

## Case Study: IBM Lotus Domino and IT Consulting

### Preferred IBM® Partner since 1995

PCIS is a trusted technology advisor with strategic management consulting experience since 1995. For today's on-demand business evolution, we can help your team stay connected and be productive with robust messaging and communications solutions, such as IBM® Lotus Domino.

### Client situation – The side effects of fast growth from mergers and acquisitions

The client is a large private post-secondary organization in Canada. It provides market-driven education and training programs ranging from career diplomas and certifications to academic degrees. It operates seven educational brands through 35 campuses across Canada, some of which are acquisitions. The organization enrolls over 12,000 students across all divisions. There are multiple stakeholders across multiple campuses and time zones.

After several mergers and acquisitions, the client contacted PCIS for IT planning, along with strategic advice on IBM Domino solutions. Centralization was also required due to disperse IT systems from several mergers and acquisitions. An immediate upgrade of the messaging system was necessary for staff to stay connected and be more productive.

### PCIS approach – Strategic IT planning to improve operations and productivity

PCIS provided strategic IT planning for the client on their IBM Lotus Domino and server virtualization projects. The team also worked jointly with the client to improve their operational procedures. The PCIS team assisted the client's business stakeholders with their IT centralization activities. The team also provided the application support for Lotus Domino and helped develop best practices for their operational needs.

Then PCIS optimized the configuration of messaging environment and assisted the client's operations team to better prioritize issues to support the business strategic direction. This resulted in improved user satisfaction and increased productivity. In collaboration with the client, the PCIS team developed a Domino server change management process and provided consulting on best practices.

### IBM Technologies for the education group operations

PCIS worked with the following technologies to maintain and upgrade operations:

- **Domino mail servers** – These servers host the user mailboxes and provide internal messaging, collaboration, and resource scheduling services. Policies are deployed to apply universal client configuration settings, data retention and archiving, standard compliant signatures and messaging disclaimers. These servers are clustered for high availability and to support the uptime need to satisfy business and service level requirements.
- **Domino application server** – This server hosts the business applications including accounting, and academic applications. The PCIS team provided development services to implement feature requests, perform bug fixes and work with users to improve functionality and workflow.
- **BES (BlackBerry Enterprise Server)** – This provides secure access to the Domino environment for the client's workforce enabling effective communications and collaboration. PCIS designed and implemented this solution and trained their internal staff on best practices, troubleshooting procedures and configuration of the IT administration policy for mobile devices.
- **Lotus Traveler** – This allows the clients users to have messaging and collaboration services for Microsoft ActiveSync devices such as Windows Mobile, iPhone, iPad, as well as Android devices and tablets. This enabled the staff to use mobile devices other than BlackBerry.

### PCIS

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### CLIENT TESTIMONIALS

*"The PCIS team is an instrumental partner. Relying on their expertise for business analysis, design, development, project management and support services, we delivered a high-valued B2B IBM WebSphere Portal that serves the needs of multiple stakeholders in the insurance and health sectors. We look forward to building a deeper relationship with PCIS"*  
**Dan, Senior Director – Solutions Consulting Enterprise Healthcare Solutions**

*"PCIS has been a trusted advisor for IBM enterprise solutions since 1995. This expertise was critical for stabilizing and upgrading our web infrastructure. The PCIS team also provided ongoing operations support and new development for our e-commerce site."*  
**Brad, Web Manager – E-Commerce Site**

*"PCIS provides strategic planning and development for Lotus Domino, ensuring greatly improved uptime for our critical business systems and applications. The team also provides the expertise to strengthen our operations by helping us to better forecast our costs and assign priorities."*  
**Rob, VP of Information Technology – Education**

### **Client results – Robust technology solutions for reliable messaging for increased productivity**

The PCIS team implemented Domino clustering and best practices which increased system availability. This enabled staff to stay connected and be more productive, online and offline. PCIS also rolled out IBM Lotus Traveler and BlackBerry Enterprise Server for mobile access, which resulted in even greater staff productivity and user satisfaction by supporting a variety of mobile devices. In addition, PCIS provided strategic planning, project management, implementation and an operational framework.

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### **Our vision is to make your business more efficient and profitable**

PCIS has been a trusted IBM® partner since 1995 for enterprise solutions. More recently, it has developed solid partnerships with Microsoft®, Blackberry®, Bell® and TELUS®. By focusing on your business requirements first, rather than rely on technology first, we provide innovative IT consulting solutions to make your business stronger. More information can be found at [www.pcis.com](http://www.pcis.com).