

# Finnish building supplier at the forefront of mobile communications

Case Study: Nokia and IBM® Lotus Notes® Traveler

**NOKIA**  
Connecting People

## Hartman Group

### Company:

Oy C.J. Hartman Ab

### Primary business:

Wholesale, Retail, Construction

### Professional overview:

Hartman is an independent hardware supplier and builder, backed by more than 145 years of industry experience.

### Number of employees:

260

### Flagship office:

Vaasa, Finland

### Website:

[www.hartman.fi](http://www.hartman.fi)

## Customer challenge

To speed up processes and reduce waiting times, for sales staff on the road, top management in corporate headquarters and for workers in the warehouse.

## Solutions

- Nokia Eseries smartphones: Nokia E51, Nokia E52, Nokia E71, Nokia E72 and Nokia E75
- IBM® Lotus Notes® Traveler 8.5.1 client for push email
- IBM® Lotus Sametime Mobile 8.0.2 client for Instant Messaging
- IBM® Lotus Mobile Connect 8.5 for secure mobile connection

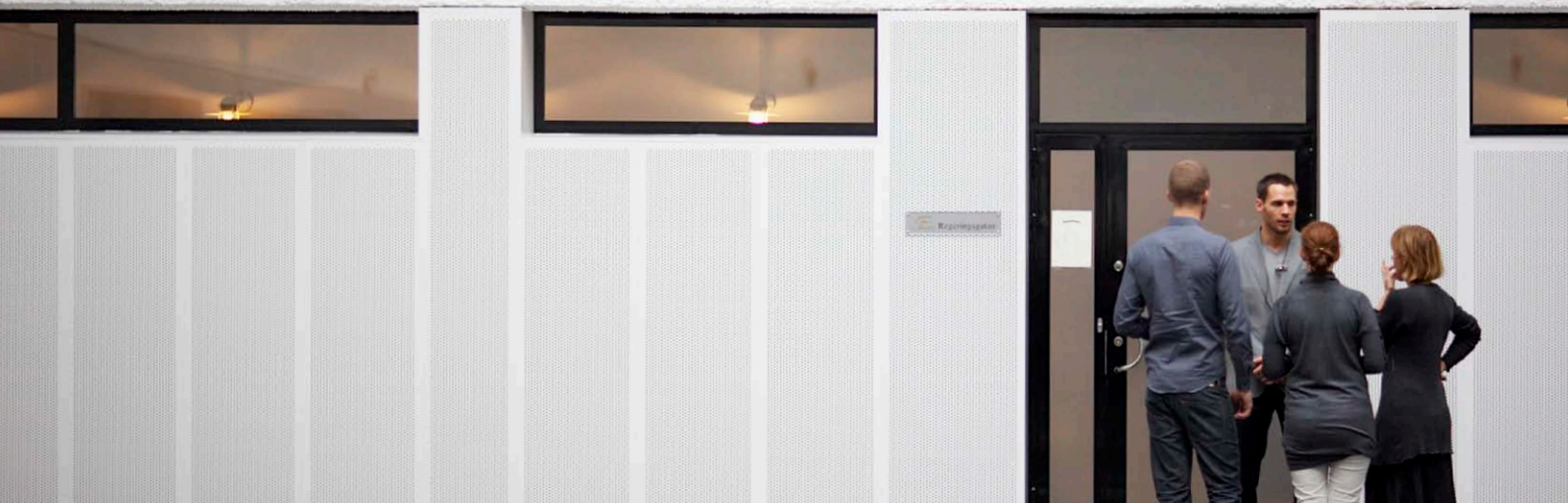
## Business results

- Highly cost-effective overall solution
- No extra investment required for the switch over to IBM® Lotus Notes® Traveler
- Easy deployment – employees train themselves using intranet-based PowerPoint presentation
- Improved integration between IBM® Lotus Notes® platform and Nokia handsets
- Increased security and flexibility of mobile connections
- Rapid response to questions, cutting waiting times for warehouse workers by at least 50%
- Better communication translated to improved relations between those in the warehouse and employees back in the office or on the road

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– Jari Pienkuukka, Director Logistics and ICT, Hartman





Throughout its almost 150-year history, construction and building supplier Oy C.J. Hartman Ab has always prided itself on being a highly pragmatic early adopter of technology. From the range of products the Finnish company sells, to the hardware and software it uses for business communications, the rule of thumb is the same: innovation has to be firmly married to practicality.

**“When deciding to invest in new IT solutions, the most important parameters for us are that the solution is easy to implement, easy to use and 100 percent reliable,”** says Jari Pienkuukka, Director of Logistics and ICT at Hartman.

With around 260 employees, Hartman stocks approximately 26,000 different products, including building materials, tools and industrial equipment, timber, and interior decoration products and supplies. The company has a relatively consolidated staff who must keep the quality of this wide range of products very high while also reacting quickly to customers' needs. Hartman was one of the first companies in Finland to use mobile technology, in part because its employees need to be in constant contact. *“It just made sense to us to give our sales people mobile phones very early on,”* said the company's IT director.

As such, the company uses a combination of Nokia and IBM solutions, including Nokia Eseries smartphones, as well as IBM® Lotus Notes® for email and IBM® Lotus Sametime® for Instant Messaging.

## The rewards of mobility without risk

The opportunity of a mobility upgrade came when IBM offered the Lotus Notes Traveler-based push email solution. Hartman enthusiastically agreed to be the first company in Finland to migrate to the new mobility solution.

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The upgrade was completed in a matter of days. Lotus Notes mobile users now have quick access to email and attachments, calendar, address book, journal and to-do lists functionality, as well as Lotus Sametime Instant Messaging. Hartman also implemented IBM Lotus Mobile Connect software, helping to increase mobile security for the company's virtual private network connections.

The combination of Nokia and Lotus Notes provides the tools Hartman requires to leverage mobile productivity, without sacrificing security. Sales people are now checking their emails 20 to 30 times per day, whereas before, it had only been as and when they could make it back to their desks. The change was immediate and employees continue to value the flexibility, according to Hartman's IT director.

## Up and running in minutes

Getting employees onto the mobile network and using the features of their handsets is also pain-free, according to Hartman's IT director. When a new user is given a mobile device, they are directed to a PowerPoint presentation on the company intranet about how to set-up and use their device.

**“Now that we've created the demo, most new people are operational within three minutes. They can download and install everything they need themselves.”**

Hartman employees, particularly the new ones being hired in their 20s and 30s, like being able to choose between the different modes of communications such as voice and email and are increasingly relying on Instant Messaging.

**“Because everything works seamlessly and immediately, it's easy and one of the most cost effective IT solutions we've got.”**

## Cutting out the waiting time in the warehouse

Early in 2010, Hartman began offering the mobility solution to staff working out of their warehouses. The 5 warehouse stores currently account for around 38% of Hartman's total sales, so smooth communications between staff at the office, on the road and in the warehouse is critical. However, warehouse workers were frequently leaving voicemail messages for sales staff or truck drivers and having to wait until someone called them back on their landline. A simple, but important question could bring everything to a stop, and it happened daily.

Now if someone has a question, they can start an IM chat or leave an email and keep on working.

**“The problem has been cleared up and the cost for doing so has been practically zero.”**

Hartman plans to continue increasing its reliance on mobility technology and expects to have 50 to 60 warehouse employees equipped with handsets by the end of the year. Within a few years, Pienkuuka estimates that everyone who regularly works outside of the office – about 220 employees – will be working primarily over a Nokia device.

