IBM

Building on Lotus

IBM Business Partners
and their customers
speak about success
with IBM Lotus software

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IBM customers and Business Partners

Success with IBM Lotus software

IBM software is at the heart of many successful business operations. Tens of thousands of companies are working closely with IBM Business Partners to develop solutions that help them work smarter, grow faster and build value by extending, developing and tailoring IBM software products to fit their own unique needs.

IBM Lotus products focus on collaboration, teamwork, connectivity and learning, providing social software that enables community knowledge and expertise discovery, Web content management and customer, partner, supplier and employee self-service. IBM Business Partners offer a wide range of solutions built on and based around IBM Lotus technologies. The IBM Lotus Notes and Domino platform, for example, provides a highly flexible environment for Business Partners to develop database-driven applications, tailored to their customers' needs. These applications can be fully integrated with the core collaboration functionalities of IBM Lotus software, such as email and instant messaging – helping businesses eliminate administrative workload and improve information-flow.

The nine case studies in this brochure showcase projects in which European companies have worked with IBM Business Partners to leverage Lotus technologies and deliver business value.

Bayerische Asphalt-Mischwerke improves liabilities management with IBM Lotus Notes and Domino

Overview

■ **The Challenge**

Managing claims in major roadworks projects can be a complex task, involving numerous parties and large sums of money. Bayerische Asphalt-Mischwerke wanted to improve customer service and reduce business risk by introducing a single system for all damages and liabilities management.

■ **The Solution**

ILS Consult (www.ils.at), an IBM Business Partner, helped the company to develop a new liabilities management application on the company's IBM Lotus Notes and Domino platform, which runs on Microsoft Windows Server 2003 under VMware on IBM System x3650 servers.

■ **The Benefits**

Single repository for liabilities data helps users find all the relevant information easily. Built-in workflows help to ensure that the right actions are taken to resolve each case quickly. Familiar Lotus Notes interface reduces the need for user training. Reliability of Lotus Domino platform ensures high availability.

Bayerische Asphalt-Mischwerke Gesellschaft GmbH & Co. KG (BAM) is the largest producer of asphalt in the German state of Bavaria. The company employs 300 people at 50 production sites, four offices in Augsburg, Nürnberg, Würzburg and Plattling, and its headquarters in Munich.

The company is organised on a largely decentralised basis, with the head office providing key services such as IT, human resources, research and development, purchasing, accounting and finance and legal advice to the branch offices, which otherwise operate independently. This organisational structure works well for the company in most circumstances – but it could cause problems in certain situations, such as when damages and liabilities need to be assessed.

Alois Kellringer, Head of Organisation and Revision at BAM, explains: "If a customer reports that a section of construction works has been damaged, the local branch office calls our central laboratory and an expert drives out to the site to survey the situation. So the local and the central teams are both involved – as well as the customer, the insurance company, and if necessary the relevant public body.

"In this kind of situation, people tended to store information in a number of different systems and spreadsheets, so it was difficult for our staff to get hold of all the relevant information for each case – preventing us from resolving these situations quickly."

The company decided to create an application that would store all information on damages and liabilities in a single repository – giving staff easy access to everything from contact details to photographs. Each case would have its own record in the system, and workflows would ensure that the right actions were taken to enable a prompt resolution.

Building on Lotus Notes and Domino

"We have been using IBM Lotus Notes and Domino as our corporate communications system for several years, and we were impressed with its capabilities as a platform for application development," comments Kellringer. "We have built several applications ourselves, but we realised that the proposed damages and liabilities management system would be beyond our capabilities. We needed a partner with the experience and technical skills to develop a successful solution."

A trusted partner

BAM turned to ILS Consult, an IBM Business Partner specialising in IT infrastructure, consultancy and services. A three-person development team from ILS Consult worked closely with BAM's in-house team to define the requirements for the new application and map out the business processes for the workflows.

Key Components

- IBM Lotus Notes and Domino

- IBM System x3650 servers

"We have been using IBM Lotus Notes and Domino as our corporate communications system for several years, and we were impressed with its capabilities as a platform for application development."

Alois Kellringer, Head of Organisation and Reengineering, Bayerische Asphalt-Mischwerke Gesellschaft GmbH & Co. KG

The application, known as the electronic damage record, has two modes: a 'fast capture' mode, which helps employees enter new damage records into the system quickly, throughout the whole corporate intranet; and an 'expert' mode, which is used by the case manager to perform detailed cost calculations and other extended functions.

"One of the chief benefits of using Lotus Notes and Domino for this application is the familiarity of the interface," comments Kellringer. "Our employees all use Lotus applications on a daily basis, so they find the system very easy to use and intuitive – and there is no real need for specific training."

Equally, the company benefits from the advanced access management features of the Lotus platform, which is designed to ensure that employees can only access the information they need, and keeps confidential data secure.

Benefits of integration

The electronic damage record application leverages Lotus Notes and Domino messaging to keep all relevant staff informed about the progress of each case. The application delivers data to the company's ERP software – an IBM i application called DCW – for financial accounting purposes.

"By providing a single repository for all the relevant data, and by integrating with our existing systems, the electronic damage record system solves the problem of communicating effectively across a decentralised organisation," explains Kellringer. "Equally, centralising this information is helping us to build up a

knowledge base so that lessons learned in one case can be used to optimise our processes in the future."

With a range of built-in workflows covering numerous different causes of damage, the electronic damage record ensures a swift and appropriate response to most issues – and new workflows can be easily created when necessary. The system ensures that every action on every case is tracked and can be audited – and no case can be removed from the system until it has been properly resolved. As a result, customers should receive a faster and more professional service.

Alois Kellringer concludes: "The Lotus software and System x hardware provide a highly available and reliable platform for the electronic damage record application, helping our users access the information they need, whenever they need it. ILS Consult and BAM's in-house team have done an excellent job of developing an IT solution that aligns perfectly to the needs of the business – helping us deliver better customer service and improve our working practices to reduce damages in the future."

"The Lotus software and System x hardware provide a highly available and reliable infrastructure for the electronic damage record application, helping our users access the information they need, whenever they need it."

Alois Kellringer, Head of Organisation and Reengineering, Bayerische Asphalt-Mischwerke Gesellschaft GmbH & Co. KG

Caritas der Diözese Linz extends a helping hand with IBM Lotus Notes Traveler
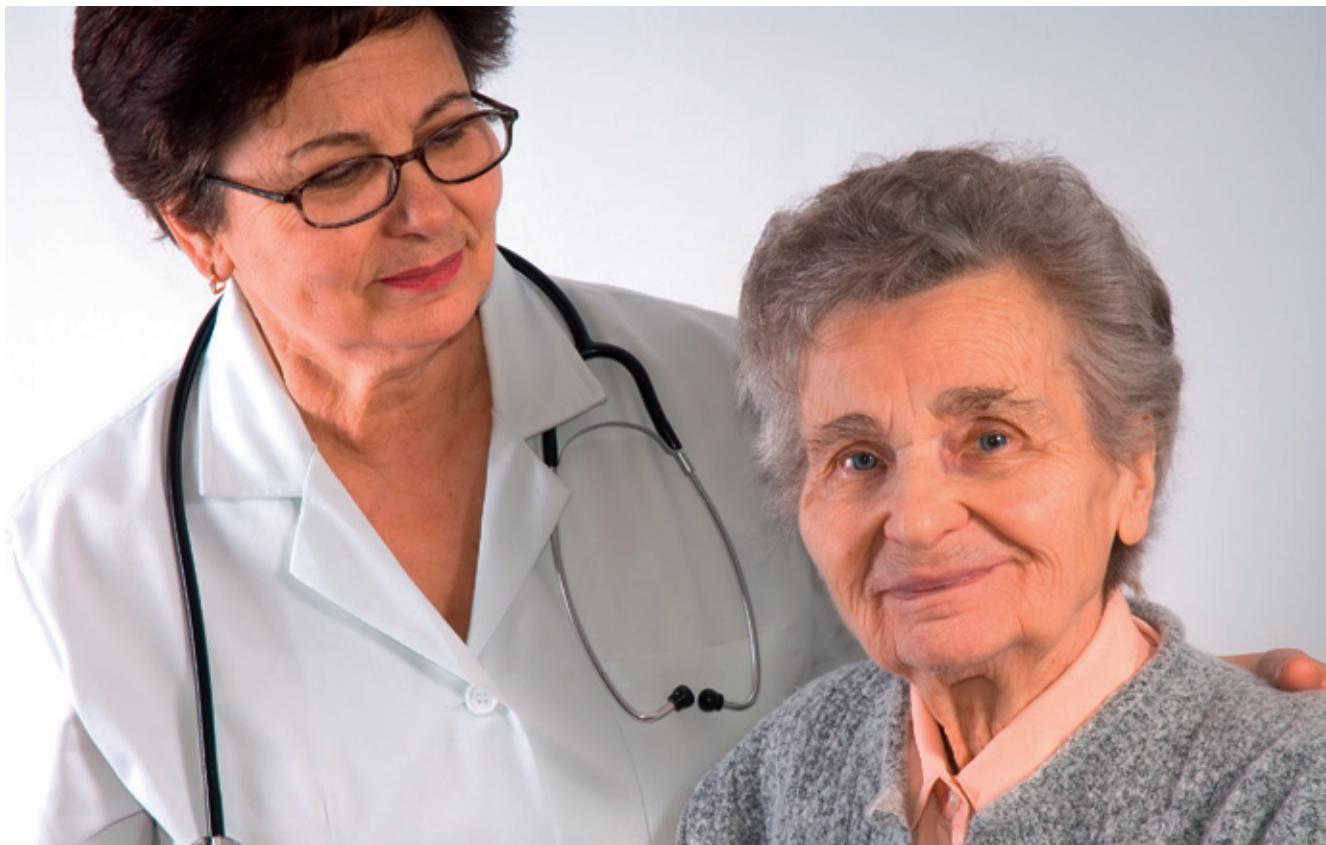
Overview

■ The Challenge

Caritas der Diözese Linz wanted to find a way for its mobile personnel to communicate easily with colleagues and with the organisation's headquarters. Caritas needed to enable these remote workers to send and receive information without requiring access to a PC.

■ The Solution

Working with ILS Consult (www.ils-consult.at), an IBM Business Partner, the organisation upgraded to IBM Lotus Domino 8 with IBM Lotus Notes Traveler software – providing access to central IT systems via PDAs.

■ The Benefits

The solution enables employees to check email and access central IT systems wherever they are working – there is no need to for them to travel to the office or find a PC with Internet access. Electronic transmission of timesheets saves time and paper, and reduces workload for administrative staff. Lotus Notes Traveler is a free component of Lotus Domino 8, so there are no additional licensing costs.

Caritas is the social service organisation of the Roman Catholic church, with 162 subsidiaries working in more than 200 countries around the globe. Caritas supports humanity by providing food, water, medicine, shelter and other services to the world's most vulnerable people, and is one of the most active social organisations in emergency programming and disaster response planning

Caritas has a strong presence in Austria, with more than 10,000 employees across the country. The organisation is administered by state and by diocese, and the division based in Linz employs around 2,500 people at 60 offices across the region. A major part of the work performed by the Mobile Services department of Caritas der diözese Linz involves nursing and home care for elderly people and families, and around 300 of the organisation's employees are trained nursing staff.

"Our nursing staff spend most of their time visiting the people they care for – helping them with their household and caring for children and elderly people," explains Heike Albert, IT Manager at Caritas der diözese Linz. "In some cases, they actually live with the families they support. As a result, they don't have time to visit our offices very often, and in many cases they don't have access to a PC or the Internet, so it can be a challenge to communicate with them effectively."

The nursing staff needed to keep a manual record of the time they spent at work. Once a month, they submitted these records by mail to the central office, which would initiate an automated data collection process. After processing and analysing the data using a program implemented on IBM Power Systems technology, the data was printed out again and sent back to the employees by mail. This was a slow and labour-intensive process, causing a two-week delay every month and creating significant workload for administrative staff. Caritas began to look for a better solution.

Built-in solution

Caritas began experimenting with PDAs, using third-party tools to synchronise them with its central IBM Lotus Domino email servers. However, this was not an ideal solution because the synchronisation tools required the installation of client software on Windows-based desktops, and in many cases, the nurses did not have access to a PC.

"We wanted a solution that would do more than just synchronise the PDAs with the central server – we wanted to provide real-time access to email and other systems," says Andreas Schneeberger, IT Project Manager. "ILS Consult suggested upgrading our IBM Lotus environment, and we were delighted to discover that Lotus Notes Traveler, which is a new component in Lotus Notes and Domino 8, would deliver the functionality we needed."

ILS Consult, an IBM Premier Business Partner and one of the most successful IT consultancies in Austria, helped Caritas der Diözese Linz upgrade its Lotus

Key Components

- IBM Lotus Notes and Domino
- IBM Lotus Notes Traveler
- IBM System x3550 servers

"Lotus Domino 8 automatically mirrors data between servers, so we can be confident that our systems will be safe even if one of the servers fails."

Heike Albert
IT Manager
Caritas der Diözese Linz

Domino servers from version 6.5 to version 8 within just two days. Over the next few months, the Caritas IT team will begin rolling out the new Lotus Notes 8 client to users.

"The ILS Consult team worked well with our in-house team, and we were glad to have their expert technical support during the upgrade," says Heike Albert. "The Lotus Notes and Domino environment is very user-friendly and our in-house team is very experienced, so we are confident that we will be able to manage and maintain the solution without outside help."

Saving time and effort

Lotus Notes Traveler provides automatic, real-time replication of email, contacts, calendaring, tasks and journal functions between Caritas' central Lotus Domino servers and the PDAs of the 300 nursing staff.

"The solution means that our staff can always get access to their email, even if they don't have access to a PC – so they can keep themselves updated with all the latest information and can communicate with us easily," says Andreas Schneeberger. "Another useful feature is that they can now use electronic timesheets, which send data directly to the central human resources system – so there is no longer any paperwork for us to process. It is a much faster and more reliable system, saving time for everyone."

The Lotus Notes Traveler software currently works with any mobile device that runs the Microsoft Windows CE operating system. In the coming months, IBM is planning to extend the range of compatible devices, so Caritas will be able to choose the most reliable and cost-effective handsets.

"We are also looking forward to extending the solution," says Andreas Schneeberger. "We are hoping to give our mobile workers the same degree of access to central systems as our office-based staff. For example, we want to make it possible to use the PDAs to access the HR system and apply for leave or request training. If we can simplify these processes and reduce the administrative workload for our nursing staff, they will be able to spend more time caring for patients."

Safe data

Aside from the benefits of the new Lotus Notes Traveler solution, Caritas der Diözese Linz is also benefiting from the improved clustering functionalities of Lotus Domino 8. The organisation currently runs Lotus Domino on two IBM System x3550 servers in its data centre, and is planning to move one of the servers to a different location as part of a new disaster recovery strategy.

"The need for a robust disaster recovery strategy has become increasingly clear over the last few years, as more and more of our day-to-day operations depend on email and other Lotus Domino-based databases and applications," says Heike Albert. "Lotus Domino 8 automatically mirrors data between servers, so we can be confident that our systems will be safe even if one of the servers fails."

Flexible working

Heike Albert concludes: "As a social organisation, it is important for us to make the best possible use of our IT budget, so it is a huge advantage that Lotus Notes Traveler is a standard component of Lotus Notes and Domino 8: there are no extra licensing fees or implementation costs.

"By providing mobile access to central IT services, Lotus Notes Traveler makes it easier for our nursing staff to complete vital administrative tasks, enabling them to work more flexibly and spend more time with the people who need them most."

"Lotus Notes Traveler makes it easier for our nursing staff to complete vital administrative tasks, enabling them to work more flexibly and spend more time with the people who need them most."

Andreas Schneeberger
IT Project Manager
Caritas der Diözese Linz

Clipper Group meets the challenge of secure collaboration with i-DocStore and IBM Lotus

Overview

■ *The Challenge*

With files and documents dispersed across a number of departmental servers, it was difficult for employees at Clipper Group to find information and coordinate projects. Typically, staff used email attachments to share files, which led to a proliferation of different versions of each document, generated very high mail server workloads, and caused a rapid increase in storage requirements.

■ *The Solution*

Clipper Group implemented i-DocStore, a highly customisable document management solution from i-Seven (www.i-seven.com), an IBM Business Partner. Based on the IBM Lotus Notes and Domino platform, the solution provides a centralised repository for all documents, with role-based access and full version control.

