

# International construction company keeps everyone on the same page

Case Study: Nokia smartphones and IBM® Lotus Notes® Traveler

**MT Højgaard a/s**

**NOKIA**  
Connecting People

## Company:

MT Højgaard a/s

## Primary business:

Construction

## Professional overview:

Denmark's largest building and civil engineering company.

## Number of employees:

5,800

## Flagship office:

Søborg, Denmark

## Website:

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

## Customer challenge

To update mobile communication solutions in a way that both improves work efficiency at project sites and controls costs.

## Products

- Nokia Eseries smartphones: Nokia E51, Nokia E71 and Nokia E72
- Nokia Nseries smartphones
- IBM® Lotus Notes® Traveler 8.5.1 client for push email
- IBM Lotus Mobile Connect 8.5 for secure mobile connection

## Business results

- Reduced costs, including no client licence fee, lower administration expense
- No additional server required
- No extra investment required for the switchover to IBM Lotus Notes Traveler
- Easy deployment
- Improved integration between IBM Lotus Notes platform and Nokia smartphones
- Increased stability and security of systems providing sensitive personal information to Nokia smartphones
- Faster responses to emails and meeting requests
- Better relationships with key personnel in the construction process

*"We're more productive since we've started using IBM Lotus Notes Traveler on Nokia smartphones. For instance, people working on various construction sites can easily respond to meeting requests, or set up their own meetings. As a result, meeting attendance is much better."*

*– Jørn Rose, IT consultant, MT Højgaard*





At any one time, MT Højgaard a/s handles over a dozen complex civil works projects around the world. The Danish building and construction company can be, for instance, juggling steel and assembly work on the Hardanger Bridge in Norway, constructing a commercial and fishing port on the east coast of Sri Lanka and installing offshore wind turbine foundations off the English coast. MT Højgaard is in demand and even in the difficult economic climate of 2009, it reported yearly revenue of DKK 9.1 billion (€1.22 billion).

"We've got 5,800 employees around the world, working in many different, sometimes remote places. So making sure everyone can communicate properly is very important," says Jørn Rose, IT consultant, MT Højgaard. "Not all geographic locations have the ability to communicate using the internet, but they do have mobile phone networks keeping them in contact with the main office. My job is about making sure our system continues to evolve while remaining robust and straightforward to use."

For years, the company has relied on a combination of Nokia and IBM solutions, including Nokia smartphones and IBM® Lotus Notes® for email. So when IBM offered the opportunity of a mobility upgrade with the Lotus Notes Traveler push email solution that works on Nokia smartphones, MT Højgaard agreed without hesitation.

"The choice was easy, especially when considering the costs of other solutions," Mr Rose says. "All of our Domino Servers were already up and running and we only needed to enable the servers for Lotus Notes Traveler." MT Højgaard also took the opportunity to implement IBM Lotus Mobile Connect software, helping to increase mobile security for the company's virtual private network connection.

Implementation and roll-out to end users has been quick, easy and comfortably continues apace as workers upgrade their handsets. Critically, most employees have been able to complete the installation on the Nokia smartphone by themselves in less than 10 minutes. After that, within days they're expertly using most of the Lotus Traveler features on Nokia smartphones, having found they now have quick access to email and attachments, calendar, address book, journal and to-do lists functionality.

Because workers onsite have the email with them and can easily refer to it as needed, the answers they give to questions are more precise, more detailed – no small matter when working on large engineering projects. Another big improvement has been the calendar and contacts: now employees are easily able to plan and send meeting invites from their Nokia smartphone. "We're more productive since we've started using IBM Lotus Notes Traveler on Nokia smartphones. For instance, people working on various construction sites can easily, and realistically, respond to meeting requests. As a result, meeting attendance is much better," Mr Rose says.

Users can also respond to business opportunities more quickly. Jørn Rose recounts a recent example: "I was flying into Singapore for a project and checked my mobile email on my Nokia as soon as I could. There was a very good, limited time offer on software we were interested in purchasing and I was able to buy it straight away, before I left the airport for my hotel. It saved a fair amount of money, so I was very happy."

Cost savings have been across the board: no client licences were required, no additional server was needed, and because everything works seamlessly, administration costs have been reduced. The company is considering implementing IBM® Lotus Sametime® for Instant Messaging in the near future based on the good experiences from Lotus Notes Traveler and Nokia smartphone based email solution to further simplify communications.

"Everyone is happy. Workers are more productive, clients are happier, and the bosses are pleased with low costs," Mr Rose says. "And I can tell you, all of us in the IT department are thrilled to have such a secure system that we can rely on to work."



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