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Utility

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About ENSO Energie Sachsen Ost AG

Further information is available at
www.enso.de

About TwentyOne AG

TwentyOne solves complex assignments in IT and organisation for large and medium-sized companies with a combination of technological, methodical and industry-specific competence. We develop individual IT solutions based on Java, ORACLE and IBM Lotus Notes for companies in the banking and insurance sector as well as for energy and healthcare providers.

Further information is available at
www.twentyone.de

The way to achieve efficient Notes Client management: ENSO AG saves time and costs with iQ.Suite ClientAdmin

Background

The regional energy company ENSO aspires to be a single-source provider for every kind of energy and to provide better service than its competitors. Headquartered in Dresden, ENSO Energy Sachsen Ost AG delivers electricity, gas, heating and water and numerous other energy-related services to half a million customers in Eastern Saxony without fail every day. Founded in 1991, the company also invests in maintaining and renewing environmentally friendly technology and as a future-oriented enterprise considers that it has a particular responsibility to develop alternative energy solutions. Every year, ENSO AG supplies its customers with 9,787 million kWh of electricity, 8,134 million kWh of gas and 103 million kWh of district heating (2008 figures) and with a turnover of more than €1,300 million and around 1,300 employees presents itself as a capable and effective partner of choice for energy supplies in Germany's most easterly region.

ENSO AG seizes on change as a challenge and an opportunity for development. This requires the company to think constantly about the cost efficiency and productivity of its working processes – the bottom line is that the end customers will benefit from these measures. In particular, the administration of complex IT infrastructures is very significant in this respect and constantly confronts a company with new challenges. In this particular case, the energy supplier was dealing with a situation where it was only possible to configure Lotus Notes installations on mobile end devices manually – which was costing the company a lot of time. New requirements dictated furthermore that all mobile devices should be equipped with offline-enabled clients, while simultaneously operating costs of mobile devices should be reduced.

The Solution

The initial impetus for the solution to this challenge was a lecture on intelligent Notes Client Management held by TwentyOne AG, an experienced Dresden-based supplier of IT solutions. The lecture highlighted amongst other things the benefits of iQ.Suite ClientAdmin, a business solution for email, archiving and administration from GROUP Business Software AG. iQ.Suite ClientAdmin delivers comprehensive Lotus Notes client management and as a "central point of intelligence" makes the administration of even large Notes infrastructures child's play. Not least because the two companies had already been working together well for many years, ENSO had confidence in TwentyOne AG, which recommended the GROUP solution. After the application scenarios and the expected return on investment had been examined, the decision was quickly made. The company evaluated the solution as fully developed and reliable

and used its implementation as an opportunity to tackle the job of providing all laptops with offline functionalities. A move which had been planned for some time.

This innovative solution allows regular jobs and large-scale, company-wide modifications or database or server relocations to be achieved by simply clicking a button.

Emphasising the importance of the new system, Jens Kleinert, Lotus Notes Administrator and Project leader at ENSO AG said "Without the Notes client management solution from GROUP Business Software, implementation would have been simply impossible for capacity reasons."

iQ.Suite ClientAdmin now allows Notes network settings to be made from a central point in real time. Where other solutions require complicated installation or extensive changes to each Lotus Notes

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configuration, the GROUP solution integrates seamlessly in the existing infrastructure. With just a single file stored in the Lotus Notes directory, the Administrator keeps full control over all the client settings. This innovative solution allows regular jobs and large-scale, company-wide modifications or database or

Implementation

Version 7.0.3 of Lotus Domino and Notes already formed the basis of the IT infrastructure at ENSO AG. The objective was to make all the mobile clients and the stationary clients, which numbered over 1300, automatically configurable; iQ.Suite ClientAdmin was integrated throughout all the departments of the company to do this. The intention was to make the system platform-independent of the server, the clients and the operating systems. The solution was also required to be scaleable, clusterable, highly available and low-maintenance. Integration of iQ.Suite ClientAdmin was finally given the starting signal on 15 April 2009 and the configuration and test phase started about a month later. After this, a few minor adjustments were made to

Working with ClientAdmin

ENSO AG had focused on an efficient and innovative solution for problem-free administration and automatic configuration of Notes installations – the integration of iQ.Suite ClientAdmin has fulfilled these expectations. It will benefit all the energy supplier's staff, whose day-to-day work with their Notes clients has been made easier. User error will no longer affect Notes client functionality. More effective

Summary and prospects

The implementation of iQ.Suite ClientAdmin at the energy supplier's installation in eastern Saxony went smoothly. No third party systems have been affected. The ENSO AG employees were able to continue working as usual. The company's pre-existing Lotus Notes infrastructure has benefited from the improvements in efficiency. The option to make changes from a central point and in real time has saved the company time and money. Jens Kleinert sums up: "We have achieved the added value that we had hoped for by integrating the new Notes Client Management Solution."

server relocations to be achieved at the touch of a button. iQ.Suite ClientAdmin therefore provides complete central management of all the Notes clients in the company. Time and costs are saved as complex settings and changes can now be made from a central point immediately and without a great deal of effort.

the existing structures. The system spent 14 days in the pilot phase, which was followed by seven days to prepare the rollout. The full roll-out finally took place on 9 June 2009. "I'm very pleased to report that we came in 100% on the schedule that we had drawn up at the start of the project," said Jens Kleinert. "The costs also stayed within budget throughout the project." All this added up to full marks from the energy supplier ENSO for problem-free collaboration with TwentyOne AG. Configuration of iQ.Suite ClientAdmin was completed after the initial launch and it also proved to be a professional solution from a cost-benefit point of view. Finally a few minor adjustments were made to the existing structures.

administration reduces the load on the Help Desk and also relieves the IT staff of repetitive and routine activities. It has become faster to set up new Notes clients and permanently reliable operation is ensured. Furthermore, functionality going far beyond the policies integrated in Lotus Notes has become possible, demonstrating that ClientAdmin is a useful complement to existing Domino/Notes infrastructure.

The consultation exercise surrounding the integration of iQ.Suite ClientAdmin has also been evaluated positively and the constructive working relationship will be continued. "We will continue to help ENSO AG with their IT arrangements," says Anett Hammerschmidt, Senior Consultant and Specialist for iQ.Suite ClientAdmin at TwentyOne AG. Currently, the Dresden energy supplier is evaluating the implementation of a project to consolidate and centralise email archiving with Lotus.

About GBS

GROUP Business Software is the leading provider of IBM Lotus based solutions and services in the fields of Cloud Computing, Email Management and Archiving, Instant Messaging Management, CRM, Workflow, Banking and Risk & Compliance.

Competencies

GBS solutions feature outstanding usability and unmatched efficiency. The necessary user interaction is reduced to a bare minimum. Centrally defined processes ensure compliance with corporate policies and statutory requirements.

Customers

GBS customers include well-known companies from all over the world, such as Deutsche Bank, Ernst & Young, Honda, Allianz and Miele.