



"Thanks to our new communications strategy and IBM Connections, we are building the foundational capabilities we need to support innovative services."

Lucy Montague, IS Portfolio & Non-SAP Applications Manager, AfriSam

Company Description

Founded in 1934 and headquartered in Johannesburg, South Africa, [AfriSam](#) is a leading supplier of quality construction materials, including cement, ready-mix concrete and aggregate materials. The company serves customers in countries across Sub-Saharan Africa, including Lesotho, Tanzania, Botswana and Swaziland.

AfriSam

Industrial Products

Paves the way for value-added digital services with seamless, enterprise-wide collaboration

Business Problem

AfriSam, a leading supplier of construction materials in Southern Africa, realized that value-added services would be essential to grow its share and become the supplier of choice for customers in new markets.

Business Benefits

- 98% consolidation of process documentation helps ensure staff follow best practices
- Real-time audit interaction due to automation of processes from execution to reporting
- Enables AfriSam's ongoing digital transformation and paves the way for new services

Transformation

AfriSam decided to augment its existing IBM Notes® and IBM Domino® solution for email and calendaring with a business social network based on IBM Connections—bringing together email, task management, instant messaging, file sharing and collaborative document editing on a single platform.

Solution Components

- IBM® Connections™
- IBM® Notes® and Domino® & XPages
- IBM Sametime®
- IBM Forms Experience Builder (FEB)

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“IBM encourages me to stretch my ambitions, and then gives me the tools to turn my vision into reality.”

Bernd Gewehr, Head of IT, Vössing

Company Description

Engineering firm Vössing specializes in providing planning, construction and project-management services in major infrastructure projects, such as building new roads, bridges and rail networks. Headquartered in Düsseldorf, the company has 14 offices across Germany as well as operations in China, Qatar, Austria, Poland and Slovenia. In total, the company employs over 600 people and manages over 12,000 infrastructure projects in more than 15 countries worldwide.

Vössing

Construction / Architecture / Engineering

Spurs efficient, effective collaboration in major infrastructure projects

Business Problem

Vössing has hundreds of engineers working with dozens of partners on thousands of infrastructure projects worldwide. How could the company enable effective communication to help keep work on track?

Business Benefits

- Days of research replaced by rapid questions and answers, search and find
- Rapid adoption demonstrates that employees value the solution
- Paves the way to seamless collaboration with clients and subcontractors

Transformation

Thanks to cutting-edge collaboration solutions from IBM, employees at Vössing can access knowledge, ask questions and find answers rapidly—empowering them to share expert insights and best practices.

The solution saves engineers days of research and has garnered a strong following within Vössing—equipping employees with the resources they need to hit project milestones on time.

Solution Components

- IBM® Connections™ Cloud S1
- IBM Verse™
- IBM Connections Cloud Meetings & Chat
- IBM SmartCloud Notes

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“To protect India’s security in a changing world, the Border Security Force is committed to modernization—and our IBM solutions are a key enabler.”

Spokesperson, Border Security Force

Company Description

Established in 1965, the Border Security Force (BSF) is a paramilitary force responsible for guarding India's land border during peacetime and preventing transborder crime. The force is an organization under the Government of India and under the administrative control of the Ministry of Home Affairs, and one of the world's largest border guarding forces.

Border Security Force

Aerospace and Defence

Supporting one of the world’s largest defense organizations with a secure collaboration platform

Business Problem

Providing effective support is always at the front of mind for India’s Border Security Force. To guard one of the world’s longest land borders, the organization’s 250,000 front-line personnel depend on an extensive logistics network, delivering everything from equipment and maintenance to healthcare and transportation.

Business Benefits

- Helps ensure secure communications between government agencies
- Enables back-office personnel to support front-line forces more effectively
- Boosts availability for communications and reduces the risk of unplanned downtime

Transformation

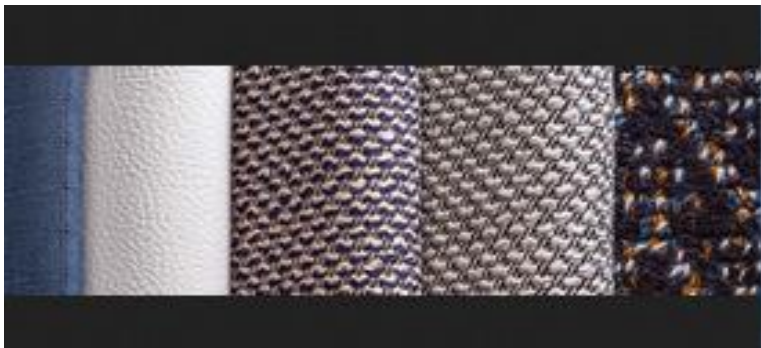
Border Security Force selected IBM Domino Social Edition and IBM Notes as the platform for its new collaboration environment. Equipped with public key authentication and developed to comply with the Federal Information Processing 140-2 security standard, the solution delivers rock-solid reliability and security for all communications.

Solution Components

- IBM® Domino® Social Edition
- IBM® Notes® Social Edition
- IBM Sametime®
- IBM Traveler

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“By streamlining employee collaboration, we can boost productivity and gain competitive advantage.”

