Messaging and Collaboration Services

Secure, reliable and cost-effective communication within the company
Support customer loyalty and simplify project work for dispersed organizations

Save valuable resources
Corresponding via e-mail and working as a team are important aspects of internal communication in a modern company. E-mail is used to exchange information, check dates or organize meetings – between colleagues, customers and business partners. Collaboration tools such as Quickr, Connections, instant messaging, web and audio conferencing or team rooms foster customer loyalty and simplify project work – especially for geographically dispersed organizations.

Users have come to expect their e-mail system to be available 24/7. However, provisioning the necessary infrastructure and keeping it running smoothly is labor-intensive. Mail servers must have permanent high availability. The communications network must have reliable protection from risks such as spam mails, unwanted content and virus attacks. On top of this, there are mailboxes to support, and a large volume of e-mails that must be stored and archived.

Routine activities, such as creating users or configuring the system, tie up resources but contribute little to the creation of value.

Results-oriented services
We offer you communications solutions that are scalable and modular, based on software from IBM Lotus or Microsoft. You can either use our complete, packaged solution covering the entire IT life cycle, or choose individual components according to your needs from our portfolio of services – system operations, for example, or user support. We can also take care of the continual update process for applications, set appropriate security levels and provide your users with the latest software features. In addition, we can also provide support for your e-mail solution development, consolidation and optimization activities. We can also offer innovative collaboration solutions that improve the productivity of your members of staff.

Whichever product package you select, you will always benefit from an optimum cost-benefit ratio. This is because we deploy a scalable infrastructure, ensure processes are optimized and standardized, and use highly-efficient administrative tools. This approach leverages synergies and scaling effects to your advantage.

Trust our competence
Within the BASF Group we manage one of the largest Lotus Notes installations in Europe, with over 60,000 users. Our experts support over 100,000 mailboxes for our customers – providing operational and functional stability around the clock. Our business is based on the Service Level Agreements (SLA) and Key Performance Indicators (KPI) that we define with you, our customer. We provide you with comprehensive reporting, ensuring our service quality remains transparent and measurable.
Our all-in-one service supports you throughout the entire IT life cycle

Consulting
- Analysis and optimization of existing systems
- Evaluation and design of new solutions

Implementation
- Realization of development and rollout projects
- Execution of updates, consolidation and migration work

Operations and support
- Provisioning and maintenance of servers and infrastructure
- Application maintenance and user support

Messaging and Collaboration Services

Flexible communications solutions
- E-mail, calendar, meeting scheduling
- Internet mail/SMTP with optional encryption
- E-mail security (e.g. spam and virus filtering, firewalls, address verification)
- E-mail gateways to fax, SMS servers, etc.
- E-mail signatures with centralized management

Modern communication tools for virtual teams
- Instant messaging (chat) – within the company and with business partners
- Web conferencing – within the company and with business partners
- Integration of audio conferencing
- Quickr
- Connections

Web browser access and portal integration for intranet and Internet

Standard applications for supporting teamwork
- Project/team rooms
- Organization and documentation for meetings
- Room and resource management
- Administration of customer projects and data
- Team calendars, team planning
- Wikis, blogs and social software

Customer-specific applications
- For example: process (workflow) support using a Workflow Engine

Interfaces to systems and databases such as SAP, Oracle, etc.
- Data access and data synchronization
- Integration into company-wide directory and identity management systems

Mobile solutions for Windows Mobile and Blackberry

Your benefits at a glance
- Highest availability
- Minimal security risk
- Improved staff productivity
- Reduced costs for infrastructure and operations
- Complete cost transparency
- Professional user support
The data contained in this publication are based on our current knowledge and experience. They do not constitute the agreed contractual quality of the product and, in view of the many factors that may affect processing and application of our products, do not relieve processors from carrying out their own investigations and tests. The agreed contractual quality of the product at the time of transfer of risk is based solely on the data in the specification data sheet. Any descriptions, drawings, photographs, data, proportions, weights, etc. given in this publication may change without prior information. It is the responsibility of the recipient of our product to ensure that any proprietary rights and existing laws and legislation are observed (7/2009).