

## Lotus Domino Managed Service

### Business Problem

This major finance company based in Glasgow recently underwent a staff restructure and needed to leverage more from their IT Department. Time Technology was able to relieve the day-to-day pressure of managing the Domino infrastructure so that the IT team could focus on more value added activities for the business.



### Proposed Solution

By working closely with the IT Department, Time Technology integrates its Service desk into the customer's internal service provision to provide the following:

- Administration.
- Monitoring & Housekeeping.
- Regular Onsite Healthchecks.
- 3rd Line Support for all other Lotus products.

Time Technology is providing a seamless transition from the customer's Service Desk. Populating our Policies & Procedures database, we ensure that both parties are clear on appropriate processes and responsibilities. In addition Time Technology becomes part of the customer's rigorous change control process.

### Customer Benefits

- Controlled and best practice approach to the Domino Administration.
- Always on service within UK business hours.
- Daily monitoring and housekeeping to deal with any administration issues that arise before they become major problems.
- Regular Onsite Healthchecks to provide a thorough check of the environment to ensure the Domino environment is as secure and reliable it can be.
- Easy access to experienced resources for all Lotus software.

## 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](mailto:LotusSales@time-technology.co.uk)