

MOBILISING NORBORD LTD

A detailed case study report



systems Excellence in Lotus Software

IBM Lotus software

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A Bluewave Group Company

The best Notes/Domino mobile and wireless messaging solution available anywhere!

OVERVIEW

CLIENT

Norbord Limited

INDUSTRY

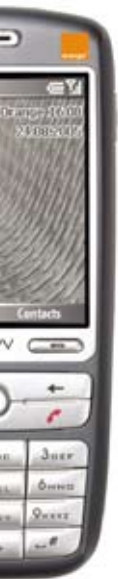
Manufacture Wood Products

PARTNERS

Commontime Limited

SOLUTION

Mobilize Sales Team with Lotus Notes E-Mail, Calendaring and Lotus Notes based Quotes applications.



THE PROBLEM

Norbord Ltd needed to find an effective solution to synchronize with Lotus Notes and give access to Lotus Notes E-Mail, Calendaring and to a Lotus Notes based Quotes application enabling its mobile employees to continue working with Lotus Notes while out of the office.

As frequent travellers, The Norbord sales team were experiencing losses in productivity caused by significant down time in Airports, on trains etc. The Sales Team were used to communicating via mobile phone and a laptop with dial-in facilities to Norbord's network from home. As a result the team were taking until the next business day to turn around sales quotes. The roving sales team also needed their handheld devices to support Satellite Navigation software. No PDA or Smartphone devices were in use at Norbord prior to this project and there was a need to meet these mobile challenges with one solution and device.

Norbord also needed a future-proof software solution that would operate on multiple mobile operating systems, because although at present they use Vodafone VPA Compact which operates on windows mobile 2003, they may wish to use different devices, operating systems and applications in the future.

NORBORD LTD OVERVIEW

Norbord Ltd based in Stirlingshire, Scotland, manufactures Wood Products; MDF, OSB and Particle Board with over 1000 employees at 3 sites in the UK and 1 in Belgium.

Norbord Ltd is the European division of Toronto based Norbord Inc., an international producer of wood-based panels with assets of \$1.3 billion, who have 16 plant locations in the United States, Europe and Canada.

Norbord are one of the world's largest producers of oriented strand board (OSB). In addition to OSB, they manufacture particleboard, medium density fibreboard (MDF), hardwood plywood, I-joists and related value-added products.



About BE Systems Limited

THE BE SYSTEM DIFFERENCE

We aim to improve your business by helping you take the office to the customer - not the other way round. BE Systems understand the requirements of a mobile business - after all, we're one ourselves. We understand that you need to provide your mobile workers with the right information, at the right time.

We also understand that mobilisation isn't just about dumbly pushing mail out to a device.

Today's mobile workforces demand the same support, management and flexibility as your desk based workers. Using advanced software and a wide range of hardware, BE Systems are able to provide the right mobile infrastructure for your organisation.

HOW THIS IS ACHIEVED

- Proven track record
- Proven experience with skilled expertise in technical infrastructure, sophisticated programming, design and project management resources
- Solid partnerships with key suppliers
- Wide industry knowledge and involvement
- Professional attitudes to all work undertaken.



THE BE SYSTEM DIFFERENCE

- Low cost of provision
- Maximizes benefits of mobile solution ownership
- Highest quality of support
- Best of breed build quality
- Simplest and most flexible licensing policy
- Unparalleled commitment to customers
- Access to professional services
- Solutions independent of device, mobile network and connection method to customers
- Access to professional services
- Solutions independent of device, mobile network and connection method



Our capabilities



PROJECT MANAGEMENT

Our consultants are PRINCE 2 accredited and understand the value of true project management. The BE project management approach is flexible. We have found it vitally important for successful projects, that we combine best practice project management methodologies with our consultants' extensive project experience to provide you with an adaptive framework which can be customised to meet your individual project requirements.

Many organisations have developed their own in-house approach to project management and our consultants are equipped to adapt and use these customised methodologies where preferred.

Underpinning our project management approach is our aim to develop a good working relationship with you so that our working style has maximum impact. We are keen to foster a knowledge sharing environment where we can transfer our skills and experience to you while at the same time being receptive to the insights that your staff can provide.

WORKING WITH YOU

We pride ourselves on the soft skills and relationships our consultants foster. By combining all our technical knowledge, we are able to work with you to make any project successful. Our consultants have strong ties within the industry and we often call upon these contacts for specialist tasks. We have strong links with senior IBM executives and are regularly called upon to 'dissect' official statements to find the value for your business.

Our consultants are regularly asked to speak as industry experts at conferences and events. We believe this is important as any business may rely upon our judgement to make important business decisions. We would be remiss not to ensure that we can give you the best information possible.

Bluewave consultants provide the best of both worlds; both a strong team member with detailed information and ideas, and an external consultant capable of communicating the business value to your CEO/CIO. We appreciate both areas can be just as important and will work with you to ensure the best possible outcome.

**For further information on how
BE Systems can help you please
contact**



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