



**BACKGROUND**

GlaxoSmithKline (Pakistan) Ltd. (GSK) are using collaboration applications like leave application, travel management system, asset transfer system, expense claim system and ECDS built on IBM Lotus Notes/Domino Server by different IT solution providers.



**BUSINESS ISSUE**

Since above solutions were developed by different vendors on different timeframes, therefore it was too cumbersome for GSK to provide quality user support in a time fashion to all system users. Main reason was multiple solution providers with varied experiences and a fast turn-over employee rate. GSK was trying to choose a single vendor that could provide enterprise level day-to-day support in a timely fashion.



**BUSINESS SOLUTION**

Paperless Technology has been providing on-site software development support to GSK by 3 permanent resources. We have added one more permanent staff to support Lotus Notes on rotating basis. This resulted in building a strong team of Lotus Notes experts so there is always backup resource available and all resources have cross-functional experiences.

The customized business solution involves following technology:

- IBM Lotus Notes/Domino Server



**BUSINESS BENEFITS**

- Minimum business disruption due to backup availability.
- Quick resolution of user-generated helpdesk tickets.
- 100% application uptime.
- Outsourcing resulted in saving headcount cost.
- One-window IT solution needs provided by Paperless Technology.
- PLT staff's on-site presence ensures prompt user support & training.



IBM Lotus Notes is an easy to use collaboration tool. Following are four screenshots illustrating solutions supported for GlaxoSmithKline (Pakistan) Ltd.

All Applications - Main menu

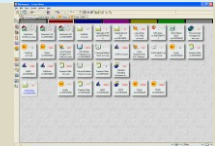


Fig. 1

Travel Management System – Main Menu

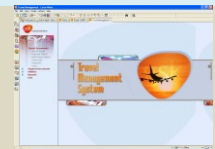


Fig. 2

Central Documentary System

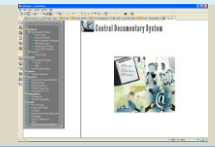


Fig. 3

Centralized list of databases

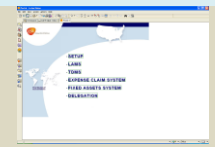


Fig. 4

**About Paperless Technology**

Paperless Technology is a software house headquartered in Karachi, Pakistan. It provides customized business solutions & professional services to its clients in the verticals of banking and pharmaceuticals.

Its pharmaceutical clients include GlaxoSmithKline, Bayer, Roche, Merck Marker and Wyeth.

Its banking clients include Standard Chartered Bank, HBL, MCB Bank Ltd, American Express Bank, HSBC and Dubai Islamic Bank.