



Case Study

IntelliPRINT

for Lotus Notes & Domino

IntelliPRINT enables 15% reduction in Overhead and delivers ROI within 12 weeks for Global Telecom major!

The Customer

Orange Romania SA is the flagship brand of France Telecom and is the largest mobile communication services provider in Romania. Orange Romania has a customer base of nearly 10 million users and posted revenues of EUR 1.2 billion in 2007.

Environment

Orange Romania uses 24 Lotus Domino web applications most of which run 24x7 and support business critical tasks. They are used by over 2500 users with an average concurrent usage by over 200 users. Their Core Notes applications span the following business critical functions:

Revenue Impacting applications

- Customer Retention & Loyalty Management
- Credit & Collection Management
- Roaming operations & settlements with other service providers
- Customer Subscription Management

Customer Operations applications

- Retail Customer Service Management
- Corporate Customer Service Management

Internal business process applications

- Internal Requisitions, Purchase, Delivery & Material Receipt Management
- HR related business processes (promotions, internal transfer, staff recruitment, change of employee status)

Key Challenges

Orange Romania was required to use scripting extensively to augment Notes Views and meet the critical information needs of

their business users. This placed a significant overhead on their IT team and presented significant challenges in meeting the information needs of users in a timely manner. The lack of timely delivery of information resulted in operational inefficiencies for business users.

Reporting from Notes using scripting and/or customizing Notes Views to meet user-specific or ad hoc needs were both resource & time intensive. It also resulted in very limited visualization capabilities. With a growing number of users and applications, this resulted in increased stress on the IT team's ability to meet the needs of their business users.

Orange Romania needed an enterprise reporting system that could deliver:

- Rapid report creation & maintenance
- Ease of use for developers and users
- Extensive support for report types to meet business needs
- Data security - Business roles mapped to reports & report data

They needed a solution that could enhance decision-making abilities for business users while decreasing IT effort and increasing both business user & IT productivity.

Among all the solutions we evaluated, nothing came close to IntelliPRINT in terms of Native Notes integration. IntelliPRINT is a logical extension of Lotus Notes which delivers industry leading reporting functionality. It is very easy to deploy and is a perfect fit for our business needs.

Mihai Cristescu, Orange Romania

Highlights

Orange Romania

- Largest mobile communication services provider in Romania with a customer base of nearly 10 million users and revenues of EUR 1.2 billion in 2007.

Environment

- 24 Lotus Domino based web applications
- Over 2500 users with average concurrent usage by over 200 users

Key Challenges

- Inability to provide business critical information to users in a timely manner
- Limited presentation capabilities
- No support for ad-hoc needs
- Resource & time intensive

IntelliPRINT Solution Deployed

- IntelliPRINT Reporting

Key Results

- Increased user productivity and business efficiency
- 80% savings in report creation time
- 15% reduction in overall IT overhead
- ROI within 12 weeks of deployment

IntelliPRINT Solution Deployed - **IntelliPRINT** Reporting

Orange Romania chose native Notes & Domino Reporting!

Orange Romania chose to deploy IntelliPRINT Reporting, a native plug-in solution for Notes & Domino that integrates reporting and data visualization into the business context and workflow of Notes & Domino applications.

Key factors for choosing IntelliPRINT Reporting:

- Advanced & rapid visualization capabilities
- Intuitive GUI-driven report building capability
- Tight Integration with Notes application workflow and security (ACL)
- Outstanding performance and report response times
- Extensive support for simple and complex reports
 - Inherent support for Notes Formula & Multi-value fields
 - Master-Detail and Anchor linking
 - Extensive Filtering support & API integration
- Excellent support through the pre-sale and post-sale process

Key Results

IntelliPRINT Reporting significantly increased the speed of report delivery by providing a standard framework for report development. The availability of timely visual information resulted in significant productivity improvements for business users and eliminated operational inefficiencies.

IntelliPRINT Reporting also delivered significant cost savings and productivity gains for IT in developing and managing reports. The IT team was able to deliver presentation quality visual information to users as part of their application workflow!

Benefits for Business Users

- Rapid availability of business critical information
- Significant improvement in decision making capabilities
- Significant gains in user productivity and business efficiency

Benefits for IT

- 15% reduction in overall IT overhead, enabling resources to be deployed for other business critical tasks
- Minimum 80% savings in report creation time
- Rapid ROI - within 12 weeks of deployment!

About IntelliPRINT

IntelliPRINT Reporting is a native advanced reporting solution within the collaborative Notes & Domino application framework. It enables organizations to deliver high quality, presentation-ready reports to users, within the context of their Notes & Domino applications.

The IntelliPRINT range of products also includes:

- **IntelliPRINT Dashboard Reporting:** A native solution for Notes & Domino that delivers end-user driven dashboard-style reporting and on-demand analysis of Lotus Notes & Domino data.
- **IntelliPRINT Analytics:** A native solution for Notes & Domino that enables end users to transform any Notes view into an interactive analysis model and analyze their data INSIDE Notes applications.

Recent Awards

- 2008 Lotus Best Tool / Utility Award
- 2008 Lotus CTO Award Finalist
- 2007 Lotus CTO Award
- 2007 Lotus Advisor Award



Synaptris Highlights

- Headquartered in San Jose, CA with a global footprint
- Over 75 Partners across North America, Europe, Africa, Middle East & Asia Pacific
- Over 2000 customers across 60 countries and multiple verticals
- Over 100 Fortune 1000 customers

IntelliPRINT enabled us to standardize and improve the quality of reports that we deliver to our Lotus Domino application users. It is helping us greatly improve our decision-making through timely analysis of business processes.

Mihai Cristescu, Orange Romania



www.synaptris.com/insidenotes

Synaptris delivers "flexible" and "easy-to-use" reporting solutions that empower users to make rapid & informed business decisions while enabling IT to minimize overhead and maximize ROI.

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