



## MANUFACTURER CONTROLS COSTS WITH CENTRALIZED MESSAGING SYSTEM

**SOLUTIA INC.**

/// CASE STUDY



With its global applied chemicals business growing more complex, Solutia Inc. decided that centralizing employee communication and collaboration worldwide would help better focus and simplify operations. IT partner EDS, an HP company, helped make it happen.

### CLIENT PROFILE

[www.solutia.com](http://www.solutia.com)

Formed in 1997 from the Monsanto Company, Solutia, INC. manufactures industrial and consumer chemicals. With an annual revenue of more than \$3 billion, Solutia is constantly working to maintain a competitive edge in order to continue a tradition of product quality and innovation.

**Industry:** Energy

**Founded:** 1997

**Employees:** 5,700

**Business Needs Addressed:**  
Productivity

*"Thanks to EDS, we have leveraged our messaging solution to its full potential. Today, streamlined, centralized processes and more consistent availability help employees work more effectively and efficiently."*

**Eric S. Nichols**  
Vice President, Information Technology  
Solutia Inc.

### Solutia wanted to centralize and simplify its complex messaging system

Specialty chemicals company Solutia Inc. positions itself as a provider of "solutions for a better life" - producing laminated films for shatterproof glass, the nylon that makes carpet stain-resistant and durable, even the chemical processes to turn salt water into fresh drinking water. Yet, when the chemical manufacturing leader wanted to simplify operations and sharpen its business focus, distributed communication among its worldwide network of employees presented an opportunity for improvement.

Solutia's messaging environment consisted of 19 servers spread around the globe with the majority used as e-mail repositories for employee communications and the remainder used for routing and filtering e-mail. This resulted in multiple processes; inconsistencies in operating system patches and software releases; and a complex messaging environment overall. IT partner EDS had been effectively managing messaging services for a portion of Solutia employees. Yet, most users still received support from on-site Solutia IT personnel, which further strained Solutia's work force management.

### EDS provided server consolidation and integration

EDS proposed optimizing Solutia's current Microsoft Exchange® solution to enable a more flexible, integrated environment that delivers total messaging services without the heavy cost and risk burdens typical of acquiring and supporting new server hardware. EDS refreshed all of the servers and consolidated and revamped the environment with best-of-breed, emerging technologies, tailoring costs to actual usage and business needs. EDS delivered IT services to Solutia on a per-user basis. Therefore, Solutia could intelligently align and allocate resources, which provided greater visibility and control.

## CONSOLIDATION ENABLES GROWTH AND HIGH PERFORMANCE

A central aspect of this project involved clustering to expand Solutia's capacity for growth and recovery capabilities. EDS consolidated user mailboxes into two Microsoft Exchange clustered environments. Each cluster comprises two servers and supports 3,150 users. Both clusters are connected to Intelligent Storage at an EDS service management center. There, four powerful storage groups per server hold four databases each, ensuring greater availability and scalability.

Trend Micro™ anti-virus software guards Exchange messages while eTrust™ protects the server environment. In addition, a new cached user mode minimizes the requirement for network bandwidth. This provides users with a more responsive, higher performing environment.

### Services featured

- Collaboration Services
- Managed Messaging Services
- Storage Management Services

Meticulous management ensured a fast, fluid migration to the new messaging environment. By consolidating servers in six waves of implementations across 11 sites, the team completed the project three months ahead of schedule. Today, Solutia's workplace benefits from optimum availability. And, for the first time, centralized, standardized processes and tools help Solutia's employees work more efficiently and productively.

EDS now manages and monitors the messaging environment around the clock. Our agile change-control process lets Solutia and EDS make changes to the shared messaging infrastructure quickly and easily. We also ensure a highly secure, reliable environment by working with Solutia to administer stringent content and anti-virus filtering, as well as protected connectivity. Meanwhile, managing daily data backup online through the EDS Enterprise backup environment assures ironclad business continuity and effective message archiving.

### Solutia improved communication and collaboration

Solutia's newly centralized, upgraded messaging environment now delivers greater functionality and usability by helping Solutia's employees communicate and collaborate more effectively. High availability lets Solutia's employees access mission-critical business communications almost whenever and wherever they need. Further, the company can now directly control and manage security and regulatory compliance in its centralized messaging environment. This ultimately helps Solutia react quickly to market changes and dynamically align business with industry trends.

The refreshed environment delivers more than just robust, reliable workplace messaging; it creates cost efficiencies as well. Variable pricing ensures Solutia only pays for IT services and tools it uses. Now, free from the obligations of managing a local messaging environment, Solutia's on-site IT personnel can focus on value-added tasks and incorporate the latest technologies to continue giving consumers "solutions for a better life."

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