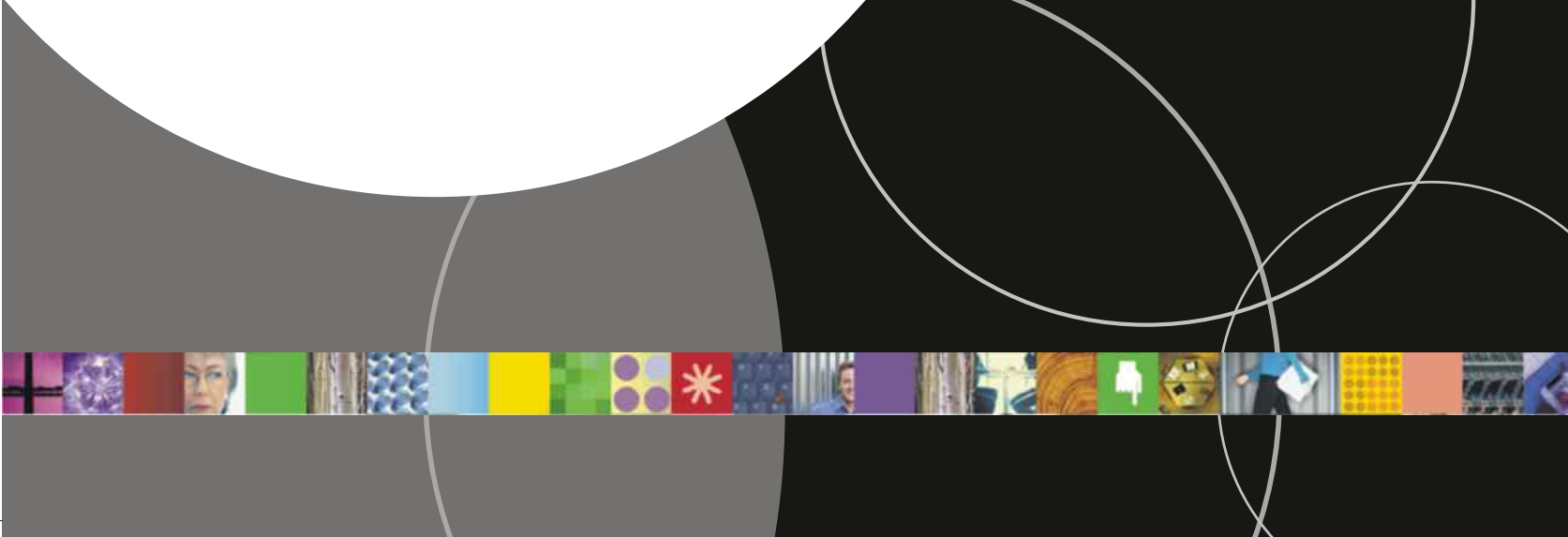
A horizontal bar at the top of the page, below the IBM logo, contains a series of small, colorful icons representing various industries and concepts, such as a globe, a person, a gear, and a network.

Integrate, interact, inject spark – the IBM way

Case studies on
IBM's suite of software solutions

A large, abstract graphic on the right side of the page. It features a large white circle on the left, which overlaps with a large grey circle on the right. Several thin white lines form overlapping circles and arcs, creating a sense of movement and connection. At the bottom of the page, there is another horizontal bar with a series of small, colorful icons, similar to the one at the top.





Introduction

Businesses need solutions that allow them to operate at optimum efficiency levels at all times. During software development, teams need to adopt an integrated approach so that iterations along the way can be managed smoothly across locations. Organizations with teams spread across multiple locations need to stay connected to drive the common business goals. Today's diversified business needs throw up complex integration issues that require a common simplification platform.

IBM software products address these issues in a comprehensive manner. The IBM Rational® software platform empowers software development teams in various locations to manage multiple versions of the software efficiently. IBM Lotus® suite of products enables teams across the organization to collaborate in real-time and enhance productivity. IBM WebSphere® provides a simplified, integrated platform for fast changing business needs. IBM Tivoli® helps manage every aspect of a company's IT infrastructure and provides it a security blanket for any future eventuality, like security breaches, loss of data and network downtime. IBM Information Management® is a useful tool to store and build data management systems. Together these products lend organizations the extra edge to compete effectively in the marketplace and increase output.

Robust and scalable solutions with IBM products have transformed organizations into efficient, highly productive and on demand businesses. The case studies that follow provide a window into how small and big businesses benefited from the IBM edge.

