

# Managing Lotus Notes Clients with Cooperteam's Desktop Manager

*Technology Concepts,  
Market Positioning and Business Considerations*

## **Abstract**

*Cooperteam's Desktop Manager is the most comprehensive Lotus Notes administration tool available in the market, providing the broadest range of administrative services based upon years of successful customer experience in the most cost-effective fashion. Desktop Manager helps drive costs and risks out of the Lotus Notes messaging infrastructure, improving the productivity and competitiveness of organizations using Lotus Notes.*

*July 2009*

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## 1 Executive summary

Spending on the administration of client workstations can reach up to two thirds of global IT budgets, making the reduction of client administration costs a priority for many companies.

Reducing Lotus Notes client administration costs is a key element in a global IT cost reduction strategy, especially for companies that have a very large Lotus Notes environment to manage.

To achieve this goal companies look to:

- **Standardize** Lotus Notes configurations to comply with company standards and reduce maintenance cost
- **Optimize** administration tasks to reduce management costs
- **Automate** helpdesk tasks and the resolution of technical issues to improve SLAs and productivity
- **Minimize** the impact of application changes and upgrades.

With the release of Lotus Notes 8.5, the need to migrate user desktops increased administrator's will to optimize client management. Using a centralized administration tool makes even more sense when projects such as migration, consolidation and upgrades must be achieved.

**Ideally Lotus Notes administrators should be able to centralize the management of these tasks, giving them global visibility and control over the entire Lotus Notes environment, but this is not possible with the administration native functionalities (policies, preference...).**

## 2 About Cooperteam

Cooperteam develops software specializing in corporate messaging and infrastructure management. Cooperteam's mission is improving your productivity and messaging system reliability. Cooperteam's solutions are designed to manage, optimize, and improve IBM Lotus Notes environments.

Cooperteam solutions help you to optimize your resources by providing detailed analysis and reporting of your messaging environment as well as automating administration tasks to enforce company standards without disrupting end user productivity. We have over ten years of experience dedicated to these technologies at your service.

### 2.1 Cooperteam Services and Support

Cooperteam is a leader in offering high quality support and services to its customers. Our team of highly competent consultants together with our innovative solutions have guided and worked with many large companies on a wide range of projects.

At Cooperteam, the R&D team, the support team and on-site consultants work together to deliver the best comprehensive management solutions for Lotus Notes environments.

The Cooperteam Support team is appreciated for its pro-active service, reducing the number of support requests and improving the global efficiency of its solutions.

**Cooperteam offers large customers a high quality personalized service, including specifically-designed training sessions, access to beta releases of new solutions, as well as direct access to the R&D team for specific developments.**

### 2.2 A global presence

Cooperteam has commercial and support offices in France, United Kingdom, Germany, USA, Australia and soon Japan (2010), ensuring the ability to provide **global support coverage**.

At Cooperteam we speak Dutch, French, German, English, Spanish, Portuguese and soon Japanese.

### 2.3 Cooperteam's portfolio

Cooperteam currently has a listing of 5 main solutions and additionally has developed over 20 individual tools all for Lotus Notes.

#### Desktop Management Suite

- Desktop Manager
- Desktop Project
- Desktop Upgrader

#### Messaging Flow Suite

- Mail Flow Analyzer
- IM Flow Analyzer

#### Mail Compliance Suite

- Mail Compliance
- Compliance Archiver

#### Application Management Suite

- InfoNSF
- ACL Manager

#### Synchronization Suite

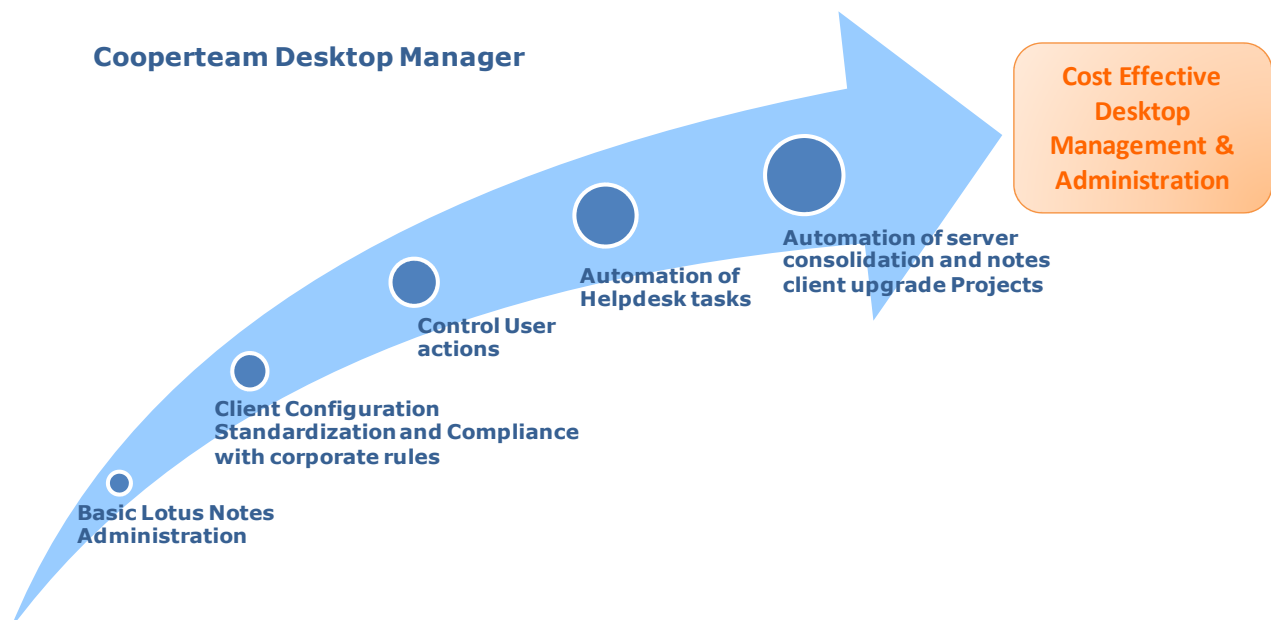
- SynchroNSF
- SynchroLDAP
- SynchroODBC
- ImportNSF

