



Treading a smooth communication path.

MRF Limited was looking for a communication platform that connected users across locations, and was user-friendly and secure. The company chose IBM Domino® Server 7.0 and Lotus® Notes.



Client profile

MRF is a leading tyre manufacturer in India with strong presence across the country. They started out in 1946 as a toy balloon maker and soon diversified into tread rubber. This catapulted the company into tyre manufacturing, and steadily into the leadership position in the industry in India.

Task

MRF was using home-grown solutions for its e-mail requirements. As the size of the organization grew and the functions of departments and divisions got more complex, the solution could not keep pace. Corruption of the mailbox was the most common problem. The IT department spent considerable time troubleshooting. MRF decided to look for a standardized e-mail solution.

Solution

MRF evaluated IBM Lotus® Notes and Domino® Server along with Microsoft Exchange to build a robust communication solution for its employees. The company decided to go with IBM as it provided better security and collaboration capabilities than Microsoft Exchange. IBM offered MRF Domino® Server 7.0 and IBM Lotus® Notes 7. At the time of implementation in 2006, this platform connected 1000 mail users across 120 locations within India. By 2009, the number of users had reached 1400 and locations 140.

Benefits

- Secure communication platform across the enterprise
- Corruption of mailbox is a thing of the past
- IT department relieved of frequent mail troubleshooting
- IT team free to devote time to core, productive tasks
- Enhanced look and feel help in easy acclimatization of users
- Collaboration capability is a cost-effective business application

“Our employees use e-mail as an everyday, basic communication tool across locations. We wanted to ensure that the platform offered easy and secure communication. We have achieved that with IBM Domino 7.0 and Lotus Notes 7. We’re now in the process of upgrading to version 8.5 which will also give us enhanced collaboration capabilities.”

Roshan Varghese
Head, IT, MRF Limited

MRF