

TNT EXPRESS (UK) LTD

Solution Overview

Situation:

The TNT Group, in common with many corporates during the 1990's, devolved considerable responsibility for Information Technology down to individual countries. Whilst this enabled the countries to react quickly to prevailing market circumstances it hindered the development of a 'Group' identity and culture.

In 1996 TNT Express (UK) Ltd and TPG separately decided to upgrade their legacy messaging system to the latest client-server architectures. TNT(UK) choosing Microsoft Exchange and TPG Lotus Notes.

The purchase of the TNT Group by the Dutch Post Office in 1998 to form the TNT Post Group and the subsequent change in business structure with local countries merging with the local international business to form one unit highlighted the need for a single collaboration and messaging platform: Lotus Domino.

Solution:

With the integration of TPG's UK business and TNT(UK) in 2000 the need to migration to the Group standard become paramount.

Utilising the Microsoft Exchange Connector for Lotus Notes, BinaryTree's Migration Suite for Exchange and Longfield's experience TNT(UK) were able to effect the transition in just three months.

Benefits:

The most immediate benefit was the removal of a technical barrier between the two parts of the company. Helping to reduce the 'them and us'. They were now able to 'collaborate' much more effectively and share information on a wider range of subjects.

TNT(UK) are now developing workflow and knowledge management applications in conjunction with the Group lowering the cost of development and improving customer service.

The messaging system is no longer restricted to un-structured personal emails but is developing into a true collaboration service.

With a collaboration platform based on Lotus® Domino R5, TNT Express (UK) Ltd is migrating from classical electronic mail to true enterprise-wide messaging. The Lotus Domino server is being used as a platform for increasingly powerful business solutions and to fundamentally changing the way TNT Express (UK) Ltd does business.

The highly distributed nature of TNT Express (UK) Ltd's (TNT(UK)) business means they make full use of their e-mail system to fulfil external customer satisfaction as well as running their internal processes, sales and operations.

TNT(UK) realised that their Microsoft Exchange E-Mail System would not provide the capacity and capability to achieve their goals and strategy for future growth, development and most importantly integration with the wider TPG group. After a technical and strategic review they took the decision in 2000 to migrate from Microsoft Exchange to Lotus Domino.

Mail Migration

Longfield have a long established partnership with both TNT(UK) and TPG. Longfield's first involvement with these customers was in 1996 when our consultants first migrated TNT(UK) from MS Mail to Exchange and subsequently supporting the new service. At the same time other Longfield consultants were assisting TPG with their migration and co-existence strategy between Fischer TAO and Notes.

When TNT (UK) made the decision in early 2000 to migrate to Lotus Notes from Microsoft Exchange they turned to Longfield. This was because of our close working relationship in addition to our knowledge of both company's Infrastructures (TNT(UK)'s Exchange and TPG's Domino), policies and procedures. To ensure the successful completion of the project Longfield designed the Lotus Domino infrastructure, implemented a coexistence strategy and conducted the migration of the users and public data.

The 3 stages to a successful migration

1. Selling the change

This may seem like a strange step in the process but it is vital that this is done correctly. Any change to the desktop has a direct impact on the users and it is important that the users can operate the new system effectively after the migration. TNT(UK) Directors, along with the help of Longfield consultants, used the additional workflow abilities of Lotus Domino to 'sell' the migration to the business and the users. As an example, the "About database" document (in Notes) was customised to enable workflow. When the user first logged on they were asked to answer some basic questions about training and the installation. The completed questionnaires were e-mailed to the Longfield migration team who then called the user, solved any problems and enabled the migration process to be refined.

TNT Post Group

The TNT Post Group (TPG) is the European Market leader in Global Express, Logistics, and international mail services. TPG's international operations are focused on the key areas of world trade in Europe, Asia, North America and South America. TPG also have strong domestic networks in Australia and all major European countries including the United Kingdom.

TNT Express (UK) Ltd

TNT Express (UK) Limited (TNT(UK)) is the United Kingdom arm of the TPG organisation and is responsible for all parcel distribution and logistical operations within the United Kingdom.

With over one hundred depots and three administration centres distributed all over the UK.

Longfield Ltd

Longfield provide specialist groupware services available from our two practices, Messaging Integration and Managed Service.

Messaging Integration

Company Merger:

Integrating disparate email platforms[0] enabling interoperability between systems after company merger or acquisition.

Mail Migration:

Upgrading or migrating to a new email system from legacy platforms providing the benefits of standardisation.

Identity Management:

Building and developing a directory service across the various elements of a company.

Managed Service & Support

Provision of support for Microsoft Exchange, Lotus Domino and directory synchronisation / metadirectoy systems administered either on the client's site or remotely.

2. Coexistence

The migration was planned to last three months and as it was vital that the Exchange and Notes users were able to seamlessly communicate to minimise business interruption. The Microsoft Exchange connector for Lotus Notes was installed to handle mail transfer and directory synchronisation occurred between the two systems.

2. Migration

To minimise disruption the migration of users data was conducted overnight, with training and client installation provided on the previous day. The benefits of the timing were critical so that the education on Lotus Notes was fresh in the users mind. Floorwalkers provided additional help to the users for the first few days after their migration.

The whole migration of one thousand users and six servers spread over TNT(UK)'s eighty plus sites was conducted in three months, and was hailed as a great success.

After the migration Longfield were asked to create several workflow applications to increase the visibility and relevance of Lotus Domino to TNT(UK).

Longfield's involvement with TNT(UK) did not end with the migration. We continue to work with TNT(UK) providing on-site management of their e-mail infrastructure in addition to providing ad hoc Domino consultancy.

Beyond messaging to collaboration

TNT(UK) have now deployed their intranet on Lotus Notes and continue to develop their systems further with the help of Longfield.

Part of TNT(UK)'s decision to migrate was Domino's easily developed workflow and web capabilities. They realised that with the development of simple workflow applications many of their internal process could be drastically improved, saving both time and money whilst improving accuracy. Microsoft Exchange, although capable of being developed, took more time and manpower for simple applications, which had hindered take-up over the previous four years.

Many of TNT(UK)'s internal processes relied on paper forms and the internal post. By integrating these processes into Lotus Domino they have been able to get an authoritative answer back to the customer in hours instead of days whilst saving money. This has been demonstrated with the introduction of the Sales workflow application for the authorisation of new customer contracts. Prior to its introduction the sales force would have to complete a paper form and then post it internally. It would then be authorised or denied by head office and then sent back to the sales team, again by the internal post. Lotus Domino enables the whole process to be completed within hours, if not minutes, instead of days, saving several man-weeks of effort per depot per annum.