**For more information on IBM's suite of software solutions,
visit ibm.com/in/software or call 1800 425 3333**





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Simplifying the complex web of railway coach management

Center for Railway Information Systems (CRIS)

CRIS manages over 40,000 railway coaches. It needed a system to track them and communicate with over 400 locations to enable efficient decision-making. IBM engaged with CRIS to create an Integrated Coach Management System (ICMS) with an IBM WebSphere powered solution.



Client profile

The Centre for Railway Information Systems (CRIS) was established in 1986 as an umbrella organization for all computer activities for the Indian Railways. CRIS provides consulting and IT services to Indian Railways. It partners with Indian Railways to conceptualize and realize technology driven business transformation initiatives.

Task

CRIS needed a system to track the entire fleet of 40,000 coaches in over 400 locations. It had made an investment of nearly Rs. 20,000 crore and had a vast geographical area to be covered. The system had to be created on the railway-owned network, FOISNET. Tools were also needed to support project governance and process control.





Solution

An ICMS developed by IBM was seen as the ideal solution. Powered by IBM WebSphere, the ICMS monitors coach locations and their utilization. ICMS accepts data either through manual data entry or online systems and provides divisional or zone-wise reports when required. The tools used were IBM WebSphere ND as an application server, Lotus Notes® as a mailing solution and IBM Rational software tools for process control and project governance.

With IBM WebSphere Application Server Network Deployment (IBM WAS ND), Indian Railways was assured of a reliable, highly available, dynamically scalable environment for hosting mission-critical applications. IBM WAS ND's world-class clustering and high availability management would eliminate downtime and associated business disruption.

IBM's expertise helped CRIS architect a solution that would meet the challenges of today and tomorrow.

Benefits

- Efficient utilization of assets.
- More control over possible failure to provide scheduled services.
- Improved client satisfaction.
- Lesser manual work.
- Less drudgery at work.
- Centralized management of applications.

“There were half a dozen application servers to choose from. Out of these, we picked two that were market leaders for a closer evaluation. IBM WebSphere was one of them. Similarly, we evaluated three CASE tools and chose IBM Rational Enterprise Suite®.”

*–Sunil Bajpai,
General Manager,
Integrated Coach
Management System*





Easy communication takes the heat off Daikin

Daikin Airconditioning India Private Limited

Daikin India, which has 11 branches, over 300 employees and about 250 dealers, needed a single, collaborative platform for communication. It was looking for a single mailing solution and found that IBM Lotus suited its requirements.



Client profile

Daikin India is a wholly owned subsidiary of Daikin Industries Ltd., a \$7 billion company. It is the only air-conditioning company worldwide that manufactures everything on its own, from refrigerants to compressors.

Daikin India delivers a steady stream of technologically advanced air-conditioning products from the Daikin worldwide portfolio to India. The Daikin distribution network in India includes 10 sales and service offices and 3 spare part centers.

Daikin's distribution network in India includes 11 sales and service offices. A new manufacturing facility is coming up at Neemrana, Rajasthan.

Task

Daikin's wide network of employees and dealers spread across the country necessitated a single, systematic platform for all mailing requirements. The client needed a tool for collaboration and organized communication. It was also facing challenges like slow connectivity and low bandwidth.





Solution

Daikin Airconditioning evaluated Microsoft Exchange before opting for the IBM Lotus portfolio of collaborative solutions. The IBM team also covered several organizational functions, such as internal data, approval process, leave management system etc.

Benefits

- Provided single platform for communication.
- Reduced paperwork.
- Improved information and communication flow across locations.
- Enhanced connectivity speed and bandwidth.

“We are taking full benefit of IBM Lotus Domino® by utilizing its workflow and portal facility.”

–Joybrata Mitra,

Head-IT,

Daikin Airconditioning India Pvt. Ltd.





Bringing every little detail into the big picture

IBS Software Services Private Limited

IBS required intensive testing that ensured uncompromised test coverage. Taking into account rapid changes, accomplishing this manually was extremely difficult. IBM Rational Functional Tester with its combination of ScriptAssure, regular expressions and Java programming language provided IBS the right test automation toolset.



Client profile

IBS Software Services Pvt. Ltd. offers software solutions for airport management, airline operations, travel & cruise, oil & gas logistics, cargo & logistics and transportation industries. IBS has a presence in all the major geographies with a client base of over 70 top global corporations. Its 1,200 strong workforce is spread over 11 offices in USA, Europe, the Middle-East and the Asia Pacific region. Development centers are in Trivandrum and Kochi. It is a CMMI Level 5 and PCMM level 5 company.

Task

IBS is an organization with an uncompromising focus on quality and required intensive testing on its application. Manual testing was ruled out considering the hectic pace of changes. Most of the commercial testing tools failed to recognize many of the application's custom controls on Graphical User Interface. Dynamic creation of controls added to the challenges in testing.





