

**Lotus.** software

**Tivoli.** software

**WebSphere.** software

**DB2.** software

**8020.NL**  
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# Delivering fixed-price high quality solutions using the Websphere and Lotus Domino product set

## 8020.NL specializes in:

Lotus Domino  
Lotus Notes  
Domino and WebSphere integration

## Why 8020.NL:

8020.NL's extensive experience in these technologies helps customers to make their ICT projects successful. 8020.NL's fixed-price approach ensures delivery on time and within budget. 8020.NL is flexible, responsive and easy to work with.

## Business Areas of expertise:

Human Resources Management (HRM)  
Customer Relationship Management (CRM)  
(Process) Survey Tooling  
System Administration Services (SA)

## Tailor-made out of the box solutions:

To increase the return of investment of your investment, 8020.NL offers several 'standard' suites of tailor-made Domino Solutions.

The best of both worlds: cost effective proven technology customized to fit your business needs.

## The following suites are offered:

### myHRM: Human Resource Management

Including Performance Appraisals, Development Reviews, eSurvey, Hour Registration System, Sickness & Leave.

### myCRM: Customer Relationship Management

Including Companies, persons, projects, actions, extensive Lotus Notes mail integration.

### eDossier 6

Including scanning solution, mail registering and secured dossier management and workflow, developed in co-operation with Maes Adviseurs.

### Managed Support

Including System Administration, Support and Helpdesk applications and services.

## 8020.NL at work:

8020.NL has delivered thousands of man-days of services to customers in the Lotus Domino environment, working on numerous projects in a variety of industries. We have worked on many Lotus Domino projects including the delivery of a 100.000 seats eSurvey Solution for a global industry leader.

## 8020.NL skills:

All 8020.NL are experts on their knowledge area and are fully certified. 8020.NL dedicates 35% of its consultants' time to gain extensive knowledge.

8020.NL uses an extensive Code Review programme to ensure maximum quality of the delivered applications. 8020.NL can provide specialist expertise in all the Lotus Domino products and the related WebSphere products together with a wide range of other project and consultancy skills to ensure projects are successful.

## What customers say:

"Hunterskil Howard worked together with 8020.NL Consultants for a number of International clients. During these projects, 8020.NL not only has shown a considerable amount of technical expertise and experience, but also demonstrated a high degree of flexibility and a feeling for our customer's Business needs. We like working with 8020.NL and will continue to do so."

Stefan Piekosz *Director Hunterskil Howard*

"Very reliable supplier

Responsive and fast, open communication

Delivers what is promised for fixed price (no surprises)

Flexible and customer-focused, short and clear agreements in common language

Very professional in work area, creative, high-end solutions

Excellent price/performance; exceeds expectations"

Joep Wijman *Sr Program Director Marketing Process Tools & Training, Philips Global Brand Management*

8020.NL has been a Lotus Advanced Business Partner since 1998 and an IBM Advanced Business Partner since 2000. We design, develop and deploy high quality software solutions using the Lotus Domino and IBM WebSphere product sets.

## Customers include

- Adecco
- C&A
- Hay Group
- NIBCcapital
- National Starch & Chemical
- Novartis Pharma
- Philips
- Hunterskil Howard
- Merck Sharp & Dohme
- Sybron Chemicals



8020.NL delivered a Human Resource Solution to C&A to store and retrieve basic and specific employee information.

PHILIPS

For Philips, 8020.NL delivered over 70 solutions in the past 7 years including Performance Appraisal solutions, Development Review tooling, eSurvey applications, Process Survey Tools, Helpdesk Support Tooling, Fact Books, CRM solutions and also delivers consultancy, support and helpdesk services. 8020.NL worked for SC, Components, Design, Lighting, CE, GBM, Corporate HRM, CQB and PMS. References available on request.

NIBCcapital

For NIBCcapital 8020.NL delivered a large CRM solution and several HRM applications. The CRM solution features extensive email integration. The HRM solution includes a web-based Leave application and a state of the art 360 feedback performance appraisal solution. References available on request.

National

For National Starch & Chemical, 8020.NL developed a large Domino-powered Intranet solution for their 7000+ user community.

MAES

In close cooperation with Maes Adviseurs, 8020.NL developed a Dossier Management System including a CRM Solution for client management. The solution is targeted at the Accountancy branche and will be available in Q2 2005.