CASE STUDY

intec

Migrating, Hosting and Supporting business critical HCL Domino applications to maintain business operations at Bayer Crop Sciences

OVERVIEW

Key Account Managers at Bayer Crop Sciences have long been reliant upon HCL Domino Applications to ensure they are able to generate accurate and timely pricing data for their customers. The business decided to decommission the environment on which they were running and with a particularly intense and seasonal application usage upcoming, a new approach was required.

configuration so needed an alternative solution to access their applications without the time to re-write for a Browser User Interface.

CHALLENGE

Faced with tight deadlines to move business critical HCL Domino applications from the existing environment to a totally new one, how would Bayer Crop Sciences continue to provide a cost effective, stable and secure environment whilst maintaining seamless access to their users?

Bayer did not have the option to retain Notes Client on their internal Desktop

BENEFITS

1. **Maintaining** continuity of service through a period of business disruption

2. **Consolidate** the on premise Domino environment to just the functionality needed

3. Only **Migrate** required data and users

4. **Upgrade** to most recent version (V11) of Domino with inherent improvements over Domino V9

5. **Provisioning** a modern and secure environment equipped for the future

6. **Application** knowledge and support process is maintained through outsourcing

We wanted to ensure that the migration process was not disruptive to the business and that users were able to maintain a consistent experience through the project and beyond. Intec understood that requirement and were able to successfully deliver a solution which met our needs.

Matt Whieldon
Customer Services Manager
Bayer Crop Sciences

The HCL Domino applications meet the current business requirement and are actively used by the business. They are typical Domino applications having been developed in house originally with approval workflows, attachments and printing requirements.

Initially the plan was to create a new Domino Cluster of servers in a cloud environment but to continue using the HCL Notes Client already installed on the users PCs. However during the project planning this solution became untenable as the Notes Client had to be removed from the user's PCs and an alternative solution was required, whilst maintaining the same project delivery date.

HCL Nomad Web, released in June 2021, would provide Web Browser based access to Domino Applications but it was not available within the delivery times of the project so an alternative solution was sought.

With limited access for installation of software on the end users' PCs the decision was taken to trial and then implement Microsoft Windows Virtual Desktop hosted on WVD Server Instances on Azure. The benefit of this solution is that the WVD Server Instances can be scaled up and down depending on user demand and minimising the month to month running costs.

The WVD environment proved an effective method of delivering the Notes Client to the end users via a browser, however access to local PC resources isn't particularly straight forward via the web browser. Once the new environment had gone live some further work was completed and the Microsoft Virtual Desktop Client has now been implemented to give end users a more simple method of accessing local PC resources for printing and file attachments. The Virtual Desktop Client could be installed by the users themselves without needing Windows Admin rights enabling a speedy roll out.

The Virtual Desktop Client offers users access to the HCL Notes Client that cannot be easily distinguished from having the Notes Client installed locally on their PC.

The Domino and Notes Client architecture has been designed with High Availability in mind and Domino server failover operates in exactly the same way as it would in an on premise installation.

During the project the Bayer Domino environment was upgraded directly from version 9 to version 11 and all required users migrated so that any security (Access Control Lists and Readers / Authors fields) continued to work in the new environment with no coding changes necessary.

The project go live was completed a few days ahead of the original target date and allowed Bayer to complete their own data centre changes project on time.

The Intec Domino team are now providing Bayer day to day management of the new cloud environment, working directly with users to address any issues and ensuring the Domino server environment is maintained for optimum performance.

Solution components

✓ **HCL Domino V11**

✓ **Azure - 2 Domino Servers and 2 Windows Domain Controllers for resilience and maintenance without impacting service**

✓ **Microsoft Virtual Desktop Client - for HCL Notes Client**

> **From the first conversation we had with Intec we felt comfortable with their approach and ability to help us meet the challenge. Despite unforeseen challenges during the project they were able to deliver on time and on budget.**
>
> Gillian Reed, IT Country Integration

About Bayer Crop Sciences

For more than 150 years, Bayer have used science and imagination to advance health and nutrition.

Bayer Crop Sciences strive to deliver innovative solutions that help maximize farm yields, secure harvests from devastating disease and pests, and keep living spaces and environment healthy and beautiful. They have leading research capabilities in biotechnology, crop protection, and data science to deliver tailored solutions to farmers faster than ever before.