■ *The Benefits*

i-DocStore automatically stores documents in a project-related structure, helping users to find information quickly. Security has improved, as documents can only be viewed and edited by authorised users. Documents can be shared using links to the repository rather than email attachments – saving storage space, improving email server performance, and ensuring proper version management.

Established in 1972, Clipper Group A/S has grown to become one of the world's leading international shipping consortiums – operating approximately 250 vessels and employing 600 office-based staff. The company operates three divisions – Clipper Bulk, which handles dry cargo; Clipper Tankers, which works with oil and chemicals; and Clipper Projects, a specialist department that delivers customised solutions for almost any transportation challenge.

Each of the group's divisions uses the same chartering system, and there are frequently occasions when teams from different divisions need to work together on the same project or for the same customer. However, with an IT landscape consisting of numerous decentralised file servers, many of which had been inherited from companies acquired by the group, there was no easy way for staff to find information and store or share documents.

"When different teams needed to collaborate, they used to send files to each other in the form of email attachments," explains Maria Bagger Grell, IT Office Administrator at Clipper Group. "This meant that our email servers needed to store several different copies of the same file, and there was no easy way to enforce proper version control. There were also potential security issues, since sensitive files could be sent by accident to the wrong recipients. We wanted to find a new solution that would help us to manage our documents more effectively."

Leveraging Lotus Notes and Domino

Clipper Group was already using IBM Lotus Notes and Domino for corporate email and calendaring, and saw an opportunity to gain more value from the platform by deploying an integrated document management solution on the Lotus Domino server.

"One of the best things about Lotus Domino is its potential as a database and application server that can provide easy integration with email," explains Maria Bagger Grell. "We knew that there were several powerful document management solutions for Lotus Domino on the market, so we began to consider our options."

Choosing a partner

The company considered a range of different products, and ultimately chose i-DocStore from i-Seven, an IBM Business Partner.

"Our group IT department is based in Denmark, and i-Seven has a good local presence – so we knew that we would have no difficulty getting on-site support," explains Maria Bagger Grell. "But more importantly, we were very impressed with the i-DocStore solution. It delivers a range of useful functionalities out of the box, and is also highly customisable, so the i-Seven team was able to adapt it to our specific needs."

Key Components

- IBM Lotus Notes and Domino

i-seven
Innovative solutions

IBM **Business Partner**

"One of the best things about Lotus Domino is its potential as a database and application server that can provide easy integration with email."

Maria Bagger Grell
IT Office Administrator
Clipper Group

i-Seven built a pilot system to demonstrate the capabilities of i-DocStore, and Clipper Group was quickly convinced that it would be the right solution to solve its document management challenges. The company asked i-Seven to proceed with a full implementation, which was completed within six months.

Single source of information

i-DocStore provides a central repository for business data in almost any format – documents, spreadsheets, images and video – and leverages Lotus Domino user management features to provide role-based access. When a new file is added to the repository, access rights can be granted to individuals or groups of users, ensuring that sensitive information does not fall into the wrong hands.

Maria Bagger Grell adds: "As well as improving security, the new solution has a number of other advantages. With i-DocStore, there is no need for users to email files to each other – integration with the Lotus Domino email system means that when a file needs to be shared, the relevant users simply receive a link to the repository. This means that we only need to store one copy of each file – which saves space, reduces workload for our email servers, and enables us to impose proper version control."

With a single repository for all business data, users no longer have to search through individual file servers to find the information they need. If different divisions of the group are working on the same project or with the same customer, it is easier to get an overview of the situation and make the right strategic decisions.

A new way of working

i-Seven has been working with Clipper Group's IT team to train users on the new system. As with most IT projects, the benefits of the technical solution can only be realised if the users adapt their way of working.

"It was crucial to persuade people to work with i-DocStore instead of just saving documents on their local file server and emailing them around," says Maria Bagger Grell. "The i-Seven team really helped us explain the advantages – and because the Lotus Notes interface is so familiar to our users, training them to use i-DocStore has been relatively easy."

She concludes: "By introducing i-DocStore on the IBM Lotus Notes and Domino platform, Clipper Group can keep tighter control of its information assets while promoting collaboration between different teams across the organisation. The technical excellence and responsive support of the i-Seven team have provided a solution that should deliver increasing benefits as our business grows."

"With i-DocStore, there is no need for users to email files to each other… We only need to store one copy of each file – which saves space, reduces workload for our email servers, and enables us to impose proper version control."

Maria Bagger Grell
IT Office Administrator
Clipper Group

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Innovative solutions

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Business Partner

Dansikring Direct resolves problems rapidly with Helpdesk.Easy and IBM Lotus technologies

Overview

■ *The Challenge*

Staff at Dansikring Direct rely on a number of business-critical IT systems, which they need to access on a daily basis. To keep employees working productively, any problems with these systems must be resolved rapidly.

■ *The Solution*

Dansikring implemented Helpdesk.Easy from Sander Software(www.sander-software.dk), a solution built on the IBM Lotus Domino platform, which is integrated with IBM Lotus Sametime software and can be accessed by both IBM Lotus Notes and simple Web clients.

■ *The Benefits*

Helpdesk.Easy provides a sophisticated incident management system via simple Web or Lotus Notes interfaces, which should help staff report IT issues quickly and easily, and ensure that each query is directed to the most appropriate person in the IT department for rapid resolution. The solution keeps a full historical record of all incidents, helping with compliance issues and forming a set of frequently asked questions (FAQs) to help staff solve problems themselves.

Dansikring Direct specialises in alarm solutions for the small business and residential sectors. Part of the Securitas Direct group, Dansikring is headquartered at Køge in Denmark, employs around 100 people, and has franchise partners across the country.

Dansikring's day to day operations depend, to a large extent, on its IT systems. The company uses IBM Lotus Notes and Domino for email and calendaring, and also uses a number of Lotus Domino applications to manage HR processes and other core business activities. Lotus Sametime is used to facilitate communications among staff members through instant messaging and Web conferencing, and a corporate intranet keeps staff and franchisees up to date with the latest information.

"IBM Lotus Notes and Domino are the backbone of our IT infrastructure," explains Kenneth Pasciak, IT Manager at Dansikring Direct. "The ability to build database-driven applications that are fully integrated with core functionalities like email and Lotus Sametime instant messaging makes Lotus Notes and Domino the ideal platform for our business."

To ensure that staff can access these core systems at all times, and to resolve any other IT-related issues, Dansikring's IT department runs a helpdesk. To promote rapid resolution of such issues, the company wanted a solution that would make it easier for staff to report problems, and that would help the IT team keep track of the situation and ensure that the right actions were taken.

Leveraging investment in Lotus technologies

"We began looking for a solution that would help us increase the efficiency of the helpdesk, and naturally, we decided to find out if we could leverage our existing investment in Lotus Notes and Domino," says Kenneth Pasciak.

The company researched a number of options, and ultimately chose Helpdesk. Easy from Sander Software – a Danish IBM Business Partner that specialises in system administration consultancy and IBM Lotus technologies.

Helpdesk.Easy

The solution enables all users to create incident reports, which are assigned to the IT team for further action. All emails and information related to the incident are stored in the database, providing a full historical record of every issue. The solution incorporates Lotus Sametime instant messaging with presence awareness, so users can tell which IT staff members are online and available to deal with IT support issues.

"Helpdesk.Easy tracks every issue from the initial report through to resolution, helping us to ensure that no information gets lost and nothing gets overlooked," says Kenneth Pasciak. "We can assign each issue to the most appropriate member of the IT team – and there is even a statistical analysis tool that shows us who has dealt best with which issues in the past."

Building on experience

When a given issue has been resolved, Helpdesk.Easy makes it possible to create an FAQ document to help other users who are experiencing the same problems. Over time, the solution should generate a knowledge base that will provide simple solutions to the most common problems.

"We now have a comprehensive record of all issues that the helpdesk has dealt with," explains Kenneth Pasciak. "This not only helps us react faster and more effectively to users' inquiries, but also has advantages in terms of IT governance and compliance. We have recently been audited by PricewaterhouseCoopers, and they were very impressed with the system."

Simple upgrades

Dansikring recently upgraded the solution to take advantage of a new feature which provides access to the incident management system via a Web browser – helping the company's franchise partners report issues even if they do not have the Lotus Notes client installed.

"The upgrade was no trouble at all," says Kenneth Pasciak. "Sander Software was able to install the software remotely, and there was no disruption at all for our users. Nobody even noticed the difference until I demonstrated the new Web interface!

"Sander Software is an excellent partner – their software is well-designed and reliable, and the end-to-end service they provide is first class. Building on the foundation of Lotus Notes, Lotus Domino and Lotus Sametime, Helpdesk.Easy helps us resolve problems more rapidly and deliver a better service to business users – boosting productivity and efficiency in the workplace."

"Building on the foundation of Lotus Notes, Domino and Sametime, Helpdesk.Easy helps us resolve problems more rapidly and deliver a better service to business users – boosting productivity and efficiency in the workplace."

Kenneth Pasciak
IT Manager
Dansikring Direct

Key Components

- IBM Lotus Notes and Domino
- IBM Lotus Sametime

i-Seven helps HK Danmark enhance member services with IBM Lotus technologies

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Overview

■ **The Challenge**
With data held in a variety of different IT systems, it was difficult for staff at Danish trade union HK Danmark to access all the information they needed to respond quickly to members' requests. There was also no easy way to review the union's interactions with each member, or to get an overview of all member-related activities.

■ **The Solution**
i-Seven (www.i-seven.com), an IBM Business Partner, helped HK Danmark design and deploy a contact centre solution based on IBM Lotus Notes and Domino. The solution is integrated with most of the IT systems that handle membership information, and with a telephony system.

■ **The Benefits**
When members call, staff can obtain access to all relevant information, helping them handle enquiries more quickly. This helps to improve customer service and reduces the risk of member attrition. Reporting tools enable HK Danmark to analyse the most common enquiries and take a more proactive approach. The solution extends the value of the existing Lotus Notes & Domino platform, keeping licensing costs low.

Founded in 1900, HK Danmark is one of the largest Danish trade unions with 325,000 members and 1,400 people at eight locations across the country. In its early years, the union was instrumental in securing workers' rights and unemployment benefit for workers in the clerical and commercial sectors; in recent times, its focus has shifted to deal with modern issues such as equal opportunities, mediation and legal services, and professional development.

Members tend to communicate with HK Danmark by telephone and mail. Until recently, this involved forwarding enquiries to different departments for different services, and it could take time to get through to the right person. Moreover, since membership data is held in a number of different systems – including Microsoft .NET applications and Lotus Notes and Domino based applications – it was difficult for staff to access all the relevant data for each member.

"HK has launched a major strategic initiative to modernise the organisation, and customer service is an important focal point," explains Dorte B. Rasmussen, Project Manager at HK Danmark. "We wanted to create a contact centre with staff who would be able to deal with all enquiries from our members – but we quickly realised that without support from an integrated IT system, the plan would not work."

Choosing a partner
HK Danmark needed a partner with the technical expertise and business consulting experience to design and implement a contact centre solution that would give front-line staff immediate access to all the information they needed.

"IBM Lotus Notes and Domino has been our corporate email and calendaring solution for a number of years, and we also have found it an extremely efficient and flexible platform for application development," explains Dorte B. Rasmussen. "We wanted to leverage this with the new solution, so we looked for partners that had experience with Lotus Domino development – and i-Seven fitted the bill.

"We also knew that this would be an ambitious project, so we wanted a partner with a pragmatic approach to project management. We had worked with the i-Seven team on previous projects, and were impressed with their ability to break complex IT projects down into small, manageable deliverables that can be developed quickly."

Delivering a solution
i-Seven worked closely with business users and the in-house IT team at HK Danmark to design a solution that would align with the organisation's needs.

"We created a Lotus Domino application that is integrated with the telephone system in the contact centre," explains Henrik Hansen, Managing Director of i-Seven. "When a member calls, the system asks them to key in their membership number before putting them through to a contact centre operator. Once the number is entered, the application calls up the relevant data from all the different systems, and displays it in a single window on the operative's screen – so all the information they need is instantly available."

Despite the complexity of the integration between the new application and the existing.NET and Lotus Domino based systems, i-Seven was able to develop, test and implement the solution within just three months – meeting all of HK Danmark's deadlines. The solution has been rolled out to all seven HK Danmark offices, helping staff collaborate more easily across the country.

Enhancing customer service With the new solution in place, HK Danmark can provide faster, more efficient service to its members – helping to increase customer satisfaction and improve productivity.
"Our users are very impressed with the solution – they now have all the information they need at their fingertips, without having to log in to lots of different systems," comments Dorte B. Rasmussen. "Moreover, since they were already familiar with the Lotus Notes interface, it was easy for us to train them to use the new application."

The solution keeps a record of all interactions between HK Danmark and its members, so users can quickly see the status and history of any previous issues. This means that members do not have to explain the same thing every time they call, and leads to more efficient and proactive service.

"Another benefit is that we can now get an overview of all activity handled by the contact centre," explains Dorte B. Rasmussen. "If a lot of members are calling about the same thing, we know that it is an important issue, and we can plan our response more quickly. Again, this means better, faster service for our members."

Good customer service ensures that members get a real sense of the value of their union membership, and helps to reduce attrition rates.

Dorte B. Rasmussen concludes: "HK Danmark plays an important role in Danish society, and its members rely on it for support throughout their working lives. This solution from i-Seven and IBM is helping us serve their needs more effectively, while enhancing operational efficiency within the organisation."

"We looked for partners that had experience with Lotus Domino development – and i-Seven fitted the bill… We were impressed with their ability to break complex IT projects down into small, manageable deliverables that can be developed quickly."

Dorte B. Rasmussen
Project Manager
HK Danmark

Key Components

• IBM Lotus Notes and Domino

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IBM Business Partner

La Vacanza makes personal contact with online customers using IBM Lotus Sametime instant messaging

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Overview

■ **The Challenge**

As a small travel agency, La Vacanza needs to offer rapid, personal and friendly service to holidaymakers across the Netherlands and Belgium – but the company operates entirely on the Web and has no face-to-face contact with its customers.

■ **The Solution**

Metaware (www.metaware.nl), an IBM Business Partner, helped La Vacanza integrate IBM Lotus Sametime instant messaging into its Web site – enabling staff to interact with customers online. The site is maintained via a user-friendly content management system built on IBM Lotus Notes and Domino.

■ **The Benefits**

Lotus Sametime helps La Vacanza provide personal, responsive service: up to 20 percent of customers first contact the company via instant messaging. Lotus Domino content management system helps non-technical staff update information and pictures on the website.

La Vacanza is a small travel agency based in Hoogeveen, The Netherlands, which specialises in arranging accommodation in Italy for Dutch and Belgian holidaymakers. The company has more than 150 properties on its books, including apartments, villas and farmhouses throughout mainland Italy, Sicily and Sardinia.

Jeanette Kampman, the company's founder, explains: "I worked in the travel industry for some years, and I was frustrated by how bad the big travel agents were at customer service. I decided to set up my own business to find really good holiday accommodation in Italy for Dutch travellers. It started out as a hobby at first – but it soon it became a full-time job."

Running a small business online

La Vacanza has just two employees – one of whom works in Italy for most of the year – and unlike traditional travel agencies, it does not maintain a sales office for customers to visit. The company's entire business is handled over the phone, by email, or online via the www.lavacanza.nl Web site.

"The Web site is critical to the success of our business – without it, customers would hardly know we existed," comments Jeanette Kampman. "Since we don't have a physical presence on the high street, our online presence is our main way of communicating with customers and showing them what we can offer."

Simplifying Web content management

The original La Vacanza Web site was designed and maintained by an external consultant. This was not an ideal situation, because every time the company wanted to add new content, it had to make a change request and wait for the site to be updated.

"We wanted a way to manage the site ourselves, but we didn't want to have to learn about the technical side of creating and maintaining Web pages," says Jeanette Kampman. "We asked for advice from a consultant from Metaware, and he proposed building a simple content management system on the Lotus Notes and Domino platform."

The Metaware consultant helped to design and implement a Lotus Domino application that enables the creation and publication of new Web pages using predesigned templates – enabling non-technical staff to add information, pictures and other content to the site without any need for Web design skills or programming knowledge.
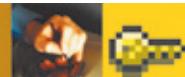
"The Web content management application from Metaware helps make it easy for us to keep our Web site up to date with the latest, most exciting information about our Italian holiday destinations," says Jeanette Kampman. "We use the Lotus Notes client for email and calendaring too, so it is a very familiar interface for us, and very user-friendly."

