### Success with IBM software

IBM® software is at the heart of many successful business operations. Tens of thousands of companies, working closely with IBM Business Partners, are developing innovative ways to do better business every day by extending, developing and tailoring IBM software products to fit their precise business needs.

IBM Information Management software provides access to diverse information easily and efficiently. Underlying the explosion in data collection and analysis, our information management portfolio focuses on managing that content — sharing and exploiting information to manage risk, inform decision-making, and achieve real business value, cost-effectively.

IBM Lotus® products focus on collaboration, teamwork, connectivity and learning, with advanced tools for organizing workflows, publishing teamwork and creating communities.

IBM Rational® software is the platform for advanced application development, designed to meet the need for rapid response to changing business conditions. Rational software enables new applications to be designed, built, tested and deployed, exploiting a high degree of automation, delivering cost-effective business solutions rapidly and reliably.

IBM Tivoli® solutions for growing businesses provide simple, fast, secure IT management, assisting with the monitoring, protection, diagnosis and recovery of even the most diverse systems landscape. Take advantage of enterprise-class IT management on a midsize business budget with the IBM Tivoli® Express portfolio of storage, security and availability management solutions, which help ensure fast time-to-value for the most critical business needs. These solutions are built with practical experience, gained by working with mid-sized customers, leading Business Partners and industry experts.

IBM WebSphere® software helps businesses achieve flexibility and integration through implementing a service oriented architecture (SOA). With the WebSphere toolset, customers can integrate voice, mobile, Web and commercial operations into highly cost-effective business systems, serving the needs of shareholders and customers alike.

### Customer Business Partner Languages Solutions

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IDeA builds Communities of Practice with IBM and Conseq

The Challenge

Tasked with continuing to spread best practice and improvement in local government, the Improvement and Development Agency (IDeA) was looking for ways to develop its offerings beyond the traditional static website. Looking to the latest knowledge management theories, the IDeA identified the support and promotion of peer-to-peer contact as a key means of improving knowledge sharing. The implementation of a “Communities of Practice” solution would support individuals in local authorities across the country in sharing their knowledge and enable IDeA to work closely with practitioners in identifying and sharing best practice.

The Solution

The IDeA and Conseq (www.conseq.co.uk), an IBM Business Partner, designed a Web-based networking solution that would provide a collection of online tools, including discussion forums, wikis, blogs, event calendars and document libraries. The solution, which is accessible at www.communities.idea.gov.uk, is designed to run on the Local Government Association and IDeA's existing Web site publishing infrastructure, using IBM WebSphere Application Server Network Deployment 6.1, and supported by an IBM DB2 9.1 database running under Linux.

The Benefits

Providing online support for networks, panels, boards and group discussions (all of which are established mechanisms within Local Government) through the ‘Communities of Practice’ tool encourages exchange of information between peers, helping to spread best practices between local authorities. The browser-based solution is designed to conform to very high levels of accessibility for all users, and minimises the need for bespoke internal firewall configuration and IT solutions.

Building a solution

“The solution is made up of a number of modules held together in a single cohesive application,” explains Gary Grant, Director at Conseq. “Given that there are over two million people in local government, a solution that could scale quickly was essential. The combination of Websphere and DB2, which are built to scale from the ground up, gives us the...”

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Andrew Milne
eServices Consultant Manager
Local Government Association

“By taking a Web 2.0 approach – where communities are set up, maintained and managed by the users themselves, and all the content is user-generated – we are creating a more flexible environment that helps people communicate much more effectively.”

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(IDeA: Improvement and Development Agency
Conseq: Consequencing Agency
IBM: International Business Machines Corporation)
“This solution really promises to revolutionise knowledge management within local government,” says Andrew Milne.

The Web-based application, which can be accessed at www.communities.idea.gov.uk, gives users in diverse communities the ability to join discussion forums, write blogs and upload documents, develop wikis and even organise events to encourage face-to-face contact.

The solution has been live for just nine months, and is already home to 4,500 regular users in 145 communities, dedicated to such varied subjects as fire safety, risk management and Cornish language teaching.

“The solution really promises to revolutionise knowledge management within local government,” says Andrew Milne. “By taking a Web 2.0 approach – where communities are set up, maintained and managed by the users themselves, and all the content is user-generated – we are creating a more flexible environment that helps people communicate much more effectively.”

A foundation for growth

“We haven’t started the marketing of this service yet, so most of our current users are known to the agency or have found it through network contacts,” says Andrew Milne. “Without any formal encouragement from us, they have set up a number of vibrant communities and the feedback we’re getting is very positive.

“User numbers are growing all the time – and with a potential user-base of up to two million local government employees, we think this solution – built together with Conseq, using IBM technologies – could really make a big difference to the way local government works.”

As the solution becomes more popular, the demands on the IDeA’s IT resources are likely to increase. Thanks to the clustering and load-balancing features of WebSphere Application Server Network Deployment, the organisation will be in a good position to provide high availability for its services – simply adding new nodes to the cluster as and when required.

“The wisdom of the many”

The content generated by users is stored efficiently by the DB2 database, which runs under Linux and offers excellent performance. Using a relational database as a content management system enables data and documents to be organised and classified in a flexible manner, helping users to find the information they need more easily.

“For example, if one user submits a document he can apply a number of user-defined tags to help other people search for it,” explains Gary Grant. “If a second user finds the document and realises that it could be useful in an area that the original submitter didn’t think of, he can also tag it. The system harnesses the ‘wisdom of the many’, helping information flow within and between these online communities.”

Andrew Milne concludes: “The combination of IBM DB2 and WebSphere technologies with Conseq’s application development expertise has delivered a solution that aligns perfectly with the IDeA’s objectives.”

Andrew Milne  eServices Consultant Manager  Local Government Association
Montefarmaco OTC finds the right medicine with IBM and Gruppo G.R. Informatica

Overview

The Challenge
With more than 12,000 pharmacies as customers and only 90 staff, Montefarmaco OTC wanted a better way to manage high volumes of invoices and order requests. Large quantities of documentation relating to recent legislation and a desire to achieve ISO 14000 certification added to the need for a company-wide document management solution.

The Solution
Montefarmaco OTC implemented InteGRa.Documenti, a solution from IBM Premier Business Partner Gruppo G. R. Informatica (www.grinf.com). The company’s existing IBM DB2 Workgroup database supports the new solution, which runs on IBM WebSphere Application Server.

The Benefits
- Elimination of paper-based filing system saves physical space, simplifies administration and provides easy access to documents; smart archiving features increase efficiency of storage; solution extends investment in existing IBM software platforms – saving money and reducing training costs.
- The solution from Gruppo G. R. Informatica not only makes it easier and faster to file, store and access documents; it also helps to run cost analyses and calculate expenses. Built-in workflows are helping to spread best practices throughout the organisation, and ensure that standardized processes are followed by all employees – reducing the risk of documents being incorrectly processed or mis-filed.

Montefarmaco OTC, based in Bollate, near Milan, is one of the key players in the Italian market of over-the-counter pharmaceuticals and healthcare products. The company delivers its products nationwide to around 12,000 local pharmacies, generating up to 40,000 sales invoices every year.

This mass of documents has to be processed, filed and stored for a number of years in order to comply with a variety of Italian regulations on the traceability of pharmaceutical products. The company is also hoping to achieve ISO 14000 environmental management certification, which also requires a considerable degree of documentation on internal processes.

With just 50 staff at headquarters and 40 in the sales network, Montefarmaco OTC was finding it increasingly difficult to manage all this documentation using traditional paper-based processes.

He adds: “Often when we implement new software, we have to spend considerable time and money on retraining. But because we are so familiar with WebSphere and DB2, InteGRa.Documenti was easy to learn.”

Montefarmaco OTC implemented InteGRa.Documenti at Montefarmaco OTC. “We had to send someone to the filing room to physically look through the cabinets and find the document. Moreover, we were physically running out of space. We would have needed to take over another room just for more filing cabinets if we had not decided to move to a computerised solution.”

Building on IBM technologies
Montefarmaco OTC consulted Gruppo G. R. Informatica, an IBM Premier Business Partner specialising in document management and business process solutions. The company chose to deploy G. R. Informatica’s InteGRa.Documenti software to handle the whole information lifecycle of its various documents.

“All documents are now saved into the InteGRa.Documenti repository, which stores data on our existing IBM DB2 Workgroup database platform,” explains Luca Caramella. “The application runs on IBM WebSphere Application Server, which has also been part of our IT infrastructure for some time.

“The fact that InteGRa.Documenti utilises these IBM technologies was a key factor in our decision – not only because it extends the value of our investment, but also because the stability and usability of WebSphere and DB2 gave us confidence in the solution.”

He adds: “Whenever we need to find an invoice or contract – whether for financial purposes or to demonstrate compliance with regulations, we have access at the touch of a button.”

He concludes: “By taking advantage of the scalability of DB2 and the flexibility of WebSphere, Gruppo G. R. Informatica has delivered a superb document management solution – one that will play a key role in Montefarmaco OTC’s business operations for years to come.”

Luca Caramella
ICT Director
Montefarmaco OTC S.p.A.
ALSTEC deploys centralised document management with Infosys and IBM

Overview

The Challenge
ALSTEC manages large engineering projects for airports, defence and nuclear power operators. Email and documentation management procedures had grown piecemeal, and project information was not always stored in a single place or in a standardized manner, posing a significant business risk and affecting productivity.

The Solution
ALSTEC worked with IBM Premier Business Partner Infosys (www.infosys.co.uk) to design and implement a comprehensive solution based on IBM DB2 Content Manager Enterprise Edition content repository and DB2 Document Manager desktop on the System x platform, handling Lotus Notes email, Microsoft Office documents and AutoCAD drawings; backups are managed by Tivoli Storage Manager.

The Benefits
Traceable change management and version control reduces business risk and helps ALSTEC to manage its regulatory requirements; users can find all relevant information in one place; centralized data means less duplication and simpler backup procedures, reducing storage and maintenance costs.

ALSTEC Group, part of Babcock International Group PLC, is an engineering services provider specialising in the defence, nuclear power and airport industries. ALSTEC has annual revenues of more than £80 million, and employs around 1,000 people in the UK.

The focus of ALSTEC’s business model is moving away from straight engineering projects and towards complete service provision. Working with large organizations like Heathrow Airport or the Ministry of Defence means that the company has to handle large, complex and lengthy projects with many stakeholders and considerable pressure to deliver on time.

A key element of successful project management is the ability of those involved to gain access to the relevant documents – especially in the engineering industry, where complex drawings and CAD files are involved.

ALSTEC had a document management system in place for its engineering drawings, but the software was no longer being developed and was not flexible enough to meet future business needs.

More importantly, ALSTEC had no group-wide standard for managing emails or correspondence, which were stored at the local project manager’s discretion. Emails were either on users’ local machines or on central mail servers and were not associated with projects; other documents were stored on a variety of file servers or in hard copy.

It was becoming difficult to be certain that backups were capturing business-critical documents, and gaining an overview of a project’s documentation was virtually impossible. Duplication of files meant that storage space on file servers was being consumed rapidly, and a lack of traceability and version control made errors possible, posing a significant business risk.

Flexibility and ease of use
ALSTEC considered several document management solutions before consulting Infosys, an IBM Premier Business Partner. Infosys recommended deploying IBM DB2 Document Manager, which is capable of dealing with the complex drawings and composite documents on which ALSTEC depends.

“Apart from the flexibility of DB2 Document Manager, its main attraction was ease of use,” explains Philip Green, Technical Director at ALSTEC. “Many of the solutions we looked at were very complex and would have required considerable discipline to use properly. It was vital that staff did not reject the new system, so the simple interface of DB2 Document Manager was a real advantage.”

It was also important for ALSTEC not to be left with orphan software, as it had been with its previous document management solution. “Infosys advised us that DB2 Document Manager would be a sensible choice for the future,” says Philip Green. “It was absolutely the right decision. Infosys has a close relationship with IBM, and knows how important the DB2 Document Manager is to IBM’s overall current enterprise content management solution.”

Infosys provided a comprehensive pre- and post-sales service, conducting workshops to understand ALSTEC’s requirements, implementing the software on the IBM System x platform and running a pilot scheme. “Part of the Infosys proposition was to pass on sufficient skills for us to look after the system ourselves,” adds Philip Green. “We have learned a lot from this implementation, and it will stand us in good stead for the future.”

Centralized, standardized management
With the new solution, all users have access to all the relevant information via a convenient single interface. Skilled staff no longer have to waste time on document-hunting, and it is much easier to get an overall view of a project’s progress. Since documents are now stored in a standardized manner across the organisation, staff can move between projects more easily, without having to learn a new filing system or documentation process.

Managing documents by project also reduces the amount of duplicated files, as there is no longer any reason for individual team members to have their own copies of a document. Using an IBM DB2 Content Manager server to run the document repository thus helps keep storage requirements to a minimum, which should save money in the long term.

Backup procedures have also been radically simplified by the move to a more coherent infrastructure which eliminates the storage of vital files on local systems. Now, Tivoli Storage Manager deals with backups automatically, saving maintenance workload and holding data more securely.

Moving to the IBM document and content management solution has introduced a more process-driven methodology, ensuring better version control of engineering documents and increasing traceability. Files are less likely to be edited out-of-sequence and there is little chance of losing or overlooking important emails – a potential problem with the previous system, and a significant risk to successful large-project management.

“It is much easier now to generate progress reports and we are much more accountable, which has become much more important since we became part of Babcock – we may soon be subject to BASEL II regulations and we have to be prepared ahead of time,” says Philip Green.

“Infosys helped us make the right decision in choosing IBM DB2 Document Manager to handle our documentation,” he concludes. “By rationalizing its document management process with DB2 Document Manager, ALSTEC is in a better position to manage risk and regulation, save time and improve workflows with a solution that will scale easily for the future.”
CoFeTra on the road to integrated delivery management with ArgoNet and IBM

Overview

The Challenge
CoFeTra’s small staff team manages the logistics for large numbers of deliveries across Spain and Europe. Existing order management systems relied on spreadsheets and paper forms, which required considerable manual processing and slowed response times for customers.

The Solution
Worked with ArgoNet (www.argonet.es) to implement an order and delivery management solution based on IBM DB2 version 8.2. The solution runs on the IBM System x platform and is integrated with CoFeTra’s existing accounting systems.

The Benefits
User-friendly solution cuts processing time and provides a single point of access to all the cooperative’s order and delivery data, reducing manual workload and enabling faster response to customer queries; integration with back-end systems eliminates unnecessary paperwork and improves data integrity and saving time.

CoFeTra employs 20 people, and its main on-site team consists of just three full-time staff members. This team’s main function is to liaise with truck drivers and customers at both ends of the delivery chain, take new orders, coordinate the cooperative’s resources in the most efficient manner possible and manage invoicing.

To do this successfully, the team has to handle large numbers of phone calls – both to ascertain the details of new jobs, and to provide feedback on estimated delivery times for existing customers. Lacking a centralised order and delivery management system, CoFeTra was relying on a number of paper forms and Microsoft Excel spreadsheets to track this information – a cumbersome method which required considerable manual processing.

“It could be difficult for staff to find the right information when customers called up and wanted to know where their delivery was,” explains David Cernadas, Director of Operations at CoFeTra. “Also, the data had to be entered separately into our back-end accounting systems, which took a lot of time and increased the chance of error.

“As our staffing levels are so lean, it’s vital that we spend as much time as possible on core business activities – we simply can’t afford to waste time on unnecessary paperwork. We needed a solution which would help us focus on our customers, not our internal processes.”

Delivering a solution
CoFeTra considered a number of solutions before choosing to work with ArgoNet, an IBM Business Partner. ArgoNet participates in the IBM PartnerWorld Industry Network and is optimized in the logistics and transportation industries, which means the Business Partner has ‘optimized’ its application with IBM technologies.

“We looked carefully at CoFeTra’s business model and suggested a solution based on IBM DB2, running on the IBM System x platform,” says Jenaro Castro Project Manager at ArgoNet. “Everyone knows DB2 is a great enterprise database platform, but the CoFeTra project proves that it can offer real value to smaller businesses too.”

Via an intuitive front-end, CoFeTra’s staff can now log new orders directly into a single central database, making it easy to find orders and respond quickly to customer demands.

Order information is used for invoicing and is now transmitted automatically from DB2 to CoFeTra’s accounting systems, without any need for manual processing – saving time, increasing productivity, and greatly improving the integrity of the data.

The solution runs under Microsoft Windows XP on the IBM System x platform, delivering excellent performance and reliability for CoFeTra’s core systems. The platform’s scalable architecture will support the cooperative’s growing needs as the business expands.

“The IBM DB2 solution delivers exactly what we needed – a single, easily accessible resource for business data that boosts productivity and offers options for expansion as our business grows.”

David Cernadas
Director of Operations
Cooperativa Ferrolana de Transporte

ArgoNet did a great job on the design and implementation,” says David Cernadas. “They also gave us a lot of help with training and documentation, and we are planning to work with them again to extend the solution further.”

Driving business value
“Of course, this was a major investment for us,” says David Cernadas. “But we are confident that the DB2 solution will deliver significant savings and increased productivity through the reduction in paperwork and manual processing.”

“In terms of organising logistics, the solution has made everything easier. We can process orders and arrange vehicles for deliveries much faster than we used to, and we can offer better delivery times and greater flexibility. We’re not just responding to our customers’ needs more effectively – we’re also saving them time and money.”

The next move for CoFeTra is to open up the system to customers via a Web interface, enabling them to track orders themselves, and further reducing the administrative workload for the on-site team. In the longer term, the cooperative hopes to work with ArgoNet on a mobile solution which would allow truck drivers to log delivery details in real time.

“The IBM DB2 solution delivers exactly what we needed – a single, easily accessible resource for business data that boosts productivity and offers options for expansion as our business grows,” concludes David Cernadas.
Gewandhaus Gruber tailors a biometric customer loyalty solution with it-werke and IBM

**Overview**

The Challenge
As an innovative fashion retailer, Gewandhaus Gruber planned to increase loyalty and attract consumers by introducing a customer incentive programme – but wanted something more exciting than a standard loyalty card.

The Solution
Gewandhaus Gruber chose digiPROOF from it-werke (www.it-werke.de), a biometric solution that scans customers’ fingerprints. The solution utilises IBM Anyplace Kiosk point-of-sale hardware, and is supported by the IBM DB2 8.2 database platform.

The Benefits
Within six months, the 4,500 members of the Zebra Club loyalty scheme have spent €2.6 million in Gewandhaus Gruber stores – 15 per cent of turnover. The company has gained a personalised picture of each customer, facilitating effective marketing. Customers gain incentives, and the company avoids the costs of issuing, managing and replacing cards.

Gewandhaus Gruber is a fashion retailer based in Erding, Germany, with 10 stores across south-eastern Germany. The company sells everything from children’s clothes and sports wear to high fashion and traditional costume. Like many retailers, Gewandhaus Gruber was keen to develop a customer incentive scheme, in order to increase the loyalty of existing customers and attract new consumers to its stores. Introducing such a scheme would also enable the company to build a database of its customers’ purchases and preferences, helping management to gain increased insight into sales patterns and drive more targeted marketing campaigns.

“We looked at the kinds of loyalty programmes that other retailers were using, which generally revolved around loyalty cards,” explains Svenja Wittrowski, Project Leader at Gewandhaus Gruber. “But we are always keen to embrace innovation, so we started investigating more interesting options.”

Choosing a unique solution
Gewandhaus Gruber had realised that the traditional loyalty card had a number of disadvantages for both customers and retailers. Cards have to be printed, issued, managed and replaced when customers lose them, which can be a significant overhead.

More importantly, since so many companies now issue loyalty cards, customers are becoming unwilling to sign up for them – a new card means another piece of plastic that has to be carried around.

Finally, there are potential technical issues – carrying points over from one system to another can be complex, and functionality is limited by the technology of the card itself, hindering the development of new services.

“We were looking for a way to avoid these issues, and we discovered it-werke – a company that specialises in biometric solutions for the retail sector,” says Svenja Wittrowski. “We decided to implement it-werke’s digiPROOF solution, which enables customers to buy items and receive customer loyalty benefits simply by scanning their fingerprints.”

A team from it-werke helped Gewandhaus Gruber design a solution that would allow regular customers – known as the ‘Zebra Club’ – to pay for their purchases via the digiPROOF fingerprint scanning system. The solution uses a combination of IBM hardware and software to support the digiPROOF applications, managing the point-of-sale process from end to end.

“It-werke offered us a very high quality solution that covered everything from the initial design through development and implementation to support,” says Svenja Wittrowski. “digiPROOF is so flexible that we were able to build a version that is customised to fit our existing business processes, minimising the need to retrain our staff.”

Leveraging IBM hardware and software
The fingerprint scanning devices are integrated with IBM Anyplace Kiosk hardware, providing a compact, robust and reliable platform that helps customers make their purchases quickly and efficiently. Each transaction is processed by the digiPROOF system and the customer information is stored in an IBM DB2 8.2 database.

“IBM DB2 is at the heart of Gewandhaus Gruber’s customer loyalty solution,” explains Ulrich Kipper, CEO of it-werke. “It provides the backbone of the new customer database, which enables the company to access a mine of information on customer spending patterns and sales data. Gewandhaus Gruber wanted a robust, cost-effective database platform, and so we recommended DB2 for its excellent price-performance and industry-leading reliability.”

