intec

If you are running business applications on a Domino platform then these packaged services are ideally suited for you.

Choose any combination of the following;

🔍 Analyse your IBM Domino applications and assess which to move or sunset.

🔒 Move your IBM Domino applications to a secure hosted environment.

⚙️ Manage the running and support of your IBM Domino applications.

🛠️ Manage the development and essential maintenance of your applications.

📱 Modernise your applications for new functionality, interfaces or platforms.

Benefits available include

- ✓ Reduction of Infrastructure – Move from CapEx to OpEx
- ✓ Predictable and self-manageable costs charged on a cost basis that works for you.
- ✓ Removing the cost and need for internal support resources
- ✓ Reducing risk by augmenting in-house skills with an extended team

- ✓ Eliminating on-site Hardware
- ✓ Receiving high levels of performance monitoring
- ✓ Access to best of breed application analytics tools (Application Insights)
- ✓ Optimisation of architecture
- ✓ Data back-up & restore included

- ✓ Security-rich services
- ✓ Removing single point of reliance for application knowledge
- ✓ Best in class application and infrastructure support services
- ✓ Support for Notes, ICAA & web browser access
- ✓ Scale up or down, as needed

- ✓ Out of the box Domino features supported
- ✓ Regular Domino version upgrades
- ✓ Hosting of Dev/Test as well as HA replicas
- ✓ Database Health Maintenance
- ✓ Monthly service reports on health and usage

We will invest time in finding out where your applications and infrastructure are now, the drivers behind how they got there and where your organisation needs them to be in the short, medium and long term. From this position we can discuss options and recommendations which meet your requirements.

FROST & SULLIVAN

Frost & Sullivan

"Intec used their knowledge of IBM software licensing to work closely with Frost and Sullivan, identifying the most suitable worldwide model for us going forward and overcoming obstacles to secure the best deal."

P.D.Hook
(HATCHERIES) LTD

PD Hook

"We've built a good relationship with IBM Business Partner Intec—we trust them to act as an extension of our own in-house Domino development team, and they've already made a valuable contribution by helping us build APIs to integrate some of our existing apps with external services."

HOVIS

Hovis

"Without Intec's migration and support skills we would not have met critical business deadlines."

For your custom applications, you need a custom process. Why not speak to us and explore how we can help you take the next steps within Domino that are best suited to you.

www.dominonextstep.com

THE INTEC 4 STEP METHODOLOGY

1. PREPARATION

In order to create the optimum environment for your applications which caters for the present and future, we will gain an understanding of usage and complexity to determine the correct strategy. This may mean retiring, modernising, extending or migrating applications based upon a variety of factors. During this process we use two tools;

Application Insights from Panagenda

ApplicationInsights will give you a clear understanding of the number of Domino applications in your environment, who uses those applications, how much they use them and how complex they are. This information can be used to understand how employees are accessing applications and show the value of how important these applications are to your business. The information will also be used to prioritise the applications you want to spend time refreshing or making Web/mobile versions. A free entitlement license is available to unlock the 50 most used and 50 most complex application database instances.

RADAAR from Intec

RADAAR (Review and Analysis of Domino Application Architecture Robustness) gives a rich unbiased analysis of a Domino database that can be used to recommend improvements around performance, scalability, sizing and data integrity. This is free to use for Intec customers.

2. MIGRATION

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

Intec 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

Application Support

Understanding the functional and technical details of the applications and environment is key to providing a high level of support to our customers.

Application Development

Bespoke Application Development from our highly skilled Development Unit enables companies of all sizes and stages of maturity to benefit from a wide range of experience, business knowledge and technical skills to design, deliver and implement best of breed software solutions.

Infrastructure Support

The best IT infrastructure supports your organisation, is in step with your mission, and does not distract you from other day-to-day concerns. And, that is exactly what Intec provide you. We aim to become your partner, not just your provider.

Our IT infrastructure support services free you from the day-to-day burden of managing your systems and keeping them running. Even aspects like staying abreast of the latest technology and security measures are completely worry-free.