Introducing instant messaging

Following the success of the Lotus Notes and Domino solution, La Vacanza asked Metaware to extend it further – to introduce Web-based instant messaging.

"We had seen instant messaging on some large companies' sites, and wondered if it could be an option for us too," comments Jeanette Kampman. "Metaware helped us to integrate IBM Lotus Sametime into our existing solution to provide this functionality – and it has already made a huge difference to our business."

Faster, more personal customer service

With instant messaging on the Web site, customers can connect directly with La Vacanza staff, who can provide immediate answers to any questions they may have about accommodation, availability, or general information about holidaying in Italy.

"Before, we used to receive questions by email, and although we always answered them quickly, the customers might not actually receive the information until the next time they checked their email inbox – which might be a day or even a week later," says Jeanette Kampman. "With Lotus Sametime, they get an instant answer, and this can often lead to an immediate booking. In fact, around 20 percent of our new customers now make first contact with us through instant messaging.

"Apart from the speed of response, the online chats that we have with our customers show them that we really know and care about Italy and the accommodation we provide for them – unlike the impersonal service provided by most of the larger travel agents. This is a key differentiator, and it is helping us build up a group of loyal customers who come back to us year after year."

She concludes: "Metaware is an excellent partner for our business – its consultants are able to translate our business needs into simple, affordable technical solutions, and give us access to IBM technologies whose reliability has been tried and tested by much larger companies. With Lotus Notes and Domino and Lotus Sametime, we have a platform that enables us to run our whole business online and keep costs low – without compromising on customer service."

"Metaware is an excellent partner for our business – its consultants are able to translate our business needs into simple, affordable technical solutions, and give us access to IBM technologies whose reliability has been tried and tested by much larger companies"

Jeanette Kampman
Founder
La Vacanza

Key Components

- IBM Lotus Notes and Domino
- IBM Lotus Sametime
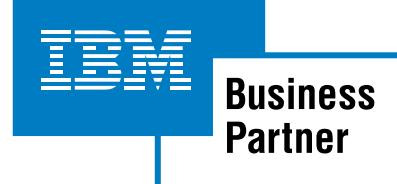
KNMI forecasts increased efficiency and usability with EForms and IBM Lotus Forms
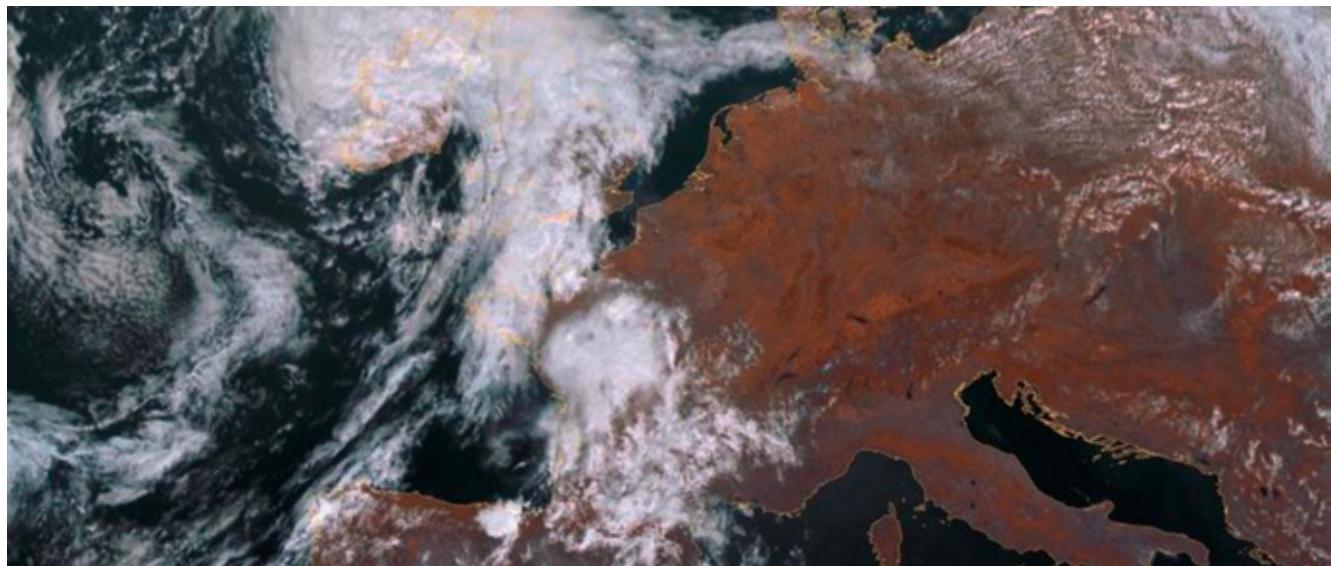
Overview

■ *The Challenge*

Dutch meteorological service KNMI found that training and support costs required by its forecasting applications, developed over the years in a variety of programming languages, were rising while productivity was constrained. Time and money spent on IT maintenance, application development and staff training could be better directed to business development and forecasting accuracy.

■ *The Solution*

Working with EForms (www.eforms.nl), an IBM Business Partner, KNMI consolidated its ten forecasting systems to a single application, based on IBM Lotus Forms running under Linux. EForms also developed a Java-based work scheduling system, which allocates tasks to the meteorologists and provides a checklist to ensure that forecasts are completed on time.

■ *The Benefits*

The new integrated system is designed to be easier for meteorologists to learn, reducing training workload and improving productivity. The single open standards-based solution is designed to be less costly to maintain and develop; it also enables KNMI to free itself from the proprietary technologies of individual vendors.

KNMI (Koninklijk Nederlands Meteorologisch Instituut) is a government organization that provides weather forecasts and warnings to the people of the Netherlands, as well as to the maritime and aviation sectors. Based in De Bilt, near Utrecht, the Institute employs around 500 people, including 60 meteorologists.

Weather forecasting is a 24x7 business, and KNMI divides the day into three shifts of eight hours, with five meteorologists working on each shift. Meteorologists need to be able to create multiple forecasts within very strict deadlines, serving aviation and maritime customers, and the general public.

Marcel Molendijk, Program Leader at KNMI, explains: "There are maybe 80 different types of weather report that we produce – some for the maritime sector, some for aviation and some for the public. Each report follows different standards, and we had gradually built up a number of IT systems to help us generate them. At one point, we had ten different applications in production, just for forecasting."

The systems were written in a number of programming languages – Microsoft Visual Basic, Microsoft Access, Java, Delphi and others. As a result, KNMI's IT department required a large number of highly skilled staff to maintain them – and it could be difficult to develop some of the legacy applications to reflect the changing needs of the Institute. Relying on proprietary technologies meant that software licensing could be expensive, and KNMI was locked in to its vendors, instead of being able to take the most cost-effective option for moving the environment forward.

Equally, when a new meteorologist joined the staff, training on all the different systems was a lengthy and complex process. Since almost all of the applications worked on a server-client basis, each forecasting workstation needed to be kept updated with the latest versions of the client software, limiting workplace flexibility and preventing meteorologists from being able to work outside the weather room environment.

"We decided to look for a solution that could consolidate the functionality of all ten applications into a single system with a simple interface," explains Marcel Molendijk. "We also wanted to ensure that this solution would be fully compliant with open standards, and accessible from anywhere."

Key Components

- IBM Lotus Forms

"It was important for us to find a partner that not only had a strong technical pedigree, but could also understand the complex requirements of our organization. EForms was definitely the right choice."

Marcel Molendijk
Program Manager
Koninklijk Nederlands Meteorologisch
Instituut

Finding a solution

KNMI began looking for solutions, and soon discovered EForms, an IBM Business Partner specialising in solutions based around IBM Lotus Forms.

"It was important for us to find a partner that not only had a strong technical pedigree, but could also understand the complex requirements of our organization," explains Marcel Molendijk. "EForms was definitely the right choice. One of the EForms consultants worked so closely with us throughout the project that he has practically become a meteorologist himself."

Leveraging Lotus Forms

Lotus Forms provides a single Web interface that enables KNMI to generate, edit and store more than 50 different types of weather report form. As more of the existing form-creation applications are replaced by Lotus Forms, KNMI is reducing its maintenance, development and training workload, while increasing flexibility.

"The Lotus Forms solution makes it much easier to develop and update the IT environment," says Marcel Molendijk. "For example, we know that a new set of international standards is going to be introduced later this year, and this will require changes to several of our reports. Previously, making changes would have been a very complex process – but with a single open standards-based platform, we can handle the development quickly and cost-effectively."

Moving to open standards

Lotus Forms uses the XForms standard, which is based on XML. The use of open standards means that KNMI can draw on a much wider support base than with proprietary technologies – which should help to keep IT costs low and avoid vendor lock-in. KNMI is running Lotus Forms under Linux, and is also using a Java-based workload scheduling solution built by EForms.

"Linux, Java and XML are crucial parts of KNMI's overall IT strategy, which is to move as far as possible towards an open source strategy," says Marcel Molendijk. "It is especially important for us as a government institution to make the best use of public money, so open source software is an excellent way to reduce costs without compromising on quality, reliability, or the availability of technical support."

Simple, browser-based interface

The Web browser-based workload scheduling solution provides each meteorologist at the start of their shift with a checklist of tasks to be completed. When a task is completed, it is automatically taken off the list, while any overdue tasks appear in red. When the tasks involve the creation of a form, a single mouse-click takes the forecaster through to the Lotus Forms system.

"It is a much simpler interface for the forecasters, so much less training is required," says Marcel Molendijk. "Equally, the ability to access the system via a Web browser means that they can work from any PC, with no client software required."

Marcel Molendijk concludes: "Working with EForms to build this consolidated solution was a major strategic decision for KNMI, and it has already delivered numerous benefits: increased flexibility and usability with a reduced need for user training; and a much simpler, more cost-effective maintenance and development capability."

"The Lotus Forms solution makes it much easier to develop and update the IT environment… with a single open standards-based platform, we can handle the development quickly and cost-effectively."

Marcel Molendijk
Program Manager
Koninklijk Nederlands Meteorologisch Instituut

SEB Latvia builds a comprehensive business platform on IBM Lotus Notes and Domino

Overview

■ **The Challenge**

Localised IT infrastructure and paper-based processes were leading to delays and information bottlenecks – limiting the speed and quality of service. SEB Latvia wanted to optimise a wide range of business processes, share information across the group quickly and easily, and reduce its costs of operation.

■ **The Solution**

Exigen Services (www.exigenservices.com), an IBM Business Partner, helped SEB Latvia design and implement a suite of applications covering a range of banking processes – from loan agreements through to ATM maintenance – on the IBM Lotus Notes and Domino platform.

■ **The Benefits**

Moving from manual processes to automated workflows helps reduce workload for administrative staff, speeds up customer service, and improves data quality. Information is shared securely, reliably and rapidly throughout the group, enhancing customer service and reducing costs and delay.

Skandinaviska Enskilda Banken (SEB) is one of northern Europe's largest banking groups, operating throughout the Nordic countries, Germany, Poland, Russia, Ukraine and the Baltic.

In Latvia, the bank operates from 70 branches and employs around 1,500 people, providing services to companies and consumers across the country. It also owns a number of subsidiaries, including SEB Leasing, SEB Wealth Management, SEB Pension and SEB Life Insurance.

As SEB Latvia's business grew, the company began to look for ways to optimise and enhance its core operations. Many of its existing processes involved circulating paper documents for approval; others relied on business data that was stored in various decentralised IT systems. As a result, it was often difficult for staff to access all the information they needed, and delays and bottlenecks were affecting the speed and effectiveness of customer service.

First steps towards a new solution

As a first step, the bank decided to deploy a new groupware platform to improve communication and collaboration between staff. The in-house IT team began looking for a partner to help implement the solution and, after a full tendering process, chose Exigen Services.

"Exigen impressed us with their efficient and professional approach," says Tatjana Vasiljeva, Head of Information Systems Development Department at SEB Latvia. "We were confident that the Exigen team had the right skills and business knowledge to help us build the solution we needed."

With Exigen's advice, SEB Latvia chose the IBM Lotus Domino messaging and collaboration platform, and implemented the software on servers at its central data centre. The IBM Lotus Notes client software was then rolled out to users at SEB branches across the country.

"One of the best things about the IBM Lotus solution is its flexibility," explains Tatjana Vasiljeva. "The Lotus Notes client provides a powerful interface, which many users prefer. At the same time, others choose to log in to the system using Web browsers so they can work from almost any location."

Building a partnership

Once the platform was in place, Exigen and the SEB Latvia IT team began working with business users to gather requirements and plan a new application landscape that would automate processes and increase operational efficiency.

"We saw Exigen as a long-term partner, with the resources and technical expertise to help us with an ongoing programme of IT and business development," comments Tatjana Vasiljeva. "Banking is a fast-moving industry, and we are constantly receiving requests from the business for new IT systems – so it is vital for us to work with a supplier that would be able to answer these requests as and when they arise."

The new application landscape

Since the beginning of the bank's relationship with Exigen in 1999, a wide range of Lotus Domino applications have been developed, including human resources management, document management, call centre systems, employee training, loan documentation processing, marketing agreement management, ATM maintenance and IT project management.

"It would take a long time to explain the extent of the contribution that each of these systems makes to our business – such as providing workflows that help to standardise, manage and regulate our way of working," says Tatjana Vasiljeva. "Lotus Notes and Domino provides a high-performance, highly reliable environment for workflow applications that helps to promote consistency and quality in our business processes."

Benefits for business users

With these applications in place, important business data no longer needs to be collated from individual spreadsheets or located on local file servers or printed and circulated manually – instead, the Lotus solution is designed to provide a single, centralised and structured environment where users can find and share all the information they need.

Exigen has also helped SEB Latvia integrate several of the applications with its Oracle financial databases and with Microsoft Office. Almost all of the applications can be accessed either through the Lotus Notes client or through a simple Web interface – so users are able to work in whatever way is most convenient for them.

Tatjana Vasiljeva concludes: "By building on the IBM Lotus platform, Exigen and SEB Latvia have created an IT environment that utilises the latest technologies to support business process enhancement and automation. Over the course of a long and fruitful relationship, the Exigen team have demonstrated excellent project management and technical skills, and have delivered a cost-effective service."

"By building on the IBM Lotus Notes and Domino platform, Exigen and SEB Latvia have created an IT environment that utilises the latest technologies to support business process enhancement and automation."

Tatjana Vasiljeva
Head of Information Systems Development
SEB Latvia

Key Components

- IBM Lotus Notes and Domino

SUS paves the way to better communications with IBM Lotus Quickr

Overview

■ **The Challenge**
With 15 branch offices, road maintenance company SUS lacked control over documentation, and found it difficult to share information effectively between staff at different locations. Sending information via email attachments was inefficient, and caused strain on the company's email servers.

■ **The Solution**
SUS worked with KAISER DATA (www.kaiser.cz), an IBM Business Partner, to deploy IBM Lotus Quickr on IBM BladeCenter hardware. Lotus Quickr is integrated with IBM Lotus Notes and Microsoft Office to help provide a single repository for all documents and company information, as well as calendaring and workflows.

■ **The Benefits**
With all information held centrally, SUS can help ensure proper version control and role-based user access – and give the right people rapid access to the right information. The Web-based user interface, Office integration and simple management help to make life easier for users and IT staff.

SUS is a road maintenance company based in the Pardubice region of the Czech Republic. The company operates from 15 branch offices across the region, and employs 150 people.

Although these employees work at different locations, they often need to collaborate and share information. Managing road maintenance projects requires a large volume of documentation for day-to-day project management and reporting, and because the company needs to demonstrate compliance with specific ISO standards.

"We used to store most of our documentation on an FTP server," explains Ing. Tomáš Stehlík, Economic Manager at SUS. "We were not able to manage access for individual users, so everyone in the company had access to everything. It was possible for users to accidentally change or delete documents, and it could be difficult for them to find the information they needed."

Another problem was the lack of version control. Documents were often edited and distributed by email, so there was often uncertainty over which version of a file was the most recent. Moreover, sending large files as email attachments was inefficient, and placed considerable strain on the company's email server. Finally, since some documents were held on the email server, some on the FTP server and some on local systems, it was difficult to ensure that all the information was backed up properly.

Finding a partner
SUS consulted KAISER DATA, an IBM Business Partner, to find a solution that would help to resolve these issues.

"We had worked with consultants from KAISER DATA on previous projects, and were impressed with their technical knowledge and business experience," comments Ing. Tomáš Stehlík. "We were confident that they would propose the right solution for our needs – and we were right!"

