



IBM Lotus Notes Traveler on Nokia Devices

Case study: IBM Lotus Notes Traveler on Nokia smartphones



Overview:

Lemvigh-Müller has been an IBM® Lotus® Notes® Domino® customer for many years; utilizing its messaging and collaboration capabilities to run their business and extending those capabilities in their environment with the Lotus Notes Traveler application on Nokia smartphones to service the mobile needs of their sales organization.

Company:

Lemvigh-Müller A/S

Primary Business:

Lemvigh-Müller is Denmark's largest steel and engineering wholesaler for the construction, trade and technical installation industries.

Professional Overview:

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

Through Lemvigh-Müller's four primary business areas – Steel and metal, electrical supplies, VVT (tools and technical articles) and plumbing and heating – they are able to cover a very large part of the product requirements of the Danish construction, trade and technical installation industries.

Number of employees:

1400

Headquarters office:

Copenhagen, Denmark
Stationsalleén 40, 2730 Herlev

Website:

www.lemu.dk

Customer challenge:

Lemvigh-Müller's IT department was at a point where they needed to renew the mobile client licenses for their user community. They viewed this as an opportunity to explore other mobile applications, with the goal to find the most reliable, cost-effective and feature rich mobile solution for their organization. Lemvigh-Müller employees, both in the office and/or in the field, distributing product or providing customers with training and support information, require the ability to connect with current business information and co-workers in order to be the most effective in their roles, and the mobile solution they chose needed to address these business requirements.

Solution:

IBM Lotus Notes Traveler for Nokia smartphones was selected as their mobile solution for access to mail and PIM data. This allowed Lemvigh-Müller to build on their IBM Lotus Domino infrastructure and utilize Nokia smartphones, the company 'phone of choice'.

Products:

IBM Lotus Notes Traveler 8.5.1 and 8.5.2 client for 2-way, wireless synchronization of email, calendar and contact information.
- Nokia Eseries smartphones: Nokia E51, Nokia E52, Nokia E71, Nokia E72, Nokia E75, are the standard company phone choice at Lemvigh-Müller.

Business results:

- A very positive overall product evaluation led Lemvigh-Müller to choose the Lotus Notes Traveler on Nokia smartphones as their mobile solution.

Benefits include:

- Lotus Notes Traveler preserves and builds upon the company's existing IBM Lotus Notes and Domino infrastructure.
- Lemvigh-Müller found Lotus Notes Traveler easy to install, configure and deploy to their employees, and with minimal support cost.
- Administrative functions are convenient and intuitive, allowing the administrative staff to monitor the user group and establish overall system security through policy settings and enforcement; all from a convenient central point of control.
- Scheduled synchronization was a key new feature that recently shipped in the 8.5.2 version of Traveler, allowing more control on when to synchronize data, typically scheduling syncs for off-peak hours.

"Employees at Lemvigh-Müller think Lotus Notes Traveler on Nokia smartphones is great!! No need for investing in expensive applications for the synchronization, and it just works!" says Allan B. Hansen, IT Manager and Consultant at Lemvigh-Müller



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Surprises:

- With Lotus Notes Traveler on Nokia smartphones as the solution, the employees at Lemvigh-Müller were immediately impressed with how quickly they received mail on their phones, often simultaneously with or moments before it appeared in their desktop mail. The 2-way and fast synchronization of information between the desktop and the device allows employees at Lemvigh-Müller to stay *up to the minute* on business information.

- The administrators were impressed with the ease in which Lotus Notes Traveler solution could be setup, configured and deployed to their user community.

Company Overview:

Lemvigh-Müller has provided steel, metal and electrical supplies for the Danish construction, trade and technical installation industries for over 160 years. Their complete spectrum of products consists of over 200,000 items, 50% of which is stored in their four distribution centers in Køge, Odense, Kolding and Randers. Lemvigh-Müller prides themselves on their fast, accurate and efficient distribution processes which allow them to deliver products to their customers within 24 hrs. They guarantee delivery of their products at the right time and place for their customers, and they provide superior customer support for both technical support matters, as well as, consultation and hands-on development of business infrastructures by the Lemvigh-Müller team of experts in the steel, welding, lighting, plumbing and heating industries.

This same interest in process efficiencies carries over to the software applications for messaging and collaboration that Lemvigh-Müller chooses to deploy to their employee desktops and mobile devices. As a Lotus Notes and Domino customer for many years Lemvigh-Müller is well down the road of leveraging and extending that environment to advance their usage and reliance on mobile technology with Lotus Notes Traveler on Nokia smartphones and expect to have it fully deployed to their sales team before the end of the year.