Solution

IBS finally found a solution after four years of close consultation with Astra, IBM's authorized business partner. IBM Rational Functional Tester, which incorporates Java programming language, regular expressions and ScriptAssure, was identified as the right test automation tool. Consultants and tool specialists were also provided to resolve test automation issues and troubleshoot.

Benefits

- Automation of approximately 80 per cent of test cases with unparalleled test coverage.
- Regression testing for more than 20 versions carried out by the test suite.

IBS required intensive testing to be performed ensuring uncompromised test coverage. IBM Rational Functional Tester proved to be the right test automation tool as it provided a powerful solution with a combination of ScriptAssure, regular expressions and Java programming language.





End-to-end automation of business processes

ICICI Prudential Life Insurance Company

ICICI Prudential wanted an industry standard Business Process Management System (BPMS) to automate the business processes of the company. It found a solution in IBM WebSphere MQ Workflow.



Client profile

ICICI Prudential Life Insurance Company (ICICI Prudential) is among the first private sector insurance companies in India. ICICI Prudential is a joint venture between ICICI Bank, a premier financial powerhouse, and Prudential plc, a leading international financial services group headquartered in the United Kingdom.

A key to ICICI Prudential's strong growth is its keen focus on the customer and also the strong pan-India distribution network it has built with over 2000 branches (including 1,074 micro-offices) and an advisor base of over 274,500 (as on June 30, 2008).

Task

Although many business processes of ICICI Prudential had been automated, there still existed points of human intervention. As the need for end-to-end automation increased, the company looked for a dependable solution provider for the long term. The company needed to completely automate all the business processes so that it could serve its customers faster and better.





Solution

IBM proved to be the ideal partner for ICICI Prudential. An IBM WebSphere MQ WorkFlow powered Business Process Management System (BPMS) helped automate the business processes and keep them synchronized with the changing business needs. The solution brought together a number of business applications and provided a browser-based interface for human interaction with various business process instances. The IBM team managed the entire lifecycle of the project from solution design to implementation and delivery.

Benefits

- Automated business procedures comprehensively.
- Made business rules more explicit and manageable.
- Reduced time-to-market for changes in business processes.
- Helped maintaining, measuring, analyzing and continuously improving business processes.
- Executed application-to-application and person-to-application processes.
- Addressed changes in business process with minimal IT efforts.
- Improved access to information.
- The pictorial form of process definition made sharing across the organization convenient.

“The implementation was done with SOA concepts and has helped create a framework for aligning our application services to business processes. This has increased the interoperability of our application services. It has supported system integration and consolidation activities by facilitating re-use and seamless flow of information within our business processes.”

*–Anita Pai,
Chief Operating Officer,
ICICI Prudential
Life Insurance Co. Ltd.*





Standardizing internal IT processes

Indecomm Global Services

Indecomm Global Services was seeking a solution to standardize its internal IT processes to enhance performance and handle distributed workloads. The company turned to IBM to revamp its existing processes.



Client profile

Indecomm Global Services, a leading business process service provider, offers industry-proven processes using onsite, onshore and offshore delivery resources. Services offered included workflow automation, data capture and management. Indecomm is a leading developer of Business Process Management and Enterprise Content Management Solutions with clients in banking, financial services, retail, benefits administration and healthcare.

Task

Indecomm's IT application platform operated on an outdated Microsoft platform. The company faced performance issues due to the limited integration capabilities of the applications. Reusing existing software processes and modules meant enhancement of development speed and client satisfaction. But handling distributed workloads was a problem. Internal IT processes needed to be standardized on a more robust and extensible platform to leverage existing assets for new client engagements.





Solution

Indecomm found a solution with IBM. IBM designed an automated process runtime engine incorporating all the internal business processes and the required process workflows. Account initiation, insurance claim, home loan approval, bank check truncation, inter-bank delivery and reconciliation processes were included in the automated process. Service Oriented Architecture and Web Services were used to integrate the existing applications with the new process.

The client used IBM Rational Application Developer for WebSphere Software, IBM Rational ClearCase®, IBM Rational ClearQuest, IBM Rational Rose Enterprise plus IBM WebSphere suite of products, for this solution.

Benefits

- Increased client satisfaction with enhanced processes.
- Access to cutting-edge tools, easier integration points and shorter development cycles.
- Increased market share and development of sturdy, error free applications.
- Easy integration of existing applications with the new process server.
- Simplified redevelopment of applications.
- Increased client value by leveraging and reusing existing processes, assets, expertise and best practices.

“We really appreciate the support and flexibility shown by the IBM team in helping us arrive at the appropriate solution and also ensuring that we get the best and the most viable option to acquire the same.”

