


 Desktop
Management
Suite


11,000 Notes users, 100 Domino servers.
Target: reduce mailboxes cost and improve service availability through server consolidation

Key Figures



ARKEMA is a global chemical company and France's leading chemicals producer of state-of-the-art specialty chemicals that provide customers with practical solutions to such challenges as climate change, access to drinking water, the future of energy, fossil fuel preservation and the need for lighter materials.

- With operations in more than **40** countries, **14,000** employees and seven research centers, Arkema generates annual revenue of **€ 5.5 billion** and holds leadership positions in all its markets with a portfolio of internationally recognized brands.
- With **11,000 users**, the productivity of ARKEMA's daily business relies on Lotus Notes & Domino platform for e-mail and collaboration activities.

Project Overview

With a rapidly growing environment, ARKEMA was confronted with increasing mailbox costs and service availability issues; leading them to take the decision to consolidate their messaging servers. To ensure that the transition process would be done in a cost effective way, without impacting the business, ARKEMA asked Cooperteam Professional Services to assist them with their project.

COOPERTTEAM Professional Services provided the tools and the methodology to successfully migrate the 11,000 users.

Project Context

The following requirements initiated the consolidation project launch:

- The need to upgrade ageing hardware in the messaging Infrastructure.

- The need to lower the total cost of ownership of the Lotus Domino environment, which was too high due to the number of servers.
- Improved WAN bandwidth allowing to consolidate the messaging environment.

Benefits of the consolidation

- Reduced Mailbox TCO.
- Increased availability of the messaging/groupware services.
- Optimized Lotus Notes Domino infrastructure reliability and flexibility.
- Centralized administration and monitoring with the ability to provide scheduled and automated maintenance or modification tasks on individual Notes clients.

Kim Lê | Lotus Notes Domino Architect | Arkema

*"Thanks to **Desktop Manager™** we had at our disposal detailed information on the Notes client configuration for each one of our 11,000 users. This allowed us to quickly identify the groups of users that had configurations incompatible with the migration process, in order to temporarily exclude them from the standard migration process. These groups of users were later modified individually by **Desktop Manager™** in order to reintegrate the migration process."*

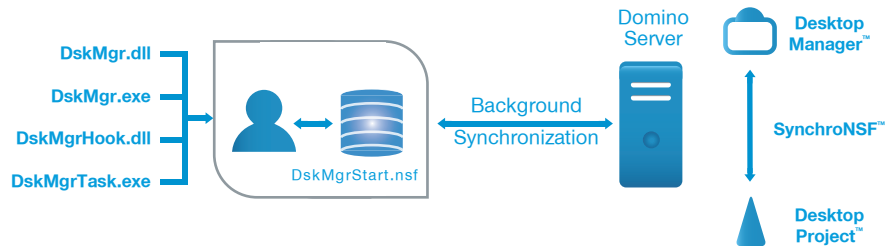
*In fact, with **Desktop Manager™** it is possible to assign to one, or several users, all the modifications that one would like to apply to the workstation during the transition to replica mode or with a change of server. As soon as the user launches his/her Notes client, **Desktop Manager™** executes the list of tasks assigned to this user or group. Once the task is executed, it shows in the database with the status "completed" and it will not be executed again. The administrator can verify the progress of the modifications in the "task" result document.*

Project Goals

The **project goals** were to:

- **Reduce** the number of incidents for the messaging and groupware support team.
- **Automatically** identify and delete inactive mailboxes.
- **Optimize** and **increase** the **reliability** of the messaging system.
- **Consolidate** and **upgrade** 30 decentralized servers.

Architecture Diagram



Desktop Manager™ components (6Mb) on the user's workstation

Project Requirements

- Migrate the messaging/groupware services, with no service disruption and minimum impact on end-users.
- Ensure a smooth migration creating hardly any incidents for the end-users and there for a minimum impact on the helpdesk team.
- Minimize costs through full automation of the migration process.
- Ensure a total control of the process by tracking the workflow for each client.

The Software Solution

Desktop Management Suite™ includes the following complementary solutions :

- **Desktop Manager™**: comprehensive audit, enforcement of corporate standards, and automatic recovery of Notes clients through a central platform for both Notes Administrators and Helpdesks.
- **Desktop Project™**: project monitoring and full automation project management solution for Lotus Notes Server consolidation and user migration.
- **Desktop Upgrader™**: project monitoring and full automation project management solution for Lotus Notes clients release upgrade projects.

Project Implementation

The COOPERTTEAM Methodology combined with Desktop Management Suite was rapidly clear to ARKEMA as the best way to reach our objectives. After a quick implementation of **Desktop Manager™**, the migration process was rapidly tailored and tested by the COOPERTTEAM consultants.

Desktop Project™ was implemented to monitor and track the workflow, allowing us to have complete control on the migration with a unique and integrated solution.

During the project **Desktop Manager™** together with **Desktop Project™** were used to deploy the local replica mode in a first phase before massively changing the server and user configurations.

After the project roll-out, ARKEMA continued using COOPERTTEAM software to continuously optimize the 11,000 Notes client's configurations, increasing end user's productivity and improving the messaging system's security.