

## Chubu Electric speeds information sharing and decision making by creating a new, enterprisewide collaboration system using IBM Lotus solutions.

Overview
<b>Chubu Electric Power Co., Inc</b> Nagoya, Japan <a href="http://www.chuden.co.jp">www.chuden.co.jp</a>
<b>Industry</b> <ul style="list-style-type: none"> <li>Energy and utilities</li> </ul>
<b>Employees</b> <ul style="list-style-type: none"> <li>16,000</li> </ul>
<b>Products and services</b> <ul style="list-style-type: none"> <li>IBM Lotus Notes, Version 7</li> <li>IBM Lotus Quickr, Version 8</li> <li>IBM WebSphere Portal, Version 6</li> </ul>



*“We expect our new Lotus software-based solution to support a variety of objectives, including large-scale systems development projects, and education and training for new employees. Its capabilities and uses are far beyond and better than what we had anticipated.”*

—Yoshiki Ibi, general manager, Information Systems Department, Chubu Electric

**Chubu Electric Power Co., Inc. (Chubu Electric), provides electricity to five prefectures in central Japan, home to approximately 16 million people. In addition to the electric utility business, Chubu Electric supplies gas and onsite energy to businesses.**

### Challenge

To share information among its organizations and departments, Chubu Electric had been relying on e-mail, mailing lists and file servers. This process often delayed and complicated data sharing, ultimately resulting in outdated or incorrect information, declining customer satisfaction and reduced employee productivity.

Needing to strengthen its ability to resolve customer issues and optimize the information life cycle, the company sought to streamline and speed information sharing by establishing a companywide collaboration platform.

### Solution

Chubu Electric engaged IBM to create an in-house information sharing system and then to include a new service that supports interdepartmental project-based information sharing, use and collaboration. The new system supports the construction of project- or team-based Web sites, which facilitate efficient sharing of information and rapid decision making.

IBM based the platform on the following software:

- IBM WebSphere® Portal V6, which provides a user-friendly, security-rich front end to the company’s intranet
- IBM Lotus Notes® and Lotus® Domino® V7, which acts as a basic groupware platform and provides a standard protocol and Web mail as the mail server
- IBM Lotus Quickr™ V8, which is team collaboration software that enables project-based information sharing

### Benefits

- Speeds information sharing and decision making among team members and enhances team productivity and work efficiency
- Enables the client to rapidly develop high-value products and services
- Promotes innovative products and services that can help resolve energy and environmental issues



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Software Group  
Route 100  
Somers, NY 10589  
U.S.A.

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