



Enabling automated workflows and collaboration.

CSS required a solution to tightly integrate 250 home-grown applications for various internal workflow activities. CSS upgraded to IBM Domino Server and Lotus Notes, and acquired Lotus Sametime and Lotus Quickr for unified communication and collaboration



Client profile

CSS, a global technology solutions provider, focuses on IT operations management services. CSS provides operations-focused IT services, with the sole aim of optimizing its customer's IT operations management. CSS offers solutions in the area of Enterprise and Consumer Technology Support, Application Lifecycle Management and Remote Infrastructure Management Services. The company has proven expertise in supporting and managing its customer's entire technology stack - servers, networks, systems and technologies, as well as mission critical applications running across thousands of servers and network devices - on a 24x7 basis globally. With a unique "100% referenceable customers" mission statement, the company has kept focus on support and customer satisfaction.

Task

CSS has been using IBM Domino® Server and Lotus Notes® since 1997 for its communication requirements. The company looked at upgrading the e-mail client to support and run a wide suite of applications. Over the years, the company has developed applications for both internal use and for its customers. These applications were usable across sales and support workflows or HR/Finance workflows. CSS required an e-mail solution that could be integrated with around 250 such applications and additionally, an integrated communication solution for e-mail, messaging, telephony and audio/video conferencing.

Solution

CSS upgraded to IBM Domino Server 8.0.2 and Lotus Notes 8.5 that offered tighter integration with a wider suite of applications used by the company. CSS selected IBM Lotus Sametime as a client server application to handle its communication requirements on a unified platform. For collaboration, the solution included IBM Lotus Quickr, with Lotus Notes and Sametime used by more than 2000 users and Quickr by 100 users for business critical functions.

CSS implemented the solution across different locations in India and in six other countries in which it has presence.

Benefits

- Tightly integrated with 250 home-grown applications
- Improved collaboration capabilities across the enterprise
- Better decision-making tools for business heads
- Enabled automated workflows across functions
- Significantly reduced travel costs with AV conferencing facility
- Significantly reduced telephony hardware cost with integrated communication capabilities
- Minimized time taken to manage internal records for HR and sales
- Reduced attachment flow in e-mails, thereby reducing load on server
- Reduced pressure on IT department for troubleshooting

“Our communication platform is based on IBM technology, from the mail server to applications and tools. With the latest upgrade, we have tightly integrated 250 applications of our own into the e-mail client. The solution has also helped us save on resources significantly – in terms of both money and time.”

*Bobby Varghees
Vice President - IT
CSS Corp*