

Collaborative messaging platform enables future growth

Results at a Glance

Problem

Client's messaging platform did not align with their plans for future growth

Solution

Provali Group implemented a Microsoft-based messaging solution and tailored user training to increase productivity after migration

Results

Client now has an updated messaging platform based on Microsoft Exchange and Office Communications Server

Client benefits from improved productivity and reduced travel and license costs

Client Profile

This client is a global company that develops, manufactures and markets healthcare products, servicing over 90 countries. Their core messaging environment, which supports approximately 2,600 users worldwide, was based on Lotus® Notes and Lotus Sametime.

Business Problem

Although Notes is quite stable, their system lacked the capability for growth and integration with proposed technologies such as unified messaging, IP telephony and Microsoft® Office 2007. In addition, the Lotus suite of products was expensive and no longer aligned with the client's core technologies and partnerships with Microsoft, Dell®, SAP® and Cisco®.

The Provali Group Solution

Provali Group provided two technical architects, an implementation specialist and a training consultant to design and implement a new messaging platform based on Microsoft Exchange 2007/Outlook 2007 and Microsoft Office Communications Server/Office Communicator 2007. Customized training and FAQ materials were developed and translated into 20 different languages.

Value Delivered

The final solution delivered a true collaborative messaging environment for the end users. The customized training allowed the users to acclimate quickly and take immediate advantage of the solution's benefits.

This messaging platform reduced license costs associated with the Lotus platform and lowered travel and training costs through the use of Web and video conferencing. In addition, it improved user and team productivity by improving collaborative communications and reduced training requirements by developing custom-tailored training sheets.