


Upgrade to 8.5.2 at Commodities Provider

Business Problem

This customer needed to engage the services of a business partner to help their IT department plan and test an upgrade of the Notes and Domino infrastructure from 6.5.4 up to 8.5.2. In addition to this they had a number of specialist customisations within their mail template that needed to be transferred across and tested.

The customer want to tender for the contract, emphasising the work needed at the Notes Client to enable the upgrade to happen smoothly. Time Technology won the tender because of our clear Lotus capabilities and our ability to provide and implement the Softquest Lotus upgrade and management tool, Installpump.

Proposed Solution



By working closely with the IT department, Time Technology will be able to add value by providing a best practice approach to the upgrade and assisting in the production of the project plan. Time Technology will then document the upgrade process, including the required test environment, and full implementation to the live environment.

Development services will be provided to transfer, test and document the current mail template customisations ready for live rollout.

Utilising InstallPump from Softquest, Time Technology will be able to write a bespoke upgrade script that will preserve the users preferences, uninstall the Notes client and then reinstall a fresh copy of 8.5.2. Users preferences will then be automatically reapplied to the upgraded client.

Customer Benefits

- Controlled and best practice approach to the upgrade
- Standard Notes client build making the environment more stable and easier to support

- Fast and straightforward roll-out to live, as the IT department will not have to visit each machine.
- Users can upgrade when they are ready to do so (within IT department guidelines)
- IT department can monitor each end user upgrade to see progress
- Install files come from a standard shared location
- Removal of redundant and unwanted files, location and connection documents
- Fully trained staff for both 8.5.2 and the use of InstallPump.

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.

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