KAISER DATA suggested implementing IBM Lotus Quickr, which would provide a centralised repository for all documentation, with role-based access, workflows and version control. Following a successful one-month pilot, SUS agreed to go ahead with the project.

KAISER DATA then implemented the software in a Microsoft Windows environment, running on the company's IBM BladeCenter. The project was completed within three months – on schedule and within budget.

Benefits of centralisation

With Lotus Quickr, employees can log in to a central document repository via a simple Web browser interface. Managers are able to specify access rights for each employee on their team, so confidential material is held securely, and users do not have to search through large amounts of irrelevant information to find the files they need. Users can also be granted read-only access to certain files – for example, the documents that relate to ISO standards – reducing the risk of important files being accidentally edited or deleted.

The Lotus Quickr solution also helps to eliminate the version control problem. All content is held in a single central database which tracks changes and provide a fully auditable history of which users have edited which files. As a result, there should no longer be any doubt about which version of a file is the most recent or accurate – helping to ensure that all employees have access to the same information.

Equally, the centralisation of all documents to a single repository helps to ensure that all commercial data can be backed up easily and restored quickly.

Easy to use and manage

The solution was immediately popular, as Ing. Tomáš Stehlík explains: "With Lotus Quickr we have a very simple, user-friendly solution, and our employees very rapidly saw its advantages. Integration with Microsoft Office means documents can be saved to the Lotus Quickr repository with a single mouse-click – so it is much easier to share information through Lotus Quickr than by email."

By cutting email traffic across the company, the solution has reduced the strain on email servers and delivered improved performance and productivity. Since Lotus Quickr is both reliable and easy to manage, the SUS IT team no longer needs to worry about the technical implications of document management.

"Managing Lotus Quickr is easy – there is an intuitive user interface, so it doesn't require much training, technical expertise or time," says Ing. Tomáš Stehlík. "This means our IT team can concentrate on important issues like IT strategy and new projects, instead of basic maintenance and management work."

He concludes: "KAISER DATA have helped us implement a solution that makes a real difference to the daily work of almost everyone in the company. By sharing information through Lotus Quickr, users can work together more productively, even if they are based at different offices. The ability to collaborate more effectively helps us increase internal efficiency and deliver better service to our customers."

"By sharing information through Lotus Quickr, users can work together more productively, even if they are based at different offices."

Ing. Tomáš Stehlík
Economic Manager
SUS

Key Components

- IBM Lotus Notes and Domino
- IBM Lotus Quickr
- IBM BladeCenter

Translated case studies

Die Bayerischen Asphalt-Mischwerke verbessern mit IBM Lotus Notes und Domino das Haftungsmanagement

Überblick

■ *Die Herausforderung*

Das Haftungsmanagement bei großen Straßenbauprojekten kann eine sehr komplexe Angelegenheit sein und zahllose Parteien sowie hohe Geldsummen involvieren. Mit der Absicht, den Dienst am Kunden zu verbessern und geschäftliche Risiken zu minimieren, planten die Bayerischen Asphalt-Mischwerke die Einführung eines zentralen Systems für ihr Schadens- und Haftungsmanagement.

■ *Die Lösung*

Der IBM Business Partner ILS Consult (www.ils.at) entwickelte für das Unternehmen auf Basis der IBM Lotus Notes und Domino Plattform eine neue Haftungsmanagement-Anwendung, die in VMware unter Microsoft Windows Server 2003 auf IBM System x3650 Servern ausgeführt wird.

■ *Die Vorteile*

Eine zentrale Datenbank mit allen Schadensdaten erleichtert die Suche nach relevanten Informationen. Integrierte Workflows gewährleisten, dass jeder Fall in der richtigen Prozessabfolge schnell bearbeitet werden kann. Durch Verwendung der vertrauten Oberfläche von Lotus Notes entfallen Anwenderschulungen. Die verlässliche Lotus Domino Plattform garantiert hohe Verfügbarkeit.

Die Bayerische Asphalt-Mischwerke Gesellschaft GmbH & Co. KG (BAM) ist Bayerns größter Asphalthersteller. An 50 Produktionsstandorten, vier Büros in Augsburg, Nürnberg, Würzburg und Plattling und in der Münchner Firmenzentrale beschäftigt die BAM 300 Mitarbeiter.

Das Unternehmen ist in weiten Teilen dezentral organisiert. Die Zentrale stellt den Niederlassungen, die sonst unabhängig von ihr agieren, Kernfunktionen wie IT, Personalwesen, Forschung und Entwicklung, Einkauf, Finanz- und Rechnungswesen und Rechtsberatung bereit. In der Regel fährt das Unternehmen mit dieser Organisationsstruktur sehr gut, nur in manchen Fällen, zum Beispiel wenn es um die Bewertung von Schaden- und Haftungsfällen geht, können Probleme entstehen.

Alois Kellringer, Leiter Organisation und Revision bei BAM, erläutert: „Meldet einer unserer Kunden einen beschädigten Bauabschnitt, ruft die Niederlassung in unserem Zentrallabor an und ein Fachmann begutachtet den Schaden vor Ort. Am weiteren Prozedere sind dann nicht nur die lokale Niederlassung und die Zentrale, sondern auch der Kunde, die Versicherung und gegebenenfalls der öffentliche Baulastträger beteiligt.

„In so einer Situation kam es häufig dazu, dass Informationen verstreut in verschiedenen Systemen und Tabellen eingegeben wurden. Das zuständige Personal hatte es schwer, allen Informationen zu einem Fall habhaft zu werden, was wiederum unsere Fähigkeit beeinträchtigte, ihn schnell zum Abschluss zu bringen.“

Das Unternehmen fällte den Entschluss, alle Schaden- und Haftungsinformationen in einer zentralen Datenbank zusammenzufassen und dem Personal über eine neu zu erstellende Anwendung Zugriff auf alle relevanten Daten von Kontaktadressen bis zu Fotos zu geben. Jeder Fall sollte als eigener Datensatz vorgehalten werden. Workflows sollten eine schnelle und straffe Bearbeitung sicherstellen.

Lotus Notes und Domino als Basis

„Wir nutzen IBM Lotus Notes und Domino bereits seit einigen Jahren als Kommunikationssystem im Unternehmen und waren von den Entwicklungsmöglichkeiten dieser Plattform beeindruckt", so Kellringer. „Wir haben auch schon selbst einige Anwendungen damit entwickelt, mussten aber erkennen, dass die Funktionalität des angedachten Schaden- und Haftungsmanagementsystems unsere Fähigkeiten überstieg. Also brauchten wir einen Partner mit der nötigen Erfahrung und dem technischen Know-how, um dieses Projekt zum Erfolg zu führen.“

Ein zuverlässiger Partner

Die BAM wandte sich an den IBM Business Partner ILS Consult, der auf IT-Infrastruktur, Beratung und Dienstleistungen spezialisiert ist. ILS Consult war

Key Components

- IBM Lotus Notes and Domino
- IBM System x3650 servers

„Wir nutzen IBM Lotus Notes und Domino bereits seit einigen Jahren als Kommunikationssystem im Unternehmen und waren von den Entwicklungs-smöglichkeiten dieser Plattform beeindruckt.“

Alois Kellringer, Leiter Organisation und Revision bei Bayerische Asphalt-Mischwerke Gesellschaft GmbH & Co. KG

kein Unbekannter für das Unternehmen. Ein Dreimannteam von ILS Consult erarbeitete mit einem internen Team von BAM die Spezifikationen der neuen Anwendung und skizzierte die Geschäftsprozesse für die Workflows.

Die „Elektronische-Schadensakte“ genannte Anwendung hat zwei Arbeitsmodi: Der Schnellmodus ermöglicht die schnelle Eingabe von Schadenfällen in das System im gesamten Intranetbereich des Unternehmens. Der Expertenmodus wird vom Sachbearbeiter verwendet, um detaillierte Kostenkalkulationen zu erstellen und verfügt über erweiterte leistungsfähige Funktionen.

„Ein wesentlicher Vorteil von Lotus Notes und Domino als Grundlage für diese Anwendung ist die Vertrautheit der Oberfläche“, so Kellringer. „Unsere Mitarbeiter arbeiten täglich mit Lotus-Anwendungen und finden sich in dem System daher spielend zurecht. Schulungsmaßnahmen entfallen fast völlig.“

Im selben Maße profitiert das Unternehmen von den leistungsfähigen Zugriffsverwaltungsfunktionen der Lotus-Plattform, mit denen sich sicherstellen lässt, dass Mitarbeiter nur auf benötigte Informationen Zugriff erhalten. Vertrauliche Daten werden zuverlässig schützt.

Vorteile der Integration
Die Elektronische Schadensakte greift auf die Messaging-Funktionen von Lotus Notes und Domino zurück, um die beteiligten Mitarbeiter über den Fortschritt jedes einzelnen Falls auf dem Laufenden zu halten. Die Anwendung liefert auch Basisdaten für die Finanzbuchhaltung in der ERP-Software des Unternehmens, einer IBM i Anwendung namens DCW.

Die „Elektronische Schadensakte" ermöglicht die effiziente Kommunikation in einem dezentral organisierten Unternehmen, indem es alle relevanten Daten in einer zentralen Datenbank bereitstellt und in alle vorhandenen Systeme integriert ist", erklärt Kellringer. „Durch die zentrale Datenvorhaltung können wir außerdem eine Wissensdatenbank aufbauen, sodass Erfahrungen, die in einem Fall gemacht wurden, künftige Prozesse optimieren."

Die „Elektronische Schadensakte" beinhaltet eine Reihe vorgefertigter Workflows zu verschiedenen Schadensursachen und ermöglicht dadurch eine schnelle und angemessene Reaktion auf die allermeisten Situationen. Neue Workflows lassen sich bei Bedarf problemlos integrieren. Das System überwacht jeden Prozessschritt und ermöglicht dessen Überprüfung. Ein Fall lässt sich erst aus dem System nehmen, sobald er vollständig bearbeitet wurde. Für Kunden bedeutet dies eine schnellere und professionellere Regulierung ihrer Anliegen.

Alois Kellringer resümiert: „Die Lotus-Software und die System x Hardware liefern uns eine hochverfügbare und verlässliche Plattform für die „Elektronische Schadensakte" und trägt dazu bei, dass unsere Anwender jederzeit auf die benötigten Informationen zugreifen können. ILS Consult und das interne Team von BAM haben hervorragende Arbeit geleistet und eine IT-Lösung abgeliefert, die alle geschäftlichen Anforderungen perfekt erfüllt. Unsere Kunden profitieren von besserem Service und wir können unsere Arbeitspraktiken verbessern, um die Anzahl der Schadensfälle künftig zu verringern."

„Die Lotus-Software und die System x Hardware liefern uns eine hochverfügbare und verlässliche Plattform für die „Elektronische Schadensakte" und trägt dazu bei, dass unsere Anwender jederzeit auf die benötigten Informationen zugreifen können."

Alois Kellringer, Leiter Organisation und Revision bei Bayerische Asphalt-Mischwerke Gesellschaft GmbH & Co. KG

Die Caritas der Diözese Linz hat mit IBM Lotus Notes Traveler mehr Zeit für den Pflegedienst
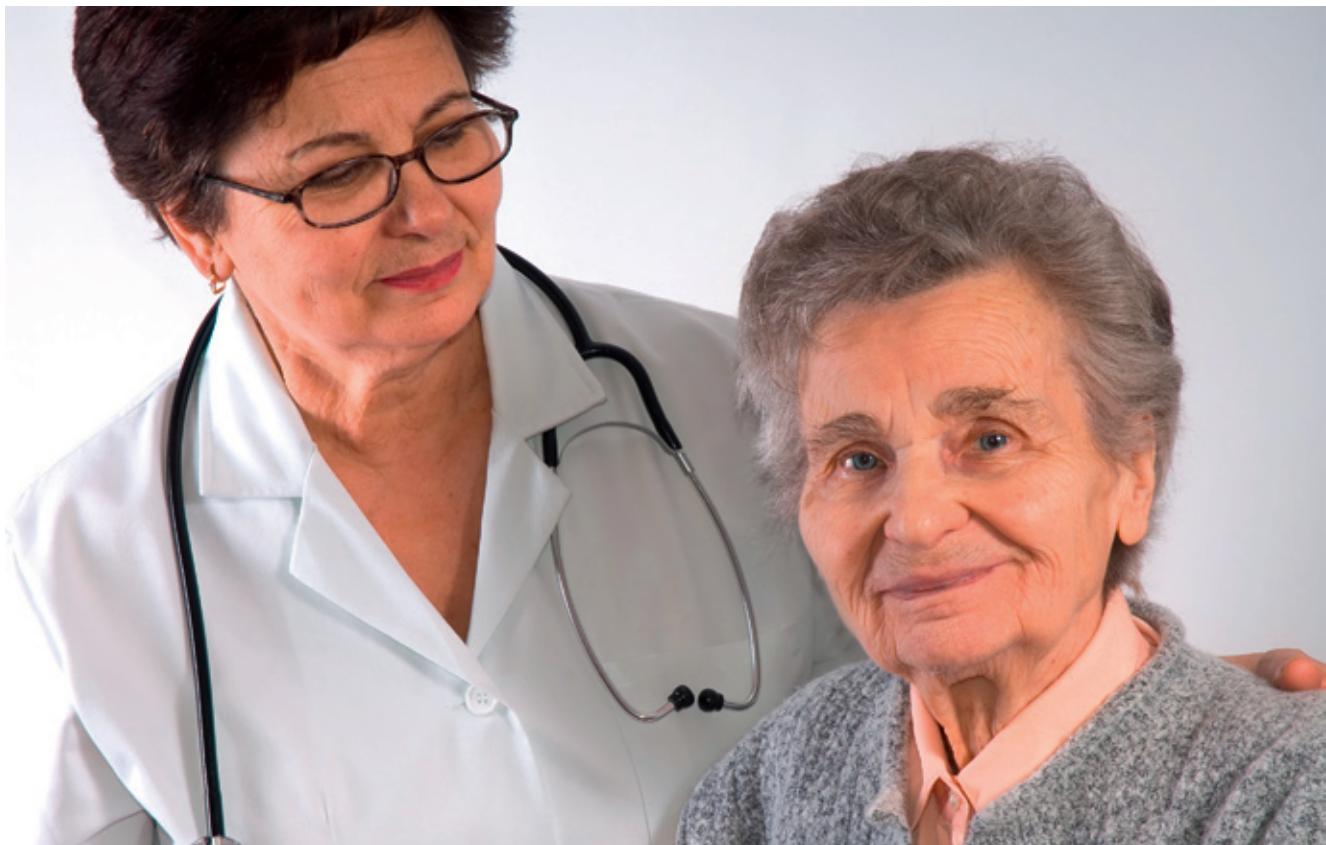
Überblick

■ Die Herausforderung

Die Caritas der Diözese Linz war auf der Suche nach einer Möglichkeit, bei Kunden der Mobilen Dienste vor Ort eingesetzte Mitarbeiter des Pflegedienstes eine einfache Kommunikation mit Kollegen und der Zentrale zu ermöglichen. Die Organisation will es diesen dezentral beschäftigten Mitarbeitern ermöglichen, Informationen zu senden und zu empfangen, ohne dazu auf einen PC zugreifen zu müssen.

■ Die Lösung

Die Sozialorganisation rüstete seine IBM Lösung in Zusammenarbeit mit ILS Consult (www.ils-consult.at), einem IBM Business Partner, auf IBM Lotus Domino 8 mit IBM Lotus Notes Traveler Software auf und ermöglichte damit den Zugriff auf zentrale IT-Systeme per PDA.

■ Die Vorteile

Die Lösung ermöglicht es Mitarbeitern, von jedem Einsatzort aus ihre E-Mails abzufragen und auf zentrale IT-Systeme zuzugreifen – sodass die Notwendigkeit entfällt, zum Büro zu fahren oder einen PC mit Internetzugang zu finden. Die elektronische Übermittlung von Zeitaufzeichnungen von den Mitarbeitern der Mobilen Dienste spart Zeit und Papier und verringert den Arbeitsaufwand für das Administrationspersonal. Lotus Notes Traveler ist ein kostenloser Bestandteil von Lotus Domino 8, womit keine zusätzlichen Lizenzkosten entstehen.