Georg Probst, Director Business Engineering Infrastructure, Lantal

Company Description

Lantal designs, manufactures and distributes textiles for transportation firms. Headquartered in Langenthal, Switzerland, the company also operates offices in France, Singapore, Abu Dhabi and the US, employs nearly 400 people worldwide, and generates sales of around CHF 96.7 million (USD 99.6 million).

Lantal

Fabrication & Assembly, Industrial Products

Unlocking huge productivity gains by enabling fast, efficient staff communication across continents

Business Problem

How could textile manufacturer Lantal—with offices in Switzerland, France, Singapore, Abu Dhabi and the US—ensure that teams in different continents could work together efficiently and effectively?

Business Benefits

- Boosts productivity with efficient information exchange between offices
- Accelerates time-to-market for new products and enhances customer service
- Introduces mobile capabilities that enable staff to work on-the-go

Transformation

With a sophisticated employee collaboration platform from IBM, staff can share knowledge and documents, and communicate faster and more easily than ever before.

Solution Components

- IBM® Connections™
IBM Connections Docs
IBM Domino® and IBM Notes®
IBM Sametime®
IBM Traveler
IBM Connections Engagement Center (ICEC)

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“ When you serve clients with stringent SLAs, strong collaboration is vital. Thanks to our IBM solutions, we keep our most demanding clients satisfied. ”

Mr. Nandkumar
Project Manager, NSEIT Ltd.

Company Description

Headquartered in Mumbai, the National Stock Exchange (NSE) is India's leading stock exchange, incorporated in 1992 by leading institutions to provide a modern, fully automated screen-based trading system with national reach. NSE uses state-of-art information technology to provide an efficient and transparent trading, clearing and settlement mechanism. Founded in 1999, NSEIT is an independent wholly owned subsidiary of NSE delivering managed services, cloud, mobility and analytics solutions to financial services organizations around the world.

National Stock Exchange (India)

Financial Services

Driving stellar service

Business Problem

For companies such as NSEIT Ltd.—a leading information services provider headquartered in Mumbai, India—meeting the stringent service-level agreements (SLAs) of financial services businesses can be a tough challenge. And as NSE grew, its need for secure and feature-rich information systems grew with it.

Business Benefits

- FIVE business units collaborate on a central platform
- Enables rapid resolution of IT issues
- Meets stringent service-level agreements

Transformation

Since 2002, NSEIT has relied on IBM Collaboration Solutions to deliver email, calendaring services and more. One of the things that impressed them most about the IBM solution was its versatility. In addition to providing a highly secure email service with IBM Notes they also used Domino Designer to develop custom applications—enabling them to automate and support core business processes such as ticket management for their helpdesk.

Solution Components

- IBM® Domino® Social Editions
- IBM® Notes® Social Editions
- IBM Sametime®
- IBM Traveler

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TERADYNE



“IBM collaboration tools help us apply resources where they are needed, resulting in happier customers and a more effective workforce.”

Fabrice Langlois, IT System Architect, Teradyne

Company Description

Teradyne is a leading supplier of automation equipment for test and industrial applications. Teradyne Automated Test Equipment (ATE) is used to test semiconductors, wireless products, data storage and complex electronic systems, which serve consumer, communications, industrial and government customers. Employing 4,300 people, the company reported annual revenue of USD1.75 billion in 2016.

Teradyne

Industrial Products

Building closer relationships with customers with a collaborative platform for support

Business Problem

To help customers get maximum value from its products and nurture their loyalty, Teradyne wanted to connect them with fast, effective support—but its customer portal was difficult to navigate.

Business Benefits

- 40% increase in one customer’s satisfaction with search on the new portal
- 10x reduction in transfer times for product firmware updates, boosts customer experience
- Nurtures customer loyalty and strengthens Teradyne’s industry-leading position

Transformation

Teradyne transformed its customer-facing and internal portals with IBM collaboration solutions, making it easier for employees to provide customer support, and for customers to access information.

Solution Components

- IBM® Connections™
- IBM® Notes® and Domino® Social Edition
- IBM Sametime®
- IBM Websphere® Portal, IBM Security Access Mgr

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Excellence in Construction



"We're confident that our IBM solutions will enable even greater efficiency and control over our processes—helping us to keep high-value work on track."

Jerry Horani, Chief Technology Officer, VCC

Company Description

Founded in 1987 and headquartered in Little Rock, Arkansas . [VCC](#) is a construction management firm licensed in all 50 US states. Specializing in new-build and renovation projects, VCC aims to deliver industry-leading services that cultivate lasting relationships with its clients, vendors and partners.

VCC

Construction/Architecture/Engineering

Keeps multi-million-dollar construction work on track with seamless mobile collaboration

Business Problem

On multi-million-dollar construction projects, even short delays can drive costs. How could VCC enable on-site engineers to collaborate quickly and efficiently with decision-makers at its head office?

Business Benefits

- Up to 40% improvement in employee productivity by offering mobile access to information
- Up to 30% more efficient project management helps keep construction projects on track
- Helps VCC reduce the risk of costly project delays and deliver high-quality services

Transformation

VCC worked with IBM Business Partner Prominic.NET to develop a mobile app for its IBM Notes and Domino business systems—enabling managers and remote workers to collaborate seamlessly.

Solution Components

- IBM® Connections™
- IBM® Notes® and Domino®
- IBM Sametime®
- Box Enterprise
- Cisco WebEx
- DocuSign