



## Bringing people across locations under a single platform.

HSIL was facing challenges with the outsourced e-mail solution that it was using. The company was looking for a solution that offered integration with its ERP system. HSIL found the answer in IBM Domino and Lotus Notes.



### Client profile

HSIL manufactures bathroom fittings and kitchen appliances for both domestic and international markets. It is among the top 300 companies in India, and is rated among the best 100 small and medium sized companies in the world by Forbes magazine. HSIL was established in 1960 and was the first company in the building materials industry to be awarded the ISO 9001, 14001 and OHSAS 18001 certificates. Apart from a corporate office in Gurgaon and eight regional offices, HSIL operates four manufacturing units.

### Task

HSIL was using an outsourced e-mail solution for its entire office requirements. As the company grew and its dependence on e-mail increased for everyday operations, the solution struggled to keep up with the increasing demand. HSIL did not get prompt and timely support from the service provider in fixing technical problems. Additionally, HSIL wanted to move away from home-grown solutions that operated in silos in different locations, to an Enterprise Resource Planning (ERP) system. This IT roadmap called for an e-mail solution that could be tightly integrated with the ERP solution.

*“IBM Domino and Lotus Notes fulfill the e-mail requirements of our employees across locations with zero downtime. The solution is in line with the IT roadmap that we have drawn up for our organization. We will soon integrate Domino and Lotus Notes with our SAP ERP system to enable efficient workflows across the organization.”*

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### Solution

HSIL chose SAP ERP and IBM as the implementation partner for the solution. IBM's hardware infrastructure had end-to-end capabilities. At the time of implementation, IBM recommended Lotus Notes and Domino to HSIL for its e-mail requirements. HSIL chose Domino over Microsoft Exchange as it offered integration with ERP workflows. The company then migrated to Domino 7.0.1 and Lotus Notes 7.0. Earlier this year, HSIL upgraded to Domino 8.5 and Lotus Notes 8.5. The solution now connects 25 locations and around 300 people.

### Benefits

- Zero downtime ensures uninterrupted communication across locations
- Domino 8.5 offers tight integration with the ERP system
- The look and feel offers easy adaptability for its employees
- The Domino Attachment and Object Storage (DAOS) feature allows greater storage benefits
- DAOS enables storage of company documents in repositories in the server
- Automatic sorting of sales enquiries from the web helps improve customer service



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