### 3 Introduction

Desktop Manager, the foundation of the “Desktop Management Suite”, is a comprehensive Lotus Notes administration tool. Since 2002, when Desktop Manager was first released, Cooperteam has positioned Lotus Notes desktop management at the heart of its portfolio of infrastructure optimization solutions.

Over 100 customers all over the world use Desktop Manager, representing 1.2 Million licences. Based on its extensive customer experience Cooperteam offers today the most comprehensive Lotus Notes Desktop Management Solution available. Desktop Manager is not only extremely reliable and robust; it also has the great advantage of being an “open” solution that is customizable to specific Domino administrator needs.

Desktop Manager, the only **Global** Lotus Notes Desktop administration and management tool on the market.



Desktop Manager has several key features which are presented in detail in this document:

- Desktop Manager Audit results
- Desktop Manager Tasks: “On-the-fly” daily modifications made easy
- Desktop Manager Enforcement: Real power to standardize Notes Client Settings
- Desktop Manager Hook: Control user actions at the Notes Client source
- Desktop Manager’s Open API Culture: based upon a public and ready to use API.
- Desktop Additional Add-On packages: Desktop Project and Desktop Upgrader

## 4 Desktop Manager Key Features

### 4.1 Desktop Manager Audit results

Desktop Manager delivers a comprehensive audit of the User's environment, covering:

- Hardware (*processor, memory, disk*),
- Network (*ip address*),
- Software (*Windows, Office*)
- Regional settings (*language, currency*)
- All details regarding Notes Client configurations (*Notes client release, Notes databases, configuration files, local NAB documents, replicator pages, icons on workspace, database on bookmark, users preferences, mail file profile documents, etc*).

The data are collected and processed to provide statistics, warnings and trends. Organized within Notes documents, they are available in several dedicated views, and can be exported to other databases using the integrated Export module.

The audit results can be updated daily, weekly or monthly. You can also decide what you want to collect, and how the data are organized: each location document can be available as a Notes document within the Desktop Manager database, or only reported as a summary line of data within the global Notes Install Audit Result document.



The screenshot displays the 'Lotus Notes Install' window within the Desktop Manager application. The interface is divided into several sections:

- Local Mail Replica:** Shows details for a replica named 'mail\zardini.nsf'. Key information includes:
  - Local Replica Path: mail\zardini.nsf
  - Number Database found: 1
  - Size: 1 331 200 KB
  - Quota Size: 0 KB
  - Warning Size: 0 KB
  - Number Documents: 6 363
  - Inbox document count: 41
  - Number Document delta: 6 363
  - Database Size Alert:  Not enough space available for compact
  - Title: Olivier Zardini - CooperTeam
  - Replica ID: C12573F7:0030A318
  - Template File name: E:\Program Files\Lotus\Domino\Data\dwa7.ntf
  - Template Server name: CN=ctweb/O=Web\_CT
  - ODS Version: 43 (Notes 6.x / 7.x / 8.x)
  - Design Class: List on Catalog
  - Latest Replication Send: 10/07/2009 18:10:49
  - Latest Replication Rev: 10/07/2009 18:10:49
- Access Control List (ACL Settings):** A table listing various ACL entries and their permissions.
 

