

Danish wholesaler extends infrastructure with minimal cost by using Lotus Notes Traveler application on Nokia smartphones

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Case Study: IBM Lotus Notes Traveler for Nokia smartphones

Lemvigh-Müller

Company:

Lemvigh-Müller A/S

Primary business:

Steel and metal

Industrial engineering

Professional overview:

Founded in 1846, Lemvigh-Müller is Denmark's largest steel and engineering wholesaler, offering a wide spectrum of engineering and industrial products.

Number of employees:

1,400

Flagship office:

Kolding, Denmark

Website:

www.lemu.dk

Customer challenge

Deliver the most reliable, cost-effective and feature-rich mobile solution.

Products

- Nokia Eseries smartphones: Nokia E51, Nokia E52, Nokia E71, Nokia E72 and Nokia E75
- IBM® Lotus® Notes® Traveler 8.5.1 and 8.5.2 client for two-way, wireless synchronisation of email, calendar and contact information

Business results

- Both preserves and builds on the company's existing infrastructure
- Easy to install, configure and deploy the solution
- Minimal support costs
- Convenient and intuitive administrative functions
- Policy settings and enforcement from central point of control for increased security
- Ability to schedule data synchronisation during off-peak hours

"Our employees think Lotus Notes Traveler for Nokia smartphones is great. There's no need for investing in expensive applications for synchronisation and, best of all, it just works."

– Allan B. Hansen, IT Manager and Consultant at Lemvigh-Müller.



Building a more mobile future with Lotus Notes Traveler for Nokia smartphones

Lemvigh-Müller prides itself on its fast, accurate and efficient distribution processes. So much so, customers are guaranteed delivery of their products (over 200,000 to choose from) within 24 hours. The company also offers highly technical customer support for business infrastructure development in the steel, welding, lighting, plumbing and heating industries.

This same interest in process efficiencies carries over to the software applications Lemvigh-Müller chooses to deploy to their employee desktops and mobile devices. It had been an IBM Lotus Notes customer for many years, utilising its messaging and collaboration capabilities to run its business. When the time came to renew the mobile client licences for their user community, the IT department had exacting demands: make the entire sales staff more accessible when away from the office and do it within the existing budget.

Extending service for the growing mobility needs of a demanding sales staff

A very positive overall product evaluation led Lemvigh-Müller to choose Lotus Notes Traveler for Nokia smartphones as their mobile solution. The solution would preserve and build upon the company's existing IBM Lotus Notes and Domino® infrastructure, plus it would further utilise Nokia smartphones, the 'phone of choice' for Lemvigh-Müller.

There were added benefits as well. Administrative functions were clearly convenient and intuitive and would allow administrative staff to monitor the user group. Critically, overall system security could also be established through policy settings and enforcement. And they would be able to do all this from a convenient central point of control.

The new feature that sealed the deal, however, was scheduled synchronisation. Recently included in the 8.5.2 version of Traveler, it allows more control to choose when to synchronise data, typically at off-peak hours.

Happy IT staff, delighted sales staff

After a smooth installation process, the administrators were extremely pleased. It was easy to set up, configure and deploy the Lotus Notes Traveler solution to their user community. Everything worked just as planned – all with minimal support cost.

What surprised Lemvigh-Müller was how immediately impressed employees were with the speed of the new system. Feedback was overwhelmingly positive: users reported receiving mail on their phones often simultaneously with, or even moments before, it appeared in their desktop mail.

The two-way, fast synchronisation of information between the desktop and the device now allows employees at Lemvigh-Müller to stay 'up to the minute' on business information.

Lemvigh-Müller expects to have Lotus Notes Traveler for Nokia smartphones fully deployed by the end of 2010.