Die Caritas ist die Sozialorganisation der röm. Kath. Kirche mit weltweit 162 Caritas-Organisationen in über 200 Ländern, die im Dienste der Menschlichkeit stehen. Sie bieten u.a. den bedürftigsten Menschen weltweit Zugang zu Nahrungsmitteln, Wasser, Medikamenten und Obdach. Daneben ist die Caritas einer der aktivsten Sozialorgansationen in der Nothilfe und Katastrophenreaktionsplanung

Die Caritas ist in Österreich stark vertreten, mit mehr als 10.000 über das ganze Land eingesetzten Mitarbeitern. Die österreichische Organisation wird auf Bundesländer-Diözesanbasis verwaltet. Die Caritas Oberösterreich beschäftigt etwa 2.500 Mitarbeiter in den 60 über die Regionen verteilten Büros. Die in der Organisation Linz / Mobile Dienste verrichteten Arbeiten bestehen größtenteils in der Pflege und Heimpflege älterer Menschen und Familien. Etwa 300 der Mitarbeiter der Sozialorganisation sind ausgebildetes Pflegepersonal.

„Unser Pflegepersonal verbringt einen Großteil ihrer Zeit bei den Menschen, für deren Pflege und Hilfe im Haushalt und für die Betreuung von Kindern und älteren Menschen sie zuständig sind – in einigen Fällen leben sie sogar bei den Familien, wenn es darum geht Kinder oder Familien zu versorgen", erklärt Heike Albert, IT-Managerin von der Caritas der Diözese Linz. „Sie haben folglich nicht die Zeit, häufig in unsere Büros zu kommen, und in vielen Fällen steht ihnen kein Zugang zu einem PC oder zum Internet zur Verfügung, sodass die effektive Kommunikation mit ihnen zu einer Herausforderung werden kann."

Das Pflegepersonal führte tägliche händische Aufzeichnungen ihrer Einsätze. Diese wurden monatlich an das zentrale Büro via Postweg übermittelt, um anschließend eine elektronische Datenerfassung anzustoßen – ein nicht unwesentlicher Arbeitsaufwand für das Administrationspersonal. Nach der Verarbeitung und Auswertung dieser Daten via eines Programms, das auf der IBM Power Systems-server implementiert ist wurden die Daten wieder in Papierform den MitarbeiternInnen übersandt. Dies war ein langsamer, arbeitsintensiver Vorgang, der noch dazu lediglich Monatsdaten 2 Wochen verzögert zur Verfügung gestellt hat. Die Caritas begann damit, nach einer besseren Lösung zu suchen.

Integrierte Lösung

Die Caritas führte Versuche mit PDAs durch und verwendete Tools von Drittanbietern zur Synchronisierung mit den zentralen IBM Lotus Domino E-Mail-Servern. Dies war jedoch keine ideale Lösung, weil die Synchronisierungstools die Installation von Client-Software auf Windows-basierten Desktops erforderlich machten und die in der Pflege tätigen Mitarbeiter in vielen Fällen keinen Zugang zu einem PC hatten.

„Wir wollten eine Lösung, die mehr konnte, als nur die PDAs mit dem Zentralserver zu synchronisieren – unser Wunsch war ein Echtzeitzugriff auf E-Mails und andere Systeme", so Andreas Schneeberger, IT-Projektmanager. „ILS Consult schlug

Key Components

- IBM Lotus Notes and Domino
- IBM Lotus Notes Traveler
- IBM System x3550 servers

„Lotus Domino 8 verfügt über automatische Spiegelungsfunktionen zwischen Servern, sodass wir uns darauf verlassen können, dass unsere Systeme selbst dann sicher sind, wenn einer der Server ausfallen sollte."

Heike Albert
IT-Managerin
Caritas der Diözese Linz

ein Upgrade unserer IBM Lotus Umgebung vor und wir waren hocherfreut, als wir erfuhren, dass Lotus Notes Traveler, eine neue Komponente in Lotus Notes und Domino 8, uns die Funktionalität bereitstellen konnte, die wir benötigten."

ILS Consult, ein IBM Premier Business Partner und eines der erfolgreichsten IT-Beratungsunternehmen in Österreich, unterstütztet die Caritas der Diözese Linz bei einem Upgrade ihrer Lotus Domino Server von Version 6.5 auf Version 8 in nur zwei Tagen. Im Laufe der kommenden Monate wird das Caritas IT-Team mit der Installation des neuen Lotus Notes 8 Clients bei den Anwendern beginnen.

„Das Team von ILS Consult arbeitete hervorragend mit unseren internen Mitarbeitern zusammen. Wir waren froh darüber, während des Upgrades auf die technische Unterstützung von ILS Consult zurückgreifen zu können", sagt Heike Albert. „Die Lotus Notes und Domino Umgebung ist sehr benutzerfreundlich und unser internes Team verfügt über umfassendes Know-how, sodass wir zuversichtlich sind, die Lösung ohne externe Hilfe verwalten und warten zu können."

Zeit- und Arbeitsersparnis
Lotus Notes Traveler bietet einen automatischen Echtzeitabgleich der E-Mail-, Kontakt-, Kalender-, Aufgaben- und Journalfunktionen zwischen den zentralen Lotus Domino Servern der Caritas und den PDAs, die an 300 Pflegemitarbeiter ausgegeben werden und wurden.

„Die Lösung ermöglicht es unseren Mitarbeitern, zu jeder Zeit auf ihre E-Mails zuzugreifen, selbst wenn sie keinen Zugang zu einem PC haben – sodass sie jederzeit über alle neuesten Informationen verfügen und einfach mit uns kommunizieren können", sagt Andreas Schneeberger. „Eine weitere nützliche Funktionen ist die Verwendung elektronischer Stundenzettel, um Daten direkt an das zentrale Personalsystem zu übermitteln – sodass alle papierbasierten Schritte des Prozesses bei uns wegfallen. Es ist ein erheblich schnelleres und zuverlässigeres System und spart allen Beteiligten Zeit."

Die Lotus Notes Traveler Software arbeitet zurzeit auf jedem mobilen Gerät, auf dem das Betriebssystem Microsoft Windows CE installiert ist. IBM plant in den kommenden Monaten eine Erweiterung der kompatiblen Geräte, sodass die Caritas in der Lage sein wird, die für sie zuverlässigsten und kosteneffektivsten Mobilgeräte zu wählen.

„Wir freuen uns außerdem darauf, die Lösung zu erweitern", so Andreas Schneeberger. „Wir hoffen, unseren mobilen Mitarbeitern den gleichen Zugriff auf unsere zentralen Systeme bereitstellen zu können wie unserm internen Personal. Wir möchten die PDAs z. B. für den Zugriff auf das Personalsystem einsetzen, um eine Beurlaubung beantragen oder sich für Schulungen anmelden zu können. Wenn wir diese Vorgänge vereinfachen und die administrative Belastung unseres

Pflegepersonals reduzieren, werden die Mitarbeiter mehr Zeit mit der Pflege ihrer Patienten verbringen können."

Datensicherheit

Neben den Vorteilen der neuen Lotus Notes Traveler Lösung profitiert die Caritas der Diözese Linz zudem von den verbesserten Clustering-Funktionen von Lotus Domino 8. Die Sozialorganisation setzt in ihrem Rechenzentrum zurzeit Lotus Domino auf zwei IBM System x3550 Servern ein und plant als Teil einer neuen Disaster-Recovery-Strategie den Umzug von einem der Server an einen anderen Standort.

„Die Notwendigkeit einer robusten Disaster-Recovery-Strategie ist in den letzten Jahren immer offensichtlicher geworden, weil immer mehr unserer täglichen Vorgänge auf E-Mails und anderen Lotus Domino-basierten Datenbanken und Anwendungen beruhen", sagt Heike Albert. „Lotus Domino 8 verfügt über automatische Spiegelungsfunktionen zwischen Servern, sodass wir uns darauf verlassen können, dass unsere Systeme selbst dann sicher sind, wenn einer der Server ausfallen sollte."

Flexible Arbeitseinteilung

Heike Albert fasst zusammen: „Als Sozialorganisation ist es wichtig für uns, unser IT-Budget bestmöglich zu nutzen. Es ist daher von großem Vorteil, dass Lotus Notes Traveler eine Standardkomponente von Lotus Notes und Domino 8 ist: Es fallen keine zusätzlichen Lizenzgebühren oder Implementierungskosten an.

„Lotus Notes Traveler stellt einen mobilen Zugriff auf zentrale IT-Services bereit und vereinfacht es unserem Pflegepersonal damit, zentrale administrative Aufgaben durchzuführen. Auf diese Weise sind die Mitarbeiter in der Lage, flexibler zu arbeiten, und haben mehr Zeit für die Menschen zur Verfügung, die sie am dringendsten brauchen."

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Andreas Schneeberger
IT Projektmanager
Caritas der Diözese Linz

Clipper Group løser udfordringen ved sikkert samarbejde ved hjælp af i-DocStore og IBM Lotus Software

Oversigt

■ *Udfordring*

Med filer og dokumenter fordelt på en række forskellige afdelingsservere, var det blevet svært for medarbejderne hos Clipper Group at finde oplysninger og koordinere projekter. Normalt brugte medarbejderne vedhæftede filer i e-mails for at dele filer, hvilket førte til en stor udbredelse af forskellige versioner af hvert dokument, genererede en stor belastning af mailserveren og medførte en hastig forøgelse af pladskravene.

■ *Løsning*

Clipper Group implementerede i-DocStore, en meget tilpasningsvenlig dokumentstyringsløsning fra i-Seven (www.i-seven.com), der er en IBM Business Partner. Løsningen, der er baseret på IBM Lotus Notes- og Domino-platformen, leverer et centralt lager for alle dokumenter – med rollebaseret adgang og fuld versionskontrol.

■ *Fordele*

i-DocStore lagrer automatisk dokumenter i en projektrelateret struktur, som hjælper brugerne med at finde oplysningerne hurtigt. Sikkerheden er forbedret, idet dokumenterne kun kan ses og redigeres af autoriserede brugere. Dokumenter kan deles ved hjælp af links til lagringsstedet, i stedet for som vedhæftede filer i e-mails – dette sparer lagerplads, forbedrer e-mail-serverens ydeevne og sikrer en optimal versionsstyring.

Clipper Group A/S, der blev grundlagt i 1972, har vokset sig til at blive en af verdens førende internationale shippingkonsortier – med drift af ca. 250 fartøjer og 600 kontoransatte. Virksomheden består af tre afdelinger – Clipper Bulk, der håndterer tørgods, Clipper Tankers, der arbejder med olie og kemikalier, samt Clipper Projects, der er en specialafdeling, som leverer brugertilpassede løsninger til næsten alle transportmæssige udfordringer.

Hver af gruppens afdelinger bruger det samme fragtsystem, og ofte er teams fra forskellige afdelinger nødt til at samarbejde på det samme projekt eller for den samme kunde. Med et IT-system, der bestod af utallige decentrale filservere, hvoraf mange var blevet overtaget fra opkøbte virksomheder, var det imidlertid ikke nemt for medarbejderne at finde oplysninger og lagre eller dele dokumenter.

"Når forskellige hold skulle samarbejde, sendte de tidligere filer til hinanden ved at vedhæfte dem til e-mails", forklarer Maria Bagger Grell, der er IT-administrator hos Clipper Group. "Det betød, at vi var nødt til at gemme flere forskellige kopier af den samme fil på vores e-mail-servere, og det var ingen nem måde at gennemføre en korrekt versionskontrol. Der var også potentielle sikkerhedsproblemer, idet følsomme filer ved et uheld kunne sendes til de forkerte modtagere. Vi ønskede at finde en ny løsning, som kunne hjælpe os med at administrere vores dokumenter mere effektivt".

Udnyttelse af Lotus Notes og Domino

Clipper Group brugte allerede IBM Lotus Notes og Domino til virksomhedens e-mail og kalenderfunktioner og så en mulighed for at udnytte platformen bedre, ved at implementere en integreret dokumentstyringsløsning på Lotus Domino-serveren.

"En af de bedste ting ved Lotus Domino er dens potentiale som database- og applikationsserver, som nemt kan integreres med e-mail", forklarer Maria Bagger Grell. "Vi vidste, at der fandtes flere kraftige dokumentstyringsløsninger til Lotus Domino på markedet, så vi begyndte at overveje vores muligheder".

Key Components

- IBM Lotus Notes and Domino

i-se**v**en
Innovative solutions

IBM **Business Partner**

"En af de bedste ting ved Lotus Domino er dens potentiale som database- og applikationsserver, som nemt kan integreres med e-mail."

Maria Bagger Grell
IT-administrator
Clipper Group

Valg af partner

Virksomheden overvejede en række forskellige produkter og valgte til sidst i-DocStore fra i-Seven, der er IBM Business Partner.

"Vores IT-afdeling for gruppen er placeret i Danmark, og i-Seven har en god lokal repræsentation – vi vidste derfor, at vi ikke ville få svært ved at få onsite-support", forklarer Maria Bagger Grell. "Men endnu vigtigere var det, at vi var meget imponeret over i-DocStore-løsningen. Den leveres direkte med en række nyttige funktioner og er samtidig meget nem at tilpasse, så i-Seven-teamet var i stand til at tilpasse den til vores specifikke behov".

i-Seven byggede et testsystem, som skulle vise mulighederne i i-DocStore, og Clipper Group blev hurtigt overbevist om, at det ville være den rigtige løsning til at imødekomme dokumentstyringsudfordringerne. Virksomheden bad i-Seven om at fortsætte med en komplet implementering, som blev gennemført i løbet af seks måneder.

En enkelt informationskilde

i-DocStore tilbyder et centralt lager for virksomhedens data i næsten alle formater – dokumenter, regneark, billeder og video – og udnytter brugerstyringsfunktionerne i Lotus Domino til at give rollebaseret adgang. Når en ny fil tilføjes til lageret, kan der gives adgangsrettigheder til enkeltbrugere eller brugergrupper, hvilket sikrer, at følsomme oplysninger ikke falder i forkerte hænder.

Maria Bagger Grell tilføjer: "Ud over at forbedre sikkerheden har den nye løsning en række andre fordele. Med i-DocStore har brugerne ikke behov for at sende filer til hinanden via e-mail – integrationen med e-mail-systemet i Lotus Domino betyder, at de relevante brugere blot modtager et link til lageret, når der er behov for at dele filer. Det betyder, at vi kun behøver at gemme én kopi af hver fil – det sparer plads, reducerer arbejdsbelastningen for vores e-mail-servere og giver os mulighed for at udføre optimal versionskontrol".
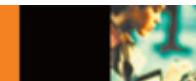
Med et enkelt lagersted til alle virksomhedens data er brugerne ikke længere nødt til at søge på flere individuelle servere for at finde de oplysninger, de har brug for. Hvis forskellige afdelinger i gruppen arbejder på det samme projekt eller for den samme kunde, er det nemmere at få overblik over situationen og tage de rigtige strategiske beslutninger.

En ny måde at arbejde på

i-Seven har samarbejdet med Clipper Groups IT-team for at uddanne brugere til det nye system. Som med de fleste IT-projekter kan fordelene ved en teknisk løsning kun realiseres, hvis brugerne tilpasser deres måde at arbejde på.

"Det var afgørende at overbevise folk om at arbejde med i-DocStore i stedet for blot at lagre dokumenter på deres lokale filserver og sende dem via e-mails", siger Maria Bagger Grell. "i-Seven-teamet hjalp os virkelig med at forklare om fordelene – og da brugergrænsefladen i Lotus Notes er så velkendt for vores brugere, har det været forholdsvis nemt at undervise dem i at bruge i-DocStore".

Hun opsummerer: "Ved at indføre i-DocStore på IBM Lotus Notes- og Domino-platformen kan Clipper Group føre strammere kontrol med gruppens informationsaktiver, mens samarbejdet mellem de forskellige teams i organisationen fremmes. Den tekniske udmærkelse og imødekommende support hos i-Seven-teamet har givet os en løsning, som vil give os flere fordele i takt med, at virksomheden vokser".

"Med i-DocStore har brugerne ikke behov for at sende filer til hinanden via e-mail... Det betyder, at vi kun behøver at gemme én kopi af hver fil – det sparer plads, reducerer arbejdsbelastningen for vores e-mail-servere og giver os mulighed for at udføre optimal versionskontrol."

Maria Bagger Grell
IT-administrator
Clipper Group

i-se**v**en
Innovative solutions

IBM
Business Partner

Dansikring Direct får løst deres it-problemer hurtigt med Helpdesk.Easy og IBM Lotus-teknologi

Oversigt

■ **Udfordring**

Personalet hos Dansikring Direct er afhængige af en række forretningskritiske it-systemer, som de har brug for at have adgang til hver dag. For at opretholde produktiviteten skal eventuelle problemer med disse it-systemer løses hurtigt.

