

CASE STUDY

# Automotive Customer

Rapidly modernizing advanced Lotus Notes apps for a manufacturing multinational



**vanenburg**

# Enterprise workflow at scale on top of back-end systems

Rapidly modernizing advanced Lotus Notes apps for a manufacturing multinational. Leveraging productivity tooling, Vanenburg rapidly built advanced workflow applications on Google Cloud, replacing and extending Lotus Notes applications.



## Challenges

- The customer, like many other manufacturers, had been struggling to automate non-standard and dynamic business processes.
- These business processes were not out-of-the-box solutions but hard-coded and challenging to change in their Lotus Notes applications.
- Note that the customer had 1,000+ Lotus Notes applications and 250+ servers which required maintenance.
- This resulted in high license and maintenance costs of the office infrastructure.
- There was also a strong business need to facilitate the knowledge workers and their dynamic business processes, with workflow-oriented applications.
- The applications were required to be responsive, available anywhere anytime, running on the latest tablet and smart phone models.

## Solutions

- Together with Vanenburg, the customer designed an approach for flexible workflow apps in the cloud on top of their enterprise core systems. Vanenburg was chosen as a worldwide partner to develop these web-based workflow apps on Google Cloud, which are integrated into their on-premise back-end systems.
- Vanenburg used its productivity improvement framework to accelerate the development of these advanced applications. This also included back end and front end optimizations to scale for a high number of transactions and users. An example is the enterprise-wide Quality Incident Management application with 20,000 users in total.
- The app is a mission-critical workflow app to respond to customer incidents. The incidents are related to the automobile parts that were sold to their customers. Each incident has to be analyzed, and a PDCA (Plan-Do-Check-Act) needs to be done. It also requires a root cause analysis, and Lessons Learning Cards (LLC) to be created and tracked for implementation to all sites which may have similar issues and to prevent recurrence in the future.
- The application uses Google BigQuery as the analytical database for dashboarding.



*“We choose Vanenburg because digital agencies do not understand our business and Big Six consultancy firms are too expensive and not agile. Vanenburg understands both technology and business, including know-how about processes.”*

**CIO,**  
Automotive customer

## Benefits

- As part of this project the customer successfully phased out its 1,000+ Lotus Notes applications along with 250 Notes servers and smoothly transitioned to 1,000+ cloud-based solutions, while decommissioning/reassigning around 150 servers.
- Business-critical application rapidly developed in 2 months on Google Cloud.
- The application integrates with other in-house enterprise systems.
- It provides the ability to use analytical databases for Business Intelligence, data insights, and machine learning in the future.
- Full flexibility, with continuous new features being added in monthly releases for the last 5+ years.

## Technologies used

### Google Cloud Products:

- Google App Engine
- Google Datastore
- Google Search API
- Google Memcache
- Google BigQuery
- Google Cloud Storage
- Google Spreadsheet
- Google Task Queues

*“Total Cost of Ownership of the Cloud-native solutions built by Vanenburg using Google Cloud are very low. It’s not even a comparison with other vendor solutions such as Microsoft which are very expensive and do not scale for our size.”*

**CIO,**  
Automotive customer



**The customer is a global automotive supplier.**

The customer entirely focuses on designing, producing, and selling components, integrated systems, and modules for the automotive industry. The customer partners with all automakers worldwide with over 100,000 employees in 33 countries and revenue of €15 billion+ in 2020.

## vanenburg

**Vanenburg is an independent IT service provider. We are experts in developing Enterprise IT Modernization solutions combined with the services we offer on the Google Cloud Platform, Salesforce Platform, and open Java technologies**

Jan Baan founded Vanenburg in 2009 as part of the Vanenburg Group and its core team has 40+ years of experience in the enterprise software market (Enterprise Resource Planning, Business Process Management and Smart Process Apps) – building upon a history of successful IT innovations like Baan ERP and Cordys Cloud BPM.

For more information, please visit [www.vanenburg.com](http://www.vanenburg.com)

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