

A large electric utility company creates an electrifying collaboration strategy

Extending expertise across the enterprise with IBM Lotus software

Overview

A large electric utility company

Industry

- Energy & Utilities

Products

- IBM® Lotus Notes®
 - IBM Sametime®
 - IBM Connections
 - IBM Lotus® Domino®
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A large electric utility company in the US has provided electric service in its region for more than 120 years. The utility serves more than 13 million people in a 50,000-square-mile area, and has approximately USD29.8 billion in assets and 17,000 employees.

Challenge

The organization wanted to improve collaboration across and within its operating companies, improving knowledge sharing and giving employees the ability to access and share expertise. The utility also wanted to appeal to a changing workforce, which had built-in expectations for collaboration tools.

Solution

IBM Lotus Domino software provides a robust collaboration platform. IBM Lotus Notes and IBM Sametime software empowers company employees to collaborate in real time. And IBM Connections software provides a collaborative work environment for corporate training, blogs and information sharing.

Benefits

- Provides employees with instant, real-time access to expertise located throughout the utility, streamlining processes and improving customer service



“[IBM] software is helping improve optimization, both speeding up and flattening our organization. It is also helping us streamline our processes and get the same amount of work done in fewer steps.”

— Director of ITS Service & Operations Mgmt, a large electric utility company

- Empowers different divisions within the organization to offer knowledge sharing, training and other updates for different applications and corporate initiatives
- Uses blog capabilities to share information across the enterprise that helps streamline processes, share corporate initiatives and facilitate client interactions

For more information

To learn more about IBM Lotus, contact your local IBM sales representative or visit: ibm.com/software/lotus



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