ACL Entries	Names	Access	Public	Type
-Default-		No Access	R	Unspecified
Anonymous		No Access		Unspecified
CN=CTWEB/O=Web_CT		Manager	RW	Server
CN=Fabrice Barbier/OU=NICE/OU=INT/O=Cooperteam		No Access	R	Person
CN=Francois Favaron/OU=HQ/OU=FR/O=Cooperteam		No Access	RW	Person
CN=king/O=Cooperteam		Manager	RW	Admin Server
CN=Laurent Leturger/OU=PARIS/OU=FR/O=Cooperteam		No Access	RW	Person
CN=Olivier Zardini/OU=PARIS/OU=FR/O=Cooperteam		Manager	RW	Person
CN=Yannick Pihen/OU=PARIS/OU=FR/O=Cooperteam		No Access	RW	Person
LocalDomainServers		Manager	RW	Server
OtherDomainServers		No Access		Server
- Admin Server:** CN=king/O=Cooperteam. Do not modify Reader or Author fields.
- Max Internet Access:** Editor
- Consistent ACL:**  Yes
- Delegation:**  Yes
- Error in ACL:**  Yes
- Mail File Owner entry should be Author
- Mail File Owner entry should be Editor

Fig 1 : Desktop Manager Lotus Notes Installation Document

Unlike other products on the market, Desktop Manager collects a comprehensive range of relevant information (document number count in databases, check if they are encrypted, process the local Log documents to retrieve error messages, get information from mail server...) without impacting end-users client performance.

Desktop Manager performs its audit in the background and writes the information into the Desktop Manager database (on the server) when the audit is completed. **This is completely transparent to the end user.**

Desktop Manager's architecture permits additional data collection at a later date as well. Other products, because of their architecture, act as a Notes client 'slave' DLL (Extension Manager DLL). When they run, they block the Notes client. As a result, their tasks must be completed very quickly, an inherent limitation. They are unable to query as many elements or to spend time to process huge data volume such as the local log document or to search data on servers. Because of the demands of a production environment as they can't block the Notes client for several minutes, they will never have the necessary time to collect all the required data.

**With its unique 'audit in background' technology, Cooperteam's Desktop Manager guarantees the best audit results today and in the future.**

## Features Summary

FEATURES	Desktop Manager 2.6
Background Audit	✓
Notes.ini	✓
User ID	✓
Workspace	✓
Local Databases & Templates	✓
Local PNAB Document (Connection, Location, etc..)	✓
User MailFile	✓
MutilUser Client Install Detection	✓
Cluster, Dictionary, MUI.dat, Profiles document Audit	✓
Notes Settings in Windows Registry	✓
Computer Processor	✓
Computer HDD	✓
Computer RAM	✓
Local Admin right	✓
Citrix Detection	✓
Operating System	✓

## 4.2 Desktop Manager Tasks: "On the fly" daily modifications made easily

Tailormade for Administrators and Helpdesks, Tasks are used to immediately perform modifications on user's Notes clients, such as:

- creating new local NAB configuration documents (Location, connection, Account...),
- creating a local replica,
- adding or remove icons on the workspace,
- refreshing the ECL,
- modifying user preferences,
- changing the Notes.ini,
- encrypting local databases,
- changing replicator page settings,
- running agents...

Desktop Manager is prepared to make any necessary modification, from a single Notes document interface. Just access the right Tab (Replication, Notes Database, ECL, Notes.ini...) and check or configure what you need. You can also recycle a previously used Task document, especially if it was clearing the same problem.

Compared to other products available on the market, the architectural advantages of Desktop Manager Tasks are numerous:

1. The speed with which a Task document is prepared: one click to create an empty Task document, one click to select the target user(s) and a last click to select the settings to change on user's PC.
2. Thanks to the Audit Results, the creation of a Task is made easy because the Audit Results appears as a contextual help during Task setup. If you want to compact a database, for example, the database list available through the help button are the databases currently available on user's PC. You never have to type a database name, a server name, an icon database path, a Cross Certificates name... Just use the contextual help and pick what you need. No more misspellings or mistakes.
3. Desktop Manager runs automatically or on demand:
  - a. If an Administrator needs to deploy new settings on User's PC, he will create a Task and the next time the user will run Notes, the modifications will be applied, without any user interaction. This is an asynchronous process: Both Administrators and Users interact with Desktop Manager at different periods.
  - b. The synchronous process comes when a User calls the Helpdesk. He needs an immediate answer to clear a problem he has encountered. In this particular scenario, the Helpdesk has to act quickly. Thanks to the quality of the Audit Results and the information coming from the user, the Helpdesk will quickly diagnose the problem and create a Task to fix it. Because creating a Task for a User is so easy, the User may stay on the line. Once the Task is ready, the Helpdesk will ask the User to force Desktop Manager execution.
4. Unlike other products on the market that only run at a specific time (Notes Startup), Desktop Manager may run at any time. The user doesn't need to restart the Notes Client, he just has to click on the Desktop Manager database icon on the Workspace (or in a link available in the Bookmark). The Task will be applied immediately and the problem will be cleared. The Audit Results for this user will be updated in the Desktop Manager database and the Helpdesk team will see immediately the result of the modification.

