

IBM Lotus Infrastructure and Application Management Contract for a Environmental Engineering Consultancy

Business Problem

This 900 user business, located in multiple offices around the UK, has a considerable investment in its IBM Lotus infrastructure. The business uses Lotus Notes applications for a number of its core processes, and relies on the Lotus infrastructure to provide mission critical messaging capability. The business was finding it extremely difficult to maintain & support this environment, along with its ability to ensure that best practice was in place. By using a mixture of internal resources and a general IT service provider, its costs were high, service had significant variation and maintaining the skills and knowledge required to keep the environment at top performance were hard to keep in place.

Solution

The customer felt that in order to maximise this investment, it needed the services of a specialist Lotus partner to manage both the Lotus infrastructure and applications. Time Technology were approached to take on a contract to initially support the applications, and then to manage, support and maintain the infrastructure.

The key components of the final solution are as follows:

- **Support**
The provision of a support service to assist in the resolution of reported Incidents (applications or infrastructure) over the phone or via remote access.

- **Administration**

The administration of the environment mostly for user management, database management, replication schedules and policy/rule management.

- **Monitoring & Housekeeping**

Regular monitoring and housekeeping of the infrastructure with specific focus on performance, capacity, preventative maintenance and software versions as appropriate.

- **Healthchecks**

Regular reviews of the infrastructure and applications to confirm on-going supportability and to make recommendations for improvements to better meet the needs of the business.



For more information please contact us on 01483 863000 or email LotusSales@time-technology.co.uk

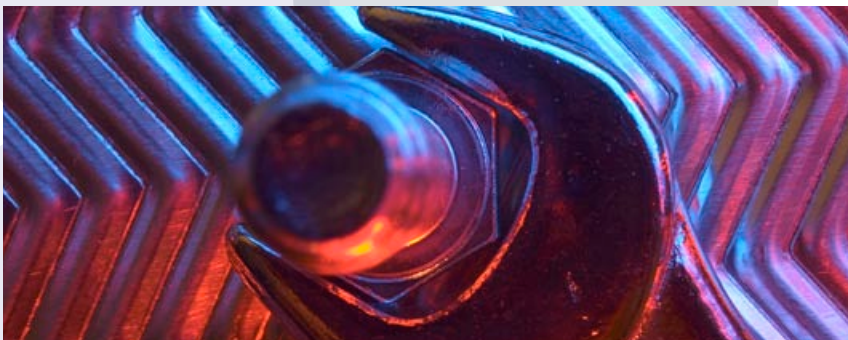
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Business Benefits

The customer now has a fixed cost service that looks after its IBM Lotus environment working to agreed service levels. It can focus its internal IT resources on business facing activities, safe in the knowledge that appropriately certified and capable resources are managing and supporting their mission critical systems. Specifically, the business benefits of this solution are:

- Supports the Customer's needs for highly available, reliable and secure systems
- Provides an improved set of service levels that meet the needs of the Customer
- Enhances end-user productivity
- Improves total cost of ownership of the Customer's IT environment
- Enables the Customer's IT function to better support business initiatives

The take-on was seamless, with very little impact on the users. Time Technology report monthly back to the customer on all aspects of the contract including SLA performance ensuring that they are in control of the contract.



Time Technology

Time Technology is 100% dedicated to the provision of solutions and services to the Lotus community. We work hard to help these businesses maximise the value from their IBM Lotus investment. We do this by providing cost effective consulting, delivery and support expertise, and by partnering with a select group of product vendors that have solutions that we believe provide significant business advantage to our customers.

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