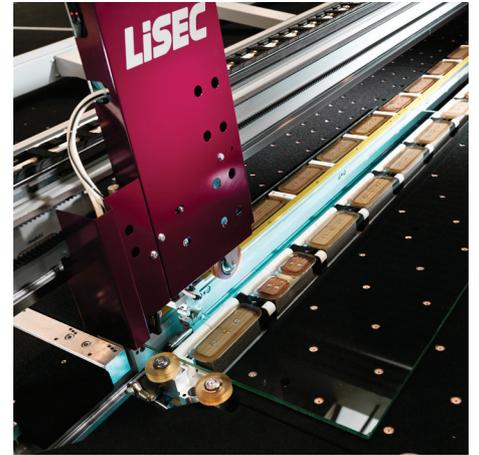


# LiSEC

LiSEC specialises in providing equipment and IT solutions for the production and refinement of flat glass. The company needed to boost efficiency in internal communication by providing staff with remote access to emails and calendars. It implemented Micro Focus® GroupWise® and Micro Focus Data Synchronizer, enabling account managers and service personnel to access company data from customer sites and provide excellent customer service on their own smartphones.



### Overview

LiSEC specialises in providing equipment and IT solutions for the production and refinement of flat glass, setting the international standard for quality and technology in the flat glass industry. Founded in 1961, LiSEC is headquartered in Hausmening, Austria, and employs around 1,700 people in over 40 locations worldwide.

LiSEC develops and manufactures glass cutting and sorting systems, and production lines for insulating and laminated glass production, glass edge processing machinery and tempering systems. With reliable technologies and intelligent automation solutions, LiSEC sets standards in quality and engineering, and significantly contributes to its customers' success.

**“With Data Synchronizer, our account managers and service personnel can access emails and calendars remotely using mobile devices, giving them the information they need to deliver excellent customer service.”**

### PHILIPP MAYRHOFER

Senior IT Manager  
LiSEC

### Challenge

To provide customers with industry-leading solutions, LiSEC employees must be able to communicate with each other efficiently and effectively. The company's existing Linux-based email system offered only a limited calendar function, and staff members were unable to view other employee's calendars. Every time employees wished to schedule a meeting, they needed to phone or email the relevant participants to check their availability.

This process was very time-consuming and inefficient. LiSEC needed to boost efficiency in internal communication to meet its ambitious targets for expansion into new markets, which will require employees based in different countries to work together closely.

Equally important, customers increasingly expect LiSEC account managers and service personnel to be able to access information when on the road. LiSEC was one of the first companies in the industry to provide its employees with smartphones and tablets, and it needed to ensure that staff would be able to access their emails and calendars remotely using these devices.

Many LiSEC employees also need to visit customer sites abroad, and the company knew that providing its employees with remote

# LiSEC

CREATING VISIONS. PROVIDING SOLUTIONS.

### At a Glance

#### ■ Industry

Manufacturing

#### ■ Location

Austria

#### ■ Challenge

LiSEC needed an email system with a better calendaring capability and access to email via mobile devices.

#### ■ Solution

Use GroupWise and Data Synchronizer to provide full calendaring functions and remote access to email.

#### ■ Results

- + Enabled account managers and service personnel to access company data from customer sites, helping them to provide excellent customer service
- + Boosted efficiency in internal communication

**“With Data Synchronizer, employees can access their emails and calendars even while they are abroad, reducing the need to make expensive international phone calls to colleagues to ask for information. This has helped us increase staff satisfaction.”**

**PHILIPP MAYRHOFFER**

Senior IT Manager  
LiSEC

access to information would reduce the need for staff to make expensive international phone calls to ask colleagues for information.

### Solution

LiSEC was looking for a collaboration solution that could provide full calendar functionality, support mobile devices, and integrate smoothly into its existing Linux environment. It determined that GroupWise offered a cost-effective collaboration platform that could be easily managed and offer remote access to emails and calendars.

The company decided to implement GroupWise 2012 for its existing subsidiaries and branches in new markets, deploying the solution for 900 users. Employees may now view each other's calendars, making it much easier for them to organise meetings and work together more efficiently.

LiSEC also implemented Data Synchronizer, which pushes data from GroupWise to mobile devices automatically. Philipp Mayrhofer, Senior IT Manager at LiSEC, said, “With Data Synchronizer,

our account managers and service personnel can access emails and calendars remotely using mobile devices, giving them the information they need to deliver excellent customer service.”

### Results

The GroupWise solution enables LiSEC employees to work together more efficiently. This will be particularly important as the company pursues its ambitious goals for expansion into new markets. Philipp Mayrhofer said, “The GroupWise platform will enable the 250 staff based in LiSEC's new branches in China and Russia to communicate efficiently with the company's other branches.”

In addition, remote access to emails and calendars enables staff travelling abroad to work efficiently. Philipp Mayrhofer said, “With Data Synchronizer, employees can access their emails and calendars even while they are abroad, reducing the need to make expensive international phone calls to colleagues to ask for information. This has helped us increase staff satisfaction.”



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