IBM

Connecting People, Enhancing Productivity.

Dr. Reddy's Laboratories was looking for a solution that would allow them to implement productivity enhancing applications and tools. They found their answer in the IBM Lotus suite of products.

Client profile

Dr. Reddy's Laboratories is an India-based, emerging global pharmaceutical company. Dr. Reddy's is a fully-integrated pharmaceutical company that pursues the goal of providing affordable and innovative medicine. The company has three core businesses: pharmaceutical services and active ingredients, global generics, and proprietary products. Dr. Reddy's products are marketed globally, with a focus on India, US, Europe, and Russia. The company conducts New Chemical Entities research in the areas of metabolic disorders, cardiovascular indications, anti-infectives and inflammation.

Task

Earlier on in the 90's, Dr. Reddy's IT infrastructure comprised Unix-based servers running Oracle financials and CcMail running on character-based terminals. The legacy system was unable to provide information sharing across the organization. Everyday business was hampered as the mail server could not accommodate data distribution, effective communication, integration with other applications and workflow automation. The IT department of Dr. Reddy's wanted to introduce performance-enhancing capabilities into the system, like workflow automation, information sharing, effective messaging system, collaborative applications, and integration with other systems.

"Since 1998 when we first implemented IBM Lotus Notes and Domino, we have been upgrading to the newer versions. The latest upgrade enables us to collaborate across functions, and thereby improve productivity in the organization."

Syed Fazal Ahmed
Associate Director - IT
Dr. Reddy's Laboratories

Solution

Dr. Reddy's migrated to the IBM Lotus® suite of products in 1998. Since then, the company has been upgrading to newer versions. For e-mail communication, Dr. Reddy's has now upgraded to IBM Domino and Lotus Notes 8.5. The other products in the Lotus suite of products include Sametime, Lotus Traveler and Lotus Quickr. Lotus Notes and Domino 8.5 connects around 3,500 users in India and 2,500 users in the US, UK, Mexico, and Russia. The implementation of IBM Domino and Lotus Notes 8.5 was conducted across 10 servers in India and eight servers in other locations. Implementation also involved Lotus Domino server setup and configuration, Lotus Notes client installation and configuration on all users PCs, end-user training, network connectivity, mail routing, replication and security configuration. Users were trained over two months in India and four months in other locations. Training was conducted by the in-house IT team, along with the support of IBM.

Benefits

- Provides a reliable and secure messaging system for business communication

- Allows access to business e-mail from anywhere using any type of client (PC, Internet or mobile)

- Enables customized workflow applications

- Enables collaboration across various functions within the organization

- Provides users capabilities like knowledge sharing, instant messaging and knowledge repository

- Reduces paper work with easy access to information online

- Results in enhanced productivity across functions

- Saves around three man hours a day in performing tasks like giving approvals, accessing information, training and automation

- Provides full compatibility with the existing hardware from various OEMs.

- Guarantees against future investments in technology

For more information

Please contact your IBM sales representative or IBM Business Partner.

Visit our Web site at:
ibm.com/software/in/data

Lotus® software