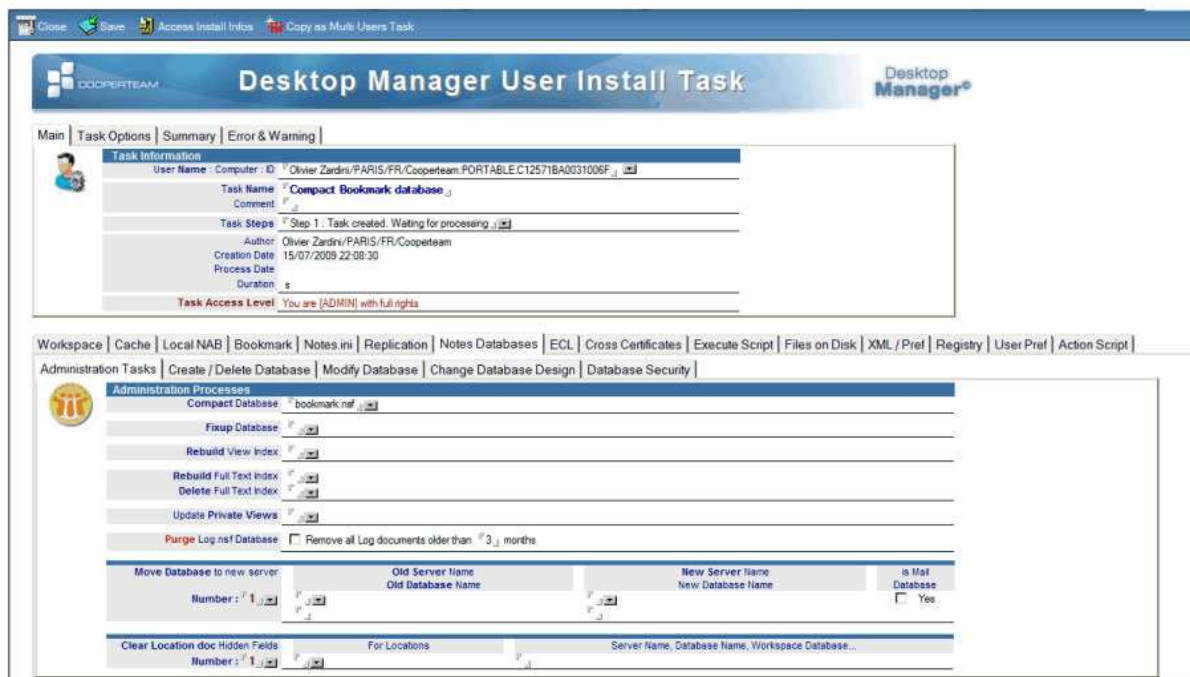


Fig 2 : Desktop Manager Task Document

**With Cooperteam's Desktop Manager, Helpdesk team is efficient because they can act immediately and solve issues in few seconds. The ticket is opened and closed during the same phone call session.**

## Features Summary

FEATURES	Desktop Manager 2.6
Create, Edit or Delete Connection document	✓
Create, Edit or Delete Location document	✓
Compact, Fixup, Manage View Index of Local Databases	✓
Mail Migrations : Reconfigure at once Location, Icons, Notes.ini & Replicator Pages	✓
Bookmark : Add and Set Default Page/DB	✓
Clear Local Notes client Cache	✓
Workspace Icon Management (add, move, rename, delete)	✓
Restore Workspace	✓
ECL Refresh	✓
Update / Modify Replicator Pages	✓
Force Replication	✓
Modify / Clear Replication History	✓
Create Local Replica	✓
Create new database copy	✓
Quota & Warning	✓
Change Encryption of local databases	✓
Change Replica ID of local db	✓
Change ACL of local databases	✓
Change / Update Mail Preferences	✓
Change / Update specific XML,Prefs files for Notes 8.x	✓

### 4.3 Desktop Manager Enforcement: Real power to standardize Notes Client Settings

If the **Tasks** are the perfect answer to quickly resolve Helpdesk calls, the best way to process Notes configurations issues is to be **pro-active**. By **enforcing** the desired Notes configuration settings using **Profiles** each time the user starts his Notes client, the problems are fixed **before** the user even notices them. Applying **Profiles** to users sets the key parameters of Notes configurations so that they remain stable over time. This is also a way to set up and enforce a consistent desktop environment for users with the same profile within a company. In effect, the more settings you define in Profiles, the more self-healing your Notes clients will be.

Using **Profiles**, you can enforce any Notes configuration settings :

- Define local address book documents: Location, Connection, Account and Cross-certificates
- Define desktop user preferences (Notes.ini variables, messaging options, Sametime...)
- Define the look of workspace (pages, database icons, display options) and bookmark (startup application, databases shown in the left browser)
- Define list of local replicas and Replicator page options (server with which local databases replicate...)
- Define desktop ECL, ACLs and local databases' encryption
- Ensure files exist on the user desktop (html signatures, image files, database templates...)
- Run Notes agents or external applications for recurring administration tasks (cache deletion, workspace compacting, Log purge...)
- Implement backup and roaming procedures for Notes configuration files.



