

Global SharePoint Support & Lotus Notes Migration Enabled 50% Reduction of Cost & Effort



SITUATION

The client had its business processes spread across different regions and technologies and wanted to adopt a new age technology for applications in various business processes. The client decided to move its applications from Lotus Notes to SharePoint

IMPACT

The company faced challenges in resolving Level-2 issues, owing to unavailability of skilled resources. Client had 15000+ Lotus Notes databases and many of these were replicated across multiple servers. The use of diverse technologies across regions affected the support services and resolution of bugs and troubleshooting

RESOLUTION

ITC Infotech provided a scalable business solution that was cost efficient and was based on flexible resourcing for technology modernization with IT support. Further the legacy application modernization framework helped the client migrate from Lotus Notes to Microsoft.NET and SharePoint platforms

The Customer

The client is one of the world's largest automotive safety system manufacturing company. The client produces active safety systems, including brake control systems, radar, night vision and camera vision systems.



The Need

The client's business processes were spread across organizations in different regions and were using technologies with many applications built on legacy platforms like Lotus Notes. The client wanted to adopt new age technology for applications in various business processes.

The client decided to move its applications from Lotus Notes to SharePoint to gain the advanced technological benefits. The client had over 15000 Lotus Notes databases and many of these were replicated across multiple servers. The server farms were located across the globe in 27 countries and the company wanted to migrate to an appropriate technology platform without hampering day-to-day activities.

The company was also facing challenges in resolving support for Level-2 issues, due to challenges in resourcing and expertise. The challenges were faced by all internal workers across regions. The company wanted to create an offshore dedicated team for SharePoint L2 support services and to resolve/fix bugs, ensure enhancements for troubleshooting.

The company required a dedicated support team to work in coordination with their support team to meet the business objectives. They wanted their IT team to focus on new IT initiatives while a reliable partner could take the initiative to stabilize the SharePoint environment. The company wanted to formulate a support model to deliver round the clock technical support, covering regions of Asia, Europe and North America.

The Solution

The client was looking for expertise to device the SharePoint solution and a dedicated support team. The client selected ITC Infotech owing to its rich experience in content and collaboration domain, and awareness of customer pain points. Further, ITC Infotech offered process knowledge besides its substantial experience in the automotive industry.

ITC Infotech provided a scalable business solution that was cost-efficient and based on flexible resourcing for technology modernization with IT support. ITC Infotech's "Digital Revamp" framework helped the client to reap the benefits of new age technology by migrating from Lotus Notes to Microsoft.NET and SharePoint platforms. Content and functionality were migrated from Lotus Notes to SharePoint with very low business disruption.

The ServiceNow Helpdesk tool was used to create and resolve incidents faced by SharePoint users in the client environment. The tool tracked incidents and resolved the issues while Microsoft Outlook and Skype were used to communicate with the user. ITC Infotech established SLA based 24X5 Offshore Support Model with effective governance mechanism. A stable offshore team was set up for the project based out of India, to provide L2 support.

During the project implementation, workshops with client SMEs were conducted to understand the pain points and to set the goals apart from presenting prototypes and sample solutions. A Lotus Notes Migration roadmap was defined, and critical applications were analyzed and prioritized. Some of the other highlights of the solution implementation include:

- Consolidation and logical grouping of applications
- Providing seamless re-development
- Creation of knowledge base
- Providing super user training
- 24x7 availability of the process enabling systems with anytime, anywhere access
- Automation of data life cycle management
- Alignment with Organizational Q5 Goals

Business Benefits

- 50% Reduction in Cost and Effort through Automation led Migration model
- Accelerated & Assured Migration of 15000+ Lotus Notes databases
- Quick Information Discovery and Collaboration
- Reduced Support & Maintenance Cost
- Speedy Response and Resolution Time
- Rationalized global business processes

ITC Infotech's Application Development & Maintenance Practice

We are specialized in building custom solutions that would cater to our customer's specific business processes, delivering futuristic and scalable solutions. We work closely with our customers and build custom solutions that provide strategic benefits with improved time to market and increased flexibility.

Our focus on the 5Ds - Domain, Design, Data, Digital& Differentiated delivery puts us in a strong position to deliver the best value for our customer on outsourcing and offshoring initiatives. We have enabled Fortune 100 companies to gain business value from the software lifecycle process. Our decades of experience have helped us build unique capabilities and assets such as domain led solutions, offshoring assessment framework, accelerators and tool kits like building blocks for application development (BRICKS ©), re-usable components and automation tools across the Software Development Lifecycle (SDLC). We are a global full scale service provider with distributed delivery model capability. Our experience in successfully setting up and managing such large delivery centers for our Fortune 500 clients for many years now helps us ensure on-going sustainable business value for all parties.

For more information, please write to:

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