



CASE STUDY

Experience Works

experience works

Organizational Profile Experience Works Arlington, Virginia:

Experience Works helps low-income seniors, many with multiple barriers to employment, get the training they need to find good jobs in their local communities. Experience Works is a national, charitable, community-based organization. Originally named Green Thumb, and chartered in 1965 as a small, rural demonstration program, Experience Works has grown to be the nation's leading provider of training, employment, and community service for low-income older people with over 30,000 clients nationwide.

Application Profile: Lawson – HR/PR, GL, AP, AR, AM

Solution Profile:
IBM System i5, Model 520
Lotus Notes
Lotus SameTime
WebSphere Application Server
Content Manager OnDemand

www.experienceworks.org

"CIBER sized our System i to perfection, but they do more than sizing systems. They are a full service firm and they are always there, completely professional and willing to answer any question I have. They are the go-to people I go to."

Susan Lattanzi
Information Technology Director
Experience Works, Inc.

SUMMARY:

Experience Works utilizes Lawson Software to provide the foundation of their accounting and human resources systems. The version in place, while it met the basic needs of the organization, still required manual processes that were inefficient and generating errors. To resolve these inefficiencies, take advantage of the newest functionality of Lawson software technology, and to benefit from the inherent SOA framework, they made the decision to upgrade to Lawson 9.0.

However, Experience Works realized their IBM iSeries Model 810 would not be able to handle the required functions needed for their new systems. They turned to CIBER for assistance in sizing the new IBM iSeries Model 520 which not only provided a platform for their Lawson application, but also for Lotus Notes, WebSphere Application Server, and Content Manager.

CHALLENGE: Servers Not Meeting Needs

Experience Works is a national, charitable, community-based organization. Originally named Green Thumb, and chartered in 1965 as a small, rural demonstration program, Experience Works has grown to be the nation's leading provider of training, employment, and community service for low-income seniors.

Experience Works was facing a pending upgrade to their Lawson software. They were experiencing issues with inefficient processes that required manual interfaces, and chose to move to Lawson 9.0. The required technology of the Lawson System Foundation (LSF9), which incorporates WebSphere Application Server from IBM, provided an additional benefit by serving as a platform for SOA capabilities. Experience Works realized their IBM iSeries Model 810 would not accommodate the new upgrade, since it was functioning as the email server with Lotus Notes, instant messaging with Lotus SameTime, and management of unstructured data through Content Manager OnDemand. The resulting demands on the iSeries server put the ability to meet the needs of the business at risk.

SOLUTION: Better Servers, Better Systems

Because of CIBER's expertise in infrastructure, and their partnership with IBM, Experience Works chose CIBER to assist in properly sizing the system not only for Lawson Software, but also for the other applications so that one server could be used across the enterprise.

CIBER recommended that Experience Works move to a new IBM iSeries model 520. The mainframe-inspired System i5 technology is rich with virtualization features that would help the not-for-profit organization optimize resources, simplify management, and minimize downtime, which would result in a robust and cost-effective hardware environment that can better handle the client's core business applications.

CIBER's service offering included sizing of the new Model i520 server, configuring and installation planning, and preparation for the upgrade of the Lawson software from the older IBM iSeries model 810. Additionally, CIBER's Lawson Practice, which had previously created a custom module to Lawson standards to support Participant Host Agencies, will provide the upgrade services for the software operating on the iSeries 520.

BENEFITS: IBM Servers from CIBER Improve Business Processes

Experience Works' upgrade to the new Lawson 9.0 enabled their systems greater functionality and efficiency, with minimal downtime during transition. Their processes are more streamlined with minimal error and manual processes, continuing the iSeries heritage of highly reliable servers.

In addition to the Lawson upgrade, the implementation of the new System i server allowed Experience Works to achieve simplified data center operations with an infrastructure that is far more capable of handling the advanced function offered by Lawson's LSF9 technology foundation. By utilizing a single System i server to support their Lotus Domino, SameTime, and Content Manager requirements, the backup procedure is also consolidated resulting in minimal downtime.

LEARN MORE:

To learn more about CIBER, please call us at 800-242-3799 or visit www.ciber.com

For more information about the innovative programs offered by Experience Works, please visit www.experienceworks.org

About CIBER, Inc.

CIBER, Inc. (NYSE: CBR) is a pure-play international system integration consultancy with superior value-priced services for both private and government sector clients. CIBER's global delivery services are offered on a project or strategic staffing basis, in both custom and enterprise resource planning (ERP) package environments, and across all technology platforms, operating systems and infrastructures.

Founded in 1974 and headquartered in Greenwood Village, Colo., the company now serves client businesses from over 60 U.S. offices, 20 European offices and four offices in Asia. Operating in 18 countries, with 8,000 employees and annual revenue of approximately \$1 billion, CIBER and its IT specialists continuously build and upgrade clients' systems to "competitive advantage status." CIBER is included in the Russell 2000 Index and the S&P Small Cap 600 Index.



5251 DTC Parkway Suite 1400
Greenwood Village, CO 80111
800.242.3799

© 2008 CIBER, Inc. All Rights Reserved.