■ **Løsning**

Dansikring Direct implementerede Helpdesk.Easy fra Sander Software (www.sander-software.dk) – en løsning, der er bygget på IBM Lotus Domino-platformen og integreret med IBM Lotus Sametime. Løsningen kan tilgås fra IBM Lotus Notes klienten samt fra web browsere.

■ **Fordel**

Helpdesk.Easy indeholder et avanceret sagsstyringssystem. Medarbejderne kan – ved hjælp af enkle internet- eller Lotus Notes-baserede brugergrænseflader – rapportere om it-problemer hurtigt og nemt. Det sikrer, at hver forespørgsel fra medarbejderne rettes mod den mest kvalificerede person i it-afdelingen. Resultatet er, at problemet løses hurtigt. Systemet opbevarer en komplet historik på alle sager – det sikrer, at der er overensstemmelse og konsekvens fra gang til gang.

Dansikring Direct er specialiseret i alarmløsninger. Virksomhedens kunder er primært mindre virksomheder og boligsektoren. Virksomheden, som er en del af Securitas Direct-gruppen, har hovedsæde i Køge og beskæftiger ca. 100 medarbejdere. Dertil kommer franchisepartnere i hele landet.

Dansikring Directs daglige drift afhænger i stor udstrækning af virksomhedens it-systemer. Virksomheden benytter IBM Lotus Notes og Domino til e-mail- og kalenderfunktioner og bruger også et antal Lotus Domino-applikationer til at håndtere HR-processer og andre centrale forretningsaktiviteter. Desuden benytter virksomheden Lotus Sametime til at fremme kommunikationen blandt medarbejderne. Det sker via instant messaging og webmøder – og et intranet holder personale og franchisepartnere opdateret med nyheder.

"IBM Lotus Notes og Domino er rygraden i vores it-infrastruktur", forklarer Kenneth Pasciak, it-chef hos Dansikring Direct. "I systemet er der mulighed for at kunne bygge databasestyrede applikationer, der er fuldt integrerede med vores kernefunktioner, som e-mail og Lotus Sametime instant messaging. Det gør, at Lotus Notes og Domino er den ideelle platform for vores virksomhed."

Dansikring Directs it-afdeling benytter en helpdesk for at sikre, at medarbejderne altid har adgang til de centrale systemer og for at løse eventuelle it-relaterede problemer. For at imødekomme kravet om, at it-problemer skal løses hurtigt, ønskede virksomheden en løsning, der gør det lettere for medarbejderne at rapportere problemer, og som sikrer, at it-afdelingen kan følge med i udviklingen og hele tiden holdes ajour, så de kan skride til handling, når det er påkrævet.

Eksisterende investering kunne udnyttes

"Vi begyndte at se os om efter en løsning, der kunne forøge effektiviteten i vores helpdesk. Helt selvfølgeligt besluttede vi os for at finde ud af, om vi kunne udnytte vores eksisterende investering i Lotus Notes og Domino", forklarer Kenneth Pasciak.

Dansikring Direct undersøgte en række muligheder og valget faldt på Helpdesk. Easy fra Sander Software – en dansk IBM Business Partner, der specialiserer sig i systemadministration og udvikling inden for IBM/Lotus.

Helpdesk.Easy giver overblik og kortere behandlingstid

Helpdesk.Easy gør det muligt for alle brugere at oprette en sag med et problem. Herefter sendes sagen videre til it-afdelingen for yderligere behandling. Alle e-mails og oplysninger, der vedrører sagen, gemmes i en database, der med

hele historikken samlet ét sted giver et fuldt overblik over sagsforløbet. Systemet indeholder Lotus Sametime instant messaging med presence awareness, så brugerne kan se, hvilke it-medarbejdere der er online, og som derfor kan tages sig af den aktuelle sag.

"Helpdesk.Easy indeholder komplet historik – fra sagen bliver oprettet og frem til den er løst. Dette sikrer, at der ikke forsvinder oplysninger og at intet bliver overset, netop fordi alt er samlet ét sted", forklarer Kenneth Pasciak. "Vi kan tildele et vilkårligt problem til den mest egnede medarbejder i it-afdelingen – og der er endda et statistisk analyseværktøj, som fortæller os, hvem der tidligere har vist sig bedst til at løse bestemte typer af problemer."

Bygger videre på erfaringer

Når et problem er blevet løst, gør Helpdesk.Easy det muligt at oprette et FAQ-dokument med ofte stillede spørgsmål, så andre brugere, der oplever de samme problemer, kan finde svaret dér. Over tid genererer løsningen en vidensbase, der indeholder enkle løsninger på de mest almindeligt forekomne problemer.

"Nu har vi et omfattende arkiv med alle de problemer, som vores helpdesk har behandlet", forklarer Kenneth Pasciak. "Dette hjælper os ikke blot med at reagere hurtigere og mere effektivt på brugernes forespørgsler – det giver også fordele i forhold både it-styring og konsekvens i løsningen af problemer. Vi er for nyligt blevet revideret af PricewaterhouseCoopers, og de var meget imponerede over systemet."

Simpelt at opgradere og service i særklasse

Dansikring Direct opgraderede for nyligt deres løsning for at kunne drage fordel af en ny funktion, som giver adgang til sagssystemet via en webbrowser – dette betyder, at virksomhedens franchisepartnere kan oprette sager, endda selvom de ikke har installeret Lotus Notes-klienten.

"Opgraderingen forløb helt uden problemer", siger Kenneth Pasciak. "Sander Software installerede softwaren eksternt, så der opstod slet ingen forstyrrelse for vores brugere. Faktisk var der ingen, der bemærkede, at der var en forskel, før jeg viste dem den nye webgrænseflade."

"Sander Software er en fremragende partner – deres software er godt designet og pålideligt, og deres omfattende service er i særklasse. Helpdesk.Easy, der bygger på Lotus Notes, Lotus Domino og Lotus Sametime, hjælper os med at løse it-problemer hurtigere. Resultatet er, at vi kan yde en bedre service over for vores kunder – det øger produktiviteten og effektiviteten på arbejdspladsen."

"Helpdesk.Easy, der bygger på Lotus Notes, Lotus Domino og Lotus Sametime, hjælper os med at løse it-problemer hurtigere. Resultatet er, at vi kan yde en bedre service over for vores kunder – det øger produktiviteten og effektiviteten på arbejdspladsen."

Kenneth Pasciak
It-chef
Dansikring Direct

Key Components

- IBM Lotus Notes and Domino

- IBM Lotus Sametime
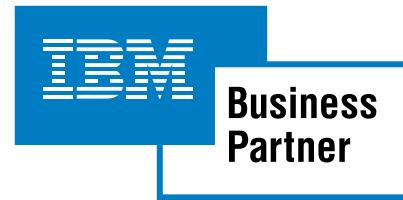
i-Seven hjælper HK Danmark forbedre sine medlemstjenester ved brug af IBM Lotus-teknologier

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Oversigt

■ **Udfordring**

Med data fordelt på en række forskellige IT systemer, var det svært for medarbejderne hos HK Danmark, at finde de oplysninger som de havde brug for, for hurtigt at svare på medlemmernes henvendelser. Der fandtes ingen nem måde til at skabe et overblik over fagforenings interaktioner med det enkelte medlem, eller til få et overblik over alle medlemsrelaterede aktiviteter.

■ **Løsning**

i-Seven (www.i-seven.com), en IBM Business Partner, hjalp HK Danmark med at designe og implementere et kontaktcenter, baseret på platformen til IBM Lotus Notes og Domino. Løsningen er integreret med de fleste IT-systemer der behandler medlemsoplysninger, og også til et telefonsystem.

■ **Fordel**

Når en medlem ringer, kan medarbejderne få adgang til alle relevante oplysninger, hvilket hjælper dem behandle henvendelser hurtigere end før. Dette forbedrer kundeservicen og formindsker risikoen af medlemsudmeldinger. Rapporteringsværktøjer sætter HK Danmark i stand til at analysere de hyppigst forekommende forespørgsler, og til at tage en mere proaktiv tilgang.

Grundlagt i 1900, er HK Danmark en af de største fagforeninger i landet, med 325.000 medlemmer og 1.400 medarbejdere fordelt over otte forskellige steder i landet. I de tidlige år var fagforeningen medvirkende til at sikre arbejdernes rettigheder og arbejdsløshedsunderstøttelse til folk indenfor kontor- og den kommercielle sektor. I de senere år er fokus skiftet til at behandle moderne emner, som f.eks. ligestilling, formidling, juridisk hjælp, og faglig udvikling.

HK Danmark bliver oftest kontaktet af deres medlemmer telefonisk eller pr. post. Hidtil har dette betydet, at forskellige slags henvendelser måtte videresendes til de forskellige afdelinger, som kunne tage tid at nå frem til den rette person. Desuden, eftersom medlemsoplysninger er lagret på flere forskellige systemer, herunder Microsoft .NET og programmer baseret på Lotus Notes og Domino, var det besværligt for medarbejderne at hente alle relevante oplysninger for det enkelte medlem.

"HK har lanceret et større strategisk initiativ, til at modernisere organisationen, og kundeservice er et vigtigt fokusområde," forklarer Dorte B. Rasmussen, projektleder hos HK Danmark. "Vi ønskede at skabe et kontaktcenter med medarbejdere der ville være i stand til at behandle alle henvendelser fra vore medlemmer, men vi fandt hurtigt ud af at vores plan, uden brug af et integreret IT-system, ikke ville virke."

Valg af partner

HK Danmark havde brug for en partner med teknisk ekspertise og erfaring inden for rådgivning, for at designe og implementere en kontaktcenterløsning, der vil give kundeservicemedarbejdere en øjeblikkelig adgang til alle de nødvendige oplysninger.

"IBM Lotus Notes og Domino i mange år har været virksomhedens e-mail- og kalenderløsning, og vi har følt at det har været en utrolig effektiv og fleksibel platform for programudvikling," forklarer Dorte B. Rasmussen, "Vi ønskede at forhøje standarden med den nye løsning, så vi ledte efter partnere som havde erfaring med udvikling af Lotus Domino, og i-Seven passede til opgaven."

"Vi vidste også at dette ville være et ambitiøst projekt, hvorfor vi ønskede en partner som havde en pragmatisk indgangsvinkel til projektstyring. Vi havde før arbejdet med i-Seven i tidligere projekter, og vi var imponeret over deres formåen til at opdele komplicerede IT-projekter til mindre og mere håndterlige opgaver, som hurtigt kunne udvikles."

Leveringen af en løsning

i-Seven arbejdede tæt sammen med brugere og virksomhedens IT-gruppe hos HK Danmark, for at designe en løsning der ville passe til organisationens behov.

"Vi udviklede et program til Lotus Domino, som vi integrerede med kontaktcentrets telefonsystem," forklarer Henrik Hansen, administrerende direktør hos i-Seven. "Når et medlem ringer, vil systemet bede dem om at indtaste deres medlemsnummer, inden de sendes videre til en servicemedarbejder i kontaktcentret. Når nummeret er indtastet vil programmet hente relevante data fra alle de forskellige systemer og vise disse i ét enkelt vindue på servicemedarbejderes skærm, hvilket betyder at alle nødvendige oplysninger straks er til rådighed."

Til trods for integrationsopgavens kompleksitet, for integrationen af nye og eksisterende platforme for .NET og Lotus Domino, så var i-Seven i stand til at udvikle, afprøve og implementere løsningen inden for kun tre måneder, hvilket var inden for alle tidsrammer som HK Danmark havde sat. Løsningen har været rullet ud til alle HK Danmarks syv kontorer, hvilket har gjort det lettere for medarbejderne at samarbejde landet over.

Forbedre kundeservice

Med den nye løsning på plads, leverer HK Danmark nu en hurtigere og mere effektiv service til sine medlemmer, hvilket hjælper med at øge kundetilfredsheden og forbedrer produktiviteten.

"Vores kunder er meget imponerede over løsningen – nu har de alle oplysninger inden for rækkevidde, uden at skulle logge ind på flere forskellige systemer," fortæller Dorte B. Rasmussen. "Derudover er det nemt at oplære nye brugere, eftersom de fleste er fortrolige med grænsefladen i Lotus Notes."

Løsningen holder en optegnelse over alle interaktioner mellem HK Danmark og dets medlemmer, så derfor kan brugere hurtigt se status og en oversigt over tidligere sager. Dette betyder at medlemmerne ikke behøver forklare den samme sag hver gang de ringer ind, hvilket fører til en mere effektiv og proaktiv service.

"En anden fordel er at vi nu har en oversigt over alle aktiviteter som blev håndteret af kontaktcentret," forklarer Dorte B. Rasmussen. "Hvis mange medlemmer kontakter os og stiller samme spørgsmål, så ved vi at det er et vigtigt emne og vi kan tilrettelægge vores respons hurtigere. Og dette betyder igen en bedre og hurtigere service til vores kunder."

En god kundeservice sikrer at medlemmer får en ægte følelse af værdi af deres medlemskab af fagforeningen, hvilket hjælper med at reducere antallet af udmeldinger.

Dorte B. Rasmussen konkluderer: "HK Danmark spiller en vigtig rolle i det danske samfund, og deres medlemmer sætter deres lid til den, for at få støtte igennem hele deres arbejdsliv. Denne løsning fra i-Seven og IBM hjælper os med bedre at varetage deres behov på en effektiv måde, imens vi forbedrer effektiviteten af driften i organisationen."

"Vi ledte efter partnere som havde erfaring med udvikling af Lotus Domino, og i-Seven passede til opgaven… vi var imponeret over deres formåen til at opdele komplicerede IT-projekter til mindre og mere håndterlige opgaver, som hurtigt kunne udvikles."

Dorte B. Rasmussen
Projektleder
HK Danmark

Key Components

- IBM Lotus Notes and Domino

i-seven
Innovative solutions

IBM **Business Partner**

La Vacanza maakt persoonlijk online contact met klanten met behulp van IBM Lotus Sametime Instant Messaging

Bedrijfsprofiel

■ *De uitdaging*

Als klein reisbureau moet La Vacanza snelle, persoonlijke en vriendelijke service bieden aan vakantiegangers in Nederland en België, maar het bedrijf is alleen werkzaam op het internet en heeft geen persoonlijk contact met haar klanten.

■ *De oplossing*

Metaware (www.metaware.nl), een IBM Business Partner, heeft La Vacanza geholpen bij de integratie van IBM Lotus Sametime Instant Messaging in haar website, zodat het personeel online met klanten kan communiceren. De site wordt onderhouden via het gebruiksvriendelijke contentmanagementsysteem Cmware dat gebouwd is op IBM Lotus Notes en Domino.

■ *Belangrijkste voordelen*

Lotus Sametime helpt La Vacanza bij het bieden van persoonlijke, directe service. Met het contentmanagementsysteem Cmware kunnen niet-technische medewerkers informatie en foto's op de website bijwerken.

La Vacanza is een klein reisbureau dat gevestigd is in Hoogeveen, en dat gespecialiseerd is in het regelen van accommodatie voor Nederlandse en Belgische vakantiegangers in o.a. Italië. Het bedrijf heeft meer dan 150 accommodaties in beheer, waaronder appartementen, villa's en landhuizen in Italië, Sicilië en Sardinië.

Jeanette Kampman, oprichtster van het bedrijf, legt uit: "Ik heb een aantal jaren in de reisindustrie gewerkt, en ik ergerde me aan hoe slecht de klantenservice van grote reisbureaus was. Ik besloot mijn eigen bedrijf op te zetten en echt goede vakantie-accommodaties te zoeken in Italië voor Nederlandse reizigers. Het begon in eerste instantie als een hobby – maar het werd al snel een full-time baan."

Een klein bedrijf online runnen

Bij La Vacanza werken slechts twee mensen – waarvan er een het grootste deel van het jaar in Italië werkt – en in tegenstelling tot traditionele reisbureaus, hebben ze geen kantoor wat klanten kunnen bezoeken. Alle zaken van het bedrijf worden via de telefoon, per e-mail of online via www.lavancanza.nl afgehandeld.

"De website is essentieel voor het succes van ons bedrijf – zonder de website zouden klanten nauwelijks weten dat we bestaan," zegt Jeanette Kampman. "Omdat we niet fysiek aanwezig zijn met een kantoor, is onze online aanwezigheid onze belangrijkste manier van communiceren met klanten en om ze te laten zien wat we te bieden hebben."

