

# Clipper Group meets the challenge of secure collaboration with i-DocStore and IBM Lotus



## Overview

### ■ The Challenge

*With files and documents dispersed across a number of departmental servers, it was difficult for employees at Clipper Group to find information and coordinate projects. Typically, staff used email attachments to share files, which led to a proliferation of different versions of each document, generated very high mail server workloads, and caused a rapid increase in storage requirements.*

### ■ The Solution

*Clipper Group implemented i-DocStore, a highly customisable document management solution from i-Seven ([www.i-seven.com](http://www.i-seven.com)), an IBM Business Partner. Based on the IBM Lotus Notes and Domino platform, the solution provides a centralised repository for all documents, with role-based access and full version control.*

### ■ The Benefits

*i-DocStore automatically stores documents in a project-related structure, helping users to find information quickly. Security has improved, as documents can only be viewed and edited by authorised users. Documents can be shared using links to the repository rather than email attachments – saving storage space, improving email server performance, and ensuring proper version management.*



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*Maria Bagger Grell  
IT Office Administrator  
Clipper Group*

Established in 1972, Clipper Group A/S has grown to become one of the world’s leading international shipping consortiums – operating approximately 250 vessels and employing 600 office-based staff. The company operates three divisions – Clipper Bulk, which handles dry cargo; Clipper Tankers, which works with oil and chemicals; and Clipper Projects, a specialist department that delivers customised solutions for almost any transportation challenge.

Each of the group’s divisions uses the same chartering system, and there are frequently occasions when teams from different divisions need to work together on the same project or for the same customer. However, with an IT landscape consisting of numerous decentralised file servers, many of which had been inherited from companies acquired by the group, there was no easy way for staff to find information and store or share documents.

“When different teams needed to collaborate, they used to send files to each other in the form of email attachments,” explains Maria Bagger Grell, IT Office Administrator at Clipper Group. “This meant that our email servers needed to store several different copies of the same file, and there was no easy way to enforce proper version control. There were also potential security issues, since sensitive files could be sent by accident to the wrong recipients. We wanted to find a new solution

that would help us to manage our documents more effectively.”

### **Leveraging Lotus Notes and Domino**

Clipper Group was already using IBM Lotus Notes and Domino for corporate email and calendaring, and saw an opportunity to gain more value from the platform by deploying an integrated document management solution on the Lotus Domino server.

“One of the best things about Lotus Domino is its potential as a database and application server that can provide easy integration with email,” explains Maria Bagger Grell. “We knew that there were several powerful document management solutions for Lotus Domino on the market, so we began to consider our options.”

### **Choosing a partner**

The company considered a range of different products, and ultimately chose i-DocStore from i-Seven, an IBM Business Partner.

“Our group IT department is based in Denmark, and i-Seven has a good local presence – so we knew that we would have no difficulty getting on-site support,” explains Maria Bagger Grell. “But more importantly, we were very impressed with the i-DocStore solution. It delivers a range of useful functionalities out of the box, and is also highly customisable, so the i-Seven team was able to adapt it to our specific needs.”

i-Seven built a pilot system to demonstrate the capabilities of i-DocStore, and Clipper Group was quickly convinced that it would be the right solution to solve its document management challenges. The company asked i-Seven to proceed with a full implementation, which was completed within six months.

### **Single source of information**

i-DocStore provides a central repository for business data in almost any format – documents, spreadsheets, images and video – and leverages Lotus Domino user management features to provide role-based access. When a new file is added to the repository, access rights can be granted to individuals or groups of users, ensuring that sensitive information does not fall into the wrong hands.

Maria Bagger Grell adds: “As well as improving security, the new solution has a number of other advantages. With i-DocStore, there is no need for users to email files to each other – integration with the Lotus Domino email system means that when a file needs to be shared, the relevant users simply receive a link to the repository. This means that we only need to store one copy of each file – which saves space, reduces workload for our email servers, and enables us to impose proper version control.”

With a single repository for all business data, users no longer have to search through individual file servers to find

the information they need. If different divisions of the group are working on the same project or with the same customer, it is easier to get an overview of the situation and make the right strategic decisions.

### **A new way of working**

i-Seven has been working with Clipper Group’s IT team to train users on the new system. As with most IT projects, the benefits of the technical solution can only be realised if the users adapt their way of working.

“It was crucial to persuade people to work with i-DocStore instead of just saving documents on their local file server and emailing them around,” says Maria Bagger Grell. “The i-Seven team really helped us explain the advantages – and because the Lotus Notes interface is so familiar to our users, training them to use i-DocStore has been relatively easy.”

She concludes: “By introducing i-DocStore on the IBM Lotus Notes and Domino platform, Clipper Group can keep tighter control of its information assets while promoting collaboration between different teams across the organisation. The technical excellence and responsive support of the i-Seven team have provided a solution that should deliver increasing benefits as our business grows.”

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IT Office Administrator  
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