Fig 3 : Desktop Manager Profile Document

Desktop Manager offers a very flexible way to parameter Profiles documents using @Keywords instead of hard-coded names. For example, @UserName will be replaced by the user name.

**@MailServer** defines the user's mail server, and **@MailDbName** specifies the path to the Mail database on the server. This is a very powerful feature to create generic Profile documents that may be applied to anyone.

Unlike other products on the market, Desktop Manager **Profiles** let you use **Scripts** to enforce settings or to run backup & roaming procedures, providing considerable flexibility:

The creation of **LotusScript Agents** in the Desktop Manager database provides advanced methods for user desktop modifications. The addition of LotusScript code around Desktop Manager API function call provides an immediate execution for:

- **Conditional** jobs (IF we are in such situation, THEN we run this operation).
- **Multiple** jobs (we remove from local NAB all the unused Location, Connection or Account documents).
- **Sequential** jobs (remove a database, create a new replica at the same location, put the replica icon on the workspace, modify the Notes.ini file, ...).
- **Recurrent** jobs that require a large process to be sequenced into sub-tasks (create a local replica stub for a dircat database, wait until the replication is completed, declare database in the Notes.ini file, wait for the restart of the Notes client, modify the address selection settings in the Locations documents).
- Jobs based on the user's desktop **Audit results** (for all databases having their icon on the workspace, we compact those having a specified quota).

As each organization needs customizable backup, restore, and roaming procedures, the most flexible solution is to provide a complete file-handling API (copy, delete, etc.). Implementing **backup** procedures for user Notes configuration files (names.nsf, bookmark, workspace, etc.) in order to **restore** them when corrupted or to copy them to a new desktop (**roaming**) is achieved by writing a command **Script**.

## Features Summary

FEATURES	Desktop Manager 2.6
<b>Enforce Cache Size</b>	✓
<b>Real-time Control</b>	✓
<b>Cross-Certificate Management</b>	✓
<b>Maintain PNAB document (connection, location) and XML/PREFS Files</b>	✓
<b>Enforce Notes.ini update</b>	✓
<b>Purge local log.nsf</b>	✓
<b>Clean-Up Workspace Icon</b>	✓
<b>Execute Own Agent, Script, Batch, etc...</b>	✓
<b>Can bear unfinished Notes Client Installation</b>	✓
<b>Associate Actions with IPRange, User certificate, Mail Server, Notes releases, Mail Domain, Notes.ini or Environment or Registry Key variables</b>	✓

## 4.4 Desktop Manager Hook: Control user actions at the Notes Client source

The **Hook** technology, introduced in Desktop Manager 2.6, enables administrators to **control user actions** during the whole Notes session. For example, a Hook can be defined to stop users sending emails above a defined size, specified in the **Hook** parameter document.

Unlike the Desktop Manager application, that runs when the Notes client starts (**Task, Profile, Audit**), the action of the Hook takes place during the entire Notes session. **Hooks** enable administrators to specify different threshold values according to their needs. For instance, Hooks that limit some users sending emails above a certain size may authorize other users, handling large files (legal and accounting professionals, graphic designers, etc.) to send larger emails. Instead of specifying one overall size for everybody in the server settings document, **Hooks** are a way to set up a more **customized configuration**. Another benefit of using Hooks is the user's **immediate notification**. If a user attempts to perform a restricted action (e.g. sending a large-sized email), a window will be displayed reminding him that he is not allowed to do so. The alert message in the window is specified in the **Hook** documents, which means it is written by Desktop Manager administrators in the user language.



Fig 4 : Desktop Manager Hook Document

Other products on the market offer the same 'blocking user actions' approach. This is because of their architecture. They are designed as a single Notes Client 'slave' DLL (Extension Manager DLL). They act only responding to Notes client low level events (open a database, open a document...). For Desktop Manager, the Hook is just one component among others, one part of the architecture. Desktop Manager only uses it to control User actions and only at a high level. Desktop Manager does not intercept / control all low level actions like opening database or updating a document. It provides a set of comprehensive and easy to setup, ready to use Hook events list, that cover most administrator needs:

- ➔ **Mail Size Limiter:** Prevents the user from sending messages whose size is larger than that specified in the Hook.

- **Mail Attachment:** Prevents the user from sending messages that include file types specified in the Hook (mp3, exe, video, etc.).
- **Recipients Names:** Prevents the user from sending messages to specific recipients or groups of the NAB.
- **Recipients Number:** Prevents the user from sending messages to huge number of recipients.
- **Mail Database Quota:** Prevents the user from sending messages if the mail database quota has been exceeded.
- **Local Replica:** Prevents the user from creating a local replica of specific Notes databases.

Hook technology is a recent feature of Desktop Manager, it will continue evolving and new Hook Events, meeting market needs, will be soon available.