DB2 is one of the most widely used databases in the retail industry, and offers enormous scalability – making it an ideal platform for fast-growing environments like Gewandhaus Gruber’s CRM system. As retailers’ use of business intelligence and analytics becomes more important, the amount of data that needs to be stored and mined can increase very rapidly. In consequence, choosing a database that can deliver the required levels of capacity and performance can be crucial.

Building a partnership
“The implementation was very successful, and it-werke did a great job of ensuring that the solution was delivered on time and on budget,” says Svenja Wittrowski. “The it-werke team responded rapidly to challenges and made sure that any problems were resolved very quickly.”

Thanks to the it-werke solution and the IBM hardware and software, Gewandhaus Gruber can now offer its ‘Zebra Club’ customers a new way of shopping. Paying by fingerprint is simple and convenient, and delivers all the benefits customers expect from a loyalty programme.

“The system is very unusual and distinctive, and customers are eager to try it,” says Svenja Wittrowski. “At the same time, it has a number of practical advantages for Gewandhaus Gruber – particularly in terms of lower operational costs. We no longer need to manufacture store cards, post them to customers, manage them and replace them when they get lost, the savings are considerable.”

The business data provided by digiPROOF has enabled the company to measure the impact of the solution directly. The 4,500 Zebra Club customers have spent €2.6 million in the six months since the solution went live – an average of around €100 per customer per month. Zebra Club transactions already account for around 15 per cent of the company’s revenues, and the figure is growing as more customers join the Club.

“These are outstanding results,” comments Svenja Wittrowski. “Thanks to it-werke and IBM, Gewandhaus Gruber is not only able to offer better service and attract new customers, but has also gained valuable insight into the way customers spend their money. This information will enable us to align the business more closely to customer needs, helping to increase profits and fuel growth.”
Bell Micro - Nomad Payments

Nomad Payments boosts performance and increases resilience with Informix on System p

Overview

The Challenge
To sustain high service levels for a growing customer base, Nomad Payments wanted to increase transaction processing performance and boost IT resilience. Achieving these goals would require a full refresh of its hardware and software.

The Solution
Nomad Payments implemented two IBM System p5 570s, clustered using HACMP, to run its central Informix database. Working with Bell Micro (www.bellmicro.eu), an IBM Premier Business Partner, the company also upgraded to IBM Informix Dynamic Server 10 and WebSphere Application Server 6.1. The solution is hosted by IBM e-business Hosting Services, with a disaster recovery site in Portsmouth.

The Benefits
The IBM hardware and software delivered a five-fold increase in transactional performance, and the scalable architecture is designed to help support business growth. High availability and disaster recovery technologies, combined with Informix’s improved backup/restore capabilities, provide a resilient infrastructure with a view to supporting business-critical systems 24x7.

Building a new infrastructure
Nomad worked with IBM e-business Hosting Services to deploy two IBM System p5 570 servers at an IBM data centre in Warwick.

The System p servers are clustered using IBM HACMP (High Availability Cluster Multi-Processing) to provide a high availability solution, and run the company’s Informix database under IBM AIX 5L. Each p5-570 holds 16 IBM POWER6+ processors, of which half are currently active. The extra processors can be activated on a temporary or permanent basis to help Nomad handle peak workload or respond to business growth.

A further three Intel-based servers have been deployed to run WebSphere Application Server 6.0 under Linux, and IBM e-business Hosting Services offers storage via an on-demand model, providing a flexible and highly scalable infrastructure.

By contrast, Informix Dynamic Server 10 offers highly localised backup and restore functionality, enabling the recovery of individual tables without interrupting the entire instance. As a result, Nomad has an easier and safer way of handling database issues, reducing business risk.

Leveraging IBM Informix
With the hardware in place, Nomad worked with Bell Micro to negotiate licensing agreements and upgrade its core software to IBM Informix Dynamic Server 10 and WebSphere 6.1.

“Our main driver for the software refresh was to keep up to date and ensure that our new landscape would be supported for the next three years,” says Clive Taylor. “But there are also a number of new features in Informix Dynamic Server 10 that could potentially make a big difference to our business.”

With Nomad’s previous database platform, it was only possible to perform backups at an instance level – making it very difficult to restore data without taking the entire system offline. Since Nomad’s central database instance supports a number of different customers, all of whom demand 24x7 availability, this was not an option. As a result, on the rare occasions when a restore was necessary, the company’s IT staff had to employ a complex workaround.

Going forward, Bell Micro will play a key role in the ongoing support of the IBM software landscape, helping to maintain high availability levels and ensure a disruption-free service for Nomad’s customers.

“This new solution from IBM e-business Hosting Services and Bell Micro can handle up to 53 transactions per second, making it nearly five times faster than our previous infrastructure,” says Clive Taylor. “This increased performance, combined with the scalability of Informix and the expandable System p architecture will help us meet the needs of our customers both now and in the future.”

Dramatic improvement in performance
With the hardware in place, Nomad worked with Bell Micro to upgrade its core software to IBM Informix Dynamic Server 10 and WebSphere 6.1. Bell Micro also helped to negotiate a licensing agreement with IBM that offered excellent value for Nomad.

Going forward, Bell Micro will play a key role in the ongoing support of the IBM software landscape, helping to maintain high availability levels and ensure a disruption-free service for Nomad’s customers.

“Our latest benchmarks show that in terms of transactional performance, Informix Dynamic Server is considerably faster than most competing databases, so it can be a great option for companies like Nomad. Since Informix can achieve the same level of performance with less hardware than its rivals, choosing Informix can help to speed return on investment and reduce operational costs.”
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 IBM Business Partner Sander Software (www.sander-software.dk), a solution built on the IBM Lotus Domino platform, which is integrated with IBM Lotus Notes and Domino 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 record of all incidents, helping with compliance. We have recently been audited by PricewaterhouseCoopers, and they were very impressed with the system.

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.

When a given issue has been resolved, 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

Dansikring Direct specialises in alarm solutions for the small business and residential sectors. Part of the Securitas Direct group, Dansikring is headquartered at Kæge 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 7 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.

“If a given issue has been resolved, 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 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

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.”

Kenneth Pasciak
IT Manager
Dansikring Direct

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.
Niro gains easy access to information with IMAM and IBM Lotus Sametime

Overview

The Challenge
Engineering design company Niro stores data in numerous repositories – including a Microsoft ERP system, an Oracle document management system, and IBM Lotus Domino databases. Accessing these data sources required client software and specialist knowledge, making it difficult for business users to get information, especially while out of the office.

The Solution
Niro deployed IMAM technology (www.imam.dk), an IBM Lotus Sametime solution from Semaphor (www.semaphor.dk). IMAM facilitates the creation of IM agents that enable users to quickly query databases and retrieve information via a simple interface.

The Benefits
IMAM can connect to almost any data source, eliminating the need for client software and making it easier to access information. IMAM enables the creation of IM agents easily, without any need for coding – Niro was able to set up three new IM agents on the day the solution went live. Lotus Sametime supports mobile devices, so Niro will be able to extend the solution to travelling sales teams.

The company relies on a number of key IT systems to support its operations. Microsoft Dynamics AX provides an ERP solution to handle supply chain management and production processes, while project documentation, drawings and blueprints are stored in an Oracle document management solution. In addition, the company uses a number of database-driven IBM Lotus Notes and Domino applications, as well as email and calendaring functions.

Niro A/S, part of the GEA Group, is a Danish company that specialises in the development, design and engineering of liquid and powder processing equipment for the manufacture of products in powder, granular or agglomerate form. Niro leads the GEA Group’s Process Engineering Division, which employs 4,500 people in 50 countries; of these, around 500 work directly for Niro in Soeborg, Denmark.

Finding a more flexible solution
Niro started looking for a solution that could provide a more flexible way to access its various data sources, and discovered IMAM (Instant Messaging Agent Manager), a solution for IBM Lotus Sametime from Semaphor, a Danish IBM Business Partner.

"With so many different data sources, it was becoming difficult for users to get access to all the information they needed," says Pernille Herold, Lotus Notes Administrator at Niro. "Most of the databases required client software, so users could not access the data they needed unless they were using a PC with the right software installed. Often, they had to ask their colleagues to get the information for them, which was inefficient. Moreover, provisioning all the company’s desktops and laptops with the latest client software was a headache for the IT department."

"IMAM is an application that integrates with Lotus Sametime and enables the design, execution and management of instant messaging agents, or chat robots," explains Tobias Forsmark, Managing Director of Semaphor. "These agents can connect to almost any data source – JDBC/ODBC, XML, SQL, Lotus Domino, Google and so on – and extract information for the user."

Niro was already using Lotus Sametime 8 for presence awareness, instant messaging and Web conferencing, so the IMAM solution seemed an ideal way to maximise the value of its existing investment in the Sametime platform.

Pernille Herold comments: "All that our users need is a Lotus Sametime client; they use the simple interface to interact with the chat robots and request data from our databases. For example, we have built a robot which enables users to check inventory in our Microsoft Dynamics AX ERP system – all the user has to do is type in a product code and the robot immediately queries the relevant database."

Niro has also designed IM agents that connect to the Oracle document management system and to the Lotus Notes and Domino calendaring system. The latter is particularly useful, enabling users to search the calendars of groups that they are not members of. They can simply type in the name of one of their colleagues and the agent will return a list of that person’s appointments for that day.

Avoiding development costs
"IM agents for Lotus Sametime have been available for a while now, but building them always used to require expensive custom development work," says Pernille Herold. "By contrast, creating robots in IMAM requires no programming knowledge at all. The solution provides a very simple, GUI-based process that non-technical staff can easily master – saving the cost of development and greatly increasing the speed of deployment. In fact, on the same day that the solution went live, we were able to set up three new robots from scratch."

The simplicity of the IMAM solution means that Niro should be able to design and deploy IM agents very rapidly in response to changing business needs. Instead of a lengthy development process, IMAM should reduce the lead time on the introduction of new functionalities to a matter of hours.

Niro’s next step will be to leverage the mobile capabilities of Lotus Sametime by rolling out IMAM to users’ mobile phones. The potential benefits of this rollout for the company’s travelling sales teams are enormous – for example, it could enable them to check customer information, order status, current inventory and production scheduling even when they have no access to their PCs.

In the future, Niro also intends to extend the use of Lotus Sametime in other areas of the business – for example, by integrating the software with the company’s IP telephony system.

"IMAM from Semaphor is an ingenious solution that leverages the simplicity and flexibility of Lotus Sametime to optimise and enhance our business," concludes Pernille Herold. "With easier access to business data, our users and IT staff save time, and the ability to deploy new IM agents rapidly makes a significant improvement to our business agility."
OKI implements a flexible CRM solution with IntelliGlobe and IBM Lotus technologies

The Challenge
The Northern Europe division of OKI Printing Solutions needed an advanced Customer Relationship Management (CRM) solution to help it maintain excellent customer service levels while continuing to follow a lean staffing strategy.

Overview
The Northern Europe division of OKI Printing Solutions has offices in Denmark, Finland, Norway and Sweden, and employs around 60 people. The company sells printing, fax and MFP (multi-function printing) solutions to businesses across the region – deploying state-of-the-art hardware customised to meet the copying, scanning and printing needs of individual customers.

OKI treats each solution as a project, providing ongoing technical support. The successful management of these projects is a key differentiator between OKI and its rivals.

"The market for printing solutions is characterised by keen competition among suppliers with very similar products and prices," says Lars Hargaard, Marketing Manager of the Northern Europe division of OKI Printing Solutions. "This means that the service we provide for our end-customers, distributors and 700 resellers is a very important competitive parameter."

With a relatively small staff, OKI’s Northern Europe division realised that supporting this network of partners and customers effectively would be impossible without the support of a sophisticated CRM system. The company began to look for a solution that would ensure that all its projects could be managed to a high standard.

The Solution
Working with IntelliGlobe (www.intelliglobe.dk), an IBM Business Partner, the company deployed a customised CRM solution built on the IBM Lotus Notes and Domino platform.

The Benefits
Advanced Lotus replication features are designed to enable remote employees to work offline when needed, synchronising data with office servers the next time they connect to the internet. IntelliGlobe CRM stores all customer records and correspondence in a single repository, protecting against the loss of crucial data and making it easier for staff to access the information they need to serve customers rapidly and effectively.

Leveraging Lotus technologies
As part of its global IT strategy, OKI requires all its divisions to use IBM Lotus Notes and Domino to provide email, calendaring and collaboration services. But the capabilities of the Lotus platform extend well beyond these functions, as Lars Hargaard explains:

“Lotus Domino provides an ideal environment for the development of database-driven applications, and many of IBM’s Business Partners sell highly sophisticated solutions based on the Lotus Domino platform. We decided to leverage our existing investment and look for a CRM solution that could make the most of the Lotus environment.”

The company looked at four different CRM products from different IBM Business Partners, before choosing to work with IntelliGlobe (www.intelliglobe.dk), a Danish IBM Business Partner specialising in customer relationship management solutions.

"There were several good products, but IntelliGlobe CRM stood out in two crucial areas: it was easy to adapt to our special requirements, and it is so user-friendly that everybody can quickly learn how to use it."

Lars Hargaard
Marketing Manager
Northern Europe Division
OKI Printing Solutions

"IntelliGlobe CRM stood out in two crucial areas: it was easy to adapt to our special requirements, and it is so user-friendly that everybody can quickly learn how to use it."

Lars Hargaard
Marketing Manager
Northern Europe Division
OKI Printing Solutions
“With IntelliGlobe CRM we have streamlined and quality-assured our communication with all our main contacts. This means that we are able to offer customer service which is noticeably better than that of our competitors.”

Lars Hargaard
Marketing Manager
Northern Europe Division
OKI Printing Solutions

IntelliGlobe CRM
“With IntelliGlobe CRM, customer and reseller projects and sales campaigns are stored together with all related communications, such as e-mails, contracts, notes and letters,” says Lars Hargaard. “When a reseller or customer contacts us, we are immediately able to view all the necessary information on the screen and provide the best possible service. In this way, we can ensure that each customer is put through to their account manager straight away, helping us to resolve their problems as quickly as possible.

“With IntelliGlobe CRM we have streamlined and quality-assured our communication with all our main contacts. This means that we are able to offer customer service which is noticeably better than that of our competitors.”

Supporting mobile communication
In addition to the central IntelliGlobe CRM solution on the Lotus Notes platform, the CRM solution is installed on the laptop PCs that OKI’s sales representatives use when they visit customers and resellers. OKI is a champion of flexible working practices, and is keen to enable its employees to work from home when they need to. Over 90 per cent of OKI Northern Europe’s staff now spend much of their time away from the office, so providing mobile access to the CRM system is crucial.

“This level of flexibility is made possible by the advanced replication capabilities of the Lotus platform,” explains Lars Hargaard. “Lotus provides an extremely reliable way for our employees to work while on the move. If they don’t have access to an Internet connection, they can still work offline on a local copy of the data, and synchronise it with the central system as soon as they get back online.”

He adds: “Thanks to IBM Lotus Notes and Domino and to the IntelliGlobe CRM solution, all our important business data is stored in one secure repository, which is easier for all our employees to access – we never have to rely on the memory of a sales representative, or on notes scribbled in appointment books and scraps of paper.

“Moreover, it is no longer an issue when employees are away on holidays or at meetings, or when they change jobs. It is easy to take over a customer from a colleague because everybody can see all data and everybody can enter new data into the system.”

Tailored to business needs
The IntelliGlobe CRM solution is designed to offer comprehensive functionality out of the box, so it is easier to deploy quickly and at low cost. Yet it is also a highly flexible solution, and can be customised to meet the needs of almost any customer.

In OKI’s case, IntelliGlobe was asked to develop a process that would enable the company to handle special discounts. With the new functionality, any special price offered to a customer will follow the order all the way through the distribution channel – ensuring that customers are always charged the agreed amount, even if it differs from the list price.

“IntelliGlobe CRM gives us a complete overview of all special agreements, combined with an automatic notification of all relevant parties via e-mail,” says Lars Hargaard. “This ensures that we avoid mistakes and always deliver a professional service to our customers.”

This customisation required close cooperation between OKI Printing Solutions and IntelliGlobe, and the successful partnership between the two organisations is a major factor in Lars Hargaard’s satisfaction with the CRM solution:

“The cooperation we have had with the people from IntelliGlobe has always been efficient and professional – from the initial roll-out in Denmark through to the adoption of the solution across the entire region,” concludes Lars Hargaard. “We have been very pleased with their performance, and we have always received a first class service – just like the service we wish to give to our own customers.”

“Lotus provides an extremely reliable way for our employees to work while on the move. If they don’t have access to an Internet connection, they can still work offline on a local copy of the data, and synchronise it with the central system as soon as they get back online.”

Lars Hargaard
Marketing Manager
Northern Europe Division
OKI Printing Solutions

Lotus provides an extremely reliable way for our employees to work while on the move. If they don’t have access to an Internet connection, they can still work offline on a local copy of the data, and synchronise it with the central system as soon as they get back online.”

Lars Hargaard
Marketing Manager
Northern Europe Division
OKI Printing Solutions
Omron Europe implements European CRM solution with Computacenter and IBM

Overview

- **The Challenge**  
  With increasing numbers of pan-European customers, Omron wanted to coordinate its marketing and customer management efforts across the continent. The company needed a single European strategy for CRM to increase collaboration between its national subsidiaries.

- **The Solution**  
  Working with IBM Premier Business Partner Computacenter (www.computacenter.com), Omron implemented Relavis e-Sales software on the IBM Lotus Notes and Domino 6.5 platform and roll the solution out across 19 offices in just 14 months.

- **The Benefits**  
  The Pan-European CRM system enables Omron to monitor and analyse its European business more easily. All employees, no matter where they are in Europe, use the same tool and work in the same way, and all customers receive the same high quality of service. Employees in different European territories can also collaborate more easily.

Omron Europe B.V., based in Hoofddorp, near Amsterdam in the Netherlands, is the European division of Omron’s Industrial Automation division. Selling innovative products and solutions for the industrial automation sector, Omron Europe’s Industrial Automation division employs 1,100 people at 19 offices, serving 21 European countries.

Omron Europe decided to replace its existing local CRM systems with centralised solutions that would help to standardise business processes across Europe and increase collaboration between its local offices. After a requirements-gathering exercise which helped to define all the key functionalities that the new solution would need to be able to offer, the company issued an invitation to tender (ITT), and evaluated solutions from a number of different vendors.

Choosing a solution  
“Self larger clients are increasingly moving away from a national business model and expanding into a number of European territories,” says Harm Teuben, Corporate Planning at Omron Europe. “To maintain our high standards of customer service, we needed our IT landscape to reflect this increasing internationalism.”

Relavis is an IBM Premier Business Partner based in the US, and works through a network of partners to sell, implement and support its solutions in the European market. Relavis recommended Computacenter, another IBM Premier Business Partner, to help Omron Europe tailor the e-Sales solution to its specific business needs.

Effective collaboration  
“We quickly developed an excellent relationship with the Computacenter team,” says Harm Teuben. “By working closely together, and leveraging our in-house Lotus skills as well as our experience of e-Sales and other CRM implementations, we put in place a delivery framework that enabled us to roll out the new solution to 19 offices across Europe, in multiple languages, within just 14 months.”

As part of the rollout, Computacenter and Omron Europe put in place a parallel improvement programme, ensuring that lessons learned during the early implementations were leveraged during the later stages. Since the completion of the project, user feedback has been taken on board, and the solution has been developed further.

“More importantly, thanks to Computacenter, Relavis and IBM Lotus Notes and Domino, we have a pan-European CRM solution that makes it easier for our employees to share customer information across the enterprise,” concludes Harm Teuben. “We can now monitor campaigns and pipelines much more effectively, making sure that every interaction with our customers is part of a wider strategy. Equally, by creating a single platform, it is easier to spread best practices across the company, and ensure a higher level of operational efficiency.”

“Thanks to Computacenter, Relavis and IBM, we have a pan-European CRM solution that makes it easier for our employees to share customer information across the enterprise.”

Harm Teuben  
Corporate Planning  
Omron Europe
Pappas Gruppe implements marketing information system with IBM and the ILS Consult Software Competence Team

Overview

The Challenge
Pappas Gruppe wanted to make more effective use of marketing budgets and ensure the spread of a consistent message to all employees by coordinating group-wide marketing initiatives centrally. The company needed a new IT platform to support this strategy.

The Solution
Worked with ILS Consult (www.ils-consult.at) Software Competence Team members to implement StarInfo, a central project management system with simple workflows, built on the IBM Lotus Notes and Domino 7 platform.

The Benefits
Marketing information is automatically distributed to relevant employees, facilitating a consistent message across the enterprise; single repository for marketing information helps coordinate group marketing strategy; Lotus Notes replication allows offline use of StarInfo application, facilitating remote working.

Pappas Gruppe is one of the largest automobile distribution companies in central Europe, with approximately 2,600 employees in Austria, eastern Germany and Hungary. The company sells used vehicles of all brands, as well as new Mercedes-Benz, smart, Chrysler, Jeep, Dodge and Mitsubishi Fuso cars in Austria. Based in Salzburg, the company operates from 29 locations in Austria.

“Many employees in many locations have to be informed about our marketing activities,” explains Manuela Angerer, CRM and Interactive Media Administrator at Pappas Gruppe. “Ensuring that all these people had access to the relevant data and documentation for every new marketing initiative was a difficult task and involved a lot of manual effort, because we didn’t have a centralised, standardised system to manage the information. To meet this challenge, we have implemented a solution called StarInfo – an application that has been designed to meet Pappas Gruppe’s specific needs.”