*— Krish Anand
Chief Technology Officer,
Indecomm Global Services*



Providing a touch of turbo to product acceleration

KPIT Cummins Infosystems Limited

KPIT Cummins wanted to reduce development time and focus more on quality. The company turned to IBM Rational software.



Client profile

KPIT Cummins Infosystems Ltd. is a global IT, engineering and BPO services partner of choice for customers across the globe. KPIT partners with global automotive and semiconductor corporations to bring products faster to their target markets. The company is aiming to be the leader in IP-led advanced technology solutions for the automotive industry.

KPIT has been recognized as one of the fastest growing companies in the 'Deloitte Technology Fast 50 India' program. International Association of Outsourcing Professionals ranked it a leading player in global outsourcing.

Task

KPIT wanted to reduce development time so that it could deliver quality output to its clients. In the process, the company also aimed at becoming cost effective.





Solution

The client selected IBM Rational Software Architect, IBM Rational Application Developer and IBM WebSphere Business Modeler for the solution.

Benefits

- Modeling time reduced.
- Coding almost done away with.
- Enabled to channelize efforts and resources away from development.
- Ensured better quality of output.

“Model-based development is becoming mainstream. We thank IBM for making available the complete tool chain that reduces modeling time and almost eliminates coding. It helped us to put more efforts and resources into delivering better quality. Moving to the Eclipse platform also enhanced the interoperability of the tools and made the development process more robust and efficient.”

— Shirish Patwardhan
Chief Technology Officer,
KPIT Cummins Infosystems Ltd.





Forging an IT infrastructure that is as strong as steel

mjunction Services Limited

To cater to the ever booming Web-based auction business, mjunction realized that its existing information technology infrastructure was falling short in deliveries in terms of availability and scalability. There was an urgent need for a strong and scalable IT infrastructure that could cope with concurrent users.



Client profile

mjunction is the joint venture between Tata Steel and Steel Authority of India. The core business of the company is to have a price discovery mechanism and trading coal, steel, scrap etc. mjunction is now the largest e-marketplace for steel in the world, having sold over 4 million tonnes of steel for its clients and currently selling at an average rate of 150,000 tonnes per month. The community of 5400 plus buyers comprising traders, fabricators, re-rollers and end-users have placed their confidence in mjunction.

Task

In India Web-based auction business was growing and mjunction had developed one of the first business-to-business (B2B) portals in India to cater to that need but its existing information technology infrastructure lacked the availability and scalability for mjunction to continue to grow.

They required a robust and scalable infrastructure that would be highly scalable and efficient to meet the demands of a high-growth, competitive market place while ensuring near-continuous availability. Another critical factor was capability to handle concurrent users backed by the expertise from market leading IT vendor.





Solution

Enterprise Procurement System (EPS) provides a common business hub, for buyers and sellers to come together and conduct business without compromising individual requirements and relationships among the participants. The system was designed to accommodate organization specific document and process requirements.

Apart from standard administrative, authentication and security features, EPS encompasses modules for the management of business documents relevant to the procurement process, including the RFQ, quotations, commercial and price bids, quotation comparative statements, purchase orders, including amendments, etc. The IBM team designed a comprehensive EPS using IBM WebSphere Application Server (IBM WAS) and IBM DB2 that included comprehensive workload management to ensure a responsive and efficient reverse auction system capable of superior performance even with multiple concurrent users. The IBM WAS created a robust, scalable, highly available platform that would power the reverse auction portal.

Benefits

- EPS solved multiple business problems like standard administrative, authentication and security features.
- Saved long procurement cycle-time.
- Eliminated high cost of procurement for buyers and high cost of service for sellers.
- Overcame lack of transparency in the procurement process.
- Eradicated inefficiency arising out of manual intervention of repetitive and routine activities.
- Resolved inconvenience arising out of lack of information access and availability.

EPS came to the rescue of mjunction by providing speedy solutions to standard administrative, authentication and security features. Routine manual activities were made efficient, procurement process made more transparent and smooth.





Smart communication fuelling growth

Nagarjuna Agrichem Limited

Nagarjuna Agrichem Limited was at an exciting phase of growth. They planned to extend their operations to cover larger geographies and enter the global market. Nagarjuna chose the IBM Lotus portfolio of collaborative solutions to integrate and enhance people interaction, maximize effectiveness and drive its expansion plans.



Client profile

Nagarjuna Agrichem Limited (NACL) manufactures plant nutrition and crop protection products, including custom manufactured fine chemicals. The company's annual turnover is approximately US\$ 81 million. NACL has 905 employees spread across 19 states in India and three manufacturing plants and warehousing facilities.

