

# Automotive lock producer extends its mobile reach without extra support costs

Case Study: IBM Lotus Notes Traveler for Nokia smartphones

**NOKIA**  
Connecting People

## WITTE Automotive

### Company:

WITTE Automotive

### Primary business:

Manufacturing and Technology  
Retail and Wholesale

### Professional overview:

Develops and produces locking, handle and hinge systems for car doors, hatches and seats.

### Number of employees:

2,500

### Flagship office:

Velbert, Germany

### Website:

[www.witte-automotive.com](http://www.witte-automotive.com)

## Customer challenge

To extend the company's messaging and collaboration environment to employees' mobile phones while also containing costs.

## Products

- Nokia E5 smartphone
- IBM® Lotus® Notes® Traveler 8.5.2 client for push email
- IBM Lotus Mobile® Connect 8.5 for secure mobile connection
- IBM Lotus Sametime®

## Business results

- Return on investment realised within 12 months
- Runs on Linux, fulfilling internal company requirement
- Easy deployment
- No extra support costs
- Improved integration between IBM Lotus Notes platform and Nokia smartphones
- Preserves customer's IT budget by building on existing Notes and Domino infrastructure
- Easy deployment: first group of 50 users were up and running with Lotus Notes Traveler on their Nokia smartphones within hours

*"With Lotus Notes Traveler on Nokia smartphone employees at WITTE Automotive instantly know if they have new email... without having to check from their laptop. Since deploying Lotus Notes Traveler we have had no support calls for Traveler... really! Employees download the client to their Nokia smartphone, type in their credentials and they are connected; it's that simple!"*

*– Ulrich Krause, Lotus Notes/Domino and Traveler Administrator and developer, WITTE Automotive.*



## Locking down rapid returns on mobility investment

For more than 110 years, WITTE Automotive has been developing and producing technical solutions for locking and latching systems, supplying well-known vehicle brands, worldwide. The German company prides itself on the success derived from its detailed and systematic approach to both the products it makes and its business processes. Theirs is a whole systems thinking ethos.

Like most companies today, WITTE Automotive reviews its business software operating capabilities and costs with regularity, to ensure employees always have access to the information and tools they need to most effectively conduct business. The focus of these reviews is two-fold: to benefit from technological advancements and ensure IT budgets are being efficiently utilised.

## Tough requirements for mobility solutions

The company has long been an IBM Lotus Notes and Domino® customer, so when it was recently considering an upgrade to its mobility solution, one requirement was that it could build on the existing infrastructure. Additionally, the solution would also have to run on a Linux platform, as this was a requirement for production deployment at WITTE Automotive.

A very positive product evaluation led to WITTE Automotive's choice of Lotus Notes Traveler for Nokia smartphones as its mobile solution for mail, calendar and contacts, according to Ulrich Krause, Lotus Notes/Domino and Traveler Administrator and Developer at WITTE Automotive.

It builds on the existing Notes and Domino infrastructure, preserving

the company's investment. Lotus Notes Traveler version 8.5.2 has server support for Linux (as well as Windows). And critically, the solution is easy to install, configure and deploy to employees and their Nokia smartphones. "The IBM/Nokia solution really ticked all of the boxes for us," says Mr Krause, "providing essential components that work within our infrastructure while also giving us access to important new features."

Scheduled synchronisation is one of those new features in Lotus Notes Traveler 8.5.2 that won over Mr Krause and his team. Administrators now have the option to optimise network traffic flow by synchronising data at off-peak hours, which is saving WITTE Automotive both time and money.

## Impressing the IT department by freeing up their time

The administrators were also impressed with the ease with which Lotus Notes Traveler solution could be set up, configured and deployed to their user community. The first group of 50 users were up and running with Lotus Notes Traveler on their Nokia smartphones within hours.

"Since deploying Lotus Notes Traveler we have had no support calls for Traveler – really!" says Mr Krause. "Employees download the client to their Nokia smartphone, type in their credentials and they are connected; it's that simple."

WITTE Automotive expects to have Lotus Notes Traveler deployed to its entire workforce within 6 to 12 months and to have realised a full return on its investment within the same timeframe. From the smallest of detail to the big picture, WITTE Automotive is sold on Lotus Notes Traveler for Nokia smartphones.