Building on the Lotus platform
Pappas Gruppe has been using IBM Lotus Notes and Domino as its corporate email and collaboration platform for a number of years, and has always been impressed by its versatility and ease of use. The company has kept up-to-date with Lotus Notes and Domino releases, and is currently using version 7.02.

“In our opinion, one of the best things about Lotus Notes is its ability to run locally and consistently replicate data to the central Domino server,” explains Manuela Angerer. “This makes it possible to work locally even without network or internet access, which gives our remote users a lot more flexibility than a Web-based solution. We quickly realised that Lotus Notes and Domino could be an ideal platform for a new central marketing information system.”

The company began to look for a supplier with the expertise necessary to design and build a solution that would meet its specific business needs.

“We had already worked with the ILS Consult Software Competence Team on a number of projects, and we appreciated their ability to work closely with our in-house team,” says Manuela Angerer. “Their project management skills, technical expertise and business knowledge convinced us that they would be the right partner for this project.”

Developing StarInfo
The ILS Consult Software Competence Team listened closely to the client’s requirements – for a simple system with campaign definitions and built-in workflows that would help standardise business processes without creating unnecessary bureaucracy. Based on these requirements, the consultants from ILS worked in close cooperation with the customer to develop StarInfo, a database-driven application built on the Lotus Notes and Domino platform.

“StarInfo’s seamless integration with the Lotus Domino email platform makes it much easier to keep track of communications,” says Manuela Angerer. “We can now save an email to the relevant StarInfo project folder at the touch of a button.”

“We can’t imagine working without it”
The new solution has proved very popular with employees, both in the central marketing department and at Pappas Gruppe dealerships across Austria. Marketing staff find it much easier to run campaigns and keep track of projects, while remote users appreciate the ability to access the system at all times – even when they need to work offline.

“We are now able to inform all concerned employees of marketing activities immediately and consistently, leveraging the entire value chain for each activity,” says Manuela Angerer. “Within a short space of time, it became almost impossible to imagine working without it.”

The new application captures, stores and organises all data and documentation relevant to each marketing campaign, and provides a simple, standardized way to manage projects. Each project is associated with the relevant group of employees, who are automatically emailed to keep everyone up-to-date with the latest information input on the system.

“StarInfo’s seamless integration with the Lotus Domino email platform makes it much easier to keep track of communications. We can now save an email to the relevant StarInfo project folder at the touch of a button.”

Manuela Angerer
CRM and Interactive Media Administrator
Pappas Gruppe
Revision 88 facilitates compliance with complex auditing regulations using Revimentor and IBM Lotus technologies

Overview

The Challenge
In response to an increasingly complex and rigorous regulatory environment, Danish chartered accountancy firm Revision 88 needed a quality management solution to help ensure compliance during audits of its clients’ businesses.

The Solution
Revision 88 implemented a solution from Revimentor (www.revimentor.dk) that provides quality control and document management for the audit process. The solution is built on the company’s IBM Lotus Notes and Domino 7 platform and combines information from company email systems with letters, telephone logs and other documentation.

The Benefits
Inbuilt workflows make it easier to keep track of documentation, replacing paper-based processes. The Revimentor solution provides a single repository for all information related to each client. With a single source for all client information, Revision 88 staff should find it easier to collaborate with each other on specific client accounts, and should also interact more successfully with other firms in its group.

Revision 88, based in Esbjerg, Denmark, is one of eleven chartered accountancy firms in the Danrevi Group. The group employs 110 people.

An important part of the company’s business comes from auditing the accounts of its clients – and auditing regulations in Denmark are becoming increasingly complex and rigorous.

Michael Fedder Jensen, a chartered accountant at Revision 88, explains:

“One of the main challenges in auditing is to comply with the Danish government regulations in terms of quality control. This became compulsory in 2002, and the regulations have been revised numerous times since then. It used to be possible to keep track of the required information using paper-based processes, but the situation is now so complex that this is practically impossible. We needed an IT solution that would help us to stay in control.”

Selecting a solution
Revision 88 realised that its existing IBM Lotus Notes and Domino environment could provide an ideal platform for a workflow-based quality control system, and began to evaluate applications from various suppliers. Ultimately, the company chose a solution called Revimentor, developed by an IBM Business Partner of the same name.

“Although there are several Lotus Notes and Domino-based solutions on the market that are designed to help auditors with compliance, we soon discovered that Revimentor was the most sophisticated,” says Michael Fedder Jensen. “The Revimentor team includes a number of accountants and auditors, so the solution is always kept up-to-date with the latest regulations. Other vendors just couldn’t offer the same level of experience and industry knowledge; only Revimentor gave us confidence that it could deliver what we needed.”

Compliance and collaboration
Revimentor gathers and integrates data from a number of sources, including IBM Lotus Notes and Domino. It captures and stores emails, letters, phone call records and other documentation on a client-by-client basis, providing a single repository for all customer-related data. It also provides workflows and check-lists that help Revision 88 ensure that it has followed all the procedures necessary for compliance.

“Revimentor provides a simple, single view of all our interactions with each of our clients – which not only helps us with compliance, but also makes it easier for us to collaborate within the organisation,” explains Michael Fedder Jensen. “If one of our accountants is sick or on holiday, it is relatively easy for someone else to take over their clients until they return, because all the information is stored in the system, not in people’s heads.”

Moreover, because of the tight integration between Revimentor and IBM Lotus Notes and Domino, Revision 88 can create letters and emails that are pre-populated with data from the customer database – saving more time for employees.

Cooperation across the entire Danrevi group should be easier to manage too. Michael Fedder Jensen gives an example:

“If we are organising an event that other Danrevi companies could benefit from, we can simply replicate the relevant information and documents from Revimentor across to their Lotus Domino servers. Equally, we can check the calendars of every employee in the group, so collaboration is made much easier.”

Efficient and sophisticated solution
By eliminating the old paper-based processes and providing simple, efficient workflows for quality management and compliance, Revimentor has reduced the amount of time Revision 88’s employees need to spend on low-level administration tasks – increasing their availability for customer-facing roles.

“It is difficult to put a figure on the amount of time that Revimentor saves us, because without it we would probably need to spend almost all of our time on compliance issues,” says Michael Fedder Jensen. “The solution has become absolutely vital to our business, and it is improving all the time. Because the Revimentor team are auditors themselves, they understand how to adapt their software to new regulations and keep the processes simple – providing an efficient and sophisticated solution for document management and quality control.

“Finally, by leveraging the powerful email and collaboration features of IBM Lotus Notes and Domino, Revimentor helps us work smarter, both within Revision 88 and across the entire Danrevi group.”
Stadtwerke Ilmenau implements secure communications with IBM and procilon IT-Solutions GmbH

Overview

The Challenge
To support industry best practices, Stadtwerke Ilmenau wanted to implement a secure, auditable communications platform. Its existing software – SUSE Openexchange – did not support encryption or email signing, necessitating paper-based communications for legal documents.

The Solution
Worked with procilon IT-Solutions GmbH (www.procilon.de), an IBM Premier Business Partner, to implement IBM Lotus Domino Collaboration Express, running under Linux on its existing hardware platform. The solution supports server-side secure communication according to BSI guidelines and includes collaboration features such as shared calendaring.

The Benefits
Employee productivity increased by shared calendaring functionality; secure, auditable email platform enables reduction in paper-based communications, cutting costs and accelerating processes; fast implementation and user-friendly interface enabled rapid transition to new platform.

Stadtwerke Ilmenau supplies electricity and natural gas to more than 20,000 customers in the Thuringian region of central Germany. The company employs 30 people, and maintains its position in the highly competitive energy market through maintaining high levels of internal efficiency in every aspect of its business.

The company is interested in leveraging open standards technology, and was running its mail servers under SUSE Linux, using the SUSE Openexchange application. Users were accessing their email through an Openexchange client running on Microsoft Windows-based desktop PCs.

"We were very happy with the Linux operating system, but the email application could not deliver all the functionalities we needed," explains Simone Wienhold-Engelhardt from Stadtwerke Ilmenau. "There was no shared calendaring, so it was difficult for our employees to schedule meetings effectively, and the software did not support email encryption or auditable tracking."

Under German law, Stadtwerke Ilmenau could not be legally certain that an important document sent by email had reached the correct destination unless the email was digitally signed. Since digital signatures were not supported by the company’s existing email platform, such documents had to be sent by recorded postal delivery, which was expensive and comparatively slow.

Preserving investment
Stadtwerke Ilmenau sought a new email platform that would support these advanced features, but would allow the company to preserve as much of its existing IT infrastructure as possible.

Stadtwerke Ilmenau implemented IBM Lotus Domino Collaboration Express, running under Linux on its existing hardware platform. The new solution provides shared calendaring features, and offers the company a wide range of options for extending its collaboration environment – for example, instant messaging via Lotus Sametime.

To introduce the required new security features, the company worked with procilon IT-Solutions GmbH to deploy JULIA MailOffice from ICC, which is integrated with the IBM Lotus Notes & Domino platform. The combined solution provides a secure mail gateway with support for encryption and digital signatures, making the company’s messaging compliant with the guidelines of the German Federal Office for Information Security (BSI).

"JULIA MailOffice is a solution designed to enable complete and legally binding communications to be sent via email, without any need for paperwork," explains Simone Wienhold-Engelhardt. "It provides a fast, transparent server-side gateway that automatically handles all tasks from encryption and signing through to decryption – it even checks for malware. Above all, it integrates itself perfectly into the existing IT environment, appearing just like a simple SMTP server to internal users."

She adds: "The implementation of the new solution was completed in just four days, and our users responded well to the introduction of Lotus Notes, which is very user-friendly. Procilon deserves a lot of credit for managing the project so successfully."

Benefits
Moving to the Lotus Domino Collaboration Express platform has enabled Stadtwerke Ilmenau to introduce new functionalities while extending the value of its investment in the existing hardware infrastructure and Linux operating system. The rapid implementation and training by procilon have also contributed to the success of the project as a low-cost, non-disruptive exercise.

Simone Wienhold-Engelhardt concludes: "The Lotus Notes and Domino solution has improved both internal and external communications, increasing the productivity of our staff and enabling us to avoid the costs, risks and delays of traditional paper-based communications.”

Simone Wienhold-Engelhardt
Stadtwerke Ilmenau

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Alma Littera Group implements project management solution with IBM & Sintagma

Alma Littera Group, based in Vilnius, Lithuania, is a publisher of adult’s and children’s fiction, and runs the Pegasas chain of book-stores. Following the takeover of Šviesa Publishers in 2002, the company has also become the country’s leading educational publishing house, supplying textbooks and literary titles to schools and colleges across the country. Alma Littera Group employs 413 people and generates annual revenues of around €18 million.

The educational literature division of Alma Littera Group publishes more than 400 new educational titles each year, including dictionaries, workbooks and textbooks across the entire curriculum, in Lithuanian and minority languages. It is important to have many of these titles available before the start of the school year, to give teachers the opportunity to use the most up-to-date literature in their classrooms, so effective project planning and management is vital to Alma Littera Group’s business.

The company traditionally dealt with its heavy workload by devolving considerable responsibility to individual project leaders, who tracked progress using various spreadsheets and provided periodic reports to management. However, as the company grew – and particularly following the takeover – Alma Littera Group realized that this approach was not necessarily making optimal use of manpower and resources.

“The challenge was ineffective,” explains Arvydas Andrijauskas, General Director of Alma Littera Ltd. “Every subdivision was oriented towards its local goals, and it was difficult to get a good picture of our whole project portfolio, so there was no way to ensure that we were utilizing our resources sensibly. Without a centralized information system, we could neither analyse the current situation nor plan for the future.”

Finding a solution
To design a centralized solution for project planning and management, Alma Littera Group looked at a number of offerings from across the IT spectrum – everything from freeware and small local vendors to big players like IBM and Microsoft.

“We use a Microsoft Navision Attain application to handle financial accounting and other aspects of the business, and it was important that any new system should be able to interface with it,” says Mindaugas Motiejaitis, IT Project Team Leader. “Naturally, we thought about a Microsoft solution. But Sintagma put together a proposal based on IBM Rational Portfolio Manager, and it suddenly became an easy decision: the software offered us most of the features we needed, without having to re-invent the wheel.”

Mindaugas Motiejaitis, IT Project Team Leader
Alma Littera Group

The Solution
Worked with IBM Premier Business Partner Sintagma (www.sintagma.lt) – the leading software and systems integration company in Lithuania – to implement and customize IBM Rational Portfolio Manager on the IBM System x server platform. Sintagma and Alma Littera Group analysed the company’s business processes to produce an effective project planning and management system, standardizing workflow and spreading best practices across the organization.

The Benefits
Centralized system eliminates reliance on spreadsheets, providing a single source of information on Alma Littera Group’s whole portfolio; better status reporting enables more effective utilization of manpower and resources; analysis of project history enables constant improvements in internal processes.

The Challenge
As a publisher of educational textbooks, Alma Littera Group needs tight control over production processes to ensure publication in time for the new school year. Without a suitable IT infrastructure to support standardized project planning and management, it was difficult to gain an enterprise-wide view of project status and resource utilization – affecting the company’s ability to deliver on time.

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“After further analysis, we realised that IBM Rational Portfolio Manager would be flexible enough to fit the project management processes of a publishing house as well, so we were able to make a strong business case for its implementation at Alma Littera Group.”

Alma Littera Group and Sintagma worked together to integrate Rational Portfolio Manager with existing information systems, allowing the applications to share data on project costs and estimate projected expenses. The solution runs in a Microsoft Windows environment on an IBM System x model 336 server.

“The System x hardware gives us a highly reliable platform for the Rational solution, and offers excellent performance,” says Mindaugas Motiejaitis. “It’s a crucial part of the solution, as downtime could significantly hinder our ability to keep track of project status.”

The most important part of the job is still ongoing – capturing, analysing and integrating the company’s business processes with Rational Portfolio Manager in a constant effort to improve the efficiency of the company’s workflow.

“It seemed a daunting project at first,” says Mindaugas Motiejaitis. “We didn’t have much in-house experience, and our organization is too large and complex to fit an out-of-the-box solution. But by taking advantage of Sintagma’s expertise in this field, we have been able to map our processes very effectively to the new system. Sintagma has proved to be a highly reliable partner for this kind of project, and is still helping us to tweak templates and optimize workflow.”

Meeting the deadline
Rational Portfolio Manager helps Alma Littera Group’s educational literature division plan projects and meet deadlines more effectively by defining a standardized set of processes for each type of project and keeping a log of progress. By introducing a standard structure, it is easier to tell whether projects are on target, and what resources they need. Projected costs can be estimated more accurately and struggling projects can be quickly identified.

“Since we now have an accurate record of every action taken in our past projects, it has become easier to analyse problems and inefficiencies, so we can avoid making the same mistakes in future,” says Arvydas Andrijauskas. “We can use our knowledge of past problems and successes to discover the strengths and weaknesses in our business processes, helping us to continually improve efficiency.”

He concludes: “Sintagma and IBM have provided an end-to-end solution for project planning, monitoring, analysis, resource utilization and information management. The effective project management practices of Rational Portfolio Manager help maintain Alma Littera Group’s prestigious position as one of the most forward-thinking companies in the Baltic States.”

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General Director
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NSPCC takes a rational approach to development with REAL Solutions and IBM

Overview

The Challenge
To improve its relationship with potential and existing supporters, the NSPCC wanted to redevelop its main Web site. The challenge was to increase donations by enhancing the Web site, rapidly and cost-effectively. This ambitious project with complex requirements highlighted a shortage of in-house skills.

The Solution
The NSPCC worked with REAL Solutions, an IBM Premier Business Partner, to implement IBM Rational Software Modeler, a comprehensive project design and communications tool. Requirements management and documentation will be handled by IBM Rational RequisitePro and SoDA, while Rational Unified Process will ensure best practices in project management.

The Benefits
Revised architecture allows the NSPCC to take advantage of componentised software that can be re-used as the Web site grows, allowing expansion of fund-raising activities and enhanced supporter relationship management. In-house training provides cost-effective Web development, and total costs of Web operations have been reduced.

The National Society for the Prevention of Cruelty to Children (NSPCC) is the UK’s leading child protection charity. It coordinates 177 community-based projects throughout the UK, and provided ongoing services to 20,500 children and young people in 2004/5. The charity has around 2,500 employees and its FULL STOP Appeal has raised more than £200 million since 1999.

Although a charity, the NSPCC has many of the features of a large enterprise, including a requirement for robust, high-performance IT systems which match the pace of operations. When new opportunities for fund-raising and marketing arise, the charity needs to be agile enough to take advantage – if key channels like the Web site are to be effective tools, continuous development is a must.

The NSPCC’s IT department realised that in the long term, costs could be reduced and change cycles shortened by taking a more modular approach to development. If the components of one application can be reused in another, time and money will be saved, and if the components are easily replaceable, the overall shelf-life of the application will be lengthened.

Looking back over projects we had done in the last five years, I could see that we would do better to develop re-usable components and avoid having to start from scratch every time," says Fred Thwaites, Business Systems Manager at the NSPCC. "As a large enterprise, we needed an industry-leading development environment, so it was natural for us to turn to IBM."

Single modelling environment
The NSPCC initially chose to implement IBM Rational Rose XDE, and is now upgrading to IBM Rational Software Modeler (RSM), a visual modelling and design toolkit which enables users to document and communicate varying views of a system under development to all the stakeholders involved. RSM supports the industry-standard Unified Modelling Language (UML) and is built on the Eclipse platform, enabling it to integrate easily with third-party development tools.

"We are currently using several other Eclipse-based tools, and knew that we could use RSM as a one-stop shop, bringing all the functionality we need into a single modelling environment," says Fred Thwaites.

As some of its staff lacked experience in object-oriented languages, the NSPCC worked with REAL Solutions, an IBM Premier Business Partner, to provide training.

"REAL Solutions designed a course tailored specifically to our needs," explains Fred Thwaites. "It was important for our in-house team to develop confidence in using the tools, and the success of the training means that our analysts will be able to use RSM and the Rational Unified Process for all planning, design and testing from the end of this year."

Requirements management and documentation will be handled by IBM Rational RequisitePro and SoDA, ensuring efficient project management with a high degree of traceability.

Better customer relationships
IBM Rational Software Modeler is being used in a number of NSPCC projects, including a major redevelopment of the charity’s Web presence.

"The existing Web sites treat visitors to each area as separate individuals, whereas frequently it is the same person registering for several different activities or purposes," says Fred Thwaites. "For users, this was an uncomfortable and unproductive way to interact with NSPCC. We need our Web presence to treat users in a coherent manner if we are to improve relationships with our supporters, enhance their user experience and increase the revenues to the charity."

RSM’s advanced design, discovery and documentation capabilities are helping the NSPCC to develop a new, consolidated Web site which handles users more intelligently. The Web site will also feature a new content management system, accelerating the publication of information to the Web and lessening manual update workload for staff.

Modular architectures
The deployment of Rational Software Modeler means that the NSPCC can plan and design software in greater detail and with a high degree of process-led control. Even complex projects like the redevelopment of the Web site – which involves around 40 internal and external stakeholders – can be managed easily.

This level of control gives analysts and developers more time to think strategically, and facilitates the design of modular architectures whose components can be re-used in subsequent projects. “Even if the cost of developing the individual components is relatively high, we expect overall costs to fall because we can use each one many times over,” explains Fred Thwaites.

With a componentised framework already in place, many projects will require considerably less original coding, saving workload for staff and ensuring that the NSPCC can react to emerging situations in an agile manner.

“Rational Software Modeler is a vital part of the NSPCC’s development strategy, giving us the tools we need to develop intelligent software quickly,” concludes Fred Thwaites. "IBM Rational development tools provide an enterprise-class modelling and design environment, keeping our IT infrastructure flexible enough to meet business challenges fast.”
CROZ helps Raiffeisenbank improve project management with IBM Rational

Overview

The Challenge
As a result of rapid growth, especially in the retail banking division, Raiffeisenbank needs to manage numerous teams and projects. Using spreadsheets to manage timesheets and reporting was labour-intensive, and it was difficult for stakeholders to gain an overview of budgets and scheduling.

The Solution
Working with CROZ (www.croz.net), an IBM Premier Business Partner, Raiffeisenbank implemented IBM Rational Portfolio Manager. The solution provides a repository for all project-related data and generates accurate reports for stakeholders.

The Benefits
Rational Portfolio Manager provides transparent, role-based access to all stakeholders, enabling them to check project status, scheduling and budgets via a simple interface. Team members can log hours worked more easily, eliminating spreadsheets and ensuring that project information is up-to-date and accurate.

Raiffeisenbank, based in Zagreb, Croatia, is part of the Raiffeisen International banking group. Founded in 1994, the Croatian operation has grown very rapidly since its entry into the retail banking sector in 2000. Raiffeisenbank now employs 2,200 people, runs 60 branches across Croatia, and serves more than 600,000 customers.

To support this rapid growth and develop new products, services and capabilities, Raiffeisenbank is engaged in a wide range of projects. Around 300 of its staff are now mainly employed for project-based work.

"We have developed a very strong project management methodology at Raiffeisenbank," comments Alan Mirko Poldrugac, Head of Project Management at Raiffeisenbank, "however, project administration and reporting were still handled manually, using spreadsheets – which was increasingly difficult as the number of projects and team members grew."