Task

NACL had plans to enter the export market. It required a business strategy and IT infrastructure that incorporated existing needs and expansion plans. It had to set up the requisite IT infrastructure by creating online ERP to take care of inventory, sales, accounting, production, etc. It also needed a higher degree of collaboration within the organization.





Solution

The Nagarjuna Agrichem team used the IBM Lotus portfolio of collaborative solutions to create a comprehensive communication tool. It first included basic e-mail service via the Intranet. The scaled-up version provided instant messaging, electronic virtual meeting and Web access to e-mail boxes, ensuring that key users were in daily touch. Various tools like notes mail, workspace, Web mail and electronic and instant messaging were implemented.

Benefits

- Increased employee productivity.
- Reduced operational costs per employee by 10% over one year.
- Reduced paperwork by about 15% (2005-06 vis a vis 2002-03).
- Improved information and communication flow within the company and outside.
- About 20% reduction in time taken to fulfill all the processes after automation.
- Enhanced relationship with distributors, partners and clients.
- Increased profitability.

“Post the IBM Lotus implementation, operational costs per employee have come down by 10 per cent in a year.”

— *Srinivas. V*
Chief Information & Technology Officer,
Nagarjuna Agrichem Limited





Boosting collaboration, productivity with IBM Lotus and Domino

Nagarjuna Fertilizers and Chemicals Limited

Nagarjuna Fertilizers and Chemicals Limited was looking for a robust collaboration environment along with a dependable messaging infrastructure to enhance employee collaboration and productivity. It found a solution in IBM Lotus Notes and Domino.



Client profile

Nagarjuna Fertilizers and Chemicals Limited is the flagship company of the Nagarjuna Group with an asset base of US\$ 2.5 billion. Nagarjuna Fertilizers and Chemicals Limited manufactures and supplies plant nutrients and plant protection products. It is an ISO 9001:2000 certified company and has an employee strength of 600.

Task

Nagarjuna Fertilizers and Chemicals Limited was running SAP for its core applications with additional no-core custom-built applications running on Domino and Oracle. The company wanted the sales and mobile workforce to be able to access information as and when it needed. It required an efficient and effective mechanism for real-time collaboration across geographies, to bring down costs of office productivity.



Solution

The IBM team offered Nagarjuna a robust messaging infrastructure to enhance employee collaboration and productivity. The products that formed part of the solution were Lotus Notes and Domino Platform for messaging. Lotus Domino Enterprise Server 8.0 provided a robust mail server with clustering, mail messaging, collaboration and application deployment capabilities; Lotus Notes 8.0 came with Integrated Instant Messaging and Lotus Symphony® Productivity Suite; Lotus Domino Web Access Lite was a part of the new Lotus Domino Enterprise Server 8.0; and Lotus Traveller® was bundled with Lotus Notes and Domino 8.0 for Notes Mail, Calendar, Contacts and To do list on a Windows mobile phone.

Benefits

- Lotus Domino Enterprise Server 8.0 provided a robust mail server cum application run time in a single instance.
- Cost of hardware was reduced.
- Lotus Notes 8.0 with the Integrated Instant Messaging and Lotus Symphony Productivity Suite helped employees enhance efficiency and real-time collaboration.
- The free Lotus Symphony Productivity tool enabled cost saving.
- Lotus Traveller helped employees on the move to get email on Windows phones without additional investment.

Nagarjuna Fertilizers and Chemicals Limited found that its existing infrastructure did not allow real-time collaboration between employees. To increase productivity and efficiency, it turned to IBM for its collaborative solution.



Strengthening software architecture to improve efficiency

Persistent Systems Limited

Persistent Systems wanted to improve the robustness of its software architectures. IBM Rational software provided the client the right tools for it.



Client profile

Persistent Systems Ltd has been recognized as one of the leading technology companies in the Technology Fast 50 India 2006 program conducted by Deloitte Touché Tohmatsu, Asia Pacific.

Persistent offers customers the benefits of offshore delivery. They deliver services across all stages of the product lifecycle, which enables them to work with a wide range of customers. They developed, enhance and deploy customers' software products.

Persistent has created an innovative suite of time-to-market accelerators and tools that provide customers the competitive advantage. The company has competency centers in telecom and wireless, life sciences, analytics and data infrastructure, embedded systems domains and product engineering.

Task

Persistent required tools to design and build robust software architectures. These tools would increase the efficiency of the product lifecycle, offer advanced functionality, performance and reliability for their software development environment.





Solution

Persistent selected a range of products from IBM Rational software to design a solution that met all these requirements. The products that formed part of the solution are IBM Rational ClearCase, Rational ClearQuest, Rational Requisite Pro, Rational Functional Tester, Rational Performance Tester and Rational Team Unifying Platform.