### Features Summary

FEATURES	Desktop Manager 2.6
Mail Size Limiter	✓
Block Specific Mail Attachment	✓
Block Specific Recipients Names	✓
Block depending on Recipients Number	✓
Manage Mail Database Quota	✓
Prevent Local Replica Creation	✓

## 4.5 Desktop Manager's Open API Culture: based upon a public and ready-to-use API

Because your needs will change over time, we have built Desktop Manager as a truly flexible software. Unlike other products delivered as a black-box DLL, Desktop Manager is an open-source Notes Database application, built under an API (= a set of functions) used for all aspects of client management (add icon, remove icon, create replica, change replicator settings, backup files, etc.).

Administrators can easily customize Desktop Manager, adding their own logos, changing source code, changing the database design, and changing of any aspect of the application's behavior.

Customers are encouraged to make the modifications they need. Many of the valuable contributions by our customers (views, agents, ideas...) are integrated in subsequent releases. Our unique API layer solution guarantees you will never be limited by a lack of functionality or minor issues. By accessing the Desktop Manager low-level API functions, you will always have the capability to adapt the product to meet your needs.

This API layer is not limited to Desktop Manager core product. You have exceptional flexibility as you can write your own Scripts calling Desktop Manager's API to make all the modifications you need. There are 2 API sets:

- **Desktop Manager LotusScript API functions**, dedicated to LotusScript agents, these can be used during Desktop Manager execution to change any settings of the Notes client (database, icons, replicator pages...).
- **Desktop Manager Script API functions**, used to manage files when the Notes client is not running, providing highly flexible Backup & Roaming features.

Both API sets are fully documented (tutorial, reference, sample...).

**With Desktop Manager, smart scripts can easily be created. All the core functions are available to Administrators enabling them to perform any task through a LotusScript agent. This is not the case with other products since their functions are written within the DLL. As a result they do not offer the flexibility and capability available with Cooperteam's DeskTop Manager.**

### Features Summary

FEATURES	Desktop Manager 2.6
Pre-session Script	✓
Post-session Script	✓
Run Script outside Notes session	✓
Tailored Made Open API Script	✓

## 4.6 Optional Add On packages: Desktop Project and Desktop Upgrader

The administration of a Lotus Notes environment is not limited to basic Helpdesk Tasks where many minor issues are fixed. Periodically, massive modifications such as Notes Client upgrades, server consolidations (where databases have to be moved between servers and the User's desktop fully reconfigured) or simply Mail Database Access changes (change users to local replica mode) have to be performed.

For these large-scale projects impacting Notes clients, you need more than just classical helpdesk software. Desktop Manager provides a dedicated interface where you can monitor all the steps of your projects. Unlike routine basic Notes client modifications, such projects:

- Involve a large number of users in the company, at the same time
- Have a start date and have to be completed at a specified date
- Can require several days to fully update the user's environment (e.g., until the replica of the mail database is available, until the new Notes client package is downloaded on the disk, etc.)
- Include several steps that must be monitored in order to know how many users are being processed at each step and to prevent any bottlenecks
- Require a large number of small modifications of the user's configuration

Cooperteam has developed dedicated Add-On databases to Desktop Manager designed to help you manage such projects efficiently.

Desktop Project and Desktop Upgrader reduce project complexity and risks, managing and monitoring these using a common interface and a simple process:

- Select a list of candidates for the project
- Check the status of each step
- Compute the daily / weekly / monthly number of users successfully processed
- Immediately identify potential issues in the process



Fig 5: Desktop Manager Upgrader Workflow Interface

Desktop Manager's unique architecture (working before, during and after the Notes client session), enables you to perform any kind of update, from the modification of encrypted data (requiring the Notes client to be started and user authentication) to the upgrade to a new Notes Client release (requiring the Notes client to be stopped).

**With Desktop Manager, Desktop Upgrader and Desktop Project, "get it right and keep it right!"**

## 5 Desktop Manager Architecture

For Notes Administrators and Helpdesk staff, the **Desktop Manager** application interface includes a Notes database (DskMgr.nsf) hosted on one or more Domino servers. This Notes database is used to

- receive data coming from **user desktop audits**, thus providing full visibility over the Notes inventory.
- schedule Notes installation updates (**Tasks**) for one or more users,
- define and assign Setup documents and Profiles (enforce notes configuration)

On the user side, the startup of their Notes client automatically opens and starts up the Desktop Manager database. Pending Tasks for the user run immediately and associated Profiles are applied. Desktop configuration audit runs in the background, after execution of Tasks and Profiles. Operations are monitored through a simplified interface in the user's language.