Moving away from manual processes
Raiffeisenbank’s existing approach was for each team member to submit a spreadsheet once a month to log the hours they had worked on each project. These timesheets would then be collated by the project managers, combined with other data on budgets, expenses and scheduling, and used to generate reports for senior management. This was a labour-intensive process, and it was often difficult to ensure that the data compiled was both complete and accurate. "We started to look for a tool that could help us manage this information more easily," explains Alan Mirko Poldrugac.

"CROZ, a Croatian company that specialises in IBM technologies for project management, recommended IBM Rational Portfolio Manager, and offered to provide a proof of concept."

Proving the case for Rational Portfolio Manager
CROZ installed Rational Portfolio Manager at Raiffeisenbank, and helped run a two-month trial of the software to demonstrate its benefits. The bank was impressed, and decided to run a year-long pilot with three of its projects.

"During the pilot, the real benefits of the solution became apparent," says Alan Mirko Poldrugac. "Rational Portfolio Manager makes it much easier for team members to log the hours they work on each project, and keeps a record of all project-related invoices too. As a result, we can get a real-time view of costs and budgets, and we can rapidly tell if any information is missing or incorrect. The success of the pilot convinced us to roll out the solution to all projects and team members as quickly as possible."

Better budgeting and scheduling
Updating timesheets now takes five to ten minutes per week for each employee – a significant improvement on the monthly spreadsheets that they used to have to prepare and collate. Moving from monthly to weekly updates makes reporting more accurate, and helps project managers respond more rapidly to changing situations.

Rational Portfolio Manager also helps Raiffeisenbank with scheduling, by enabling project managers to define timelines with key milestones. Projects that are on or ahead of schedule are displayed in green, while those that have fallen behind are highlighted in red – immediately indicating where corrective action needs to be taken.

Making informed decisions
"With Rational Portfolio Manager, we can provide all stakeholders with a transparent, real-time view of current status," says Alan Mirko Poldrugac. "Our information is more complete, accurate and up-to-date, and generating reports for senior management is a much more straightforward process. As a result, it is easier for Raiffeisenbank to make informed decisions about the prioritisation of projects, helping to make the business more efficient."

He concludes: “Working with CROZ has been a valuable experience for Raiffeisenbank, and has proved that Rational Portfolio Manager is the right solution for our needs. Rational Portfolio Manager is an extremely sophisticated tool, and even now we are currently only using about 30 per cent of its capabilities; we hope to continue to work with CROZ in the future to extend our use of the software and make the most of our investment.”

"With Rational Portfolio Manager... it is easier for Raiffeisenbank to make informed decisions about the prioritisation of projects, helping to make the business more efficient.”

Alan Mirko Poldrugac
Head of Project Management
Raiffeisenbank
ELAT helps Prague 17 achieve rapid, automated backups with IBM Tivoli Storage Manager

Overview

The Challenge
To ensure the safety of its critical data, Prague 17 performed a daily backup to tape – a slow process, and one that required considerable manual effort from its IT administrators.

The Solution
Working with ELAT (www.elat.cz), an IBM Business Partner, Prague 17 deployed IBM Tivoli Storage Manager (TSM) to provide a rapid, dual-tier backup solution across multiple operating system environments. Workstation data is now backed up to a disk array every night, and moved onto tape once a week for off-site storage.

The Benefits
Automation of backups has reduced workload for IT staff by around 10 man-hours per week. The TSM incremental backup functionality, and the move from tape backup to a dual-tier solution have accelerated backup and restore procedures by around 75 per cent. Customised TSM policies help Prague 17 comply with Czech data protection laws.

Prague 17 is one of the city’s 57 self-governing administrative districts, responsible for public housing, building control, the administration of bylaws and certain local taxes, the issuing of identity cards and passports, and various other services. The district employs around 100 people.

As a result of the services it offers to citizens, Prague 17 needs to store large quantities of sensitive data, and must comply with government regulations to ensure that this data is stored safely and securely. As a result, one of the most important duties of the district’s IT department is to ensure that all the data is backed up regularly.

“We used to back up all of our workstations and servers to tape every night,” explains Petr Loučka, IT Executive at Prague 17. “But this was a time-consuming process. Every morning we had to validate the previous night’s backup and change the tape, which could take up to two hours. More importantly, copying all the data onto the tapes took around 12 hours, so if the backup failed, we did not have time to run it again until the next evening.”

The IT team at Prague 17 wanted to move to a dual-tier backup infrastructure, in which the data would be copied to a disk array every night, and only moved to tape once a week. They decided to find a new backup solution that would enable them to automate and manage this tiered infrastructure.

Single point of control
Prague 17 evaluated a number of different backup software products, including Veritas and Legato, before choosing IBM Tivoli Storage Manager (TSM).

“We have a number of different operating systems running on our servers and workstations, including Microsoft Windows, CentOS and Debian Linux, as well as a Microsoft Exchange Server” explains Petr Loučka. “Tivoli Storage Manager was the only solution we found that could provide a single point of backup for all of our operating systems and environments – it is a highly versatile solution.”

On time, within budget
Prague 17 engaged ELAT, an IBM Business Partner based in the city, to install TSM on an IBM System x server, and design backup policies that would meet the district’s needs. The solution was implemented within just five days, and outside normal working hours, so there was no disruption to users.

“The ELAT team created custom TSM policies to meet the precise needs of our backup environment, helping us get the maximum value from this sophisticated IBM software,” says Petr Loučka. “They were knowledgeable, helpful and responsive, and delivered the solution on time and within budget.”

Automatic and incremental
Every night, TSM automatically backs up Prague 17’s servers and workstations to a disk array. The backups are performed incrementally, which means that TSM only copies data that has been added or changed since the last backup, rather than backing up the entire volume. As a result of this incremental functionality and the high performance of the disk array, the nightly backup window has been reduced by 75 per cent – from 12 hours to just three.

“Faster backups give us more flexibility,” explains Petr Loučka. “If the backup fails, we have time to run it again before the users arrive at work in the morning. Equally, if we want to perform some upgrades or maintenance work overnight, it is easier because we don’t have to wait so long for the backup to finish.”

Fast and flexible
Once a week, TSM backs up the disk array to LTO tape, which is then stored off-site. With this strategy, the IT team only needs to change the tape once a week, saving valuable time and reducing the chance of human error.

“The other big advantage of TSM is that it provides HTML reports each morning on the status of the backups, so there is no need for us to verify them ourselves,” adds Petr Loučka. “Overall, TSM saves us around ten hours a week on backup management – time that we can now use for new projects and more important work.”

Finally, TSM should make it easier for Prague 17 to comply with Czech data protection regulations, which require administrative districts to keep copies of certain files for one year or three years. TSM policies, defined by ELAT, are designed to ensure that such data is handled correctly.

Petr Loučka concludes: “IBM and ELAT have helped us build a backup solution that meets all the needs of our organisation. TSM provides rapid, flexible, automated backups, helping us store our data securely and reducing workload for our IT staff.”

“Tivoli Storage Manager was the only solution we found that could provide a single point of backup for all of our operating systems and environments – it is a highly versatile solution.”

Petr Loučka
IT Executive
Prague 17
ProActive gains simple backups and rapid restores with IBM Tivoli Storage Manager

Overview

The Challenge
ProActive sells solutions based around Microsoft SharePoint, and also uses the software internally as its collaboration and document management platform. The company wanted to find a backup solution that would help restore SharePoint sites and file levels more easily.

The Solution
Working with IT-WIT (www.it-wit.dk), an IBM Business Partner, ProActive extended its existing backup environment by introducing IBM Tivoli Storage Manager for Microsoft SharePoint – the first time this solution has been deployed in Denmark.

The Benefits
Backup has been simplified, and restore times have been reduced from half a day to just five minutes. With the success of the solution, ProActive should be able to offer better data protection and faster service to its SharePoint customers, while reducing workload for its internal IT team.

ProActive is a Danish IT consulting company, with headquarters in Copenhagen and a branch office in Aarhus. The company employs more than 80 people, and specialises in solutions based on Microsoft software.

“One of our major offerings is based on Microsoft SharePoint, and we also use SharePoint internally for collaboration and document management,” explains Henrik Christensen, System Administrator at ProActive. “Although the SharePoint software is excellent, it does not include any backup or recovery capabilities, which was a pain point for us and, potentially, for our customers as well.”

SharePoint data is organised on three levels – sites, sub-sites and individual items, such as documents. However, most standard backup solutions are unable to manage the data on these levels, and are forced to simply take a copy of the entire SQL database. As a result, restoring a specific site or item can be a long and difficult process – the whole database must be restored, and the right tables identified and copied.

“If someone deleted a file by accident, it could take us up to half a day to restore it,” explains Henrik Christensen. “Our IT team is always busy with high-priority work to support our internal users and customers, so spending a whole morning on restoring a file was a real waste of our time. We decided to find out if there was a better way of handling SharePoint backups, so we consulted IT-WIT.”

Working with the experts
IT-WIT, an IBM Business Partner based in Lyngby, Denmark, specialises in server, storage and backup solutions based on IBM hardware and software. The company particularly prides itself on its expertise in IBM Tivoli Storage Manager (TSM), with five consultants who have achieved IBM certification.

“IT-WIT’s expertise in Tivoli software is exceptional,” says Henrik Christensen. “If you ask them a technical question, they immediately give you the right answer. So when they suggested introducing Tivoli Storage Manager for Microsoft SharePoint, we were totally confident – even though we knew it would be the first time the solution has been deployed in Denmark.”

Simple, rapid restores
The new solution provides a TSM agent designed specifically for SharePoint, which makes it easy for ProActive to find and restore data – whether it is an individual file or an entire site.

“We now have a simple interface that helps us locate the data that needs to be restored, and there is no need to search through the tables manually,” Henrik Christensen says. “With TSM for SharePoint, a task that used to take half a day has now been reduced to a point-and-click. We were amazed how easy it was – we didn’t even need any special training.”

The new solution extends ProActive’s use of TSM, which already encompassed the company’s Microsoft Exchange environment and several other systems.

Unlike many traditional backup solutions, TSM backs up data incrementally – only copying data that has been added or edited since the previous backup. This means that a lower volume of data needs to be backed up each night – which increases the speed of the process, cuts network traffic, and should increase storage efficiency.

A highly recommended solution
“We have been so impressed with IT-WIT and with TSM for Microsoft SharePoint that we are recommending all of our customers to adopt the same solution,” says Henrik Christensen. “By making it easier to keep data safe, TSM will make our SharePoint solutions even more attractive to customers, so we are planning to make the software a standard part of our offering in the future.”

He concludes: “TSM provides a single central point of control for backing up our major systems – substantially simplifying our IT administration workload. Backups and restores of SharePoint used to be a big headache for us, so IBM deserves credit for identifying the issue and creating such a simple and effective solution.”

“With Tivoli Storage Manager for SharePoint, a task that used to take half a day has now been reduced to a point-and-click.”

Henrik Christensen
System Administrator
ProActive
IBM Tivoli Storage Manager helps UCL Media Services deal with rapid storage growth

**Overview**

- **The Challenge**
  With an ever-expanding library of digital media assets to maintain, UCL Media Services wanted to implement a centralised backup environment that would scale for future growth.

- **The Solution**
  Unilink Systems (www.unilink.co.uk), an IBM Premier Business Partner, helped UCL Media Services analyse its storage needs and design and deploy a solution based on IBM Tivoli Storage Manager. Unilink Sentinel provides a Web-based front-end for backup management.

- **The Benefits**
  Tivoli Storage Manager provides a rapid, highly reliable incremental backup solution, minimizing the required backup window and helping UCL Media Services protect its data. Unilink Sentinel reduces the need to use a command line interface, making it easier for non-technical staff to handle backups.

Unilink helped UCL Media Services implement the TSM software and design backup policies tailored to the department’s specific needs. The IBM storage is already being successfully backed up by TSM, and the Apple environment is scheduled to go live with TSM in the near future.

Even though the storage environment is constantly expanding, we are finding that a programme of rolling backups is capable of meeting our needs within the specified backup window,” says Jason Norton. “TSM backs up data incrementally - so it only copies data that is new or has been changed since the previous backup. This helps to keep the data volumes low, which in turn speeds up the backup process.”

**Simplifying administration with Sentinel**
UCL Media Services has also implemented Unilink Sentinel, a Web-based front-end for TSM that is designed to help users work with TSM without needing to use the standard command line interface.

“TSM is a highly sophisticated product, and it can be difficult for non-specialists to grasp some of its complexities,” explains Jason Norton. “With Sentinel, there is a simple graphical user interface that presents reports on the status of each backup, which means that we can assign some of the backup tasks to administrative staff, leaving the technical team free for higher-value work.”

**Single, scalable backup solution**
TSM provides UCL Media Services with a highly reliable centralised backup solution that can scale to meet the department’s ever-increasing data volumes. When the Apple environment becomes part of the TSM solution, the department will have a single point of control for all its backups – simplifying administration and helping to ensure that data is held safely.

“Unilink have provided an excellent service – from initial consultation right through to first-line support – and their presence in London is a major benefit in case we need help on-site,” concludes Jason Norton. “With TSM, we don’t need to worry about whether our data can be restored in case of disaster: the backups run quickly and reliably, and files can be recovered at the click of a mouse.”
Lamborghini accelerates time-to-value with IBM Lotus and WebSphere technologies

Overview

The Challenge
Automobili Lamborghini has a large worldwide dealer network. The company wanted a solution that would not only improve communications between the dealerships and head office, but would also help individual dealers to collaborate with each other.

The Solution
Lamborghini implemented a Web portal based on IBM WebSphere Portal Express and worked with IBM Premier Business Partner Tecla (www.tecla.it) to extend it using Lotus Sametime and IBM Lotus QuickPlace. The company also integrated a corporate intranet into the solution.

The Benefits
Dealers can order cars and spare parts easily, via a simple interface; they can also work together to trade spare parts for classic models. Lotus QuickPlace makes it easy to publish documentation online, keeping all parties informed about the latest business processes.

Automobili Lamborghini S.p.A is one of the world’s most prestigious manufacturers of high-performance sports cars. Based near Bologna in northern Italy, the company employs 672 people and achieved turnover of €346 million in 2006.

Lamborghini operates through a network of nearly 100 dealerships, spread across the world. Dealers need to remain in close contact with the company’s head office to order new cars and spare parts, and to keep up-to-date with the latest marketing programmes and business operating procedures.

Until 2003, the company relied mainly on traditional channels – telephone, mail and email – to handle communication with this dealer network. This necessitated considerable paperwork, and it was difficult to support global operations in a responsive manner due to the wide range of time zones in which the dealerships operate. Lamborghini realised that both of these issues could be addressed by providing browser-based access to its central systems via a Web portal.

Building a portal
Lamborghini implemented a solution based on IBM WebSphere Portal Express. The portal was initially rolled out to 50 of the dealerships, and is now used by more than 100 dealers and service centres.

WebSphere Portal enables dealers to interface directly with Lamborghini’s ordering systems, which run on an IBM DB2 database. The solution cuts paperwork and reduces manual processing for Lamborghini staff, as there is no longer any need to re-key data into the central system.

The company was immediately impressed with the flexibility and ease-of-use of the new portal infrastructure: the portal project provided a great platform to build on. IBM WebSphere Portal Express provides a highly flexible, scalable architecture which the Lamborghini IT team can easily extend to deliver new services, as and when the business needs them.

The interoperability of WebSphere Portal Express – not only with other IBM software, but also with third party applications and components – makes it an ideal platform for rapid deployment of new functionalities. If and when Lamborghini feels the need to move towards a full Service-Oriented Architecture (SOA), IBM WebSphere technologies will provide the perfect environment for it.

Promoting collaboration
With the basic portal in place, Lamborghini began to think about extending the solution. Working with Tecla, an IBM Premier Business Partner, the company decided to integrate IBM Lotus Sametime and IBM Lotus QuickPlace into the portal, providing a host of collaboration options for the dealer network.

The integration and customisation of the new applications went very smoothly; everything was up and running within a month. The professionalism of Tecla, working closely with the in-house team, meant that there were no unpleasant surprises – the project was completed on schedule and on budget.

Lamborghini has used Lotus QuickPlace to set up an electronic notice board for the dealers, with pre-defined forms allowing them to request spare parts for classic Lamborghini models. Even if parts are in short supply or are no longer manufactured, dealers now have a good chance of finding what they need.

Lotus Sametime instant messaging adds a further channel of communication, making it easy for dealers to discuss their needs and work together to solve problems in real time, wherever they are in the world.

The whole purpose of the portal project was to improve Lamborghini’s communications – not only between the dealerships and head office, but between the individual dealers themselves. Integrating the Lotus collaboration tools with the existing WebSphere portal has made a huge contribution to the dealers’ ability to cooperate with one another and deliver what their customers need.

Tecla also deployed a corporate intranet for Lamborghini, built on the same WebSphere Portal infrastructure. The intranet enables Lamborghini to publish the latest operational procedure documents and information quickly and easily, ensuring that the dealer network is kept fully informed about the latest developments. It has also simplified task and event management, making it easy for head office to allocate jobs to area managers worldwide.

The immediacy and simplicity with which documents and applications can be accessed online is the main advantage of the solution. It is easy to use and to extend, helping IT Staff to introduce new functionalities and meet emerging business needs.

Teaming for success
Tecla has also provided extensive training for Lamborghini’s in-house team, helping the company to self-manage many of the components of the solution.

“I think a lot of credit should be given to the Lamborghini IT team,” says Carlo Visani, President of Tecla. “They were fully engaged with this project right from the start, and their hands-on approach will really help them make the most of this solution in the future.”

Marco Capelli at Tecla agrees: “Lamborghini is in a great position to get maximum value from their investment – the solution will really improve the company’s ability to share knowledge and communicate effectively at all levels. We are looking forward to helping them upgrade to IBM WebSphere Portal 6.0 and IBM Lotus Quickr – the next generation of Lotus QuickPlace – in the near future.”

Working closely with Tecla has been a rewarding experience for the Lamborghini team – “We have really benefited from their technical skills and professional approach. The combination of their expertise and the new IBM WebSphere and Lotus technologies is already delivering real business value for Lamborghini and its dealer network.”
CSI helps Cattles take first steps towards SOA with IBM WebSphere

The Challenge
Cattles wanted to be able to grow its business and respond to increasing regulatory requirements without increasing its IT costs. A complex legacy infrastructure with numerous point-to-point interfaces was making progress difficult, so the company decided to build a new, more flexible application and integration architecture.

The Solution
Cattles worked with CSI (www.csilt.co.uk), an IBM Premier Business Partner, to deploy IBM WebSphere MQ, IBM WebSphere Message Broker and IBM WebSphere Enterprise Service Bus – designed to provide a single messaging bus that links IT services across the business.

The Benefits
Solution simplifies integration and paves the way towards a service oriented architecture with full business process choreography – which should enable IT to provide new services to the business more rapidly. By eliminating expensive legacy interfaces, Cattles has improved its traceability, auditing and monitoring capabilities.

Cattles plc is a UK-based financial services group which specialises in providing consumer credit to non-standard customers. The group also provides working capital finance for small and medium-sized businesses and provides debt recovery services. Listed in the FTSE 250, Cattles operates from more than 300 locations in the UK, employs over 5,000 people, and earned pre-tax profits of £165.2 million in 2007.

As a consumer-facing financial services group, Cattles relies totally on its IT systems to support key business processes such as credit checking, loan management, and customer relationship management. Over several years, the group had built up a complex IT infrastructure, involving numerous systems linked by point-to-point interfaces. Many of these interfaces were developed and supported by third parties, which increased the company’s IT support costs and reduced its ability to adapt flexibly to changing business requirements.

“We have experienced considerable growth over the past several years, and the existing applications and infrastructure were beginning to struggle to deal with both the business volumes and the degree of flexibility being demanded of the applications,” explains Paul Manley, Head of IT Systems Development at Cattles. “We decided to replace our application suite with ‘best of breed’ products which would deliver a more flexible and agile architectural model. To support the new applications, we also identified the need to perform a full hardware and infrastructure refresh.”

The brief the Cattles IT team were working to was to replace the many disparate systems used by the many business colleagues with a single ‘virtual’ system. The application suite selected was Siebel CRM, Siebel Teller, Siebel Analytics and the Fiserv ICBS banking system. This obviously created a major integration project within the overall programme.

Cattles considered several suppliers for this ambitious integration project, including a joint bid from IBM and CSI, an IBM Premier Business Partner.

“We chose the IBM and CSI team because we knew that IBM had the ability to act as a one-stop shop for hardware and middleware, and we were confident in CSI as an experienced end-to-end implementation partner.”

Paul Manley
Head of IT Systems Development
Cattles

Laying the groundwork
The first stage of the project was for CSI, IBM and Cattles to install and configure the new infrastructure, which was based on IBM Power Systems servers running IBM i and IBM AIX with IBM DB2, as well as a number of IBM System x servers. A new storage area network (SAN) was also put in place, managed by IBM Tivoli Storage Manager and IBM System Storage Productivity Center.

Enterprise Service Bus architecture
With the infrastructure in place, CSI and IBM worked closely with Cattles’ in-house team to design, develop and deploy the new application integration
architecture. A suite of IBM products, including IBM WebSphere Enterprise Service Bus, IBM WebSphere Message Broker and IBM WebSphere MQ, was used to create an infrastructure capable of processing around one million messages per hour, or approximately 70 messages per second per processor.