Benefits

- Improved efficiency of product lifecycle.
- Provided advanced functionality, performance and reliability to its software development environment.
- Enhanced customer satisfaction.
- Increased customer base.

“With the new IBM Rational and IBM Lotus software, Persistent Systems can now design and build robust software architectures. These tools increase the efficiency of the product lifecycle, offering advanced functionality, performance and reliability for the client's software development environment. This in turn is enhancing customer satisfaction and helping us attract new customers.”

— *Sudhir Alekar*
Vice President, Business Development
Persistent Systems Ltd





Standardizing Office Suites @ PAE Limited

Premier Auto Electric Limited

PAE was looking to standardize on a specific industry-standard office suite that would enable them to create complex documents, spreadsheets and presentation software. PAE zeroed in on IBM Lotus Symphony products that provided them all the features expected from a standard office productivity solution.



Client profile

Premier Auto Electric (PAE) Limited is a marketing and distribution company dealing in lead acid storage batteries, power backup systems and automotive parts. It has a nationwide network of about 29 sales offices and warehouses. PAE provides value to the manufacturer by reducing market risk, parts obsolescence risk and credit risk.

Task

PAE branches have different types of office automation suites, with each location having its own file format. This meant difficulty in exchanging information. PAE wanted to standardize on a specific industry-standard office suite that would enable them to create complex documents, spreadsheets and presentation software. The office suite had to be cost-effective and from a reputed software company with a long-term roadmap.





Solution

PAE's IT department conducted an exhaustive review of office suites in the market. It found that IBM Lotus Symphony products offered all the features expected from a standard office productivity solution. Symphony supports the new ODF standards for file formats as well as Microsoft Office file types. Symphony integrated well with IBM Lotus Notes, which PAE was already using.

IBM Lotus Symphony productivity tools were provided at no charge and there was no upgrade cost involved.

Benefits

- Standardized file format across all the users.
- Involved negligible cost.
- Integrated well with IBM Lotus Notes.
- Quick and easy troubleshooting options.

“We see IBM as the most reliable source for our IT requirements. We have had a long relationship with IBM for various software and hardware products and we know IBM has been investing in technology roadmaps over decades, with an outstanding reputation for delivering reliable solutions.”

— **Prabhakar Posam**
Head - Information Systems,
PAE Limited





'Insuring' information accessibility @ Reliance Life

Reliance Life Insurance Company Limited

Reliance Life wanted an elaborate technology backup to achieve its ambitious business plans. The IBM team designed a solution to meet the present requirements and support the growth envisioned by Reliance Life.



Client profile

Reliance Life Insurance Company Limited (Reliance Life) is a part of the Reliance - Anil Dhirubhai Ambani Group. The company, formed in 2003, carved a niche for itself in the insurance sector in a short time. Reliance Life is one of the two Life Insurance companies in India to be certified ISO 9001:2000 for all the processes. It continues to be amongst the fast growing private life insurance companies in new business premium.

Task

Globalization and its consequent creation of new companies have sharply increased the competitive intensity and dynamism of the insurance business. This has naturally, fostered a demand for greater flexibility in operations and processes to gain competitive advantage. Hence, they wanted a solution that could incorporate the present requirements and support its ambitious growth plans. They wanted a scalable, comprehensive, self serviced framework that allowed them to achieve their goal of building a virtual office and an end-to-end self-service portal that gives information anytime, anywhere.





Solution

The IBM team managed the entire lifecycle of the project from solution design to implementation and delivery. The new infrastructure was built using the IBM WebSphere middleware with open-standards-based technology. The infrastructure can incorporate various backend systems and be customized to meet Reliance Life's specific requirements. The solution takes care of scalability and flexibility requirements.

The client used IBM Websphere Portal Server, IBM Websphere Process Server, IBM WebSphere Business Modeler, IBM WebSphere DataStage, IBM WebSphere QualityStage, IBM WebSphere Integration Developer, IBM Rational Application Developer for this solution.

Benefits

- Streamlined processes and reduced turn around time in policy issuance and claims disbursement.
- Provided updated information anywhere, anytime.
- Enhanced client, agent and employee convenience.
- Empowered clients by enabling self-service information accessibility.
- Reduction of time in providing new products to the market.
- Aided sales by allowing faster access to information.
- Re-designed workflows and increased internal efficiencies.

“We were looking for a partner to accompany us in this journey and to take the business idea and convert it to a successful implementation. We wanted a one-stop shop for hardware, software and services. We chose IBM.”

