

IntelliPRINT enables global leader in power and automation engineering achieve 50% increase in user productivity

The Customer



Operating in over 100 countries with a global workforce of over 120,000, ABB (ASEA Brown Boveri) is a leading power and automation engineering company providing solutions for secure, energy-efficient generation, transmission and distribution of electricity. ABB reported revenues of over USD 34 billion in 2008.

Environment



ABB has over 500 Lotus Notes applications with 10,000 users. Their key applications include:

Procurement

- Handles the purchase process for products, services & materials. The purchase workflow includes requisitions, vendor quotations and approvals across multiple levels that include project management, supply management and the purchase controller. Users of the system need purchase information based on material type, projects, business units, divisions and cost centers.

Quality

- Tracks post-production defects, customer feedback, product assembly, inspection, documentation, inter-departmental workflow & approvals.

Human Resources

- Handles the recruitment process beginning with defining positions / roles / requirements, obtaining approvals across multiple levels and departments, assigning recruiters, capturing CVs, short-listing candidates, selecting interviewers, scheduling interviews, handling negotiations and making offers to candidates.

Key Challenges



IT Overhead

To create reports for its users, each department manually exported Notes data from the applications to spreadsheets. This resulted in significant IT overhead to replicate on a periodic basis.

Data integrity and security

Significant manual effort was required to ensure integrity of data. Further, the export process also created a security overhead, as multiple spreadsheets needed to be created to replicate Notes ACL definitions.

Delay in decision-making

Delays in delivery of information and lack of support for dynamic information needs, resulted in delays in critical business decisions.

Highlights



ABB

- Global leader in power and automation engineering.

Environment

- 500 Lotus Notes Applications with 10,000 users
- Key departments include purchase, quality management and human resources.

Key Challenges

- Effort and time intensive data export process
- Potential data integrity and data security risk
- Significant cost and time overruns
- Delay in decision-making

IntelliPRINT Solution Deployed

- IntelliPRINT Analytics

Key Results

- 50 % increase in user productivity
- 20 % savings in business user time

IntelliPRINT Analytics has helped us achieve at least 50% increase in user productivity. Business users have been able to save at least 20% of their time earlier spent on waiting for reports creation and modifications. To say the least, users are very satisfied with the speed of delivery and quality of reports today!

 Abdul Basheer, ABB

Solution Deployed



IntelliPRINT Analytics

ABB chose IntelliPRINT Analytics, as it addressed the challenges mentioned above and enabled ABB to derive maximum value from the data available in its Lotus Notes applications.

IntelliPRINT Analytics, being a native data analysis solution, enables business users to perform data analysis within the secure & collaborative Notes framework itself eliminating the need for exporting data to spreadsheets. It gave users the flexibility to transform Notes Views into interactive views with ease.

After deploying IntelliPRINT Analytics, ABB has been able to eliminate the reliance on IT or spreadsheets.

For example, users of the recruitment system track resource requests, offers made and statuses of each resource request by period, by department, business unit etc, - all inside Lotus Notes.

With IntelliPRINT Analytics, ABB completely eliminated data integrity and security risks, making information easily available on-demand enabling quick and efficient business decisions.

Key Results



Simple, easy data visualization

- Data visualization and analysis have become user-driven, quick and simple

Increase in operational efficiency

- Availability of real time information enables users make informed decisions and increases overall operational efficiency

Improvement in productivity

- 50% increase in user productivity
- Over 20% savings in business user time

Decrease in IT overheads

- Self-serve capabilities enable 5% reduction in overall IT overhead

Recent Awards



- 2009 Lotus CTO Award
- 2008 Lotus Best Tool / Utility Award
- 2008 Lotus CTO Award Finalist
- 2007 Lotus CTO Award
- 2007 Lotus Advisor Award



Synaptris Highlights



- Headquartered in San Jose, CA with a global footprint
- Over 2,250 customers across 80 countries and multiple verticals
- Over 90 Partners across North America, Europe, Africa, Middle East & Asia Pacific
- Over one hundred Fortune 1000 customers

About IntelliPRINT

IntelliPRINT is the world's leading information management solution for Lotus Notes and Domino applications. IntelliPRINT is also the only native Notes and Domino solution that delivers rapid & contextual Reporting, Dashboards and Analysis. It helps unlock the business value of Lotus Notes data and enables organizations achieve rapid and enhanced returns from their Notes & Domino investments! IntelliPRINT is a multiple Lotus Award winner and has won the coveted award now for 3 years in succession - 2009 (Lotus CTO Innovation Award), 2008 (Lotus Best Tool / Utility Solution Award) and 2007 (Lotus CTO Innovation Award).



Synaptris delivers "flexible" and "easy-to-use" reporting solutions that empower users to make rapid & informed business decisions while enabling IT to minimize overhead and maximize ROI.

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