

# Engineering group gets more people using mobile email with increased efficiency

Case Study: Nokia smartphones and IBM Lotus Notes Traveler

**Sandvik AB**

**NOKIA**  
Connecting People

## Company:

Sandvik AB

## Primary business:

Engineering, construction

## Professional overview:

Sandvik is a high-technology engineering group, specialising in the production of cutting tools, specialty steels and mining and construction equipment.

## Number of employees:

44,000, working in 160 countries

## Flagship office:

Sandviken, Sweden

## Website:

[www.sandvik.com](http://www.sandvik.com)

## Customer challenge

To increase employee efficiency, by providing mobile email, calendar and contact service to more users. Improve mobile email integration with existing IT infrastructure.

## Products

- Nokia smartphones: including Nokia E71 and Nokia E72
- IBM® Lotus Notes® Traveler 8.5.1 client for email, calendar, contacts synchronisation
- IBM Lotus Mobile Connect® 8.5 for secure mobile connection
- IBM Lotus Sametime® Mobile support for Nokia Eseries smartphones

## Business results

- Increased efficiency with more employees using mobile email and calendar
- Designed to work for all employees across 160 countries
- Reduced costs and administration expense, with no client licence fee
- Improved service levels with more flexibility and increased collaboration between workers
- More employees incentivised to replace paper with digital calendars and contacts

*"With IBM Lotus Notes Traveler on Nokia smartphones I can file my emails into my folders directly on my phone, so then when I come back to my PC, it's handled. That's a very good thing."*

*– Mathias Persson, Service Architect for Messaging Collaboration, Sandvik*

## High-tech engineering company keeps everyone on the same page with IBM Lotus Notes Traveler for Nokia smartphones

Sweden-based Sandvik AB is a high-technology engineering group that manufactures tools for metalworking and rock excavation, as well as stainless steel and alloy products for specialist applications. In 2009, the company reported yearly sales of approximately SEK 72 billion (€7.6 billion).

With over 44,000 employees working in over 160 countries, the company has been putting considerable resources over the last decade towards consolidating and standardising its IT infrastructure. In early 2010, there was still one missing piece of the puzzle: standardised mobile email.

Sandvik had been using a proprietary legacy solution OneBridge for its mobile email but it required separate servers, separate licences, and skilled support personnel, according to Mathias Persson, Service Architect for Messaging Collaboration and Oskar Ardfors, Service Architect for Telephone Solutions.

"The main problem with the old solution was that it was on a platform that was only used for this mobile synchronisation solution," says Mr Ardfors. "We had to continually maintain competence and we had to make sure we always had enough skilled personnel to handle the system."

### Standardising a mobile email solution across 160 countries

Sandvik is a long-term Nokia and IBM customer and runs a great deal of its critical solutions on IBM software and infrastructure.

"We already use a lot of Nokia smartphones supporting IBM solutions, so it made complete sense to switch over to the IBM® Lotus® Notes® Traveler 8.5.1 client – there wasn't a lot of associated costs as our existing Nokia smartphones can be used and the Traveler client has no extra mobility licence fee," says Mr Persson. "We also like IBM's partnership with Nokia. It means we can offer new mobile services to our employees without compromising our standardisation goals, as the two companies combined offer a broad set of solutions and smartphones."

After field trials with approximately 100 users, Sandvik made the official switch to Traveler in April 2010. Working closely with IBM, the transition was smooth. "It's been really problem-free for us; to get it up and running, and to configure it," says Mr Persson.

Based on the experience from the field trials, Sandvik created an intranet page to help employees to configure their own device according to the specifications set up for their country.

Over 500 additional users were added to the system by July, rapidly taking the total number of users to 650 within three months. Sandvik will continue to make the switchover on a case-by-case basis as people get new handsets but expects to migrate most, if not all of its employees to the Traveler platform within a 12-month period.

### The benefits of standardised mobile email

The payoff for making the switch has been immediate. "We already have a lot of skills on Lotus Domino, and as Traveler is part of the Lotus Domino product family we feel very comfortable in supporting it and sure of giving good mobile email service to our employees," Mr Persson says. "We know we can always keep it up and running without any issues. We don't have to worry about that."

Mr Ardfors adds: "Traveler itself requires very little maintenance, so it ends up saving us a lot of time."

Users have had a positive reaction to the new system. In a survey of new users, employees said Traveler on Nokia smartphones was increasing their efficiency. A lot of people in mid-management indicated that they like the feeling that they are always reachable and able to reach out to people without having to call them up.

"One of the things that I personally like a lot better with Traveler, compared with the earlier solution, is that you can actually file your emails into your folders directly on the phone," says Mr Persson. "So if you're not keeping all of your email in your in-box, like me, when you come back to your PC, it's handled. That's a very good thing."

### Automatic calendar and contact updates

Users that don't have (or want) mobile mail can also use the service only for calendar and contacts. The bonus being that this is a way to digitalise the information. Mr Ardfors explains: "We are an industrial company, not an IT company, so there are still a lot of people who prefer paper calendars and contact books. Now that we have a new way of offering digital calendar and contact service by mobile phone, we have been able to add new user groups and as they start using the mobile and the PC for 'calendar and contacts,' that's going to result in huge efficiencies."

Schedules can be automatically updated, with new times for meetings, for example. Additionally, with the Traveler synchronisation solution, users can have their contacts added to their new Nokia smartphone automatically. In the past, when employees changed phones, there was always a lot of support required for transferring their contacts over and manually entering them into the new mobile.

"We know we're going to realise considerable savings due to our move to the Traveler platform," says Mr Persson. "I'd recommend standardising mobile communications technology in this way to any company."