

MANITOU MOBILISES LOTUS GROUPWARE PRODUCTS USING BLACKBERRY SMARTPHONES



Heavy equipment manufacturer, Manitou, is a leading global supplier of telescopic workstations, access platforms and other lifting equipment for the construction and agriculture industries. The company is based near Nantes, France, but has a global footprint that encompasses all continents.

THE CHALLENGE

Manitou uses Lotus® Notes®-based collaboration and messaging tools to enable its employees, and 20-plus subsidiaries, to share and store information as well as communicate with colleagues, customers, and partners. When selecting the Lotus Notes groupware solution, it quickly became clear to Nicolas Beaunieux, Manitou's IT Manger for Subsidiaries, that mobility would play a key role in ensuring the successful adoption of the Lotus system. Manitou had previously tried a mobile system which didn't meet their expectations. So Beaunieux needed to find a mobile platform that would bring all the advantages of Lotus Notes and Lotus® Domino® to the company's mobile users.

Beaunieux had narrowed down his short-list of solutions to BlackBerry® smartphones, plus 3G data cards, used in conjunction with laptop computers. Beaunieux felt that the BlackBerry solution would be the better choice, but he wanted to see for himself.

THE SOLUTION

Working with their mobile phone supplier, Manitou arranged for a three-month trial of the BlackBerry® Enterprise Solution for IBM Lotus Notes. Four BlackBerry smartphones were issued to Beaunieux, two General Managers and the Sales Director of Exports.

The trial proved conclusive. When the three month trial period was over and the BlackBerry smartphones were scheduled to be returned, Beaunieux faced some unequivocal opposition. "Everyone said returning the smartphones was out of the question" says Beaunieux. The trial had also gone smoothly for the IT department. "The integration of BlackBerry Enterprise Server for Lotus Domino was seamless and trouble-free," he added. In addition, the communications costs were lower-than-expected. Beaunieux calculated that he could buy and operate three BlackBerry smartphones for the cost of a single 3G card.

The success of the trial convinced Manitou to extend giving BlackBerry smartphones to senior managers and mobile executives, a total of approximately 130 users, spread across the group's entire global network. Beaunieux estimates that ten per cent of Manitou's 2,500 strong workforce will soon be up and running with BlackBerry smartphones, after an initial two hour training session.

BENEFITS

**INTEGRATION WITH
IBM LOTUS NOTES**

SCALABLE

**OVER-THE-AIR
ADMINISTRATION AND
SECURITY CAPABILITIES**

**IMPROVED END-USER
AND OVERALL TEAM
PRODUCTIVITY**

**REAL-TIME ACCESS
TO KEY CORPORATE
INFORMATION**

"The integration of BlackBerry Enterprise Server for Lotus Domino was seamless and trouble-free. It is easy to implement and manage."

Nicolas Beaunieux
Manitou's IT Manger for Subsidiaries

"BlackBerry solution is easy to implement and manage and has enabled us to work out a unique arrangement with the subsidiaries. The head office finances the infrastructure and user licences, while the subsidiaries pay for each user's service plan and equipment," explains Beaunieux. All BlackBerry smartphones are centrally managed by the head office IT team in France, which makes it possible to deploy and support this BlackBerry solution worldwide without requiring local IT resources.

A recent incident demonstrates how effective and robust the BlackBerry solution is. When a Manitou executive lost his BlackBerry smartphone at a tradeshow abroad, he immediately rang the helpline. "We remotely secured the device by changing the password and gave the device a new welcome screen that said 'if found please return this device to our booth.' It was returned in a matter of minutes," says Beaunieux.

THE BENEFITS

By deploying a BlackBerry solution in conjunction with Lotus Notes, Manitou has extended the functionalities of Lotus to the highly mobile segment of its workforce. Not only has it made Lotus email and calendaring available to BlackBerry users, it has also extended real-time collaboration tools such as Lotus® Sametime® Instant Messaging (IM).

According to Beaunieux, the majority of the positive feedback from the end-users is based on improved productivity. "Sametime IM has turned out to be highly popular," says Beaunieux. "It's non-intrusive and lets colleagues hold impromptu discussions on-the-fly." One unexpected advantage of Sametime IM on BlackBerry smartphones is that it allows personal assistants (PAs) to keep track of their directors when they are travelling. "As soon as they step off the airplane their Sametime IM icon turns green. The PA knows they are available again," explains Beaunieux.

The BlackBerry solution has been so successful that Manitou is now considering mobilising some features of its ERP system using the BlackBerry platform. "We've seen what BlackBerry can do for collaboration and productivity. We imagine empowering our mobile workers with some additional information they need to do their job well so this will be a logical step to provide them with real-time access to business ERP data," concludes Beaunieux.

For further information: www.blackberry.com/go/success

BLACKBERRY CASE STUDY
MANITOU

