

» Client Introduction

Software Traction is a software house located in Australia. They sell and support software tools, as well as provide onsite training, consulting and mentoring to ensure successful implementations that our customers benefit from increased product and service quality.

» Benefits

- Achieved real time work experience with remote employees. The application has to be available when required
- Allowed employees to collaborate with one another and their customers
- Enhanced control and security-rich access to information, applications and assets

» Challenges

The offices of Software Traction are distributed in Australia in six different cities. The management wants that their employees have work as a team although they are distributed geographically. Meanwhile if one of the employees moves from one city to another, all the other employees should be updated at time. Also the ideas and work which each employee will do during project, must be shared with others in time and after completion of project it is available to all employees so next time, if same task had to be performed, one can take reference from it.

» Solution (Lotus Connections)

Software Traction implemented the IBM Lotus Connections for their employees to communicate and collaborate more effectively. The new platform provides their users the ability to create activities by which they can manage their project and send updates to other, blogs by which employees share their experience and expertise with others, create virtual communities with the help of communities feature and also sharing related bookmarks and files with other employees as well as with customers.

