

EMC Application Migration Service for IBM Lotus Notes

Business Challenge—Connecting the Global Business

As globalization of business continues to decentralize today's workforce, organizations large and small look for technology platforms to keep employees connected and collaborating in order to fuel growth, increase productivity, and lower costs. Organizations find themselves making "strategic bets" in combination with taking gap measures to source and implement appropriate tools for employee collaboration. These strategic bets become deep-rooted over time and a proliferation of tools, technologies, and vendor relationships combine to create excessive cost and complexity.

Many customers have invested in IBM Lotus Notes® and IBM Lotus Domino® as a common platform for messaging, collaboration, and applications. The proliferation of services, applications, and business processes built on the platform frequently results in IBM Lotus Notes becoming deeply ingrained. This broad usage can lead to complexity and a lack of effective governance. Customers that recognize a need for change from IBM Lotus to alternate technologies often don't know where to begin. Platform transition can be complex and requires expertise, experience, tools, and methodology to be successful.

IBM Lotus Notes application migration initiatives represent the potential for significant cost and business disruption. EMC® Consulting professionals leverage EMC NoteSwitch Complete methodology and tools to mitigate risk and execute in a cost-effective manner across the full lifecycle of technology change. This approach combines technology, people, and organizational focus to ensure proper attention to governance, adoption strategy, and change management during the execution process.

Service Description

Understanding what exists

IBM Lotus Notes application technologies typically run broadly into far reaching corners of the business and become deeply ingrained into business processes. A true understanding of what exists, both from a technology and business perspective, is a fundamental first step on the path to change. To begin, EMC Consulting uses automated tools to spider, find, and discover an initial usage context. All applications are further categorized and analyzed based on complexity, design, criticality, and usage. Applications tightly coupled with messaging and integrated systems are identified and evaluated. While a full technical understanding has now been established, business context is still relatively unknown. Often these initial steps also include user surveys, interviews, and attention to governance and user adoption. All of these aspects become inputs during a subsequent rationalization exercise that identifies migration triage rules, consolidation, and sun-setting or retirement strategies. After truly identifying what exists, EMC looks to define a stepwise roadmap of change to direct and drive further progress.

User-centered migration

Many, if not most, IBM Lotus Notes customers use applications to support day-to-day business operations, management, and collaboration. Employees become accustomed (for good or bad) to a familiar interface, feature set, and points of interaction. While the prospect of change to alternate technologies like Microsoft Office® can be attractive, it also imposes significant change and unseen cost. Beyond actual data, logic, and interface migration, it is critical to focus on the employee and consider user adoption, training, governance, and change management.

EMC always takes a user-centered approach to IBM Lotus Notes application migration. By identifying user motivations, patterns, and objectives early in the process, and gaining approval through the use of “paper prototypes,” EMC ensures the end result is thought of as an improvement over current state—helping to drive successful adoption.

Streamlined application conversion

EMC NoteSwitch Complete uses best-in-market and internally built tools to streamline the application conversion process. These accelerators, combined with our onshore/offshore consultants, execution methodology, and expert staff, assure migration success regardless of scope. We work with customers large and small to migrate a few to several thousand applications across a wide range of complexity and usage to productive Microsoft technologies.

Depending on scope, EMC often will establish a “migration office” or Center of Excellence to govern migration, change management, communications, and user-adoption components of the overall initiative. The migration office will break the overall program into a series of smaller, iterative projects that jointly engage EMC and customer resources on and offshore. These projects execute on a rolling basis, in parallel and in overlap, based on the bounds of time, budget, and organization. During execution, EMC may leverage its NoteSwitch Complete migration tool at no license fee and will help the customer understand and choose additional third-party migration and/or co-existence products.

Summary of Benefits

Migrating IBM Lotus Notes applications reduces costs and complexity and enables companies to take better advantage of their existing Microsoft IT investments. EMC Consulting brings a team of world-class consultants with proven performance delivering enterprise-level platform migrations and subject matter expertise ranging from directory services and messaging infrastructure to application development. Our consultants are Microsoft Certified professionals that have performed migrations for hundreds of clients.

EMC Consulting

As part of the world’s leading developer and provider of information infrastructure technology and solutions, EMC Consulting transforms information into business results. Our consultants bring a unique mix of industry, business, and technology expertise to solve today’s toughest challenges. We use field-tested tools, proven methodologies, best practices, and industry standards to minimize risk and optimize time-to-value in our engagements. We provide a full range of consulting, design, implementation, and support services.



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