WebSphere MQ – the universal messaging bus of SOA – provides assured delivery of information between the different applications at Cattles. It acts as the reliable transport underpinning IBM’s Enterprise Service Bus offerings: WebSphere Message Broker and WebSphere Enterprise Service Bus mediate the information flowing between the applications – dynamically formatting, enriching, and routing the in-flight data, which greatly simplifies the challenge of integration.

The new architecture replaces numerous point-to-point interfaces and provides a common messaging platform which enables Cattles to link IT components (such as its Siebel CRM and Fiserv ICBS banking systems) to each other and to external services (such as Experian) in a seamless and flexible manner.

“The solution enables us to view our IT landscape less as a set of separate systems, and more as a set of components or services that can be combined to serve business needs,” explains Paul Manley. “For the moment, the main advantage is the reduction in complexity and the ease with which we can incorporate new systems into the environment – but as we plan our move towards a full SOA strategy, this solution from IBM and CSI should help us rapidly build composite applications that map closely to our business processes.”

Looking to the future

To monitor the new architecture, CSI is helping Cattles build a Common Event Infrastructure (CEI) – a framework that provides a common format (called Common Base Event or CBE) for IT systems to report events. Instead of each system producing a separate log file, the CEI makes root cause analysis much simpler by providing a coherent view of the state of all systems at the time of the event.

CSI and Cattles are also currently looking at implementing IBM WebSphere Process Server to facilitate business process choreography. This would enable the orchestration of IT services and human interactions into complex processes that flow according to flexible business rules.

Leveraging flexibility

The new architecture is designed to provide Cattles with a more flexible IT environment, enabling different systems to interoperate without the need for specifically-coded point-to-point interfaces. As a result, it should be easier for the company to extend its IT landscape by introducing new services.

CSI has trained Cattles’ IT staff to maintain and develop the new architecture, so all integration activities can now be carried out in-house, by a single team. Going forward, Cattles should no longer need to rely on third parties to manage a spider’s-web of interfaces – and this should help to reduce IT support costs.

Moreover, thanks to the excellent performance of the IBM WebSphere Enterprise Service Bus, Cattles should be able to process more customer applications faster – helping to reduce the cost of each transaction.

“Most importantly, IBM and CSI have helped us create an IT architecture which promotes a business-oriented approach to IT. When the business wants to introduce new applications or services, we should be able to integrate them with our existing systems more easily – building flexible, efficient processes that directly answer our business needs.”

Paul Manley
Head of IT Systems Development
Cattles plc
Datasys gives FAREN easy access to ERP with IBM WebSphere Portal

Overview

The Challenge
With an increasingly mobile sales force, FAREN wanted to enable its employees to access product information, check availability and submit sales orders from anywhere and at any time.

The Solution
FAREN worked with Datasys to deploy a new version of its ACG ERP software on the IBM System i platform. Datasys built a Web portal front-end for the solution using IBM WebSphere Portal Express 6.0 to provide access to the ERP system for employees and large clients.

The Benefits
Solutions enables user-friendly access to ACG ERP from laptops and mobile phones – increasing flexibility and improving customer service. Self-service functionalities for sales reps and clients reduce workload for call centre staff. Datasys implemented the new system within one week – helping FAREN roll out the solution rapidly.

FAREN Industrie Chimiche SpA is an innovative chemical manufacturer, specialising in the development and production of maintenance, sanitation, lubrication and detergent products. Based in Milan, Italy, the company employs 50 people, operates from twelve locations across Italy, and exports its products across Europe and South Africa.

FAREN relies on a network of highly mobile sales representatives, who spend much of their time visiting client sites to promote and sell the company’s products. During sales negotiations, it is critical for these representatives to have access to information such as current stock levels and production capabilities, so that they can make accurate estimates of lead-times and delivery dates for new orders.

“Our existing IT environment, based around ACG ERP software running on the IBM System i server platform, provided excellent functionality in terms of financial management, production planning and logistics – but it did not offer secure remote access,” explains Barbara Altamore, IT Manager at FAREN. “As a result, when our sales teams needed information, they had to ring our call centre and request it over the phone. This was not very secure, and there was a possibility that the wrong information could be passed on. Moreover, it created a lot of work for the call centre staff.”

Consulting the experts
FAREN decided to find a better solution, and consulted Datasys, an IBM Business Partner that specialises in solutions involving IBM Lotus and WebSphere technologies. Datasys helped FAREN evaluate the requirements for a mobile working solution, then recommended upgrading to a new version of ACG and implementing a self-service portal using IBM WebSphere Portal Express 6.0.

“Datasys was involved in this project from beginning to end,” says Barbara Altamore. “The Datasys team have an excellent understanding of our business and of the chemicals industry in general; as a result, they invariably come up with innovative solutions to meet our IT needs.”

Datasys helped FAREN implement the new ERP platform and design and develop the new Web portal. The implementation itself took just one week, and Datasys has continued to work with FAREN’s in-house team to support and improve the new platform.

Easy access to information
IBM WebSphere Portal Express provides a highly intuitive interface for the back-end ACG ERP system, making it easier for sales teams to query product databases and find related documents. It also provides access to the company’s ordering system, so orders can be placed almost immediately – eliminating the delays that resulted from the previous paper-based system.

“With the IBM WebSphere Portal Express solution, our agents can log in to our portal whenever they wish and wherever they are – using a standard PC, laptop, or even mobile phone,” says Barbara Altamore. “This gives us a more flexible, secure and efficient way to transmit crucial business data, and also allows us to reduce the workload of our call centre staff.”

Extending the solution
“The portal is becoming a key strategic asset for us,” she adds. “We have already given our sales agents access to it, and our aim is to extend it to our biggest customers as well, enabling them to place orders directly into our ERP system. This will mean a further reduction in call centre workload, reducing transaction costs and improving the customer experience by shortening response times.”

By providing self-service functionalities for both sales teams and major customers, FAREN will be able to reduce the cost of sales significantly.

“As with any company, reducing operational costs is important to us,” concludes Barbara Altamore. “But it is even more important to maintain good relationships with our customers. By making it easier to give customers accurate information about our products and capabilities, and by enabling us to respond to their needs more rapidly, this solution from IBM and Datasys has already become a vital part of our customer service strategy.”

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Barbara Altamore
IT Manager
FAREN
FOD Economie moves to open systems with Dolmen and IBM

Overview

The Challenge
FOD Economie found that usage of its Web-based company registry application was growing by 100% per year. Existing systems were expensive and difficult to expand. The Ministry wanted to create an easily-scalable infrastructure to cope with unpredictable growth, support open standards, and help to avoid vendor lock-in.

The Solution
Working with Dolmen (www.dolmen.be), FOD Economie migrated applications to four IBM System x servers running IBM WebSphere Application Server 6.1 under VMware ESX and SUSE Linux. WebSphere is designed to enable the development of an Enterprise Service Bus, aiming to boost performance for messaging between Java applications and the IBM DB2 database.

The Benefits
New solution is highly scalable, enabling cost-effective expansion in capacity as user numbers increase. Standardised architecture simplifies maintenance and development. Support for open standards software helps FOD Economie avoid vendor lock-in and increases flexibility for the future.

FOD Economie is the Belgian Federal Ministry responsible for economic regulations, analysis and statistics, quality assurance, inspections and energy policy. It employs 2,800 people at its headquarters in Brussels and at 25 sites across the country. The Ministry keeps records of every registered company in Belgium – including addresses, legal information and unique reference numbers that must be used in all transactions between companies and the government, and between companies themselves. To try and make it easier for the general public to make use of this information, FOD Economie built an application that sought to offer simple browser-based access to the core company registry database.

“We were running both the back-end IBM DB2 database and the application server on our mainframe,” explains Frank de Saer, ICT Manager at FOD Economie. “But we soon realised that this would not be a sustainable strategy for the long term. Since we launched the application, we have seen user numbers grow by 100 per cent each year. Supporting this growth on the mainframe would have meant a considerable increase in licensing costs.”

A more flexible architecture
The Ministry decided to move to a more flexible distributed architecture, and consulted Dolmen, an IBM Premier Business Partner and a leading player in the Belgian IT services market. “We wanted to take the first steps towards a more standardised, service-oriented architecture, based on open standards,” says Frank de Saer.

“Dolmen was an ideal partner for this kind of project – with considerable expertise in IBM hardware and software, and in technologies like Linux and Java.”

Dolmen has its own Java Competence Centre. The centre employs more than 100 professionals, and offers end-to-end project management services for public and private organisations with more than 50 employees.

Dolmen used the IEEE ‘viewpoint’ methodology to design a solution that took into account the requirements of all project stakeholders. The Dolmen team then helped the Ministry migrate its mainframe application platform to IBM WebSphere Application Server 6.1, running under SUSE Linux Enterprise Server on four IBM System x3950 servers. Based on the IBM X3 Architecture, the x3950 is designed to deliver excellent performance for application workload, utilising up to 32 powerful Intel Xeon processors. IBM XpandOnDemand scalability enables FOD Economie to license more processors in the x3950 as demand increases – increasing the cost-effectiveness of the architecture.

“We have a lot of experience with WebSphere technologies, and we were convinced that moving to this new version of WebSphere Application Server would provide the stable, high-performance environment we need for our Java applications,” says Frank de Saer. “The IBM System x platform provides a cost-effective and scalable architecture that helps us get the most out of the WebSphere software.”

The Ministry has deployed two servers at its main site, and two others at a disaster recovery site. The servers are clustered for load-balancing and high availability, helping the Ministry provide a 24x7 service for users.

Increasing messaging performance
FOD Economie is using the Sciforma Integration Bus (SIB) in WebSphere Application Server 6.1 to deliver increased messaging performance for its Java environment. “The Java applications provide around 70 different Web Services, so the ability to maintain efficient messaging via the SIB is very important,” says David Mampaey, Applications Group Manager at Dolmen. “WebSphere Application Server has enabled us to optimise performance for FOD Economie, while maintaining high levels of availability and reliability.”

WebSphere Application Server 6.1 is designed to help organisations lay the foundations of a service-oriented architecture (SOA) by providing the tools required to build and deploy application services rapidly, run and manage them reliably, and re-use existing components in new projects. While FOD Economie has not yet committed to a full SOA strategy, WebSphere technologies are nevertheless helping to increase the flexibility and modularity of its IT architecture.

Frank de Saer adds: “WebSphere performs very well in the Linux environment, and helps us get the most out of our Java applications. As a public sector organisation, it is important for us to remain flexible and avoid vendor lock-in, so the ability to leverage these open standards-based technologies is very important for us. IBM deserves considerable credit for its excellent support for Linux and Java environments.”
Orchard helps Ordnance Survey match over 53 million address records with IBM WebSphere QualityStage

The Challenge
To develop OS MasterMap Address Layer 2, which provides the most accurate, comprehensive spatial address database of Great Britain, Ordnance Survey needed to collate datasets from a number of different sources, starting with the Royal Mail’s Postcode Address File (PAF), the Multiple Residence dataset, and the Valuation Office Agency’s Council Tax and Non-Domestic Rates datasets. Matching more than 53 million records in a variety of formats required both a robust computerised solution and considerable resources on the manual completion phase.

The Solution
Ordnance Survey implemented arcIndex, a data cleansing and matching solution from Orchard Information Systems (www.orchard-systems.co.uk), an IBM Business Partner. The solution is built around the powerful IBM WebSphere QualityStage matching engine.

The Benefits
- Highly scalable solution is designed to handle vast datasets reliably; Orchard provides technical support, staff training and development services, helping to meet changing business needs; user-friendly solution is easier to manage for non-technical staff.
- Highly accurate and up-to-date; customers such as the police and fire services rely on Ordnance Survey mapping information when dealing with emergencies, so it is crucial that the data provided is accurate and up-to-date.

Cliff Garvey comments: “We needed a way to match diverse data in a variety of formats, while maintaining a high degree of accuracy across multiple large datasets; arcIndex gave us the flexibility to develop and extend our own complex rule-base and fully exploit the potential of the application.”

The arcIndex software enables Ordnance Survey to create ‘patterns’, which adapt the existing address data into a standard format and enable more accurate comparison between entries. The standardised data is then fed into a powerful matching engine – IBM WebSphere QualityStage.

“WebSphere QualityStage is at the heart of arcIndex,” explains Simon Leventhal, arcIndex Product Manager, Orchard Information Systems.

Ordnance Survey is Great Britain’s national mapping agency – a government department with executive agency status in its own right, which has been a trading fund since 1999. Ordnance Survey provides a number of statutory services for central and local government, as well as selling mapping and data services to commercial companies – especially utilities, insurance and developers of geographical information system (GIS) software. The organisation is based in Southampton, and employs around 1,500 people.

As the recognised market leader in its field, Ordnance Survey prides itself on the precision and comprehensiveness of its data. Customers such as the police and fire services rely on Ordnance Survey mapping information when dealing with emergencies, so it is crucial that the data provided is accurate and up-to-date.

“Ordnance Survey is the recognised market leader in its field, and prides itself on the precision and comprehensiveness of its data,” explains Cliff Garvey, Programme Manager at Ordnance Survey. “However, historically, no single organisation has ever been able to compile a comprehensive list of British addresses. Combining these three sources would yield a more comprehensive inventory of addresses – but we needed a way to compare them and eliminate duplicate entries.”

Full master data management
Ordnance Survey wanted a solution that would provide data cleansing and matching functionalities out-of-the-box, but which would still be flexible enough to enable customisation to its unique needs. After reviewing offerings from a number of different suppliers, Ordnance Survey chose the arcIndex solution from Orchard Information Systems.

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Manager at Orchard. “It is an extremely powerful engine that can compare records intelligently using libraries of complex predefined rules – for example, it can match ‘Rd’ with ‘Road’, ‘1’ with ‘one’ and so on. Combined with Orchard’s arcIndex framework, WebSphere QualityStage provides a complete Master Data Management solution, helping Ordnance Survey process vast datasets with reduced manual intervention.”

**Comprehensive service**

Orchard implemented the software and integrated it with Ordnance Survey’s existing Oracle databases, before providing comprehensive training for over 60 staff.

“The training provided by Orchard was excellent, and the software is user-friendly, so we are able to manage the arcIndex environment in-house,” says Cliff Garvey. “And whenever we have needed extra development work, Orchard has responded well.”

**Unprecedented scale**

With the new solution in place, Ordnance Survey was able to match over 86% of the entries in the Valuation Office’s domestic address database with those in the Royal Mail PAF dataset – without manual intervention. After rewriting some of its matching rules and handling the exceptions manually the team has been able to increase this figure to approximately 95 per cent.

“We are rapidly approaching the point where we will be able to see which addresses from the Valuation Office are not listed by the Royal Mail, and vice versa – so when we collate the two, we will gain a clean and practically comprehensive master address database for England and Wales,” says Cliff Garvey. “In terms of the sheer volume and complexity of the data, it will be an unprecedented achievement for Ordnance Survey – but that is not the end of the story. Ordnance Survey will seek permission to match the new database with other national datasets, thereby increasing the quality and completeness of OS MasterMap® Address Layer 2.”

**Robust solution**

With such large datasets, a full load-and-match of all 50 million entries can take up to 90 days to complete, even with the high-performance matching engine running on top-end server hardware. The reliability of WebSphere QualityStage and arcIndex is therefore vital – as an aborted run could potentially cause significant delays.

“In fact, the solution is not merely robust, but recoverable,” says Cliff Garvey. “Even if a run does fail, we can recover the completed matches and restart from the point at which the job stopped.”

He concludes: “With Orchard’s arcIndex software and WebSphere QualityStage, Ordnance Survey now has the tools to achieve its objective – a single, comprehensive spatial address database that will deliver the levels of precision and accuracy our customers demand.”

Cliff Garvey

Programme Manager

Ordnance Survey
Montefarmaco OTC con IBM e il Gruppo G. R. Informatica ha trovato la medicina giusta per i problemi di archiviazione

Montefarmaco OTC, con sede a Bollate vicino a Milano, è uno dei principali attori del mercato italiano dei prodotti parafarmaceutici e sanitari. L’azienda invia i suoi prodotti a circa 12.000 farmacie locali, dislocate in tutto il Paese, generando ogni anno oltre 40.000 fatture di vendita.

Per conformità a svariate norme italiane sulla rintracciabilità dei prodotti farmaceutici, questa massa di documenti deve essere elaborata, schedata e archiviata per diversi anni. L'azienda desiderava inoltre ottenere la certificazione di gestione ambientale ISO 14000, obiettivo che richiede la produzione di una significativa mole di documentazione sui processi interni.

Con un organico di soli 50 dipendenti nella sede centrale e 40 addetti alle vendite, Montefarmaco OTC i processi tradizionali basati su carta erano inadeguati.

"Tutti i documenti" spiega Luca Caramella, "sono ora salvati nel repository di InteGRa.Documenti, che archivia i dati della nostra piattaforma database IBM DB2 Workgroup esistente. L’applicazione è eseguita su IBM WebSphere Application Server che, da qualche tempo, fa parte della nostra infrastruttura IT.”

"Il fatto che InteGRa.Documenti utilizzò queste tecnologie IBM è stato determinante per la nostra decisione, non solo perché estende il valore del nostro investimento, ma anche perché la stabilità e la semplicità d’uso di WebSphere e DB2 ci fanno avere completa fiducia nella soluzione."

E aggiunge: "In genere quando implementiamo nuovo software, è necessario destinare una considerevole quantità di tempo e denaro al riaddestramento del personale. Ma grazie alla familiarità dei nostri dipendenti con WebSphere e DB2, il personale ha imparato immediatamente ad utilizzare InteGRa. Documenti."

L’estrema scalabilità della piattaforma DB2, associata alle alte prestazioni, consente a InteGRa.Documenti di crescere parallelamente alle esigenze di Montefarmaco OTC e al volume di dati da gestire. Montefarmaco OTC stima che la digitalizzazione dei loro archivi con DB2 e InteGRa. Documenti ridurà i costi di archiviazione e amministrazione di circa il 50%.

Nel frattempo, la flessibilità e l’interoperabilità del middleware WebSphere hanno consentito l’integrazione della nuova soluzione con un sistema ERP e permettono la realizzazione del prossimo progetto dell’azienda: aprire il sistema InteGRa. Documenti alla rete di fornitori di Montefarmaco OTC.


E conclude: “Sfruttando la scalabilità di DB2 e la flessibilità di WebSphere, il Gruppo G. R. Informatica ha creato una soluzione di gestione documentale veramente eccellente, che nei prossimi anni avrà un ruolo chiave nelle operazioni aziendali di Montefarmaco OTC.”

Luca Caramella
ICT Director
Montefarmaco OTC S.p.A.
CoFeTra emprende el camino hacia una gestión de distribución integrada con ArgoNet e IBM

**Visión general**

- **El reto**
  El reducido personal de CoFeTra gestionaba la logística de un gran número de distribuciones en España y Europa. Los sistemas de gestión de pedidos existentes se basaban en hojas de cálculo y formularios impresos, que suponían un cuantioso procesamiento manual y tiempos de respuesta lentos para los clientes.

- **La solución**
  El trabajo conjunto con ArgoNet (www.argonet.es) para implementar una solución JAVA de gestión de pedidos, distribución y facturación basada en la tecnología IBM DB2 versión 8.2. Esta solución funciona en la plataforma IBM System x y se integra con los sistemas de contabilidad existentes de CoFeTra.

- **Ventajas**
  Solución fácil de utilizar que reduce el tiempo de procesamiento y ofrece un único punto de acceso a todos los datos de pedidos y distribución de la cooperativa, lo que reduce la carga de trabajo manual y permite una respuesta más rápida a las consultas del cliente; la integración con sistemas back end elimina la posibilidad de volver a introducir datos, lo que supone un ahorro de tiempo y una mejora en la integridad de los mismos.

Cooperativa Ferrolana de Transporte (CoFeTra, www.cofeira.com) es una pequeña cooperativa de logística y transporte con base en La Coruña, ciudad ubicada al noroeste de España. Esta cooperativa organiza distribuciones a una amplia gama de sectores industriales, con camiones que transportan mercancías en toda España y Europa.

CoFeTra cuenta con 20 empleados y su principal equipo o site consta de sólo tres miembros a tiempo completo. La función principal de este equipo es actuar conjuntamente con transportistas y clientes en ambos extremos de la cadena de distribución, realizar nuevos pedidos, coordinar los recursos de la cooperativa de la forma más eficaz posible y realizar la facturación.

Para acometer estos aspectos de forma correcta, el equipo debe gestionar un gran número de llamadas telefónicas: tanto para concretar los detalles de los nuevos trabajos como para ofrecer información a los clientes existentes acerca de tiempos de respuesta calculados. Dado que no contaba con un sistema de gestión de pedidos y distribución centralizado, CoFeTra se basaba en numerosos formularios impresos y hojas de cálculo de Microsoft Excel para tener un control de esta información: un método complicado que requería un importante procesamiento manual.

“Al personal le resultaba verdaderamente complejo buscar la información correcta cuando los clientes llamaban preguntando por su mercancía”, comenta David Cernadas, director de operaciones de CoFeTra. Además, todos los datos debían introducirse por separado en nuestros sistemas de contabilidad back end, lo que suponía una gran pérdida de tiempo y un aumento de las posibilidades de que se cometieran errores.

