



GlaxoSmithKline Biologicals relies on GFI as a long-term IT partner for different infrastructure and development projects, as well as for the daily operations of their large groupware platform



GlaxoSmithKline Biologicals
Wavre, Belgium
<http://www.gsk-bio.com>

Industry
Pharmaceutical

Employees
11.000

GFI Products & Services
Lotus Notes/Domino platform
Lotus Sametime platform
Connectware
SMS Pulse
Postini Mail Encryption

- Key Benefits**
- Stable and reliable long-term IT partner
 - Standardized mail platform, managed and administered
 - Instant messaging
 - Integration with the existent environment
 - Mobile access
 - Cost reduction
 - Development of custom made applications

GlaxoSmithKline Biologicals is one of the world's leading vaccine manufacturers, supplying around 25% of the world's vaccines. GSK Bio is working at the cutting edge of vaccine research, development and production. GSK Bio delivers vaccines that can dramatically improve the quality of life for millions of people around the globe, including those living in developing world countries. The head office of GSK Bio is situated in Belgium.

Challenges

In 1998, GSK Bio was looking for a reliable IT partner that would be capable of migrating the existing MS Exchange/Outlook mail system to the Lotus Groupware Suite. Once the new groupware was in place, the need for extended functionality via custom developed applications arose, together with the need to implement Enterprise 2.0 functionality such as Unified Telephony, instant messaging (chat), web conferencing, mobile integration, and team rooms.

Solution

GFI has been a preferred IT partners since 1998 and has helped GSK Bio in facing many challenges over the last 11 years. After the successful migration project, the GFI Notes team became the backbone for the entire GSK Bio Lotus infrastructure, managing 11.000 mailboxes and multiple servers in Europe. On a daily basis, GFI is responsible for the second-line support services, user provisioning, application & mail template deployment, server management & administration, etc...

GFI developed custom applications such as meeting rooms, reservation data, Google search integration, government communication, Q&A system, regulatory affairs, and many others.

In order to respond to the Enterprise 2.0 needs, GFI implemented 11.000 Lotus Sametime accounts (instant messaging and web conferencing), click-to-call with Cisco IP phones, and Connectware for team room and collaboration functionality. At present, GSK Bio does not use blogs, wikis, forum, and workspaces. For mobile functionality, GFI integrated SMS Pulse and Postini Mail Encryption services with the Lotus platform.