Lodge Cottrell

A strategic integration and a strategic IBM business partner

Lodge Cottrell is a leading designer, supplier and installer of large scale industrial air pollution control equipment, with installations in over 4500 plants world-wide.

From its technology centre in Birmingham, UK, Lodge Cottrell operates through a network of associates, partners, agents and Licensees.

The company's vast experience, plus its extensive range of technologies makes it uniquely qualified to provide air pollution control systems to many different processes.

Its business model demands a flexible and resilient IT structure to manage and drive business and relationships with customers and suppliers, and a technology partner to match.

The challenge:

Being acquired by Korea Cottrell presented the opportunity for Lodge Cottrell to revise its IT strategy, to bring it into line with new corporate objectives and to take advantage of developments in technology.

The company was given a free rein to select the most appropriate system to support its unconventional business model, which comprised of relatively few direct customers and hundreds of suppliers.

Lodge Cottrell required a system which was capable of integrating customer relations; supplier relations; proposal management; project management and accounts. This would involve integrating a specialist accounting package from a third-party supplier.

John Westbury, IT Manager explains, "A defined strategy was part of our five-year plan." With more than 40% of the company's workforce in geographically diverse locations such as Kazakhstan, Lodge Cottrell needed a collaborative solution that would enable employees to share information to deliver consistent, efficient customer services.

The solution:

IBM Lotus Notes software had been deployed successfully for many years under the company's previous owner and following careful evaluation of the wider marketplace, Lodge Cottrell determined that Notes would remain the most robust and flexible solution for its needs.

A decision was taken to work with the IBM Partner Network to identify a solutions provider to help define and develop the IT strategy using key IBM technologies including Lotus Domino, Sametime and the Quickr system. From a list of IBM Business Partners John Westbury and his team short-listed suppliers and invited them to present their credentials and suggested approach.

Swindon based Kelros impressed from the outset, John explains "At an early stage Kelros invested time and effort in making sure they understood the kind of solution and partnership we wanted. Plus they are the right size partner for us: large enough to have a high calibre of people with knowledge and expertise and small enough to remain responsive to our needs."

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Working Together

Lodge Cottrell and Kelros have continued to work to an agreed strategic plan for the design, development and implementation of the systems upgrade and the introduction of the new integrated solution.

Information about all of the company's projects is now accessible via the new customer database. A central storage facility enables remote workers to access all emails relating to specific projects, rather than having them stored in individuals' mail files. Historical data, drawings and associated documents can now be accessed easily and on-demand by employees and customers.

"Kelros has been with us every step of the way. There has to be synergy between partners for a relationship to deliver maximum value, and we benefit from the fact that Kelros understands what we want to achieve." John explains that this approach helps Lodge Cottrell stay within its budget, and helps its IT people develop their own skills, under guidance from Kelros.

The Benefits:

Lodge Cottrell's customers and suppliers are already experiencing the benefits of better collaboration and a more responsive service. What is more, the relationship with Kelros is enabling Lodge Cottrell to make progress towards its long-term strategic plan.

John Westbury sees the approach as a journey. "Working to a defined goal allows us to develop things and see how they work, there is frequent reassessment of the situation – but we always have that five-year goal in mind. I'm delighted that IBM and Kelros are as committed to Lodge Cottrell's goals as we are"

About Kelros

Kelros specialises in messaging and social collaboration solutions built on IBM software for clients in all sectors.

Our aim is to provide clients with an industry-leading proposition, combining our deep understanding of the challenges businesses face with expert and detailed knowledge of the technology solutions. We offer a full range of services from consultation and development of a bespoke solution, through to deployment, training and ongoing support.

Established in 1996, Kelros has developed long-standing partnerships with clients through its range of integrated, easy to deploy solutions for sales and marketing, human resources, finance and operations.

All of our technical consultants are IBM-certified with extensive specialist experience in IBM Connections, Sametime, Domino & Notes. We have a dedicated support team, which supports hosted and on premise applications and messaging infrastructure for over 120 clients.

A key Kelros differentiator is IBM software licensing. Through optimized licensing agreements and dual entitlement licensing, we ensure our clients have low software acquisition costs and minimal administration tasks, whilst maximising the benefits of IBM solutions.

Kelros IBM Expertise	Kelros Software and Tools	IBM Verse & Connections

IBM Connections is a set of secure, easy-to-use collaboration tools. It combines email, messaging, online document editing and conferencing to facilitate seamless teamwork.

IBM Verse sits within IBM Connections. It's an email hosting solution that users can access from their desktop or mobile device. IBM Verse uses social analytics to help users focus on important content and collaborate easier.

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