



## Enabling Collaboration @ Suntel

### Suntel Limited

Suntel started operations in December 1996 and is the third largest telecom company in Sri Lanka with over 550,000 customers. The fastest growing telecom company in Sri Lanka, Suntel has an all-digital network that connects thousands of residential customers and businesses ranging from corner shops to the biggest corporate names in the country.



#### Client profile

Suntel puts the latest technology, innovative thinking, and an unprecedented service commitment into customizing telecom solutions. With its state-of-the-art voice & data network enabling enhanced internal and external communication it meets the most sophisticated demands of corporate customers in Sri Lanka.

This has made Suntel a preferred telecommunication services provider to all enterprise sectors in Sri Lanka for more than a decade. Suntel is also ISO 9001 and ISO:IEC 27001:2005 certified and operates one of the most advanced hosting business for the corporate customer base in Sri Lanka.

#### Task

Suntel required an integrated, robust, scalable, reliable mail messaging system that would enable the company to evolve as a fully collaborative organization. The existing mail server solution on Microsoft Exchange did not allow for effective collaboration and was not providing value for money due to high cost of ownership.

#### Solution

Suntel evaluated IBM's Lotus suite as a much-enhanced replacement for its existing solution based on Microsoft Exchange and Microsoft Office. IBM proposed a comprehensive solution on:

- Lotus Domino
- Lotus Notes
- Lotus Sametime
- Lotus Symphony

In Lotus Domino, Suntel found a reliable, scalable enterprise-grade e-mail, collaboration capabilities, and custom application platform that worked seamlessly with Lotus Notes to create a compelling collaborative environment. More than just a client for email, messaging and scheduling; Lotus Notes enables creation of **composite applications** which integrate content from multiple systems in a single context.

Suntel extended the collaboration element by using Lotus Sametime which provides enterprise instant messaging functionality and presence awareness.

Lotus Symphony provided Suntel with a feature-rich office suite that could enable users to create, edit and share word processing documents, spreadsheets and presentations **at absolutely no cost!**

#### Benefits

Moving to IBM Lotus Notes and Domino from Microsoft Exchange and Outlook reduced software licensing costs by about 50%. Apart from the obvious financial rewards, the solution gave Suntel a far more scalable, flexible and reliable solution. With Lotus Symphony, IBM's integrated office productivity suite, being based on the Open Document Format (ODF), an open industry standard, Suntel was no longer reliant on a proprietary format.

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*Dr. Tariq Marikar  
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