–C.Mohan,

*Chief Technology Officer,
Reliance Life
Insurance Company Limited*





Bringing clarity to change

Robert Bosch India Limited

Robert Bosch had to deal with a lack of clarity, while managing change and version control. IBM Rational ClearCase was appropriate as an enterprise configuration and change management solution.



Client profile

Robert Bosch India Ltd. is a 100% owned subsidiary of Robert Bosch GmbH, with over 3,500 associates. Robert Bosch India provides engineering and business services to the Bosch World. These include development of Electronic Control Units for automotive, industrial, consumer goods and building technology and IT services, process consulting, mechanical engineering, VLSI services, shared services accounting and translation/ documentation.

Task

Robert Bosch had to deal with grey areas while managing change and version control. The customer was moving towards Globally Distributed Development (GDD). It was looking for a solution that would enable change management.





Solution

IBM Rational ClearCase proved to be the right solution for the client. It fulfilled the requirement of an enterprise configuration and change management solution.

Benefits

- Improved productivity.
- Enabled better change management.

Robert Bosch found the right tools for designing an efficient change management solution in IBM Rational software products.





Banking on IBM to create client convenience

Syndicate Bank

Syndicate Bank wanted to centralize reports and processes using a common platform and remove this load from core banking applications to the bank's middleware applications. IBM addressed this issue with IBM WebSphere Messaging Brokers for Multiplatforms Software.



Client profile

Established in 1925, Syndicate Bank is a leading PSU bank in India with a customer base of over 19 million. It has a network of over 2,000 branches and does business exceeding Rs. 1,30,000 crore. Syndicate Bank pioneered innovative banking services like, agricultural financing and door-to-door banking, which are now recognized industry benchmarks.

Task

The client required a scalable, safe and reliable Web presence through which its clients could transact. The bank also needed a messaging architecture for Real Time Gross Settlement (RTGS). It had implemented a core banking solution and now wanted a full-featured client service website. The website would allow clients to manage accounts, transfer funds, pay utility bills, manage credit cards, manage investments and pay taxes. The bank also needed middleware to deploy its RTGS applications for online funds transfer which needed to go through the RBI.



Solution

The IBM team designed a solution using the IBM WebSphere Application Server Network Deployment as the base for the core banking solution. It offers near-continuous availability combined with automated performance optimization, centralized management and monitoring with advanced deployment services.

For the RTGS system, the IBM team selected IBM WebSphere MQ as the messaging middleware that would communicate with the RBI server. With integrated support for SSL, IBM WebSphere MQ provided the reliable messaging backbone for SOA connectivity by functioning as the multi-purpose data transport for the Enterprise Service Bus.

Benefits

- A secure, robust and scalable Web presence.
- Enabled clients to transact business anytime, anywhere.
- Extended the bank's reach and extended the client base.
- Significantly improved client satisfaction.
- Saved time and resources with highly secure online transfer of funds.
- Recorded enhanced performance.
- Enabled the solution to deal with unpredictable demand.
- Reduced footfall in branches allowed employees to serve clients better.
- Enabled expansion of service portfolio.
- Risks of information loss minimized.

“IBM SOA has given Syndicate Bank the much needed business flexibility, agility and responsiveness in the market.”

C. M. Raman,
General Manager - IT,
Syndicate Bank



Delivering quality output with refined infrastructure

Tata Sky Limited

Tata Sky operates in a highly competitive environment and needed to transform the way its applications are managed to increase output. Tata Sky engaged IBM to replace its complex infrastructure with a high performance solution.



Client profile

Tata Sky, a joint venture between the Tata Group and STAR TV, is a Direct To Home (DTH) satellite TV provider in India. Launched in August 2006, it offers around 110 channels, including interactive channels, with DVD quality picture and CD quality sound.

Task

IBM needed to introduce an Enterprise Application Integration (EAI) solution that seamlessly integrates with the client's existing Enterprise Resource Planning (SAP), Siebel CRM, Keanan Billing System, SMS and IVR systems. Tata Sky also wanted the core engine to deliver the Business Process Management (BPM) functionality.

As the user base for Tata sky was growing they wanted a highly scalable and disaster ready digital infrastructure. This would help them understand their customer's behavior and at the same time connect all the different departments together so that they could serve their customer quickly and more effectively.





Solution

As Tata Sky faced intensified competition and pace of change in the on-demand business environment, they decided to transform the way applications were managed in order to respond to these business changes.

IBM's Enterprise Service Bus (ESB) – helped Tata Sky in designing a SOA to connect the different systems. As a result multiple applications were able to interconnect and process information faster thus saving time and money. IBM WebSphere Process Server used in Tata Sky delivered a unique integration framework that simplified existing IT resources. The SOA framework provided one common model to orchestrate, mediate, connect, map, and execute the underlying IT functions.