Web contentmanagement vereenvoudigen

De originele website van La Vancanza werd ontwikkeld en onderhouden door een externe consultant. Dit was geen ideale situatie omdat telkens wanneer het bedrijf nieuwe inhoud wilde, ze een veranderingsaanvraag moesten doen en moesten wachten tot de site werd bijgewerkt.

"We waren op zoek naar een manier om de site zelf te beheren, maar we wilden niet alles moeten leren over de technische kant van het maken en onderhouden van webpagina's," zegt Jeanette Kampman. "We vroegen een consultant van Metaware om advies en hij stelde voor een eenvoudig contentmanagementsysteem te bouwen op het Lotus Notes- en Domino-platform."

De consultant van Metaware heeft geholpen bij het ontwerp en de implementatie van een Lotus Domino-toepassing, Cmware genaamd, waarme het maken en publiceren van nieuwe webpagina's met behulp van vooraf ontwikkelde sjablonen mogelijk is, zo kunnen niet-technische medewerkers informatie, foto's en andere inhoud op de site plaatsen zonder kennis van web design of programmeren.

"Met de web contentmanagementtoepassing van Metaware is het voor ons eenvoudig onze website bij te werken met de nieuwste en leukste informatie over Italiaanse vakantiebestemmingen," zegt Jeanette Kampman. "We gebruiken de Lotus Notes-client ook voor e-mail en agendatoepassingen, dus het is voor ons een bekende interface, en heel gebruiksvriendelijk."

Instant Messaging introduceren

Na het succes van de oplossing met Lotus Notes en Domino heeft La Vacanza Metaware gevraagd de oplossing uit te breiden door Instant Messaging op het internet te installeren.

"We hadden Instant Messaging gezien op de sites van grote bedrijven, en vroegen ons af of het voor ons ook een optie zou kunnen zijn," vertelt Jeanette Kampman. "Metaware heeft ons geholopen IBM Lotus Sametime te integreren in onze bestaande oplossing om deze functionaliteit te bieden – en het heeft al een heel verschil gemaakt voor onze zaken."

Snellere, persoonlijkere klantenservice

Met Instant Messaging op de website kunnen klanten direct contact maken met medewerkers van La Vacanza, die meteen antwoord kunnen geven op vragen die ze hebben over accommodatie, beschikbaarheid of algemene informatie over vakanties in Italië.

"Vroeger ontvingen we vragen per e-mail, en hoewel we die snel beantwoordden, kreeg de klant het antwoord niet voordat hij de volgende keer zijn e-mail controleerde, wat een dag of soms weleens een week later kon zijn," zegt Jeanette Kampman. "Met Lotus Sametime krijgen ze direct een antwoord, en dit leidt vaak tot een directe boeking. Zelfs 20 procent van onze nieuwe klanten legt nu voor de eerste keer contact met ons via Instant Messaging.

"Afgezien van de reactiesnelheid kunnen we in de online chats met onze klanten laten zien dat we echt veel weten en houden van Italië en de accommodatie die we ze bieden, in tegenstelling tot de onpersoonlijke service die door de meeste grote reisbureaus geboden wordt. Dit is voor ons een belangrijk onderscheidingspunt, waarmee we een groep loyale klanten kunnen opbouwen die ieder jaar weer terugkomt."

Ze vervolgt: "Metaware is een uitstekend partner om zaken mee te doen – haar consultants kunnen onze wensen vertalen in eenvoudige, betaalbare technische oplossingen en bieden ons toegang tot IBM-technologieën waarvan de betrouwbaarheid getest en bewezen is door veel grotere bedrijven. Met Lotus Notes and Domino en Lotus Sametime hebben we een platform waarmee we ons gehele bedrijf online kunnen runnen en de kosten laag kunnen houden, zonder in te hoeven leveren op klantenservice."

"Metaware is een uitstekend partner om zaken mee te doen – haar consultants kunnen onze wensen vertalen in eenvoudige, betaalbare technische oplossingen en bieden ons toegang tot IBM-technologieën waarvan de betrouwbaarheid getest en bewezen is door veel grotere bedrijven."

Jeanette Kampman
Oprichtster
La Vacanza

Key Components

- IBM Lotus Notes and Domino
- IBM Lotus Sametime
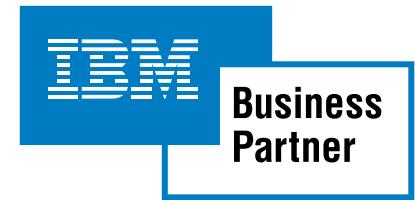
Het KNMI voorspelt een stijging in efficiency en bruikbaarheid met EForms en IBM Lotus Forms
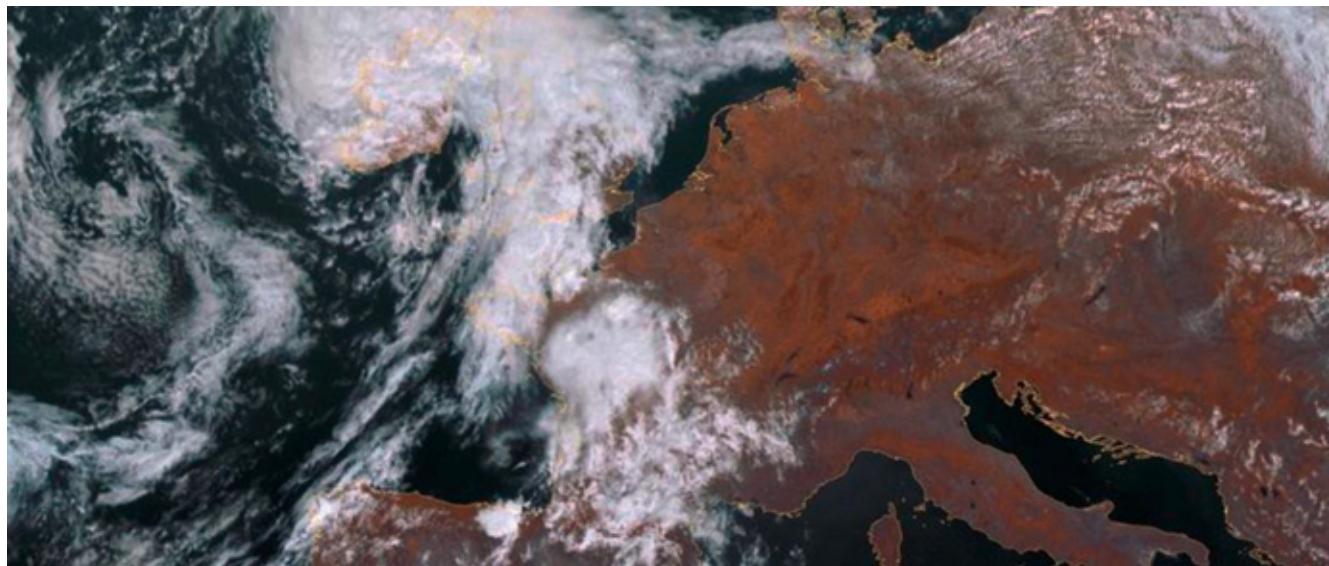
Bedrijfsprofiel

■ *De uitdaging*

Het KNMI zag dat de kosten voor opleiding en ondersteuning die benodigd zijn voor de voorspellingstoepassingen, die de afgelopen jaren ontwikkeld zijn in verschillende programmeertalen, stegen, terwijl de productiviteit onder de maat bleef. De tijd en het geld die besteed werden aan IT-onderhoud, de ontwikkeling van toepassingen en het opleiden van personeel kon beter in bedrijfsontwikkeling en grotere nauwkeurigheid van de voorspellingen geïnvesteerd worden.

■ *De oplossing*

Door samen te werken met EForms (www.eforms.nl), een IBM Business Partner, kon het KNMI haar tien voorspellingssystemen samenvoegen in een enkele toepassing, op basis van IBM Lotus Forms die draaien op Linux. EForms heeft ook een op Java gebaseerd planningssysteem ontwikkeld, waarmee taken aan de meteorologen worden toegewezen en dat een controlelijst bevat waarmee gezorgd wordt dat de voorspellingen op tijd uitgevoerd worden.

■ *De voordelen*

Het nieuwe geïntegreerde systeem is zo ontwikkeld dat het eenvoudiger is voor meteorologen om te leren, waardoor de opleidingsdruk verlaagd wordt en de productiviteit verhoogd wordt. De enkele, op open standaards gebaseerde oplossing is ontwikkeld om goedkoper te zijn in onderhoud en ontwikkeling; het KNMI is ook niet meer afhankelijk van de eigen technologieën van individuele leveranciers.

Het KNMI (Koninklijk Nederlands Meteorologisch Instituut) is een overheidsinstelling die weersvoorspellingen en waarschuwingen afgeeft aan het Nederlandse volk, en aan de scheep- en luchtvaart. Het instituut is gevestigd in De Bilt, nabij Utrecht, en er zijn ongeveer 500 mensen werkzaam, waarvan 60 meteorologen.

Weersvoorspellingen worden 24 uur per dag, 7 dagen per week gedaan, en het KNMI verdeelt de dag in drie shifts van acht uur. In iedere shift zijn er vijf meteorologen werkzaam. Meteorologen moeten meerdere voorspellingen kunnen doen binnen zeer strakke deadlines voor de luchtvaart, scheepvaart en het algemene publiek.

Marcel Molendijk, Programmaleider bij het KNMI, legt uit: "We stellen misschien wel 80 verschillende soorten weersrapporten op; voor de scheepvaart, voor de luchtvaart en voor het algemene publiek. Ieder rapport wordt opgesteld aan de hand van andere normen, en in de loop der tijd hadden we verschillende IT-systemen gebouwd waarmee we deze rapporten konden maken. Op een gegeven moment hadden we tien verschillende toepassingen in productie, alleen om voorspellingen mee te doen."

De systemen waren geschreven in een aantal verschillende programmeertalen; Microsoft Visual Basic, Microsoft Acces, Java, Delphi en andere. Daarom had de IT-afdeling van KNMI veel ervaren medewerkers nodig om deze systemen te kunnen onderhouden – en het was vaak ook moeilijk de oudere toepassingen aan te passen aan de veranderende wensen van het instituut. Door gebruik te maken van eigen technologieën konden softwarelicenties duur zijn, en het KNMI zat vast aan de leveranciers, en kon dus niet kiezen voor de meest kosteneffectieve optie om de omgeving op te waarderen.

Daarnaast, als er een nieuwe meteoroloog aangenomen werd, was het ook een langdurig en complex proces hem op te leiden in de verschillende systemen. Omdat bijna alle toepassingen werkten op basis van server-client, moest ieder voorspellingsstation bijgewerkt worden met de nieuwste versie van de clientsoftware, waardoor de flexibiliteit op de werkplek beperkt werd en meteorologen niet buiten de weerkameromgeving konden werken.

"We besloten op zoek te gaan naar een oplossing waarmee de functionaliteit van alle tien de toepassingen samengevoegd kon worden in één systeem met een eenvoudige interface," vertelt Marcel Molendijk. "We wilden er ook voor zorgen dat deze oplossing volledig voldeed aan open standaards, en overal toegankelijk was."

Key Components

- IBM Lotus Forms
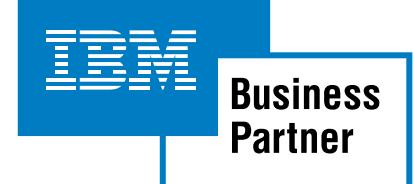
"Het was voor ons belangrijk een partner te vinden die niet alleen een uitstekende technische reputatie had, maar ook de complexe eisen van onze organisatie kon begrijpen. EForms was zeker de juiste keuze."

Marcel Molendijk
Programmaleider
Koninklijk Nederlands Meteorologisch
Instituut
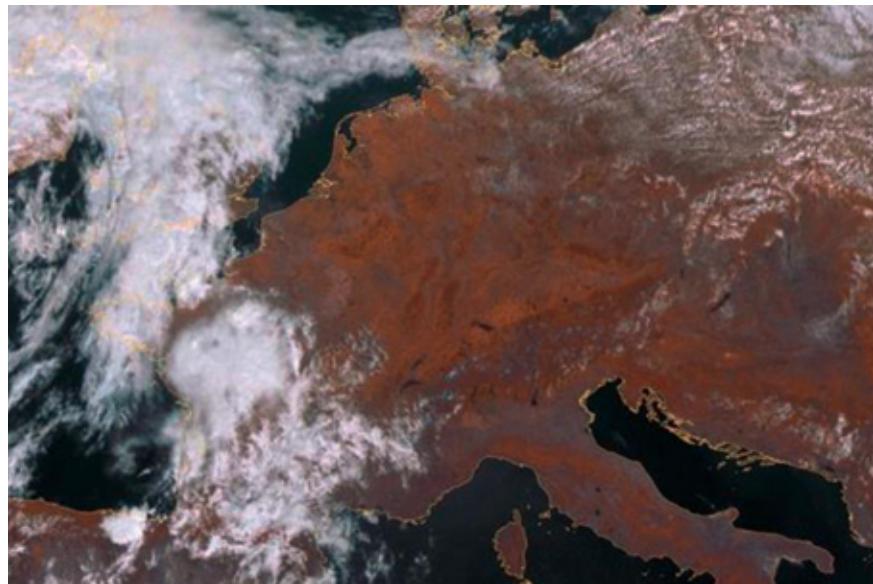
Een oplossing zoeken

Het KNMI begon te zoeken naar oplossingen en ontdekte al snel EForms, een IBM Business Partner die gespecialiseerd is in oplossingen rond IBM Lotus Forms.

"Het was voor ons belangrijk een partner te vinden die niet alleen een uitstekende technische reputatie had, maar ook de complexe eisen van onze organisatie kon begrijpen," legt Marcel Molendijk uit. "EForms was zeker de juiste keuze. Een van de consultants van EForms heeft tijdens het project zo nauw met ons samengewerkt, dat hij nu bijna zelf een meteoroloog is."

Lotus Forms gebruiken

Lotus Forms biedt een enkel webinterface waarmee het KNMI meer dan 50 verschillende soorten weerrapporten kan genereren, bewerken en opslaan. Omdat er steeds meer van de bestaande toepassingen voor het opstellen van rapporten worden vervangen door Lotus Forms verlaagt het KNMI de werkdruk op het gebied van onderhoud, ontwikkeling en training, terwijl de flexibiliteit verhoogd wordt.

"De Lotus Forms-oplossing maakt het veel eenvoudiger de IT-omgeving te ontwikkelen en bij te werken," zegt Marcel Molendijk. "We weten bijvoorbeeld dat een nieuwe reeks internationale standaards later dit jaar geïntroduceerd wordt, en hiervoor moeten we aan een aantal van onze rapporten wijzigingen aanbrengen. Voorheen zou het doen van aanpassingen een zeer complex proces geweest zijn, maar met een enkel platform op basis van open standaards kunnen we de ontwikkeling snel en kosteneffectief afhandelen."

Overstappen op open standaards

Lotus Forms maakt gebruik van de standaard XForms, die gebaseerd is op XML. Door het gebruik van open standaards kan het KNMI putten uit een veel bredere ondersteuningsbasis dan met eigen technologieën, waardoor de IT-kosten laag moeten kunnen blijven en ze niet vast zitten aan een bepaalde leverancier. Het KNMI draait Lotus Forms op Linux, en gebruikt ook een werkplanningsoplossing op basis van Java, gebouwd door EForms.

"Linux, Java en XML zijn cruciale onderdelen van de algehele IT-strategie van het KNMI, die bestaat uit het zover mogelijk overstappen op een strategie met open software," zegt Marcel Molendijk. "Het is vooral belangrijk voor ons als overheidsinstelling om zo goed mogelijk gebruik te maken van overheidsgelden, dus open software is een uitstekende manier om kosten te besparen zonder in te hoeven leveren op kwaliteit, betrouwbaarheid of de beschikbaarheid van technische ondersteuning."

Eenvoudige, op browser gebaseerde interface

De oplossing voor het plannen van werkzaamheden op basis van een webbrowser toont iedere meteoroloog aan het begin van zijn shift een lijst met taken die voltooid moeten worden. Als een taak voltooid is, dan wordt deze automatisch van de lijst verwijderd, en een taak die over tijd is, wordt in rood weergegeven. Als voor de taak een formulier gemaakt moet worden, kan de meteoroloog met een klik op de muis doorklikken naar het Lotus Forms-systeem.