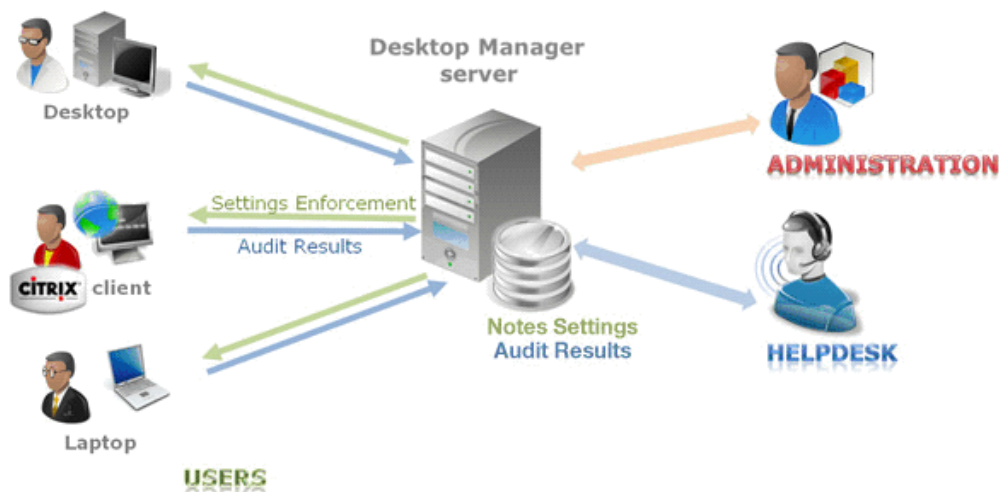


Fig 6 : Desktop Manager overview

The Desktop Manager database will also be used to **automatically deploy** and **keep up-to-date** the application components on client desktops after users have been pre-registered and installation mails have been sent to them. The application may also be pre-deployed on user desktops via a package. The local components include Dll, Exe and a Notes database. The total size of the files installed on the user desktop is **less than 2 MB**.

Unlike the other products available on the market, based one on single 'slave' DLL, Desktop Manager's multiple component architecture (local notes database + dll + exe) provides flexibility:

- the local database is used as a **cache database** to minimize network consumption (delta audit) and to keep re-usable Notes components (setup, profile, agents...)
- the Exe can run in **background**, to perform long-duration jobs like Notes configuration audit or local databases clean-up. No need to block the user during such process.
- the Exe can **run outside the Notes session** (after or before), to perform updates on files usually locked by Notes clients (backup/roaming files, Notes client release upgrade, etc...).
- the Dll provides the set of Desktop Manager core functions (**API**) that can be used directly from your own Lotus Script agents.

## 6 Reduce Lotus Notes Desktop Total Cost of Ownership

Fully centralized administration and management of Lotus Notes clients allows companies to dramatically reduce the total cost of ownership of their Lotus Notes clients.

### 6.1 Reduce Helpdesk cost

Desktop Manager delivers rapid and substantial ROI by immediately reducing Helpdesk costs.

- Call volume is reduced by at least 20% since many problems are fixed automatically.
- Call duration is reduced as problems are fixed remotely and more rapidly through automation.
- When end users are calling the Helpdesk, they are not productive. Desktop Manager not only improves Helpdesk productivity, but also correspondingly improves end user productivity.

### 6.2 Improve Lotus Notes administration team productivity

Desktop Manager automates numerous management and administration tasks reducing by at least 20% Lotus Notes administration and management costs.

Desktop Manager improves and simplifies change management, reducing associated costs.

### 6.3 Reduce Administration costs

Remote centralized administration of the Lotus Notes messaging infrastructure empowers administrators to:

- Standardize, maintain and enforce configurations and settings for various categories of users
- Eliminate the need for on-site visits
- Reduce time spent on Lotus Notes account creations and restores by at least 80%
- Improve end user productivity by eliminating administrative and IT-related management tasks performed by end users

## 7 References

Partial list of customers using Desktop Manager:

### **Americas - Asia - Pacific**

ACADEMY SPORTS & OUTDOORS  
BECTON DICKINSON  
COCA COLA  
DANNON  
DESJARDINS  
EPSON  
FIRST ENERGY  
HUNTSMAN  
ICA FLUOR DANIEL  
JUDD WIRE  
LAWSON PRODUCTS  
LEXMARK  
MC GILL UNIVERSITY  
Mc KINSEY  
RICOH  
STANDFORD LAW SCHOOL  
TJX  
VERTEX  
WESTERN MUTUAL INSURANCE  
UNITED NATIONS - Haiti

### **Europe - Middle East - Africa**

ACTELION  
AIR FRANCE- KLM  
ARKEMA  
BAUHAUS  
BRED  
BUAK  
CAISSE CENTRALE DE REASSURANCE  
CARREFOUR  
CHAMBRE DE COMMERCE ET D'INDUSTRIE DE PARIS  
CEGELEC  
CIDEON ENGINEERING  
CIRSO - URSSAF  
COMITE INTERNATIONAL DE LA CROIX ROUGE  
COMPAGNIA GENERAL TRATTORI  
EDF