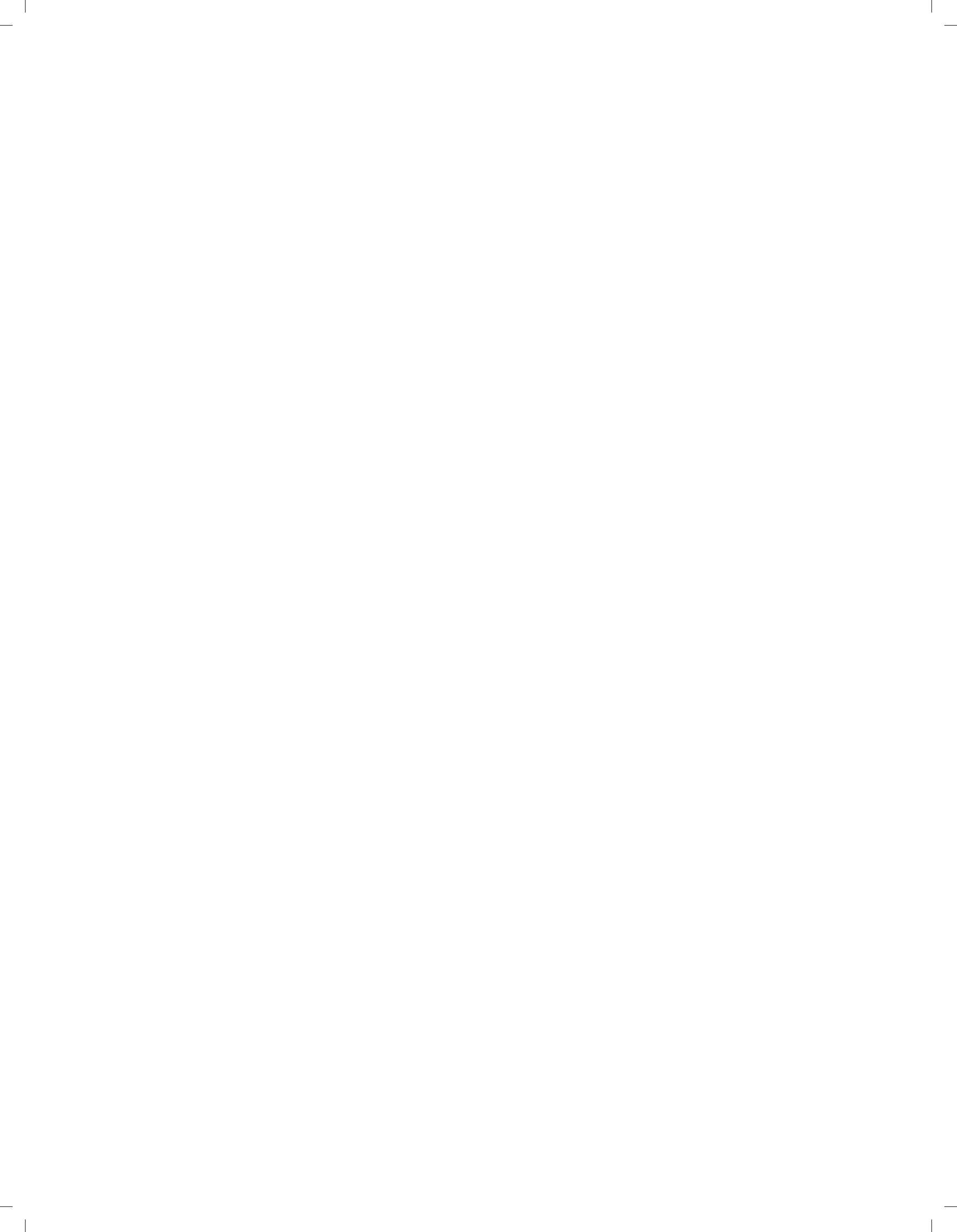
Benefits

- Existing ERP solution modified to perform according to defined service levels.
- Performance in a stable manner, at a predictable fixed cost and unhindered when existing users are added.
- Service virtualization mediated the differences between service requesters and service providers.
- Achieved clean separation of concerns between the parts in a solution.
- Enabled flexibility and agility in both business processes and IT systems.
- Enabled scalability in services and functions.
- Lowered management costs and derived more agility.
- Saw increase in per month user visits.
- Improved client interface.

“The flexibility that SOA has enabled us to bring in into the Customer Relationship Management software is amazing and couldn't have been achieved otherwise.”

*–Chakrapani Perangur,
Chief Information Officer,
Tata Sky Limited*







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