"Het is een veel eenvoudigere interface voor de meteorologen, dus ze hebben veel minder training nodig," zegt Marcel Molendijk. "Daarnaast kunnen ze, door de mogelijkheid het systeem te openen via een internetbrowser, vanaf iedere computer werken, zonder dat er cliëntsoftware geïnstalleerd hoeft te zijn."

Marcel Molendijk sluit af: "De samenwerking met EForms aan deze samengevoegde oplossing was een grote strategische beslissing voor het KNMI en hij heeft al verschillende voordelen opgeleverd: verhoogde flexibiliteit en bruikbaarheid en minder behoefte aan gebruikerstraining; en een veel eenvoudigere, kosteneffectievere onderhouds- en ontwikkelingsmogelijkheid."

"De Lotus Forms-oplossing maakt het veel eenvoudiger de IT-omgeving te ontwikkelen en bij te werken… met een enkel platform op basis van open standaards kunnen we de ontwikkeling snel en kosteneffectief afhandelen."

Marcel Molendijk
Programmaleider
Koninklijk Nederlands Meteorologisch Instituut

EForms
The Electronic Forms Company

IBM
Business Partner

SEB Latvija izveido visaptverošu biznesa platformu, izmantojot IBM programmatūru Lotus Notes un Domino

Apskats

■ **Izaicinājums**

Bankas darbībai attīstoties, tās vietējā IT infrastruktūra, kā arī procesi, kuru pamatā bija drukāti materiāli, radīja aizkaves un pudeles kakla efektu informācijas jomā, ierobežojot pakalpojumu ātrumu un kvalitāti. Banka vēlējās optimizēt plašu biznesa procesu diapazonu, nodrošināt ātru un vienkāršu informācijas apmaiņu visā grupā un samazinot darba izmaksas.

■ **Risinājums**

Uzņēmums Exigen Services (www.exigenservices.com), kas ir korporācijas IBM biznesa partneris, palīdzēja SEB Latvija izstrādāt un ieviest lietojumprogrammu komplektu, kas aptver plašu bankas procesu diapazonu — sākot ar deponējuma līgumiem un beidzot ar bankas automātu (ATM) uzturēšanu — par pamatu izmantojot IBM Lotus Notes un Domino platformu.

■ **Priekšrocības**

Pāreja no manuāliem procesiem uz automatizētām darbplūsmām palīdz samazināt administratīvā aparāta slodzi, paātrina klientu apkalpošanu un uzlabo datu kvalitāti. Informācijas apmaiņa notiek droši, uzticami un ātri visā grupā, uzlabojot klientu apkalpošanu un samazinot izmaksas un aizkaves.

Banka Skandinaviska Enskilda Banken (SEB) ir viena no Ziemeļeiropas lielākajām banku grupām, kas darbojas visās Ziemeļvalstīs, kā arī Vācijā, Polijā, Krievijā, Ukrainā un Baltijā.

Latvijā šai bankai ir 70 filiāles, kurās strādā aptuveni 1500 darbinieku un kas sniedz pakalpojumus uzņēmumiem un klientiem visā valstī. Šai bankai pieder arī vairākas komercsabiedrības, ieskaitot SEB līzingu, SEB Wealth Management, SEB atklāto pensiju fonu un SEB Dzīvības apdrošināšanu.

SEB Latvija uzņēmējdarbībai attīstoties uzņēmums sāka meklēt jaunus veidus, kā optimizēt un uzlabot tā pamata darbu. Daudzi no esošajiem procesiem ietvēra papīra dokumentu nodošanu apstiprināšanai, bet citi bija atkarīgi no datiem, kas glabājas dažādās decentralizētās IT sistēmās. Tā rezultātā darbiniekiem bieži vien bija grūti piekļūt visai nepieciešamajai informācijai, kā arī aizkaves un pudeles kakla efekts ietekmēja klientu apkalpošanas ātrumu un efektivitāti.

Pirmie soļi ceļā uz jaunu risinājumu

Vispirms banka nolēma ieviest jaunu grupprogrammatūras platformu, lai uzlabotu sakarus un sadarbību starp darbiniekiem. Iekšējā IT grupa sāka meklēt partneri, kas palīdzētu ieviest šo risinājumu, un pēc pilnas piedāvājumu konkursa procedūras izvēlējās uzņēmumu Exigen Services.

"Exigen atstāja uz mums iespaidu ar savu efektīvo un profesionālo pieeju," saka Tatjana Vasiļjeva, SEB Latvija Informācijas sistēmu izstrādes nodaļas vadītāja. "Mēs bijām pārliecināti, ka Exigen komandai ir nepieciešamās prasmes un biznesa zināšanas, lai palīdzētu mums izveidot nepieciešamo risinājumu."

Pēc Exigen padoma SEB Latvija izvēlējas IBM Lotus Domino ziņojumapmaiņas un sadarbības platformu un ieviesa šo programmatūru serveros savā centrālajā datu centrā. Pēc tam IBM Lotus Notes klienta programmatūra tika nodrošināta lietotājiem SEB filiālēs visā valstī.

"Viena no IBM Lotus lielākajām priekšrocībām ir elastība," skaidro Tatjana Vasiļjeva. "Lotus Notes klients nodrošina jaudīgu saskarni, kurai dod priekšroku daudzi lietotāji. Vienlaikus daudzi vēlas pieteikties sistēmā, izmantojot tīmekļa pārlūkprogrammas, lai varētu strādāt gandrīz jebkurā vietā."

Partnerattiecību veidošana

Kad platforma bija vietā, Exigen un SEB Latvija IT grupa sāka sadarboties ar biznesa lietotājiem, lai apkopotu prasības un plānotu jaunu lietojumprogrammu sistēmu, kas automatizētu procesus un palielinātu darba efektivitāti.

"Mēs uzņēmumā Exigen saskatījām ilgtermiņa partneri ar resursiem un tehniskajām zināšanām, kas mums palīdzētu īstenot iesākto IT un biznesa attīstības programmu," komentē Tatjana Vasiļjeva. "Bankas ir ātri progresējoša nozare, un mēs pastāvīgi saņemam no uzņēmuma jaunu IT sistēmu pieprasījumus. Tāpēc mums ir svarīgi sadarboties ar piegādātāju, kas atbilstu šīm prasībām jau tajā brīdī, kad tās rodas."

Jaunā lietojumprogrammu sistēma

Kopš bankas un Exigen sadarbības sākuma 1999. gadā ir izstrādāts plašs Lotus Domino lietojumprogrammu klāsts, ieskaitot personāla pārvaldību, dokumentu pārvaldību, zvanu centra sistēmas, darbinieku apmācību, aizdevumu dokumentācijas apstrādi, mārketinga līgumu pārvaldību, ATM uzturēšanu un IT projektu pārvaldību.

"Tas prasītu daudz laika, lai paskaidrotu, cik liels ieguvums mūsu uzņēmējdarbībā ir katra no šīm sistēmām — piemēram, darbplūsmu nodrošinājums, kas palīdz standartizēt, pārvaldīt un regulēt mūsu darba stilu," stāsta Tatjana Vasiļjeva. "Lotus Notes un Domino nodrošina īpaši uzticamu augstas veiktspējas vidi darbplūsmas lietojumprogrammām, kas palīdz sekmēt mūsu darba procesu saskaņotību un kvalitāti."

Biznesa lietotāju ieguvumi

Šīm lietojumprogrammām darbojoties, svarīgi uzņēmējdarbības dati vairs nav jāapkopo no atsevišķām izklājlapām, jāmeklē lokālajos failu serveros vai jādrukā un jāizplata manuāli, bet gan Lotus risinājums ir izstrādāts tā, lai nodrošinātu vienu centralizētu un strukturētu vidi, kurā lietotāji var atrast un koplietot visu nepieciešamo informāciju.

Turklāt Exigen palīdzēja SEB Latvija vairākas lietojumprogrammas integrēt ar Oracle finanšu datu bāzēm un Microsoft Office. Gandrīz visām lietojumprogrammām var piekļūt gan no Lotus Notes klienta, gan no vienkāršas tīmekļa saskarnes, ļaujot lietotājiem strādāt sev ērtākajā veidā.

Tatjana Vasiļjeva noslēgumā saka: "Par izstrādes pamatu izmantojot IBM Lotus platformu, uzņēmums Exigen un SEB Latvija ir izveidojis IT vidi, kas izmanto jaunākās tehnoloģijas, lai nodrošinātu uzņēmējdarbības procesu uzlabošanu un automatizāciju. Šīs ilgās un rezultatīvās sadarbības laikā Exigen grupa ir parādījusi izcilas projektu vadības un tehniskās prasmes, kā arī nodrošinājusi rentablu risinājumu."

"Par izstrādes pamatu izmantojot IBM Lotus platformu, uzņēmums Exigen un SEB Latvija ir izveidojis IT vidi, kas izmanto jaunākās tehnoloģijas, lai nodrošinātu uzņēmējdarbības procesu uzlabošanu un automatizāciju."

Tatjana Vasiļjeva
Informācijas sistēmu izstrādes nodaļas
vadītāja
SEB Latvia

Key Components

- IBM Lotus Notes and Domino

Správa a údržba silnic Pardubického kraje dláždí cestu k lepší komunikaci s IBM Lotus Quickr

Přehled

■ *Výzva*

S 15 vzdálenými závody se společnosti SUS (Správa a údržba silnic Pardubického kraje), zabývající se údržbou silnic, nedostávalo kontroly nad dokumentaci a bylo pro ně obtížné elektivně sdílet informace mezi personálem v různých místech. Zasílání informací prostřednictvím emailových příloh bylo neefektivní a způsobovalo vysoké zatížení poštovních serverů společnosti.

■ *Řešení*

Společnost SUS ve spolupráci s KAISER DATA (www.kaiser.cz), obchodním partnerem společnosti IBM, nasadila řešení IBM Lotus Quickr na serveru IBM BladeCenter. Řešení Lotus Quickr je integrováno do softwaru IBM Lotus Notes a Microsoft Office a pomáhá poskytovat jednotné úložiště pro všechny dokumenty a informace společnosti, společné plánovací kalendáře a pracovní schémata.

■ *Výhody*

S centrálním uchováním všech informací dokázala společnost SUS zajistit správné řízení verzí dokumentů a implementovala pravidla přístupu uživatelů na základě rolí - to poskytlo správným lidem rychlý přístup ke správným informacím. Webové uživatelské rozhraní, integrace kancelářského balíku Office a jednoduchá správa pomáhají usnadňovat život uživatelů i personálu IT.

Společnost SUS se zabývá údržbou silnici a má sídlo v Pardubickém kraji v České republice. Společnost v kraji provozuje 15 závodech a zaměstnává cca 150 osob.

I když tito zaměstnanci pracují v různých místech, často musí spolupracovat a sdílet informace. Správa projektů údržby silnic vyžaduje velký objem dokumentace pro každodenní správu projektů a poskytování zpráv, společnost navíc musí vykazovat shodu se specifickými standardy ISO.

"Ukládali jsme většinu naší dokumentace na serveru FTP," vysvětluje Ing. Tomáš Stehlík, ekonomický náměstek v SUS. "Nedokázali jsme však spravovat přístup jednotlivých uživatelů, proto měl každý ve společnosti přístup ke všemu. Uživatelé tak mohli náhodně změnit nebo smazat dokumenty a bylo pro ně obtížné najít informace, které potřebovali."

Dalším problémem byla neexistence řízení verzí dokumentů. Dokumenty byly často upravovány a distribuovány emailem, takže často nebylo jisté, která verze souboru byla ta nejčerstvější. Kromě toho, zasílání informací prostřednictvím emailových příloh bylo neefektivní a způsobovalo vysoké zatížení poštovních serverů společnosti. Protože některé dokumenty byly uchovávány na poštovním serveru, některé na serveru FTP a některé na lokálních počítačích, bylo obtížné zajistit, aby všechny informace byly řádně zálohovány.

Vyhledání partnera

Společnost SUS si vyžádala konzultace od KAISER DATA, obchodního partnera společnosti IBM, s cílem nalézt řešení těchto problémů.

"Spolupracovali jsme s konzultanty ze společnosti KAISER DATA na předchozích projektech a byli jsme velice spokojeni s jejich technickými znalostmi a obchodními zkušenostmi," komentuje to Ing. Tomáš Stehlík. "Věřili jsme, že navrhnou správné řešení našich potřeb – což se splnilo!"

Společnost KAISER DATA doporučila implementaci řešení IBM Lotus Quickr, které poskytuje centrální úložiště dat pro veškerou dokumentaci, s přístupem na základě rolí, s pracovními schématy a řízením verzí dokumentů. Po úspěšném jednoměsíčním testovacím provozu společnost SUS dala projektu zelenou.

Společnost KAISER DATA pak implementovala software do prostředí Microsoft Windows, vše pracuje na firemním serveru IBM BladeCenter. Projekt byl dokončen do tří měsíců – podle plánu a s dodržením rozpočtu.

Výhody centralizace

S pomocí Lotus Quickr se mohou zaměstnanci přihlásit do centrálního úložiště dokumentů prostřednictvím jednoduchého rozhraní webového prohlížeče. Správci nyní dokáží specifikovat přístupová oprávnění pro každého zaměstnance v týmu, takže důvěrný materiál je zabezpečený a uživatelé zároveň nemusí prohledávat velké objemy nesouvisejících informací, aby nalezli soubory, které potřebují. Uživatelé mohou také získat oprávnění pro přístup pouze ke čtení k jistým souborům - například k dokumentům, které se týkají standardů ISO - tím se snižuje riziko náhodné úpravy nebo smazání důležitých souborů.

Řešení Lotus Quickr rovněž pomáhá eliminovat problémy s řízením verzí dokumentace. Veškerý obsah je uchováván v jedné centrální databázi, která sleduje změny a poskytuje plně auditovatelnou historii toho, kteří uživatelé upravovali které soubory. V důsledku toho by nemělo být již pochyb o tom, které verze souboru jsou nejnovější nebo nejpřesnější - to pomáhá zajistit, aby všichni zaměstnanci měli přístup ke stejným informacím.

Podobně, centralizace všech dokumentů v jediném úložišti pomáhá zajistit, aby veškerá obchodní data mohla být snadno zálohována a rychle obnovena.

Snadné používání a správa

Řešení bylo ihned vřele přijato, jak vysvětluje Ing. Tomáš Stehlík: "Díky Lotus Quickr máme velmi jednoduché a uživatelsky přívětivé řešení, naši zaměstnanci rychle poznali jeho výhody. Integrace do prostředí kancelářského balíku Microsoft Office znamená, že dokumenty mohou být uloženy v úložišti Lotus Quickr jediným klepnutím myši - tak je mnohem snazší sdílet informace prostřednictvím Lotus Quickr, než elektronickou poštou."

Zredukováním přenosů elektronické pošty ve společnosti toto řešení snížilo zatížení poštovních serverů a poskytlo zvýšený výkon a produktivitu. Protože Lotus Quickr se vyznačuje spolehlivostí a snadnou správou, tým IT ve společnosti SUS již nemusí mít starosti o technické dopady správy dokumentace.

"Správa Lotus Quickr je snadná – k dispozici je intuitivní uživatelské rozhraní, které nevyžaduje zdlouhavé školení, technickou zdatnost ani čas," tvrdí Ing. Tomáš Stehlík. "To znamená, že náš tým IT se může koncentrovat na důležité problémy, jako je strategie IT a nové projekty, namísto základní údržby nebo správy."

Na závěr říká: "Společnost KAISER DATA nám pomohla implementovat řešení, které znamená skutečný rozdíl v každodenní práci téměř každého zaměstnance ve společnosti. Sdílením informací prostřednictvím Lotus Quickr mohou uživatelé spolupracovat produktivněji, i když sídlí v různých lokalitách. Schopnost efektivněji spolupracovat nám pomáhá zvyšovat vnitřní efektivitu a poskytovat našim zákazníkům lepší služby."

"Sdílením informací prostřednictvím Lotus Quickr mohou uživatelé spolupracovat produktivněji, i když sídlí v různých lokalitách. Schopnost efektivněji spolupracovat nám pomáhá zvyšovat vnitřní efektivitu a poskytovat našim zákazníkům lepší služby."

Ing. Tomáš Stehlík
Ekonomický náměstek
SUS

Key Components

- IBM Lotus Notes and Domino
- IBM Lotus Quickr
- IBM BladeCenter

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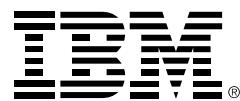
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