“Dado que nuestros niveles de dotación de personal están tan reducidos, resulta esencial que dediquemos el máximo tiempo posible a actividades básicas de empresa; no podemos permitirnos malgastar el tiempo en papeleo innecesario. Necesitábamos una solución que nos ayudase a centrarnos en nuestros clientes y no en nuestros procesos internos”.

**Ofrecer una solución**

CoFeTra tuvo en cuenta una serie de soluciones antes de elegir trabajar conjuntamente con ArgoNet, un Business Partner de IBM. ArgoNet participa en IBM PartnerWorld Industry Networks y está especializado en los sectores logísticos y de transporte, a lo que significa que el Business Partner ha “optimizado” su aplicación con tecnologías IBM.

“Examinamos detenidamente el modelo de empresa de CoFeTra y recomendamos una solución basada en IBM DB2, que se ejecuta en la plataforma IBM System x”, dice Jenaro Castro, responsable de proyecto de ArgoNet. “Todo el mundo sabe que DB2 es una gran plataforma de base de datos empresarial, pero el proyecto CoFeTra demuestra que también puede ofrecer valor real a las empresas más pequeñas”.

A través de un front end intuitivo, el personal de CoFeTra puede registrar nuevos pedidos directamente en un único punto de acceso con la completa seguridad de que la solución DB2 ofrece un importante ahorro y una mayor productividad mediante la reducción del papeleo y procesamiento manual.

“Con respecto a la organización de la logística, esta solución ha facilitado cada uno de sus aspectos. Podemos procesar pedidos y gestionar vehículos para las distribuciones de forma más rápida de lo que hacíamos anteriormente y podemos ofrecer unos tiempos de entrega mejores y un mayor control. No sólo estamos respondiendo a las necesidades de nuestros clientes de forma más eficaz, sino que también les estamos ayudando a que ahoren tiempo y dinero”.

El próximo paso para CoFeTra es abrir el sistema a los clientes a través de una interfaz Web, lo que les permite tener un control de sus pedidos y, consiguientemente, una reducción de la carga de trabajo administrativa para el equipo on site. A largo plazo, la cooperativa espera trabajar conjuntamente con ArgoNet en una solución móvil que permitiría a los transportistas registrar los detalles de las entregas a tiempo real.

“La solución IBM DB2 ofrece exactamente lo que necesitábamos: un único recurso de fácil acceso para los datos de empresa que mejora la productividad y ofrece opciones para la ampliación a medida que nuestra empresa crece”, concluye David Cernadas.
Gewandhaus Gruber entwirft mit it-werke und IBM eine maßgeschneiderte biometrische Kundenbindungslösung

Gewandhaus Gruber ist ein in Endingen ansässiges Modehaus mit 10 Geschäften im Südosten Deutschlands. Sein vielfältiges Sortiment reicht von Kinder- und Sportbekleidung bis hin zu Designermode und Trachten.

Als innovatives Modehaus plante Gewandhaus Gruber zur Bindung und Neugewinnung von Kunden die Einführung eines Treueprogramms. Allerdings sollte dies mehr als nur eine gewöhnliche Kundenkarte sein.

Überblick

Gewandhaus Gruber ist ein in Erding ansässiges Modehaus mit 10 Geschäften im Südosten Deutschlands. Sein vielfältiges Sortiment reicht von Kinder- und Sportbekleidung bis hin zu Designermode und Trachten.

Wie viele Einzelhändler hatte Gewandhaus Gruber ein großes Interesse an der Entwicklung eines Kundentreueprogramms, um die Bindung bestehender Kunden zu verstärken und neue Kunden für seine Geschäfte zu gewinnen. Durch die Einführung eines solchen Programms könnte das Unternehmen außerdem eine Datenbank der Einkäufe und Vorzüge seiner Kunden aufbauen, was wiederum der Geschäftsleistung ermöglichen würde, einen besseren Einblick in das Kaufverhalten von Verbrauchern zu gewinnen und gezieltere Werbekampagnen durchzuführen.

"Wir hatten uns über die verschiedenen Treueprogramme anderer Geschäfte informiert, die im Allgemeinen auf Kundenkarten basierten", erklärt Svenja Wittrowski, Projektleiterin bei Gewandhaus Gruber. "So entschieden wir uns für die digiPROOF Lösung von it-werke, mit der Kunden durch ein einfaches Scannen ihres Fingerabdrucks Artikel erwerben und Kundenprämien erhalten können." Svenja Wittrowski

Zusammen mit einem Team von Gewandhaus Gruber und der IT-Beratungsgesellschaft it-werke entwarf Gewandhaus Gruber eine Lösung, mit der Stammkunden, „Zebra-Club“ genannt, über das Fingerabdruck-Scannersystem digiPROOF für ihre Einkäufe bezahlen können. Für die Lösung wird eine Kombination aus IBM Hardware und Software verwendet, die als Grundlage für die digiPROOF Anwendungen dienen und den Point-
“IBM DB2 stellt den Kern der Kundenbindungslösung von Gewandhaus Gruber dar ... [wir] empfohlen DB2 wegen des ausgezeichneten Preis-Leistungsverhältnisses und der branchenführenden Zuverlässigkeit.”

Ulrich Kipper
CEO
it-werke

“Es handelt sich um ein sehr ungewöhnliches und markantes System, das Kunden unbedingt ausprobieren wollen“, meint Svenja Wittrowski. „Gleichzeitig bietet es eine Reihe praktischer Vorteile für Gewandhaus Gruber, insbesondere, was niedrigere Betriebskosten angeht. Da keine Kundenkarten hergestellt, an die Kunden versandt, verwaltet und bei Verlust ersetzt werden müssen, sind die Einsparungen beträchtlich.“

Mit den durch digiPROOF bereitgestellten Geschäftsadaten kann das Unternehmen die Auswirkung der Lösung direkt bemessen. Die 4.500 Zebra-Club-Kunden haben in den sechs Monaten seit der Einführung der Lösung 2,6 Millionen EUR ausgebogen, was durchschnittlich einen Betrag von 100 EUR pro Kunden ergibt. Zebra-Club-Transaktionen machen bereits um 15 % der Betriebseinnahmen aus, und diese Ziffer nimmt aufgrund wachsender Mitgliederzahlen weiterhin zu.


Svenja Wittrowski
Projektleiterin
Gewandhaus Gruber
Dansikring Direct får løst deres it-problemer hurtigt med Helpdesk.Easy og IBM Lotus-teknologi

**Oversigt**

**Udfordring**
Personet 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**

**Fordel**

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.


"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 databasesyrede applikationer, der er fuldt integrerede med vores kernefunktions, som e-mail og Lotus Sametime instant messaging. Det gør, at Lotus Notes og Domino er den ideelle platform for vores virksomhed."

Helpdesk.Easy giver overblik og kortere behandlingstid

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.


Eksisterende investering kunne udnytte
"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.


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"Vi kan tildele et vilkårligt problem til den mest egne medarbejder i it-afdelingen – og der er endda et

statistik analyseværdigt, 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 svarer dør. Over tid genererer løsningen en videnbase, der indeholder enkelt løsninger på de mest almindeligt forekommende problemer.


Simpelt at opdrage og service i særklasse
Dansikring Direct opgraderede for nyligt deres løsning for at kunne drage fordele af en ny funktion, som giver adgang til sagstyringssystemet via en webbrowser – dette betyder, at virksomhedens franchisepartnere kan oprette sager, endda selvom de ikke har installeret Lotus Notes klienten.


Faktisk var der ingen, der bemærkede, at der var en forskel, før jeg viste dem den nye webgrænseflade."

Niro får nem adgang til oplysninger med IMAM og IBM Lotus Sametime

Oversigt

![Image]

*Udfordringen*

På grund af virksomhedens art lagrede ingeniørvirksomheden Niro deres data flere forskellige steder – herunder i Microsoft Dynamics AX, et Oracle dokumentstilringssystem og forskellige IBM Lotus Domino-databaser. For at få adgang til disse datakilder krævede det, at brugerne havde specialsoftware og specialtræning, og det kunne især være svært for sætigelene at få fat i de oplysninger, de havde brug for, når de ikke var på kontoret.

*Løsningen*


*Fordelene*

IMAM kan tilsluttes stort set alle datakilder, hvilket fjerner behovet for special klientsoftware og gør det let for brugerne at få adgang til oplysninger. IMAM er udviklet til ikke-tekniske brugere, så de hurtigt og nemt kan oprette IM-agenter uden brug af kodning. Lotus Sametime understøtter mobile enheder.

Niro A/S, der er en del af GEA-koncernen, er en dansk virksomhed, der specialiserer sig i udvikling, design og markedsføring af væskebærende og pulverbearbejdende udstyr til fremstilling af produkter i pulverform, kornet form eller agglomerat. Niro leder GEA-koncernens Process Engineering Division, der beskæftiger ca. 4.500 medarbejdere i 50 lande, hvoraf ca. 500 arbejder direkte for Niro i Søborg.

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Virksomheden er afhængig af et række vigtige IT-systemer til at understøtte deres arbejde. ERP-løsningen til at håndtere styringen af leverandørkæden og produktionsprocessen kommer fra Microsoft Dynamics AX, mens projektdokumentation, tegninger og planer opbevares i en dokumentstilringssystem fra Oracle. Derudover anvender virksomheden en række databasesyrede IBM Lotus Notes og Domino-applikationer, samt e-mail og kalenderfunktioner.

"Med så mange forskellige datakilder var det efterhånden blevet svært for brugerne at få adgang til de oplysninger, de havde brug for", siger Pernille Herold, Lotus Notes-administrator hos Niro. "De fleste datakilder krævede klientsoftware, så brugerne kunne ikke få adgang til de data, de havde brug for, med mindre de brugte en computer med den rigtige software. Ofte måtte de bede deres kolleger om at skaffe dem på en mere ineffektiv måde, hvilket var et hinder for at løse virksomheden diagnostikken.

Vejen til en mere fleksibel løsning

Niro begyndte at lede efter en løsning, hvor man på en mere fleksibel måde kunne få adgang til de forskellige datakilder og faldt over IMAM (Instant Messaging Agent Manager), en løsning til IBM Lotus Sametime udviklet af Semaphor, der er en dansk IBM Business Partner.


Niro anvendte enkelte funktioner af IMAM til "presence awareness", instant messaging og webmøder, så brugerne kunne få adgang til de eksisterende investeringer i Sametime-platformen.


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Donnerne
Den nordeuropæiske division af OKI Printing Solutions havde behov for en avanceret CRM-løsning (Customer Relationship Management), som kunne bidrage til at sikre fremragende kundeservice, mens man fastholder en stram personalestrategi.

Oversigt
Den nordeuropæiske division af OKI Printing Solutions har kontorer i Danmark, Finland, Norge og Sverige med ca. 60 medarbejdere. Virksomheden sælger printer-, fax- og multifunktionsprinterløsninger til virksomheder i hele regionen med anvendelse af avanceret hardware for at opfylde kundernes personlige kopierings-, scannings- og printerbehov.

OKI behandler hver løsning som et projekt og yder løbende teknisk support. Succesfuld projektering er en central factor, som adskiller OKI fra sine konkurrenter.

"Markedet for printerløsninger er kendegnet ved stor konkurrence mellem leverandørerne, som tilbyder ensartede produkter og priser," siger Lars Hargaard, Marketing Manager for OKI Printing Solutions i Nordeuropa. "Det betyder, at den service, som vi giver vores kunder, distributører og 700 forhandlere, er en meget vigtig konkurrenceparameter."

Med forholdsvis få medarbejdere gik det op for OKI i Nordeuropa, at det ville være umuligt at supportere dets netværk af partnere og kunder uden hjælp fra et avanceret CRM-system. Virksomheden begyndte at lede efter en løsning, som kunne sikre, at alle deres projekter kunne styres med høj standard.

Fordele
Avancerede Lotus-replikationsfunktioner er beregnet til at give medarbejdere, som arbejder eksternt, mulighed for at arbejde offline efter behov og synkronisere data med kontorets servere, når de er online. IntelliGlobe CRM gemmer alle kundeoplysninger og -korrespondance ét sted, som beskytter mod tab af vigtige oplysninger og gør det nemmere for medarbejdere at få adgang til de oplysninger, de har behov for, så de hurtigere og mere effektivt kan betjene deres kunder.

IntelliGlobe - OKI Printing Solutions
"IntelliGlobe CRM markerede sig på to vigtige områder: Den var nem at tilpasse vores særlige krav, og den er så brugervenlig, at alle hurtigt kan lære at bruge den."

Lars Hargaard
Marketing Manager
Northern Europe Division
OKI Printing Solutions

Udfordringer
Den nordeuropæiske division af OKI Printing Solutions har kontorer i Danmark, Finland, Norge og Sverige med ca. 60 medarbejdere. Virksomheden sælger printer-, fax- og multifunktionsprinterløsninger til virksomheder i hele regionen med anvendelse af avanceret hardware for at opfylde kundernes personlige kopierings-, scannings- og printerbehov.

IntelliGlobe CRM
"Tækket være IntelliGlobe CRM gemmes kunde- og forhandlerprojekter samt salgskampanjer sammen med al
tilhørende kommunikation såsom e-mails, kontrakter, notater og breve”, forklarer Lars Hargaard. “Når en forhandler eller kunde kontakter os, kan vi straks se alle de nødvendige oplysninger på skærmen og give den bedst mulige service. På den måde kan vi sikre, at hver kunde med det samme stilles om til sin account manager, hvilket kan hjælpe os med at løse kundens problem med det samme”.

“Ved hjælp af IntelliGlobe CRM har vi strømlinet og kvalitetssikret vores kommunikation med alle vores primære kontaktpersoner. Det betyder, at vi kan tilbyde en kundeservice, som er markant bedre end vores konkurrenters”.

Lars Hargaard
Marketing Manager
Northern Europe Division
OKI Printing Solutions

Nordeuropa bruger en stor del af tiden væk fra kontoret, så mobil adgang til CRM-systemet er helt afgørende.

“Denne fleksibilitet er mulig ved hjælp af de avancerede replikationsfunktioner i Lotus-platformen”, forklarer Lars Hargaard. “Lotus er en meget pålidelig måde for medarbejdere at arbejde på, når de er på farten. Hvis de ikke har adgang til internettet, så kan de stadig arbejde offline på en lokal kopi af deres data og synkronisere med det centrale system, når de er online igen”.


Skreddersyet til det forretningsmæssige behov
IntelliGlobe CRM-løsningen er udviklet til at levere omfattende funktioner som standard, så implementeringen bliver hurtigere og billigere. Det er også en meget fleksibel løsning, som kan tilpasses næsten alle kundebehov.

I forbindelse med OKI blev IntelliGlobe bedt om at udvikle en proces, der kunne give virksomheden mulighed for at håndtere særlige rabatter. Med den nye funktion følger den specielle pris, som tilbydes en kunde, med orden hele vejen gennem distributionskanalen, så kunden aldrig opkøber det afgørende, selvom der står noget andet i prislisten.

“IntelliGlobe CRM giver os et fuldstændigt overblik over alle sælgeres, og alle relevante personer får besked via e-mail”, siger Lars Hargaard. “Det sikrer, at vi undgår fejl og altid yder professionel service til vores kunder”.


Lars Hargaard
Marketing Manager
Northern Europe Division
OKI Printing Solutions

IntelliGlobe - OKI Printing Solutions

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IntelliGlobe - OKI Printing Solutions

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Omron Europe implementeert Europese CRM-oplossing met Computacenter en IBM

**Overview**

De uitdaging

Door het sterk toenemende aantal pan-Europese klanten wilde OMRON EUROPE haar markting- en klantenteam binnen Europa verbeteren. Het bedrijf had behoefte aan één enkele Europese strategie voor CRM om de samenwerking tussen haar nationale dochterondernemingen te verbeteren.

De oplossing

In samenwerking met IBM Premier Business Partner COMPUTACENTER (www.computacenter.com), heeft Omron Relavis e-Sales-software geïmplementeerd op het IBM Lotus Notes- en Domino 6.5-plat- form en de oplossing uitgerold in 19 kantoren in slechts 14 maanden.

De voordelen


Omron Europe B.V., gevestigd in Hoofddorp, is de Europese divisie van Omron’s Industrial Automation-divisie. Bij de International Automation-divisie van Omron Europe werken 1 100 mensen op 19 verschillende kantoren in 21 landen bediend. “Onze grotere klanten zien steeds minder alleen maar een nationaal bedrijf en breiden steeds vaker uit naar verschillende Europese landen,” vertelt Harm Teuben, Corporate Planning bij Omron Europe. “Om onze hoge standaarden van klantenservice te kunnen behou den moesten we ervoor zorgen dat onze IT-instellingen ons internationaal karakter onderstrepen.”

Omron Europe besloot haar bestaande lokale CRM-systemen te vervangen door een centrale oplossing waar mee de bedrijfscapaciteit in Europa gestandaardiseerd kon worden en de samenwerking tussen de lokale kantoren verbeterd kon worden. Na een analyse van de vereisten, waarmee alle belangrijke functionaliteiten werden vastgelegd die de nieuwe oplossing moet bieden, is het bedrijf een inviatie afgegeven aan een aantal bedrijven. “Een belangrijk voordeel van één enkele Centrale CRM-systeem is dat het ontwikkelingswerk niet langer per locatie gebeurt,” legt Harm Teuben uit. “Voorheen ontwikkelde elk land zijn eigen CRM-platform, wat duur was en wat betekende dat de verbeteringen aan de CRM-processen niet eenvoudig geïmplementeerd konden worden.”

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Om de voorwaarden van de gebruikers in de Verenigde Staten die werkten via een netwerk van partners voor het verkopen, implementeren en ondersteunen van haar oplossingen op de Europese markt, Relavis naaide een aanpak waarbij Computacenter aan een, andere IBM Premier Business Partner, om Omron Europe te helpen. De oplossing van IBM, Relavis en Computacenter biedt Omron Europe een aanzienlijke kostenbesparing en een krachtig IBM System i-server op het Nederlandse hoofdkantoor, en kleinere lokale servers bevatten replica’s voor de gegevens van ieder land. Om het netwerkverkeer minimaal te houden melden werknemers zich voornamelijk aan op de lokale server, maar ze kunnen de centrale server bereiken als ze informatie nodig hebben over internationale klanten. Er is een op maat gemaakt beveiligingsraamwerk op het netwerkverkeer om ervoor te zorgen dat alle werknemers veilig toegang hebben tot de informatie die ze nodig hebben.

Processen binnen de onderneming verbe- teren

De oplossing van IBM, Relavis en Computacenter biedt Omron Europe een aanzienlijke kostenbesparing door de hoeveelheid ontwikkelingen te verklei nen dat nodig is om de CRM-processen binnen de onderneming te verbeteren. “Belooprijker, dankzij Computacenter, Relavis en IBM Lotus Notes & Domino hebben we een pan-Europese CRM-oplossing waarmee onze werknemers eenvoudiger klantinformatie kunnen delen binnen de onderneming.”

Harm Teuben, Corporate Planning, Omron Europe
Pappas Gruppe setzt Marketinginformationssystem mithilfe von IBM und dem Software Kompetenz Team der ILS Consult um

Überblick

Die Herausforderung
Die Pappas Gruppe möchte ihr Marketingbudget effektiver nutzen und durch gruppenweite Marketingaktionen sicherstellen, dass eine einheitliche Markengenese an alle Mitarbeiter verbreitet wird. Das Unternehmen benötigt für diese Strategie eine neue IT-Plattform.

Die Lösung
In Zusammenarbeit mit den Mitarbeitern des Software Kompetenz Teams von der ILS Consult wurden die Anforderungen analysiert und mit einer Lösung entsprochen, die die geplanten Vorteile mit einem transparenten Flow ermöglicht.

Vorteile
Marketinginformationen werden automatisch an die betreffenden Mitarbeiter weitergeleitet, so dass gruppenweise eine einheitliche Markengenese übermittelt wird. Dank eines einzigartigen Repositorys für Marketinginformationen kann die gruppenweite Marketingstrategie koordiniert und verfolgt werden. Die Lotus Notes- und Domino Plattform ist für diese Aufgabenstellung ideal.

Die Pappas Gruppe zählt mit rund 2.600 Mitarbeitern in Österreich, Bayern und Ungarn zu den größten Automobilvertriebsunternehmen der Mitteleuropäischen Branche. Sie betreibt die Pappas Gruppe 29 Standorte in ganz Österreich.

Die Lotus Plattform als Grundlage

Die Entwicklung von StarInfo
Das Software Kompetenz Team bot seinem Kunden genau das, was er wollte: ein einfaches System mit Definitionen für Kampagnen und integrierten Arbeitsabläufen, die Geschäftsprozesse ohne viel Verwaltungsaufwand standardisieren. Auf dieser Grundlage entwickelten die SKT Berater von der ILS in sehr enger Zusammenarbeit mit dem Kunden das System StarInfo, eine planungsbasierte Anwendung, basierend auf der Lotus Notes und Domino Plattform.

„StarInfo ist unerlässlich“
Die Mitarbeiter sind von StarInfo begeistert, sowohl in der zentralen Marketingabteilung der Pappas Gruppe als auch bei den Vertragshändlern in ganz Österreich. Es ist für Mitarbeiter im Marketing jetzt viel einfacher, Aktionen durchzuführen und Projekte zu verfolgen, und remote Anwender schätzen die Möglichkeit, jederzeit auf das System zugreifen zu können, auch wenn sie offline arbeiten müssen.

