

## Standardizing Office Suites @ PAE Limited

Premier Auto Electric (PAE) Limited was started in 1950 as a small business for marketing auto electrical components. They started their sales office in Mumbai and over a short period of time they developed a full-fledged service station. In 1990, PAE became a public-listed company on the Bombay Stock Exchange Ltd and in 2003, the company entered into non-automotive businesses such as industrial batteries and power solutions.

### Client Profile

PAE limited is a marketing and distribution company in lead acid storage batteries, power backup systems, and automotive parts. It has a nationwide network of about 29 sales offices and warehouses and a sales team. They sell thousands of products to about 10,000 dealers across India.

PAE provides value to the manufacturer by reducing market risk, parts obsolescence risk and credit risk. PAE is in a better position to cater to rapid changes in the marketplace having nationwide branch network. Further, using an advance and ever-changing information technology system, PAE is able to adapt to market changes quickly.

### Task

PAE branches have different types of office automation suites at different locations. As a result, each location had its own file formats and this diversity meant that information exchange was difficult.

PAE wanted to standardize on a specific industry-standard office suite that would enable them to create complex documents, spreadsheets and presentation software. PAE wanted the selected office suite to be cost effective and supported by a reputed software company which has a long term roadmap.

### Solution

PAE's IT department conducted an exhaustive review of office suites available in the market. PAE evaluated **Lotus Symphony** products against various competitors and found that Symphony offered all the features expected from a standard office productivity solution.

With **Symphony** supporting the new ODF standards for file formats as well as Microsoft Office file types, PAE was assured of full compatibility.

As an added advantage, Symphony provided for tight integration with Lotus Notes (which was already in use at PAE).

**Lotus Symphony** productivity tools are provided at no charge and there is no upgrade cost. This greatly reduced cost of adoption and implementation. In addition, the exhaustive online help and online support forums ensured quick and easy troubleshooting at minimal cost.

## Benefits

- Standardized file format across all the users
- Negligible cost solution
- Integration with Lotus Notes

## Customer's Quote:-

"We see **IBM** is the most reliable source for our IT requirements. We had long relationship with **IBM** for various software and hardware products and we know IBM invests in technology roadmaps over decades, with an outstanding reputation for delivering reliable solutions."

Prabhakar Posam  
Head - Information Systems,  
PAE Limited