Lotus Domino On S/390 – Email *And More* For Grupo Banco Popular

Grupo Banco Popular, a leading banking consortium in Spain, is comprised of Banco Popular and five major subsidiaries – Banco de Andalucía, Banco de Castilla, Banco de Credito Balear, Banco de Galicia, and Banco de Vasconia. Recently, Mr. Miguel Angel Jalvo Diaz of Banco Popular discussed the group's implementation of Lotus Domino on S/390 with Mr. Carlos Guijarro, Banco Popular's IBM Client Representative, and Ms. Gabriela Hurtado de Mendoza, an S/390 e-business Sales Specialist.

Q. Why did Grupo Banco Popular choose Lotus Domino as the email application system for the entire enterprise?

A. In 1995, Banco Popular deployed an email application in all of its central and regional departments and subsidiaries. People in more than 20 different buildings used the available services, and the number of people per building ranged from 20 to 800. All in all, email was used by more than 2,000 employees.

In 1998, we decided to extend the use of email to another 2,000 branch offices of the banking group, located throughout Spain. We saw the time was right to change to another email application; and, therefore, we conducted an extensive research on the solutions then most widely used.

As a result of this research, we decided to implement Lotus Domino. Some of our most important reasons for doing so included:

- ❏ Great overall functionality. Email is just one of the package's functions.
- ❏ Ease of use.
- ❏ Platform independence.
- ❏ Lotus Domino's use throughout the world by enterprises of all sizes.
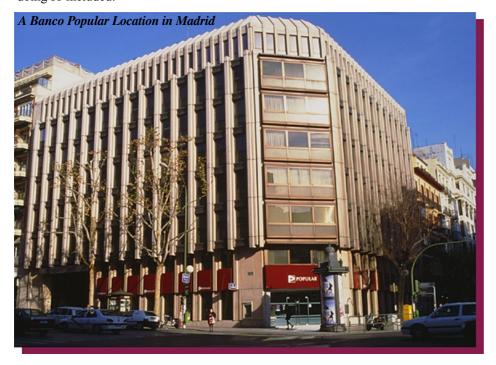
Q. Why was S/390 chosen as the Domino platform?

A. With our original application, the high number of offices using email services caused exponential growth in the number of servers we had installed. For the first 2,000 users, we had to deploy 30 servers. That was an average of 67 users per server. And as the number of servers grew, we started to experience problems related to software upgrades, manageability, backup policies, availability, and other issues.

Mr. Miguel Angel Jalvo Diaz, Banco Popular

Fortunately, we had just built a backup and recovery center that had an S/390 server with a relatively low CPU utilization and an easy growth path. We also considered the fact that email had turned into an application which required high availability. S/390 was our trusted platform for mission critical, day-to-day, business applications – as it is in many large businesses around the world.

Those three aspects – multiplication of low-end servers, S/390 strengths, and the possibility to use the CPU at our backup and recovery center – were the main reasons for choosing S/390 as our corporate Lotus Domino platform.

A Banco Popular Location in Madrid

Q. What is the current infrastructure around Lotus Domino?

A. As indicated in my answer to your first question, one of the reasons for choosing Lotus Domino was the huge amount of functionality, besides email, included in this solution.

In the last 18 months, different applications have been introduced in the S/390 production environment using Lotus Domino. Some of these applications within our intranet are:

✔ Internal communications
✔ Product catalogs
✔ Real estate applications
✔ Banking and finance dictionaries
✔ Records of important meetings
✔ Branch office directories
✔ News groups
✔ General information sharing

One very positive factor in using Lotus Domino is *data accessibility.* For example, Lotus Domino applications can access their own databases or DB2 databases. And our "traditional" CICS applications can access Lotus Domino databases.

At the present, our email system and the other intranet applications I've mentioned above are used throughout Grupo Banco Popular. That includes 2,000 people working for the group's central services, employees of the subsidiary companies, and mailboxes at more than 1,100 branch offices. At the branches, an average of two users access a mailbox, and we've implemented 64KB frame relay lines for adequate network performance.

Q. How have users responded to the performance and service provided by Lotus Domino and S/390?

A. Since we switched to S/390 as our Lotus Domino platform, we have improved response times and the service levels notably. We now have 24x7 service – continuous availability – both for email and for our intranet. This has caused user satisfaction and acceptance levels to reach very high marks.

Q. Which other applications, besides Lotus Domino, run on S/390?

A. Today, enterprise batch and online applications run on our IBM S/390 systems, located in the production and backup centers. Most of these applications are developed in COBOL, CICS and DB2. The greatest news is that our main banking application also runs on these systems, and customers can access it via the Internet. Home banking is a reality at Banco Popular!

The home banking application runs in an LPAR under OS/390 UNIX System Services, 24 hours a day, 7 days a week. It has a DB2 interface to access the same databases as other enterprise applications. Because of this, we can provide our customers the same information and services over the Internet, through phone banking, or in our offices.

Q. Are there any plans to expand the use of Lotus Domino?

A. We consider Lotus Domino a strategic tool for all our new application development. We will continue to expand our intranet with new services, and we are currently studying the possibility of using Lotus Domino as the basis for our Knowledge Management strategy.

Additional information

The home page (in Spanish) for Grupo Banco Popular is:
http://www.bancopopular.es/

An IBM white paper, *Enterprise Integration with Domino for S/390: Moving beyond E-mail* (GF22-5141), is available. To view it online, access:
http://www.ibm.com/s390/marketing/ gf225141.html

Diego Navarrete Iacobi
Solutions, Systems Sales
IBM Spain
Diego_Navarrete@es.ibm.com

Per Fremstad
EMEA S/390 New Technology Center
IBM Montpellier
per_fremstad@no.ibm.com

Note: The Web location of this article is:
http://www.ibm.com/s390/ftp/bulletin/issue27/ bancop.pdf

Summary

The cooperation between HCM and System Automation for OS/390 allows live status and routing information to be mapped onto an accurate diagram of the physical configuration. In addition, this natural interface now can be used to issue I/O Operations commands affecting this connectivity. The ability to manage the I/O configuration on the running system from the graphical display at the HCM workstation is a key element in maintaining system availability.

Additional information

For more information about HCM, visit:
http://www.ibm.com/s390/hcm/

The System Automation for OS/390 home page is:
http://www.ibm.com/s390/sa/

Dr. Manfred Gnirss
OS/390 Configuration Management Development
gnirss@de.ibm.com

Tom McDonald
HCM Development and Migration Services
Thorntree Software Inc.
http://www.thorntreesoftware.com/ tmcdonald@thorntreesoftware.com

Note: The Web location of this article is:
http://www.ibm.com/s390/ftp/bulletin/issue27/ hcm.pdf