



## Notes/Domino as the future-proof backbone of your critical business applications

### Notes/Domino

The Indian group HCL Technologies has acquired the well-known software product lines Domino, Notes, Sametime, Connections, etc. from IBM for billions of dollars and invests in these technologies with the highest focus on customer benefit. Domino V10 in 2018 and V11 in 2019 prove the claim to sustainability and popularity of the user companies. Proservia is your partner with decades of experience in operating Notes/Domino environments.

### E-Mail & Applications

Notes/Domino is a stable, secure and trustworthy platform for the development and hosting of business-oriented collaboration applications. A variety of platforms and operating systems are supported to deliver business applications that fit. Advanced collaboration capabilities allow centralized email and business planning infrastructure and business application platform. The integrated, open and powerful app development platform has been trusted by many Fortune-500 companies with their mission-critical business processes for decades.

### The Proservia approach

Notes/Domino related services are very much dependent on infrastructure and device strategy. We therefore work independently of manufacturers and tools and orient plans and recommendations according to your ideas and preferred use cases. Proservia can also take care of your complete Notes/Domino environment if required. Based on our experience, we propose the following multi-level lifecycle approach:

#### Consulting Services

- > IT Support & Delivery Process Review and Optimization
- > Engineering (e.g. application development & provision as well as infrastructure expansion)
- > Due Diligence (in relation to Baseline & Pre-sales)
- > Infrastructure redesign based on Due Diligence results
- > Web Enablement/ SSO (Single Sign On)/ Certificates
- > Development of migration concepts

#### Project Service

- > Implementation of international and several 100 person-days large projects
- > Infrastructure implementation & expansion
- > Project management & integration into other systems
  - Domino Domain Consolidation
  - Migration from Domino to Domino
  - Migrations from Domino to Microsoft Exchange/ Office 365

#### Operation

- > Full Service; Level 1-3 Support as well as Administration & On-Site Assistance for complex problems
- > Application Support & 3rd Party Application Support
- > Proservia as contact for the entire service, including third-party communication
- > Service Management according to ITIL procedures
- > Technology management (e.g. "End to End" monitoring, device policy, application security, white/blacklist & patch management)
- > Reporting & Housekeeping
- > Backup & Restore Management
- > Interface management (ODBC, connections to SAP, CAD, ticketing tools, etc.)
- > With us you enjoy protection against unavailability in case of holiday or illness

### Why Proservia



We are convinced that the digital transformation can only be successful when integrating the human factor. Changes in an organization need to be addressed holistically considering "man power" and IT topics together.

We call it peopleIT.



### Integration into other systems

Directory Sync Services enables the connection and synchronization of directory services such as Notes/Domino or Microsoft Active Directory. Proservia migrates from an existing mail system (e.g. Domino or Microsoft Exchange) to a newly developed solution based on Exchange On-Premise or a cloud-based infrastructure.

Our services include the following:

- > Project planning
- > Selection of the appropriate tools for the migration
- > Integrated Project Management
- > Migration planning, preparation & implementation
- > Documentation & Reporting
- > Coordination of 3rd Parties
- > Service Management & Support

### Accompanying expertise on Notes/Domino:

- > Integration & Configuration of Mail Perimeter Services
- > Coexistence know-how & solutions for hybrid Microsoft Exchange & SharePoint environments in any combination of On-Premise, Private Cloud and Office365 & Public Clouds
- > Knowhow in migration & coexistence technologies such as binary tree & quest
- > Operation of operating system platforms such as Windows, Linux, AIX, Solaris, AS/400, etc.
- > Mobile Device Management (MDM) for tablets & smartphones based on Blackberry, Afaria, Airwatch, MobileConnect, Traveller, etc.
- > Mobile integration management such as Lotus Traveler as well as interface management for connection to other MDM solutions
- > Domino-based collaborative services such as Sametime & Connections
- > Domino Web Services
- > Domino based applications & services as XERI, CRM & user management solutions
- > Operation of legacy products such as QuickR
- > Backup & Recovery Technologies
- > Relay (IronPort, Fortimail, OpenSource)
- > Mail Archiving Enterprise Vault, RIM IAP & Database Object Storage Optimization Technologies from Domino (DAOS)
- > Collaboration (Skype for Business/Sametime) for Presence/Chat/Meet/Federation/Call)
- > sRAS (Secure Access)

### Your benefits

- > Everything from a single source - from infrastructure to compliance audits
- > Experience and competence (over 30 Proservia consultants with an average of > 15 years professional experience)
- > 30 customers in the range of 3,000 to 100,000 employees, whom we support in operations, projects & consulting and directly on site.
- > Operation & migration of more than 20,000 mailboxes
- > Local contact points and personal advice
- > Close contact to HCL Technologies
- > We create a tailor-made solution for you according to your needs
- > Focus on innovation
- > Support in mapping your business processes and solutions for their automation
- > Support of roll-out processes
- > The possibility to call up additional service packages and consulting services
- > Extensive experience with hybrid environments
- > Independence from service tools (we support any kind of customer-specific interaction and contribute our own tools and experience to add value. We are also happy to work in your tools or in mix mode if you like.)

### Want to learn more?

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Proservia combines the aspects of digitalization and its impact to people into solutions. *As European IT Services brand of ManpowerGroup we focus on in-country delivery, employing over 7,000 people. In Germany, with ~1,000 experts, we act as flexible partner always close to our customers with a focus on the user-related aspects of digital transformation.*