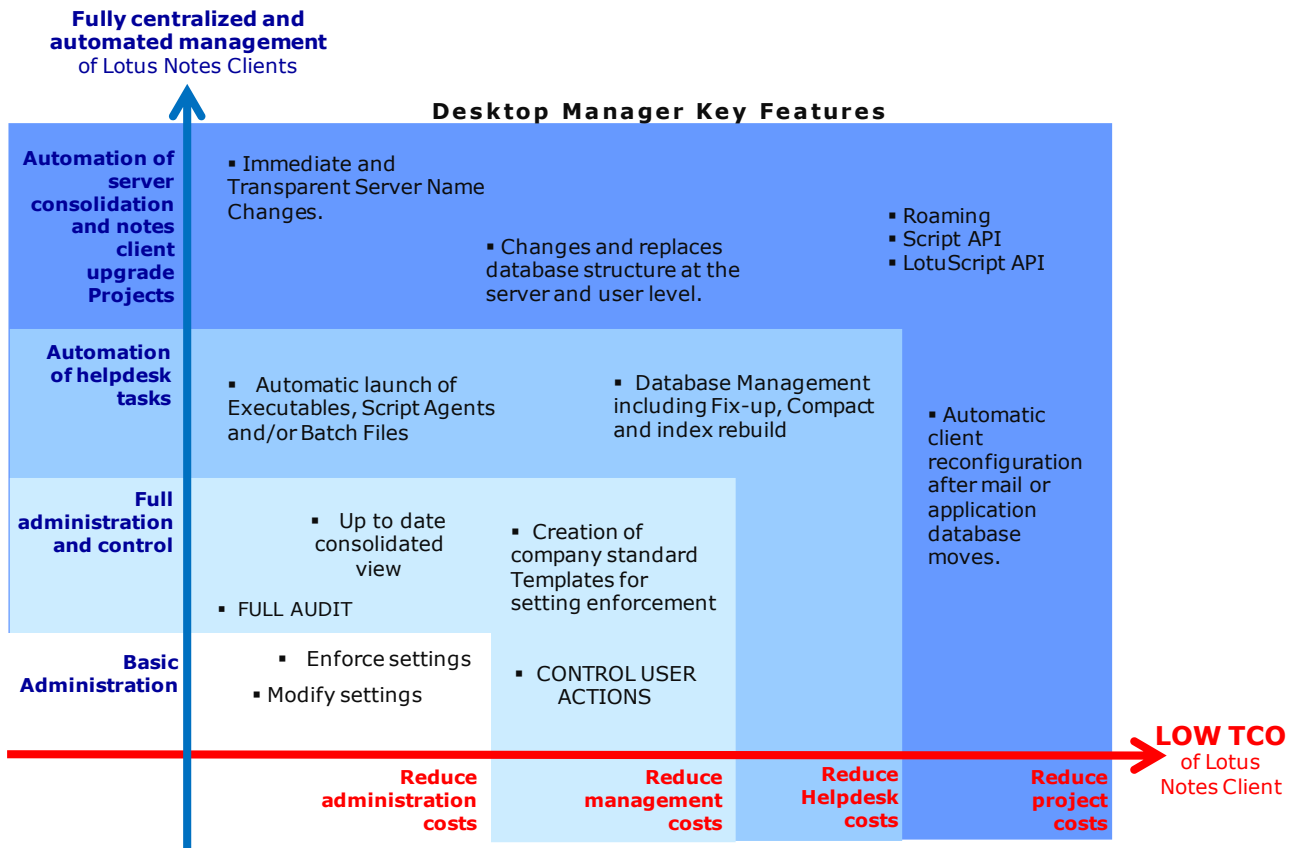
### **Europe - Middle East - Africa**

ERNI  
FOLKSAM  
GALERIES LAFAYETTE  
GROUPAMA  
GROUPE IRH ENVIRONNEMENT  
GROUPE LIMAGRAIN  
HERMES  
HOLCIM  
LA BANQUE POSTALE  
LAFARGE  
LEGRAND  
LODH  
LOXAM  
LUND UNIVERSITY  
LVMH  
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SOLETANCHE BACHY  
SUFFEL  
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TERRES DES HOMMES  
U.N NETHERLANDS  
UNDOF – UNITED NATIONS NL  
VINCI CONSTRUCTION  
WURTH INDUSTRIE  
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## 8 Conclusion

Lotus Notes Domino Administrators are under increased pressure to more effectively and efficiently manage Lotus Notes environments.

**Cooperteam's Desktop Manager is the most comprehensive Lotus Notes administration tool available on the market**, providing the broadest range of administrative services based upon years of successful customer experience in the most cost-effective fashion. Desktop Manager helps drive costs and risks out of the Lotus Notes messaging infrastructure, improving the productivity and competitiveness of organizations using Lotus Notes. The flexibility inherent to Desktop Manager ensures that unique customer needs can easily be met.



**Cooperteam's support and service capability ensures that the use of Desktop Manager can be optimized for each customer's unique situation.**



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