

## Success Story

### **IBM Lotus Notes / Domino Support for Petrochemical Products Company**

**About the Client:** The client is a large Petrochemical based products manufacturing company in Bahrain and is a market leader in manufacture of Methanol, Urea and Ammonia in the Middle East.

The client was looking for onsite support to maintain their IBM Lotus Notes/ Domino system for two years and train their own employee to maintain it in the future.

#### **Challenges:**

##### **Lotus Notes Applications:**

- To be capable of building workflow applications in Lotus Notes.
- Well versed in Notes Formula Language and Lotus Script(preferably R8 based)
- Manipulation of data from external parties like ODBC databases and SAP.
- Data exchange between applications.
- Role-based application management.
- Data update and data manipulation using "Agents".

##### **Domino Administration:**

- Basic Lotus Domino Administration tasks like creation and maintenance of users.
- Policy based user administration.
- Sound experience of server related tasks like replication and clustering.
- Maintenance of Applications / databases like compact, fixup, DAOS, Transactional Logging.
- Knowledge of Integration of Lotus Domino Applications with SAP.

**Solution:** We deployed a very senior IBM Lotus Notes/ Domino Consultant who addressed the customer's day-to-day support requirements as well as trained their own employee in order to make the customer self dependent for future support requirements.

Our consultant was instrumental in a number of new development and integration initiatives as regards IBM Lotus Notes. His help was also critical in the SAP Solution Manager implementation project carried out by us for the same customer in which tickets raised in Solman were integrated with Lotus Note to trigger an email to all stakeholders whenever a new ticket was raised as well as the ticket was closed.

**Result:** The customer could resolve all pending support issues on Lotus Notes/ Domino and their employee was trained will on Lotus Notes Administration and Support as well as new developments. Today the customer is self reliant without any need for external support on this application.