„Dank der nahtlosen Integration von StarInfo in Lotus Domino können Kommunikationen viel leichter nachverfolgt werden. Durch einen einzigen Mausklick sind wir in der Lage, E-Mails im jeweiligen Projektordner in StarInfo zu speichern.‘‘

Manuela Angerer
CRM- und Interactive Media Administrator
Pappas Gruppe

„Wir sind jetzt in der Lage, alle betroffenen Mitarbeiter einer Marketingaktivität umgehend und einheitlich zu informieren, um so die volle Wertschöpfungskette einer Aktion erschließen zu können“, so Manuela Angerer. „Wir können uns ein Arbeiten ohne StarInfo gar nicht mehr vorstellen.“

Die neue Anwendung erfasst, speichert und organisiert Daten sowie Dokumentation zu jeder Marketingaktion, und bietet eine einfache, standardisierte Methode zur Projektarbeit. Jedem Mitarbeiter werden die jeweiligen Informationen zugeordnet, die per E-Mail automatisch über die neuesten Informationen, die in das System eingegeben werden, unterrichtet werden.

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CRM- und Interactive Media Administrator
Pappas Gruppe
Revision 88 sikrer overholdelse af komplekse revisionsregler ved hjælp af Revimentor- og IBM Lotus-teknologi

Oversigt

Udfordringen
Som følge af en af kompleks og streng lovgivning havde det danske Revision 88 (Registrerede revisorer, FRR) behov for en kvalitetsstyrningsløsning til at hjælpe med at overholde de komplicerede regler om kvalitetssikring.

Løsningen
Revision 88 implementerede en løsning fra Revimentor (www.revimentor.dk) der giver mulighed for avanceret kvalitetsstyring og dokumentstyring i revisionsarbejdet. Løsningen er bygget på virksomhedens eksisterende platform med IBM Lotus Notes og Domino 7 og kombinerer oplysninger hentet fra virksomhedens e-mail-miljø med breve, telefonsamtaler og øvrige dokumentation.

Fordeler
De indbyggede arbejdsprocesser og checklister gør det nemmere at overholde reglerne i revision af kunderegnskaber samtidig med, at de danske revisionsregler bliver mere komplekse og strenge. Michael Fedder Jensen, som er registreret revisor hos Revision 88, forklarer: "En af de største udfordringer i revisionsarbejdet er at oplyde lovgivningens bestemmelser om kvalitetssikring. Disse regler blev obligatoriske i 2002 og er siden revideret mange gange. Man plejede at kunne følge med i informationskravene ved hjælp af papiarprocesser, men i dag er det blevet så kompliceret, at det praktisk talt er umuligt. Vi får brug for en IT-løsning til at holde styr på det".

Den valgte løsning
Det gik for Revision 88, at det eksisterende IBM Lotus Notes- og Domino-miljø kunne være en ideel platform til at udnytte de effektive e-mail- og dokumentstyringsfunktioner i IBM Lotus Notes og Domino 7. Men det var en udfordring, fordi der var behov for en løsning, der kunne overholde de komplekse og strenge danske revisionsregler, herunder revision af kunderegnskaber i Revision 88.

"Revimentor giver et enkelt overblik over alle interaktioner med en kunde, og det hjælper os ikke kun med at overholde reglerne, men det gør det også nemmere for os at samarbejde i vores organisation", siger Michael Fedder Jensen. "Hvis en af vores bogholderi er syg eller på ferie, er det forholdsvis nemt for en anden at overtage dennes kunder, indtil personen er tilbage, idet alle oplysningerne gemmes i systemet i et sted, der er effektivt, og det hjælper os også med at samarbejde med andre medarbejdere".

Og som følge af tæt integration mellem Revision 88 og IBM Lotus Notes og Domino kan Revision 88 udarbejde breve og e-mails, der allerede indeholder data fra kundedatabasen. Det giver os mulighed for at overholde alle relevante regler for hver kunde på ét sted.

En vigtig del af Revision 88's organisering er at opfylde revisor for hver kunde i vores organisation, og det er en afgrænsende for vores forretning, og domino kan Virksomheden hjælpe os med at arbejde på en bedre måde, både i Revision 88 og hele Danrevi-Gruppen".

Danrevi-Gruppen bliver også nemmere.

Samarbejdet med andre Danrevi-selskaber i Revision 88 og hele Danrevi-Gruppen kan vi også se hver medarbejders kalender, hvilket gør det meget nemmere at samarbejde.

Effektiv og avanceret løsning

"Revimentor giver et enkelt overblik over alle interaktioner med en kunde, og det hjælper os ikke kun med at overholde reglerne, men det gør det også nemmere for os at samarbejde i vores organisation", siger Michael Fedder Jensen. "Hvis en af vores bogholderi er syg eller på ferie, er det forholdsvis nemt for en anden at overtage dennes kunder, indtil personen er tilbage, idet alle oplysningerne gemmes i systemet i et sted, der er effektivt, og det hjælper os også med at samarbejde med andre medarbejdere".

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Effektiv og avanceret løsning
Ved hjælp af drejerne af gamle papirprocesser og etablerer en enkelt og effektiv arbejdsgang i revision af kunderegnskaber samt interaktioner med kunder, kan vi også se hver medarbejders kalender, hvilket gør det meget nemmere at samarbejde.

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Ved hierосmого элосспьо диспидер фереми-граупп фереми-граупп, офармлине ро.Exit

Michael Fedder Jensen, Registreret revisor i Revision 88
Die Stadtwerke Ilmenau führen sichere Kommunikation mit IBM und procilon IT-solutions GmbH ein

Überblick

Die Herausforderung


Die Lösung

Zusammenarbeit mit procilon IT-Solutions GmbH wird die Stadtwerke Ilmenau die Anwendung „IBM Lotus Domino Collaboration Express“ auf Linux auf ihrer bestehenden Hardware-Plattform umsetzen. Die neue Lösung bietet gemeinsam nutzbare Kalenderfunktionen und zusätzlich zahlreiche Erweiterungsoptionen für die Zusammenarbeit, beispielsweise Instant Messaging über Lotus Sametime.

Die Stadtwerke Ilmenau versorgen über 20.000 Kunden in Thüringen mit Strom und Gas. Sie beschäftigen 30 Mitarbeiter und sind aufgrund ihrer effizienten Arbeitsweise in der Lage, ihre Stellung auf dem wettbewerbsintensiven Energiemarkt zu halten.

Die Stadtwerke sind an der Förderung offener Standards interessiert und führten ihre Mailserver unter SUSE Linux mithilfe der Anwendung „SUSE Openexchange“ aus. Benutzer griffen über einen Openexchange-Client auf ihre E-Mails zu, der auf Microsoft Windows-PCs ausgeführt wurde.

„Wir waren stets äußerst zufrieden mit Linux, doch die E-Mail-Anwendung wurde unseren Anforderungen leider nicht gerecht“, so Simone Wienhold-Engelhardt von den Stadtwerken Ilmenau. „Das Programm stellte keine gemeinsam nutzbaren Kalenderfunktionen zur Verfügung, so dass unsere Mitarbeiter Schwierigkeiten hatten, Besprechungen effektiv zu planen. Zudem unterstützte die Software die Verschlüsselung oder die Nachverfolgung von E-Mails nicht."

Nach der gültigen Rechtsprechung durfte ein Unternehmen nur davon ausgehen, dass ein wichtiges, über E-Mail gesendetes Dokument den korrekten Empfänger erreicht hat, wenn die E-Mail digital signiert ist. Da die bestehende E-Mail-Plattform der Stadtwerke Ilmenau den Verschlüsselung und digitale Signaturen, so dass das E-Mail-System der Stadtwerke Ilmenau den Richtlinien des Bundesamtes für Sicherheit in der Informationstechnik (BSI) entspricht.


„Der Sinn und Zweck von JULIA MailOffice ist die vollständige, gesetzlich bindende Abwicklung von Kommunikation über E-mail, ohne auf herkömmlichen Postversand angewiesen zu sein“, erklärt Simone Wienhold-Engelhardt. „Es stellt uns einen schnellen, transparenten serverseitigen Gateway zur Verfügung, der automatisch alle Aufgaben von Verschlüsselung und Signierung bis hin zur Entschlüsselung erledigt - es überprüft sogar den Verkehr auf Malware. Zudem integriert es sich perfekt in die bestehende IT-Umgebung, da es interne Nutzer lediglich als einfacher SMTP-Server erscheint."

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Wir können procilon gar nicht genug danken.“

Vorteile

Der Wechsel zu der Lotus Domino Collaboration Express-Plattform bringt die Stadtwerken Ilmenau neue Funktionen zur Verfügung, während gleichzeitig ihre Investitionen in die bestehende Hardware-Infrastruktur und das Linux-Betriebssystem gewinnbringend genutzt werden. Die rasche Umsetzung und Schulung durch procilon IT-solutions GmbH haben auch zum Erfolg des kostengünstigen und reibungslosen Projekts beigetragen.

Simone Wienhold-Engelhardt
Stadtwerke Ilmenau

„Die Lösung von Lotus Notes & Domino hat sowohl die interne als auch die externe Kommunikation verbessert, die Produktivität unserer Mitarbeiter gesteigert und uns die Kosten, Risiken und Verzögerungen erspart, die die traditionelle Kommunikation in Papierform mit sich bringt.“
„Alma littera“ įmonių grupė įgyvendina projektų valdymo sprendimą su „IBM Rational“ ir „Sintagma“

Atėnus „Alma littera“ įmonių grupė, kuriai priklauso dvidešimt gražinės literatūros leidykla „Alma littera“ ir dvidešimt mokyklės literatūros leidykla „Šviesa“, siekiant įveikti metų išbėgimą, vykdytoja įvairių projektaus, įgyvendinant biurokratinio administravimo sistemos kūrimą. Tą metus vykdytoja 1125 žmonių veikloje. Projekte dalyvauja su kituose Lietuvos mokymo įstaigose veikusiuose apdovanojimų, įrovėje, nebereikėjo įsitraukimo į naujų asmenų.“

„Alma littera“ įmonių grupė, kuriai priklauso gražinės literatūros leidykla „Šviesos“ ir teisės apsaugos teismo kultūros įstaigų, įgyvendina projektų valdymo sprendimą su „IBM Rational“ ir „Sintagma“.

Paveikslėlis

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Sprendimas

IBM “Premier” lygio verslo partnerinio programos „Sintagma“ (www.sintagma.lt), viena iš pirmiaujančių programinės įrangos ir verslo įdėme, įgyvendina Projektų valdymo sprendimą su „IBM Rational“ ir „Sintagma“. Išanalizuotas „Alma littera“ įmonių grupės iniciatyvų projekto planavimas ir svarbu, kad naujų mokomųjų leidinių reikalingi leidiniai naujiems mokslo vadovėliams pristatant. Šie leidiniai turėtų būti naudojami ne tik naujoms leidiniams, bet ir vykdyti naujoms leidiniams projektams, kad būtų užtikrintas efektyvus leidinių planavimas ir valdymas. Įgyvendina projektų valdymo sprendimą su „IBM Rational“ ir „Sintagma“.

Apžvalga

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Nauja

Centralizuota sistema suteikia informaciją apie „Alma littera“ įmonių grupės projektų portfelį, todėl nereikėjo įstiepti reikalingų funkcijų, reikalavimų, kurie būtų pateikti kitose teikėse, kad būtų naudojama ne tik naujoms leidiniams projektams, bet ir vykdyti naujoms leidiniams projektams, kad būtų užtikrintas efektyvus leidinių planavimas ir valdymas. Įgyvendina projektų valdymo sprendimą su „IBM Rational“ ir „Sintagma“. Išanalizuotas „Alma littera“ įmonių grupės iniciatyvų projekto planavimas ir svarbu, kad naujų mokomųjų leidinių reikalingi leidiniai naujiems mokslo vadovėliams pristatant. Šie leidiniai turėtų būti naudojami ne tik naujoms leidiniams, bet ir vykdyti naujoms leidiniams projektams, kad būtų užtikrintas efektyvus leidinių planavimas ir valdymas.
"Kaip ir dauguma sistemų integravimo įmonių, „Sintagma“ dirba su projektų portfeliu. Be to, ir mes patys ieškome projektų valdymo sprendimo. „IBM Rational Portfolio Manager“ buvo toks efektyvus kaip kad „meilė iš pirmo žvilgsnio".

„Atlikę analizę supratome, kad „IBM Rational Portfolio Manager“ būtų galima pritaikyti ir leidyklos projektų valdymo procesams. Taigi galėjome pateikti rimtą verslo pasiūlymą „Alma littera“ įmonių grupei.“


„System x“ aparata aparatūra suteikia „Rational“ sprendimus patikimą pamatą ir puikiai veikia, – sako Mindaugas Motiejaitis. – Tai ypač svarbi sprendimo dalis, nes prastovys labai trukdytų sekti projekty padėtį.“

Svarbiausia darbo dalis dar tebevyksta. Su „Rational Portfolio Manager“ pagalba sekamų, analizuojamų ir tobulinamų įmonės verslo procesų, stengiantis nuolat dišinti įmonės darbo efektyvumą.

„Iš pradžių projektas atrodo bauginantis, – sako Mindaugas Motiejaitis. – Mes neturėjome daug patirties, o mūsų organizacija yra per didelė ir per daug sudėtinga, kad ji tikyti iš anksto parengti sprendimai. Pasinaudodami „Sintagmos“ patirtimi išėjo srities, sugebėjome labai efektyviai sustatyti mūsų įmonės procesus su naujų sistema. „Sintagma“ pasirodė besantai patikimais partneriais, į padeję derinti veiklos modelius ir optimizuoti darbo srautą.“

Laiku baigiamas dabai

Pomoću IBM Rational softvera CROZ pomaže Raiffeisenbank u poboljšanju upravljanja projekta

**Pregled**

**Poslovna potreba**

S ciljem višeg rata rast, posebno u sektoru poslovanja s građanima, Raiffeisenbank strmate velikim brojem timova i projekata. Korištenje tabličnih kalkulatora za praćenje radnog vremena i izvještavanje korisno je, no u trenutku je nezakrpljeno. S obzirom na veliki rast, posebno u sektoru poslovanja s građanima, Raiffeisenbank upravlja velikom brojem timova i projekata. Dodatno, sučelje koje koriste ručno je slabo prikladno i nepriznat. IBM Rational softver CROZ pomaže u poboljšanju upravljanja timova i projekata, eliminirajući upis u putem jednostavnog sučelja.

**Rješenje**

U suradnji s tvrtkom CROZ (www.croz.net), IBM-ovim Premier poslovnim partnerom, Raiffeisenbank je implementirala IBM Rational Portfolio Manager. To rješenje omogućuje jednostavnu reprezentaciju projekata, rasporeda i proračuna, omogućavajući javljanje statusa svih sudionika projekata, prilagođen i transparentan pristup Rational Portfolio Manager pruža timove u svakom trenutku, omogućujući im provjeru statusa svim sudionicima projekata. Također, Rational Portfolio Manager omogućuje proračuna i troškova u svakom trenutku i provjeru troškova u svakom trenutku, omogućujući proračuna i troškova u svakom trenutku.

**Uspjeh pilot-projekta uvjerio nam da ovo rješenje primjenimo na svim projekatima.**

Da bi pokazao njegovu učinkovitost, CROZ je u Raiffeisenbanku instalirao Rational Portfolio Manager i pomoću tog softvera Raiffeisenbank pomoću IBM Rational softvera CROZ pomaže Raiffeisenbank u poboljšanju upravljanja projekta.

**Dodatno informiranih odluka**

"Uz pomoć programa Rational Portfolio Manager svim sudionicima projekata možemo omogućiti trenutan i transparentan uvid u status projekata," navodi Alan Mirko Poldrugač. "Naše informacije o projektima, troškovima, učinkovitnosti timova i informacije o timovima su izvjesno vijeće, ali i samo poslovanje čini efikasnijim.

**Bole upravljanje proračunima i rasporedima**

Uspavanje radnih sati sada odlučimo samo po pet do deset minuta svakom zaposleniku, što je značajan napredak u odnosu na mjesečne izvješća koje su prije trebali pripremiti i urediti. Pomoć s mjesečnog na tijek izvješćavanja, izvješća čini točnijim i transparentnijim, a generišanje izvješća višim instancama uprave mnogo je jednostavnije.

**Dokaz učinkovitosti programa Rational Portfolio Manager**

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**Potrebno**

**Rational Portfolio Manager pruža**

Pulovranom ili oni koji su izvedeni unaprijed omogućena su zelenom bojom, dok su projekti koji kasne označeni crvenom bojom što odmah pokazuje što je potrebno poduzeti kako bi se eliminiralo kašnjenje.

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**Raiffeisenbank Austria d.d., sa sjedištem u Zagrebu, dio je bankarske grupe Raiffeisen International. Osnovana 1994. godine, hrvatska je podružnica ubrzanog rasta nakon ulaska u sektor poslovanja s građanima u 2000. godini. Raiffeisenbank danas zaposluje 2.200 osoba, upravlja sa 60 podružnica u dvije i sada koristi Rational Portfolio Manager za upravljanje timova, troškova i rasporedima u sektor poslovanja s građanima.**

**Poslovna potreba**

S obzirom na veliki rast, posebno u sektoru poslovanja s građanima, Raiffeisenbank upravlja velikim brojem timova i projekata. Korištenje tabličnih kalkulatora za praćenje radnog vremena i izvještavanje uzimalo je previsu vrijeme, pa je tako sudionicima projekata bilo teško dobiti pregled proračuna i rasporeda.

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Společnost ELAT pomáhá městské části Praha 17 provádět rychlé a automatizované zálohování pomocí aplikace IBM Tivoli Storage Manager

Přehled

**Výzva**

**Rešení**
Ve spolupráci se společností ELAT (www.elat.cz), obchodním partnerem společnosti IBM, nasadila Praha 17 aplikaci IBM Tivoli Storage Manager (TSM), která zaručuje rychlí a dvouúrovňové zálohování, a v prospěch městské části vytvořila ústupkové řešení k prováděným zálohovacím operacím.

**Výhody**
Automatizace procesu zálohování sníží pracovní zatížení personálu IT asi o 10 normohodných týdenů. Funkce přítomného zálohovacího záznamu TSM v případě spojení zálohovacího centra na pásky dovnitř oblastí zálohovaného datu zajišťuje správné způsobení systémů a soustav.

**Příklad**
Praha 17 je jedním z 57 městských obvodů skupiny Praha, která má sídlo v hlavním městě a užívá všech operačních systémů a prostředí. Data pracovních stanic jsou nyní zálohována každou noc na diskové pole a jednou týdně přenášena na zálohovací médium. Praha 17 vyhodnotila několik různých softwarových zálohovacích řešení, spojených s jednoúrovňovým zálohovacím prostředím TSM a přechod ze zálohování na přírůstkové zálohování aplikace asi o 10 normohodin týdně. Funkce snížila pracovní zatížení personálu IT.

**Rychlost a flexibilita**
Jednou týdně aplikace TSM zálohováno datové pole na pásku LTO, která je zabezpečeným způsobem a snížit práci běžných uživatelů.

**Automatická a přítomnost**
Každý noc software TSM automaticky zálohovává servery a pracovní stани serverů Prahy 17 na diskové pole. Zálohy jsou prováděny přírůstkovým způsobem, což znamená, že software TSM zkopíruje pouze data, která byla od vytvoření poslední zálohy přidržena nebo změněna, nemusí se tak zálohovat znovu všechna data.

**Přehled**

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Petru Loučku to shrnuje: „Společnosti IBM a ELAT, pokud nám pomohou, mohou vytvořit zálo-

hovací řešení, které splňuje potřeby naší organizace. Aplikace TSM nabízí rychlé, flexibilní a automatizované zálohování, pomáhá nám tak uložit naše data zabezpečeným způsobem a snížit pra-

covní zatížení našeho personálu IT.”
ProActive foretager enkle sikkerhedskopieringer og hurtige gendannelser med IBM Tivoli Storage Manager

Oversigt

Udfordringen
ProActive sælger løsninger, der er baseret på Microsoft SharePoint, og benytter også softwaren som en del af deres server-, storage- og backup-løsninger. Virksomheden ønskede at finde en backup-løsning, der kunne gøre det nemmere at gendanne SharePoint-websteder og filniveauer.

Løsningen
i samarbejde med IT-WIT (www.it-wit.dk), en IBM Business Partner, udviklede ProActive sit eksisterende backup-miljø ved at introducere IBM Tivoli Storage Manager for Microsoft SharePoint – første gang, denne løsning er blevet implementeret i Danmark.

Fordelene
Det er blevet enkelt at foretage sikkerhedskopiering, og gendannelserne er reduceret fra en halv dag til kun fem minutter. Med løsningens positive resultater har manuelt at gendanne filer nu reduceret en halv dag, til et klik med musen. Vi blev overrasket over, hvor nemt det var – vi behøvede ikke engang nogen særlig undervisning.

En meget anbefalelsesværdig løsning
“Vi er blevet så imponeret over IT-WIT og TSM for Microsoft SharePoint, at vi anbefaler alle vores kunder at indtænke den samme løsning“, siger Henrik Christensen. "Ved at gøre det nemmere at opbevare data sikret, gør TSM vores SharePoint-løsninger endnu mere attraktive for kunderne. Vi planlægger derfor at gøre softwaren til en integreret del af vores tilbud fremover".

