Managed Application Hosting for your Domino Application

A fully customisable solution delivering application management and infrastructure support for a predictable monthly fee

If you are migrating your email away from IBM Notes, but are still running business applications on a Domino platform then this service is ideally suited to you.

How you can benefit from our managed services:

- Predictable monthly costs through defined offerings
- Remove the cost and need for internal support resources
- Eliminate on-site Hardware
- High levels of performance monitoring
- Unique server migration capabilities using our iMigrate product
- Optimisation of architecture
- Security-rich services
- Remove single point of reliance for application knowledge
- Best in class application and infrastructure support services

HOW DOES IT WORK ?

THE INTEC 4 STEP METHODOLOGY

1 **2** **3** **4**

PREPARE **MIGRATE** **FAMILIARISE** **SUPPORT**
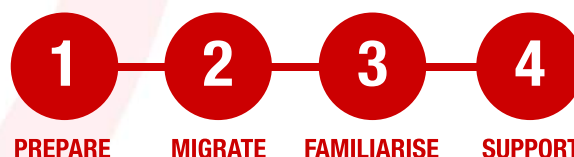
1. PREPARATION

To host the existing application estate Intec work closely with IBM Softlayer, part of IBM's Cloud Service division and a leading dedicated server, managed hosting and cloud computing provider.

Using Softlayers secure Domino hosting environment can reduce your administration to zero as we take care of all of the maintenance, backup and running of your server. Featuring clustered dedicated servers and load balancers or choose shared multi-tenant hosting for a lower cost alternative.

THE RELIABILITY OF YOUR INFRASTRUCTURE, AVAILABILITY OF YOUR APPLICATION AND SECURITY OF YOUR DATA IS VITAL – REST ASSURED YOU CAN HAVE COMPLETE CONFIDENCE WITH OUR SOLUTIONS.

The Intec Managed Application Hosting Service provided by IBM SoftLayer is backed by SLAs around the entire solution – from the hosting infrastructure to managing and supporting the application.

Premier Business Partner IBM

Softlayer embraces the idea that

Virtualisation is a choice with a flexible set of options.

Resources can be shared, dedicated or mixed.

But you have the ultimate choice

Softlayer is designed to offer complete transparency from network topology down to the hardware.

Increased visibility means you can have more control over your application and its performance - as well as security and compliance management.

Environment Licensing
Intec will work with IBM to ensure the environment is adequately licenced from an IBM software support perspective.

2. MIGRATION

Your current user community will be migrated along with Application Security settings intact.

Intec's iMigrate migration tool will assist with the analysis and migration of applications and users to the new environment. iMigrate also manages security configuration on the new server. The future environment will be documented and agreed with you in preparation for the new server deployment.

The new Domino server and Domain will be installed and prepared ready for applications to be migrated from the current environment. This includes configuring IBM best practice house keeping activities to ensure the server efficiency is optimum.

Intec will work with you to ensure appropriate Back up procedures are in place and that consideration is given to recovery procedures in the event of a disaster.

3. APPLICATION FAMILIARISATION

Understanding the functional and technical details of the applications and environment is key to providing a high level of support to our customers. Intec would take the approach of working closely with key people within your organisation to gain high level knowledge of the applications by filling out an Application Support Document for each supported Application.

This template gives a basis for collecting 'standard' support information for each application based on internal knowledge – found through meetings with both key stake holders from the business and also any available technical personnel supporting the Infrastructure on a day to day basis.

Any existing Standard Operating Procedures would be reviewed and suggestions for improvement would be made. It is also usual to review previously recorded Help Desk problems to check for repeating problems and determine whether improvements to the applications can prevent similar problems in the future.

4. ON-GOING SUPPORT

Through Intec's ISO9001 accredited procedure for Support Call Management we can demonstrate the normal process of logging calls in the Intec Help Desk system, daily monitoring of open calls and escalation process. We provide a monthly report with comprehensive information relating to support logged in the period.

Why Intec?

At Intec, we collaborate with our clients, bringing together business insight, significant experience and and technology to provide a distinct advantage in today's rapidly changing business environment. Through our integrated approach to problem solving, solution design and execution we help turn our customers strategies into action. With over 25 years experience we can help customers anticipate change and profit from new opportunities.