HCL Software + INFOWARE

Secure Collaboration and Case Management with HCL Domino

Secure Domino Platform Management for a Swedish Trade Union

HCL **Domino**

Executive Overview

An anonymized Swedish trade union relies on HCL Domino as a central, business-critical platform supporting email, chat, and numerous collaboration and operational applications, including a case management system used by employees and union representatives to handle sensitive union casework. Because the platform manages sensitive information, security, data integrity, structure, and traceability are essential—while the environment must also remain manageable within a smaller IT organization.

Infoware supports the organization with secure Domino platform management and application development, enabling reliable collaboration and business-critical case handling.

The Challenge

The organization depends on HCL Domino as a central and business-critical platform for its daily work. The environment supports email, Sametime chat, and numerous collaboration and operational applications.

At its core is a Domino-based case management system used by employees and union representatives. Because the platform handles sensitive information, security, data integrity, structure, and traceability are essential. At the same time, the solution must be manageable and adaptable within a smaller IT organization.

The Solution

HCL Domino provides the common platform for communication, collaboration, and operational applications. The organization follows the continued development of Domino and has introduced capabilities including HCL Verse and OIDC-based authentication. Alongside the central case management solution, many smaller applications have been developed over time by the IT function and individual employees. Infoware supports both platform management and continued application development in close cooperation with the organization.

The Result

Structured, traceable and secure handling of union cases

Integrated email, chat and collaboration applications

Modern user experience through HCL Verse

OIDC-based authentication using current Domino security capabilities

Flexible operational application development

Ongoing platform management and development with Infoware

Key Capabilities Delivered

Modern Daily Collaboration on Domino

The environment combines email, HCL Verse, Sametime chat, and a wide range of collaboration and operational applications. Users have a cohesive platform for communication and business processes, while the organization can continue to develop applications close to operational needs.

Secure Business-Critical Case Management

A Domino-based case management system supports employees and union representatives in handling union cases. The system provides structure, traceability, and secure handling for a core part of the organization's daily operations.

Security with Practical Administration

The organization has introduced recent Domino capabilities, including OIDC-based authentication, with support from Infoware. The platform prioritizes security and data integrity while remaining suitable for administration and continued development within a smaller IT organization.

About the Customer

An anonymized Swedish trade union that uses HCL Domino to support communication, collaboration, and the secure handling of union cases.

About Infoware

Infoware is a Swedish technology expert with more than 30 years of experience in digital collaboration and business-critical applications. At the core of our offering are managed services for the long-term operation, support, maintenance, lifecycle management and continuous development of platforms and applications. As an HCLSoftware Domino Expert Partner, we provide deep expertise and licensing across the HCL Domino+ portfolio while expanding our capabilities in HCL BigFix. Our consultants combine deep enterprise platform expertise with modern web technologies and AI to modernize, migrate and evolve business-critical solutions.

About HCLSoftware

HCL Software is a global leader in software innovation, dedicated to powering the Digital+ Economy. We develop, market, sell, and support transformative solutions across business and industry, intelligent operations, total experience, data and analytics, and cybersecurity. Built on a rich heritage of pioneering spirit and unwavering commitment to customer success, we deliver best-in-class software products that empower organizations to achieve their goals. Our core values of integrity, inclusion, value creation, people centricity, and social responsibility guide everything we do. HCL Software serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.