Samarbejde med ekspertene
IT-WIT, en IBM Business Partner baseret i Lyngby, Danmark, er specialiseret i server-, storage- og backup-løsninger, der er baseret på IBM-hardware og -software. Virksomheden er især stolt af sin ekspertise i IBM Tivoli Storage Manager (TSM) og har fem konsulenter, der har opnået IBM-certificering.

“IT-WIT’s ekspertise i Tivoli-software er enestående”, siger Henrik Christensen. "Hvis du står der og tænker på at indehaves et teknisk spørgsmål, får du straks det rigtige svar. Så da de foreslog os at indføre Tivoli Storage Manager for Microsoft SharePoint, ved vi fuldstændigt trygge – selvom vi vidste, at det ville være første gang, at løsningen blev implementeret i Danmark“.

Enkel og hurtige gendannelser
Den nye løsning omfatter en TSM-agent, der er designet specifikt til SharePoint, hvilket gør det nemt for ProActive at finde og gendanne data – uanset om det er en individuel fil eller et helt websted.

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Udgivelsesdato 02/09/2010
Lamborghini accelera il time-to-value con le tecnologie IBM Lotus e WebSphere

La sfida
Automobili Lamborghini vanta un'ampia rete mondiale di concessionarie e desiderava implementare una soluzione che le consentisse non solo di migliorare la comunicazione tra le sedi delle concessionarie e l'ufficio centrale, ma che aiutasse i rivenditori a collaborare efficacemente tra di loro.

La soluzione
Lamborghini ha implementato un portale Web basato su IBM WebSphere Portal Express e ha lavorato a contatto con Tecla, Premier Business Partner IBM, per estendere tale servizio utilizzando Lotus Sametime e IBM Lotus QuickPlace. È così riuscita a integrare nella soluzione un'intranet aziendale.

I vantaggi
I rivenditori possono ordinare facilmente auto e pezzi di ricambio tramite una semplice interfaccia e collaborare tra di loro per scambiarsi i pezzi di ricambio per i modelli classici. Lotus QuickPlace semplifica la pubblicazione di documentazione online, consentendo di tenere sempre informati tutti i soggetti coinvolti nel business sulle ultime novità introdotte nei processi aziendali.

La creazione del portale
Lamborghini ha scelto una soluzione basata su IBM WebSphere Portal Express. Il portale è stato inizialmente implementato in 50 concessionarie e viene ora utilizzato da più di 100 rivenditori e centri di assistenza.

WebSphere Portal consente ai rivenditori di interfacciarsi direttamente con i sistemi di creazione degli ordini di Lamborghini, che vengono eseguiti su un database IBM DB2. La soluzione ha consentito ai personali Lamborghini di tagliare di netto la quantità di scartoffie e ridurre sensibilmente le operazioni di elaborazione manuali, eliminando la necessità di ridigitare dati nel sistema centrale.

L'azienda è stata immediatamente colpita dalla flessibilità e dalla semplicità d'uso della nuova infrastruttura basata sul portale: il progetto del portale ci ha offerto un'eccezionale piattaforma su cui contare. IBM WebSphere Portal Express prevede un'architettura scalabile estremamente flessibile, che può essere facilmente estesa per erogare nuovi servizi come e quando lo richiede il business.

L'interoperabilità con le altre applicazioni software IBM e con applicazioni e componenti di terze parti rende WebSphere Portal Express la piattaforma ideale per la rapida implementazione di nuove funzionalità. Se e quando Lamborghini sentirà la necessità di passare a un'architettura SOA (Service Oriented Architecture) completa, le tecnologie IBM WebSphere le assicureranno l'ambiente perfetto per la migrazione.

La scelta di favorire la collaborazione
Una volta in uso il portale base, Lamborghini ha iniziato a pensare di estendere la soluzione. Lavorando a stretto contatto con Tecla, Business Partner IBM, l'azienda ha deciso di...
Integrare IBM Lotus Sametime e IBM Lotus QuickPlace nel portale, offrendo alla rete di concessionarie un’ampia serie di opzioni di collaborazione.

Integrare e personalizzare le nuove applicazioni è stato veramente semplice: in un mese, il sistema era perfettamente operativo. La professionalità di Tecla, che ha collaborato intensamente con il nostro interno, ha evitato sgradevoli sorprese e il progetto è stato portato a termine rispettando tempi e budget.

Lamborghini ha utilizzato Lotus QuickPlace per configurare una bacheca elettronica per i rivenditori, con moduli predefiniti facilmente utilizzabili per richiedere parti di ricambio per i modelli Lamborghini classici. Anche se i pezzi scarsaggiano o sono fuori produzione, i rivenditori hanno buone probabilità di trovare ciò di cui hanno bisogno.

La messaggistica istantanea di Lotus Sametime aggiunge alla soluzione un ulteriore canale di comunicazione, che consente ai rivenditori di discutere delle proprie esigenze e collaborare senza difficoltà, per risolvere i problemi in tempo reale in qualsiasi punto del globo si trovino.

Il lavoro di squadra
Tecla ha anche offerto al team Lamborghini un corso di formazione completo, per aiutare l’azienda a gestire in autonomia molti dei componenti della soluzione.

Lo scopo finale del portale era migliorare la comunicazione dell’azienda, non solo tra le concessionarie e la sede centrale, ma anche tra i singoli rivenditori. L’integrazione degli strumenti di collaborazione Lotus nel portale WebSphere esistente ha contribuito enormemente alla cooperazione tra le concessionarie e quindi, indirettamente, all’erogazione di un servizio migliore al cliente.

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Tecla ha implementato un’intranet aziendale per Lamborghini, basata sulla stessa infrastruttura WebSphere Portal. L’intranet permette a Lamborghini di pubblicare documenti e informazioni sulle procedure operative più aggiornate in modo rapido e semplice, per mantenere la rete di concessionarie sempre al passo con gli ultimi sviluppi. Semplifica inoltre la gestione di attività ed eventi, consentendo alla sede centrale di allocare facilmente i lavori ai responsabili di area in tutto il mondo.

È straordinario vedere con quanta immediatezza e semplicità sia possibile accedere online a documenti e applicazioni. Questo è sicuramente il principale vantaggio della soluzione, che è così semplice da usare ed estendere da consentirci di introdurre nuove funzionalità per soddisfare esigenze emergenti.

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“Ritengo che al team IT di Lamborghini vadano riconosciuti molti meriti”, ha dichiarato Carlo Visani, Presidente di Tecla, “hanno dedicato a questo progetto ogni energia sin dall’inizio e il loro approccio pratico li aiuterà in futuro a trarre il massimo dalla soluzione”.

Marco Capelli di Tecla concorda: “Lamborghini è nella posizione ottimale per sfruttare al meglio il proprio investimento. La soluzione migliorerà sostanzialmente la capacità dell’azienda di condividere informazioni e comunicare efficacemente a tutti i livelli. Non vediamo l’ora di aiutarli a passare a IBM WebSphere Portal 6.0 e IBM Lotus Quickr, la nuova generazione di Lotus QuickPlace, nel prossimo futuro”.

Lavorare gomito a gomito con Tecla è stata, in definitiva, un’esperienza gratificante per il team di Lamborghini, le loro abilità tecniche e la loro professionalità ci sono state veramente utili. La competenza di Tecla, combinata alla funzionalità delle nuove tecnologie IBM WebSphere e Lotus, ha immediatamente offerto a Lamborghini e alla sua rete di concessionarie grandi vantaggi.

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IT Systems
Automobili Lamborghini
Datasys fornisce a FAREN facile accesso all’ERP mediante IBM WebSphere Portal

Overview

La sfida
Con una forza vendita sempre più mobile, FAREN desiderava consentire ai propri dipendenti la possibilità di accedere alle informazioni sui prodotti, di controllarne la disponibilità e di inoltrare gli ordini da qualsiasi luogo e in qualsiasi momento.

La soluzione
FAREN ha collaborato con Datasys (www.datasys.it) per la distribuzione di una nuova versione del suo software ACG sulla piattaforma IBM System i. Datasys ha creato un portale Web front-end per la soluzione utilizzando IBM WebSphere Portal Express 6.0 per fornire ai dipendenti e ai principali clienti accesso ai dati di ACG sulle piattaforme di gestione finanziaria, pianificazione dell’attività e manutenzione, sanificazione, lubrificazione e intervento di emergenza.

Vantaggi
WebSphere Portal Express è progettato per rendere facile un accesso ad ACG dai computer portatili e dai telefoni cellulari, consentendo ai team di vendita di accedere rapidamente alle informazioni, aumentando in tal modo la flessibilità e migliorando l'assistenza ai clienti. Fornendo funzionalità self-service agli agenti di vendita e ai clienti, il portale permette di ridurre il carico di lavoro del personale del call centre di FAREN.


FAREN conta su una rete di rappresentanti di vendita estremamente mobili, che impiegano la maggior parte del tempo presso le sedi dei clienti per la promozione e la vendita dei prodotti dell’azienda. Durante la negoziazione delle vendite, è fondamentale che i rappresentanti abbiano accesso a informazioni quali i livelli di scorta correnti e le capacità di produzione, in modo da poter fare una stima accurata dei tempi necessari e delle date di consegna dei nuovi ordini.

"Il nostro ambiente IT esistente, basato sul software ACG IBM in esecuzione sulla piattaforma server IBM System i, fornisce funzionalità eccellenti in termini di gestione finanziaria, pianificazione della produzione e logistica, ma non era in grado di offrire un accesso remoto sicuro", spiega Barbara Altamore, Responsabile IT della FAREN. "Di conseguenza, quando i nostri team di vendita necessitavano di informazioni, dovevano chiamare il nostro call centre e richiederle al telefono. Tutto ciò non era molto sicuro e vi era la possibilità di fornire informazioni sbagliate. Inoltre, creava molto lavoro per il personale del call centre".

Consulenza di esperti
FAREN ha deciso di cercare una soluzione migliore e ha consultato Datasys, un Business Partner IBM specializzato in soluzioni basate sulle tecnologie IBM Lotus e WebSphere. Datasys ha aiutato FAREN a valutare i requisiti di una soluzione di lavoro mobile, quindi ha consigliato l’aggiornamento a una nuova versione di ACG basata sul Service Bus e l’implementazione di un portale self-service che utilizzi IBM WebSphere Portal Express 6.0.

"Datasys è stata coinvolta in questo progetto dall’inizio alla fine”, afferma Barbara Altamore. "Il team di Datasys ha una perfetta comprensione della nostra azienda e del settore chimico in generale; di conseguenza, ha trovato soluzioni innovative per soddisfare le nostre esigenze IT."

Datasys ha aiutato FAREN ad implementare la nuova piattaforma ERP e a progettare e sviluppare il nuovo portale Web. L’implementazione di per sé ha richiesto una settimana e Datasys ha continuato a collaborare con il team interno di FAREN nel supporto e nel miglioramento della nuova piattaforma.

Faccia accesso alle informazioni
IBM WebSphere Portal Express fornisce un’interfaccia altamente intuitiva per il sistema ACG back-end, facilitando ai team di vendita la ricerca delle informazioni nei database dei prodotti e quella dei relativi documenti. Fornisce, inoltre, accesso al sistema di gestione ordini dell’azienda; in tal modo, gli ordini possono essere effettuati quasi immediatamente, eliminando i ritardi dovuti al sistema precedente basato su documentazione cartacea.

"Con la soluzione IBM WebSphere Portal Express, i nostri agenti possono accedere al nostro portale in qualsiasi momento e da qualsiasi luogo, utilizzando un PC, un computer portatile o persino un telefono cellulare standard″, afferma Barbara Altamore. "Tutto ciò ci consente una trasmissione dei dati aziendali critici più flessibile, sicura ed efficiente, nonché di ridurre il carico di lavoro del personale del nostro call centre.

Estensione della soluzione
"Il portale sta diventando una risorsa strategica chiave per noi” aggiunge. "Abbiamo già fornito accesso ad esso ai nostri agenti di vendita e il nostro scopo è quello di estenderlo anche ai nostri principali clienti, consentendo loro di effettuare immediatamente gli ordini nel nostro sistema ERP. Ciò comporterà un’ulteriore riduzione del carico di lavoro del call centre, una riduzione dei costi delle transazioni e il miglioramento dell’esperienza del cliente con tempi di risposta più brevi".

Fornendo funzionalità self-service sia ai team di vendita che ai principali clienti, FAREN sarà in grado di ridurre notevolmente i costi di vendita.

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Datasys ha aiutato FAREN a valutare tecniche IBM Lotus e WebSphere. Datasys, un Business Partner IBM con una perfetta comprensione della strategia di nostro azienda e del settore chimico in general; di conseguenza, ha trovato soluzioni innovative per soddisfare le nostre esigenze IT.

“Il nostro ambiente IT esistente, basato sul software ACG IBM in esecuzione sulla piattaforma server IBM System i, fornisce funzionalità eccellenti in termini di gestione finanziaria, pianificazione della produzione e logistica, ma non era in grado di offrire un accesso remoto sicuro”, spiega Barbara Altamore, Responsabile IT della FAREN. "Di conseguenza, quando i nostri team di vendita necessitavano di informazioni, dovevano chiamare il nostro call centre e richiederle al telefono. Tutto ciò non era molto sicuro e vi era la possibilità di fornire informazioni sbagliate. Inoltre, creava molto lavoro per il personale del call centre”.

Consulenza di esperti
FAREN ha deciso di cercare una soluzione migliore e ha consultato Datasys, un Business Partner IBM specializzato in soluzioni basate sulle tecnologie IBM Lotus e WebSphere. Datasys ha aiutato FAREN a valutare i requisiti di una soluzione di lavoro mobile, quindi ha consigliato l’aggiornamento a una nuova versione di ACG basata sul Service Bus e l’implementazione di un portale self-service che utilizzi IBM WebSphere Portal Express 6.0.

“Datasys è stata coinvolta in questo progetto dall’inizio alla fine”, afferma Barbara Altamore. "Il team di Datasys ha una perfetta comprensione della nostra azienda e del settore chimico in generale; di conseguenza, ha trovato soluzioni innovative per soddisfare le nostre esigenze IT”.

Datasys ha aiutato FAREN ad implementare la nuova piattaforma ERP e a progettare e sviluppare il nuovo portale Web. L’implementazione di per sé ha richiesto una settimana e Datasys ha continuato a collaborare con il team interno di FAREN nel supporto e nel miglioramento della nuova piattaforma.

Faccia accesso alle informazioni
IBM WebSphere Portal Express fornisce un’interfaccia altamente intuitiva per il sistema ACG back-end, facilitando ai team di vendita la ricerca delle informazioni nei database dei prodotti e quella dei relativi documenti. Fornisce, inoltre, accesso al sistema di gestione ordini dell’azienda; in tal modo, gli ordini possono essere effettuati quasi immediatamente, eliminando i ritardi dovuti al sistema precedente basato su documentazione cartacea.

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“Come per qualsiasi altra azienda, la riduzione dei costi operativi è importante per noi”, conclude Barbara Altamore. “Ma è fondamentale soprattutto mantenere buoni rapporti con i nostri clienti. Fornendo ai clienti in maniera più semplice informazioni accurate sui prodotti e sulle nostre capacità, nonché facendo in modo di soddisfare le loro esigenze più rapidamente, questa soluzione di IBM e Datasys è già diventata un elemento fondamentale nella nostra strategia di assistenza ai clienti”. Barbara Altamore Responsabile IT FAREN
FOD Economie gaat over op open systemen met Dolmen en IBM

**Verslag**

**De Uitdaging**
FOD Economie, een Belgisch overheidsinstantie, merkte dat het gebruik van de onlineoverheid en de diensten voor bedrijfsregistratie met 100 procent per jaar was gegroeid. Bestaande systemen waren moeilijk schaalbaar en brachten zeer hoge licentiekosten met zich mee. Het ministerie wilde een gemakkelijk licentiekosten verminderen en afhankelijkheid van referentienummers die in alle transacties tussen de bedrijven en de overheid en tussen de bedrijven onderling gebruik moeten worden. In een poging om het voor het algemene publiek gemakkelijker te maken deze informatie te kunnen gebruiken, heeft de FOD Economie een applicatie gebouwd om een eenvoudige, op internet gebaseerde toegang te bieden tot de centrale database voor bedrijfsregistratie.

**De Oplossing**
In samenwerking met Dolmen (www.dolmen.be), een IBM Premier Business Partner, migreerde FOD Economie haar Java-applicaties van het mainframe naar vier IBM x serversystemen, waarop IBM WebSphere Application Server 6.1 onder besturing van VMWare ESX draait. WebSphere is ontworpen om een Enterprise Service Bus te kunnen ontwikkelen, om op die manier de snelheid van berichtenuitwisseling tussen Java-applicaties en de IBM DB2-database te vergroten.

**Voordelen**
De nieuwe oplossing is zeer schaalbaar. Hierdoor kan de capaciteit op kosteneffectieve wijze worden uitgebreid, naarmate het aantal gebruikers toeneemt. De gestandaardiseerde architectuur vereenvoudigt het onderhoud en de ontwikkeling. Met de software-ondersteuning voor open standaarden is de FOD Economie minder afhankelijk van leveranciers en wordt de flexibiliteit naar de toekomst verhoogd.

FOD Economie is het Belgische overheidsministerie dat verantwoordelijk is voor de economische wetgeving, analyses en statistieken, waarborging van de kwaliteit, inspecties en het energiebeleid. Het heeft 2.800 medewerkers in dienst op haar hoofdkantoor in Brussel en op 25 locaties over het hele land. Het ministerie bewaart gegevens van ieder geregistreerd bedrijf in België – waaronder adressen, wettelijke informatie en unieke referentienummers die in alle transacties tussen de bedrijven en de overheid en tussen de bedrijven onderling gebruikt moeten worden. In een poging om het voor het algemene publiek gemakkelijker te maken deze informatie te kunnen gebruiken, heeft de FOD Economie een applicatie gebouwd om een eenvoudige, op internet gebaseerde toegang te bieden tot de centrale database voor bedrijfsregistratie.

“We draaiden op ons mainframe zowel de applicatieserver als de IBM DB2-database”, verklaart Frank de Saer, ICT-Manager bij FOD Economie. “Maar we realiseerden ons al snel dat dit op lange termijn geen houdbare strategie zou zijn. Vanaf het moment dat de applicatie operationeel werd, hebben we het aantal gebruikersnummers met 100% per jaar zien groeien. Het ondersteunen van deze groei op het mainframe, zou een aanzienlijke toename aan licentiekosten hebben betekend.”

Een meer flexibele architectuur
Het ministerie besloot om over te gaan op een flexibeler gedistribueerde architectuur en schakelde Dolmen in voor advies. Dolmen is een Premier Business Partner van IBM en een topspeler op de Belgische markt voor IT-diensten. “We wilden de eerste stappen nemen richting een meer gestandaardiseerde en servicegeoriënteerde architectuur, gebaseerd op de open standarden”, zegt Frank de Saer. “Dolmen was een ideale partner voor een dergelijk project – met aanzienlijke kennis van IBM-hardware en -software en van technologieën zoals Linux en Java.”

Dolmen beschikt over een eigen kenniscentrum voor Java, het zgn. Java Competence Centre. In dit centrum werken meer dan 100 professionals, die diensten aanbieden op vlak van projectbeheer van begin tot einde, en dat aan openbare en particuliere organisaties met meer dan 50 medewerkers.

Dolmen gebruikte de IEEE ‘viewpoint’-methodologie om een oplossing te ontwerpen die rekening hield met de eisen van alle belanghebbenden van het project. Het team van Dolmen hielp vervolgens de ministerie om haar mainframeapplicatie te migreren naar IBM WebSphere Application Server 6.1, dat op vier x3950 IBM-servers draait, onder besturing van SUSE Linux Enterprise Server. Gebaseerd op de IBM X3-architectuur, is de x3950 ontworpen om uitstekende prestaties te leveren voor de werkbelasting van applicaties, waarbij gebruik gemaakt wordt van tot wel 32 krachtige Intel Xeon-processors. De schaalbaarheid van IBM’s XpandOnDemand stelt FOD Economie in staat om meer processors in de x3950-servers in te zetten.

Frank de Saer
ICT Manager
FOD Economie

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“WebSphere presteert zeer goed in de Linux-omgeving en helpt ons het meeste uit onze Java-applicaties te halen... Het vermogen om deze open standaardtechnologieën te kunnen benutten, is erg belangrijk voor ons. IBM verdient aanzienlijke lof voor haar uitstekende ondersteuning van Linux- en Java-omgevingen.”

Frank de Saer
ICT Manager
FOD Economie

Gestandaardiseerde architectuur


“De combinatie van WebSphere en System x geeft ons een stabiele en robuuste infrastructuur waar mee we in staat zijn om de gebruikersbasis tot 500 procent te laten groeien zonder enige noodzaak tot grote verdere investeringen.”
Frank de Saer
ICT Manager
FOD Economie

“WebSphere presteert zeer goed in de Linux-omgeving en helpt ons het meeste uit onze Java-applicaties te halen. Als organisatie voor de openbare sector hechten we er veel belang aan om flexibel te blijven en de afhankelijkheid van één leverancier te voorkomen. Het vermogen om deze open standaardtechnologieën te kunnen benutten, is erg belangrijk voor ons. IBM verdient aanzienlijke lof voor haar uitstekende ondersteuning van Linux- en Java-omgevingen.”

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