenue and profit.

The information is fed into the system from the time the sales person identifies a prospect, so that sales managers can constantly monitor the progress and even provide coaching online. Since the application is web-enabled, the sales person can store/retrieve/analyze the information while on the move.

Benefits

- Processes sales orders, information and customer feedback in real time
- Allows speedy warehouse's inventory checks
- Synchronizes data on PDA with backend systems at regular intervals
- Sets an automatic scheduler to synchronize the information
- Retains data and knowledge about customers



Treading a smooth communication path.



MRF Limited was looking for a communication platform that connected users across locations, and was user-friendly and secure. The company chose IBM Domino® Server 7.0 and Lotus® Notes.

Client profile

MRF is a leading tyre manufacturer in India with strong presence across the country. They started out in 1946 as a toy balloon maker and soon diversified into tread rubber. This catapulted the company into tyre manufacturing, and steadily into the leadership position in the industry.

Task

MRF was using home-grown solutions for its e-mail requirements. As the size of the organization grew and the functions of departments and divisions got more complex, the solution could not keep pace. Corruption of the mailbox was the most common problem. The IT department spent considerable time troubleshooting. MRF decided to look for a standardized e-mail solution.

Solution

MRF evaluated IBM Lotus® Notes and Domino® Server along with Microsoft Exchange to build a robust communication solution for its employees. The company decided to go with IBM as it provided better security and collaboration capabilities than Microsoft Exchange. IBM offered MRF Domino® Server 7.0 and IBM Lotus® Notes 7. At the time of implementation in 2006, this platform connected 1000 mail users across 120 locations within India. By 2009, the number of users had reached 1400 and locations 140.

Benefits

- Secure communication platform across the enterprise
- Corruption of mailbox is a thing of the past
- IT department relieved of frequent mail troubleshooting
- IT team free to devote time to core, productive tasks
- Enhanced look and feel help in easy acclimatization of users
- Collaboration capability is a cost-effective business application

“Our employees use e-mail as an everyday, basic communication tool across locations. We wanted to ensure that the platform offered easy and secure communication. We have achieved that with IBM Domino 7.0 and Lotus Notes 7. We’re now in the process of upgrading to version 8.5 which will also give us enhanced collaboration capabilities”.

Roshan Varghese
Head, IT, MRF Limited



Ensuring Travel Management is a smooth journey.

NFCL wanted to automate its entire Travel Management Process and bring about operational efficiency. It found the perfect solution in IBM's Lotus Notes and Domino.



Client profile

Nagarjuna Fertilizers and Chemicals Limited (NFCL) is the flagship company of the Nagarjuna Group with an asset base of US\$ 2.5 billion. NFCL manufactures and supplies plant nutrients and plant protection products. It is an ISO 9001:2000 certified company and has employee strength of 1500.

Task

NFCL had approximately 600 associates who went on regular business tours. It had a manual travel management system in place which generated a lot of paperwork for the touring associate, as well as the Administration and Finance Departments. Consequently, a lot of time and effort was spent by all concerned in the submission/approval of the Tour Plan, Tour Bill, etc. The need of the hour was to bring about operational efficiency, streamline processes and automate the entire travel management process.

Solution

NFCL saw immense potential in IBM's Lotus applications and entrusted IBM with the task. IBM proposed an entirely automated Travel Management application built on the Lotus application platform which was named "nTravel". This application could be customized to meet the diverse needs of the travelling NFCL associates.

All that the associate has to do is raise the Travel Plan (TP) in the nTravel application, based on his employment number (with other organization related details coming in from the SAP HR module). All other details of the Travel Plan, including the places of tour, dates, type of conveyance required, accommodation, flight/train journey etc., are filled in as per the associate's eligibility. It is then sent for approval. Once the TP is approved, it is automatically forwarded to the Admin and Finance Department for carrying out the relevant bookings.

This ensures a smooth and an efficient process, from start to finish.

Benefits

- Workflow in line with the organization's structure and integrated on-line with the SAP module
- 100% total budgetary controls for each of the cost centers in the organization
- 100% adherence to company travel policy with eligibilities determined by the nTravel application
- Elimination of the earlier existing manual accounting system completely
- On-line access to the nTravel system anywhere, anytime, using Web access to the application
- On-line updation of attendance during the travel period
- User-friendly system with full security
- On-line seamless integration with SAP ECC 6.0 resulted in data accuracy to the extent of 99%
- Processing time is less and has full documentary audit controls and workflows in place
- The efficiency of the associates increased by at least 10%



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