

"Putting Domino on a Diet"

A Solution & Case Study Review for Achieving:

- ✓ Reduced Costs & Increased Operating Efficiency
- ✓ Email Archiving for Corporate Compliance
- ✓ Efficient Search & Retrieval of Corporate Documents
- ✓ Improved Security for Critical Documents
- ✓ Enterprise Scalability

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AGENDA

- ✓ Common Problems in the Growth of Email
- ✓ CommonStore Solution Overview
- ✓ The Prudential Insurance Case Study
- ✓ Achievements from other Case Studies
- ✓ Questions & Answers

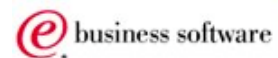
Lotus. software



IBM Content Manager CommonStore for Lotus Domino



***The powerful Archive Solution
for Lotus Domino***



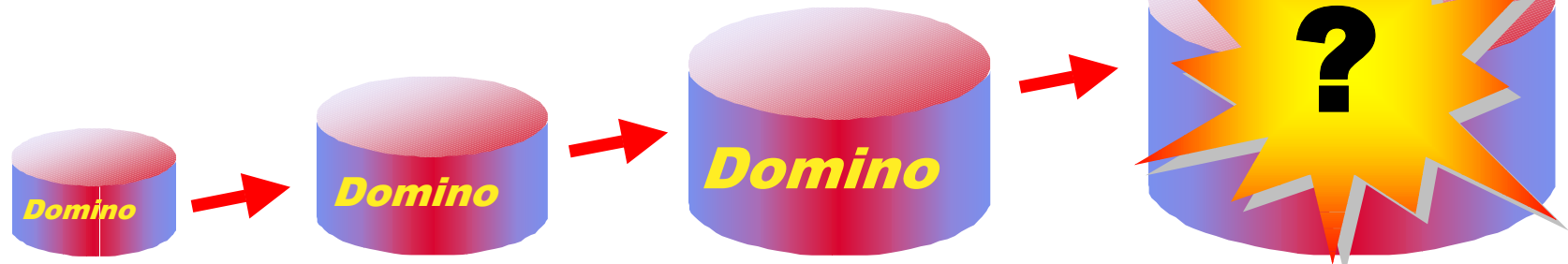
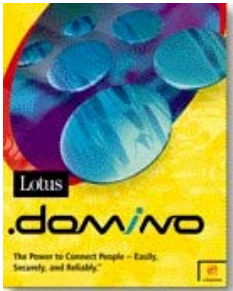
**IT'S A DIFFERENT KIND OF WORLD.
YOU NEED A DIFFERENT KIND OF SOFTWARE.**

Do these Problems sound familiar to you ?

✓ **Domino databases grow bigger and bigger ...**

✓ **Consequences :**

- **Available storage capacities are not sufficient**
- **Performance of Domino servers falls off**
- **IT department is constantly in need of new hardware**
- **Costs of system administration rise steadily**
- **Users complain about slow response time**
- **Business transactions are seriously affected**
- **Management demands quick solutions**
- **You feel a pressing need to gain control of the database growth**



Overloaded E-mail Databases ?

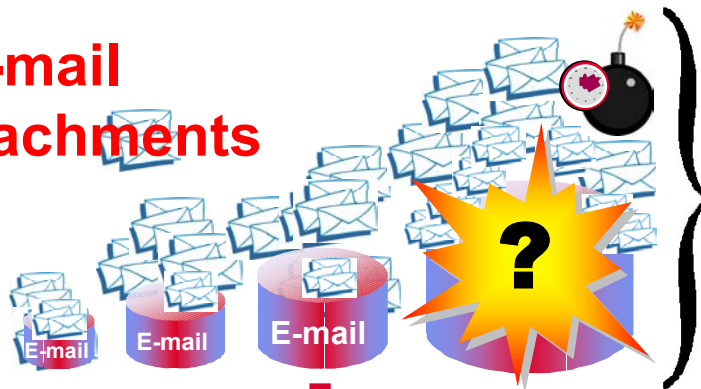
Forget it - once and for all !

DOMINO DATABASES
GROW AND GROW AND GROW AND

...

- **Masses of E-mail**
- **Loads of Attachments**

Inbound
Outbound
Internal



TYPICAL PROBLEMS:

- ... Decreasing Domino performance
- ... Increasing storage requirements
- ... Increasing data administration costs
- ... Steady demand for new hardware
- ... Slow system response time
- ... Decreased user productivity
- ... Delays in core business processes
- ... **Negative impact on the commercial operation of your organisation!**

The better way ...



- **efficient**
- **powerful**
- **reliable**

@-mail Archive for Lotus Domino



Here is the Solution!

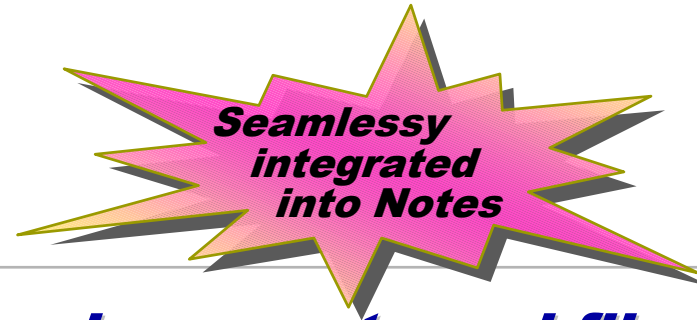
IBM Content Manager **CommonStore for Lotus Domino**

- ✓ **Connects Lotus Domino with leading IBM Archive and Content Management Systems**



- ✓ **For Domino users who want the advantage of an integrated archive solution to better manage their Notes documents and e-mail**
- ✓ **Ideal to trim the size of Domino databases**
- ✓ **Improves performance of servers and clients**
- ✓ **Reduces storage requirements**

Key Benefits



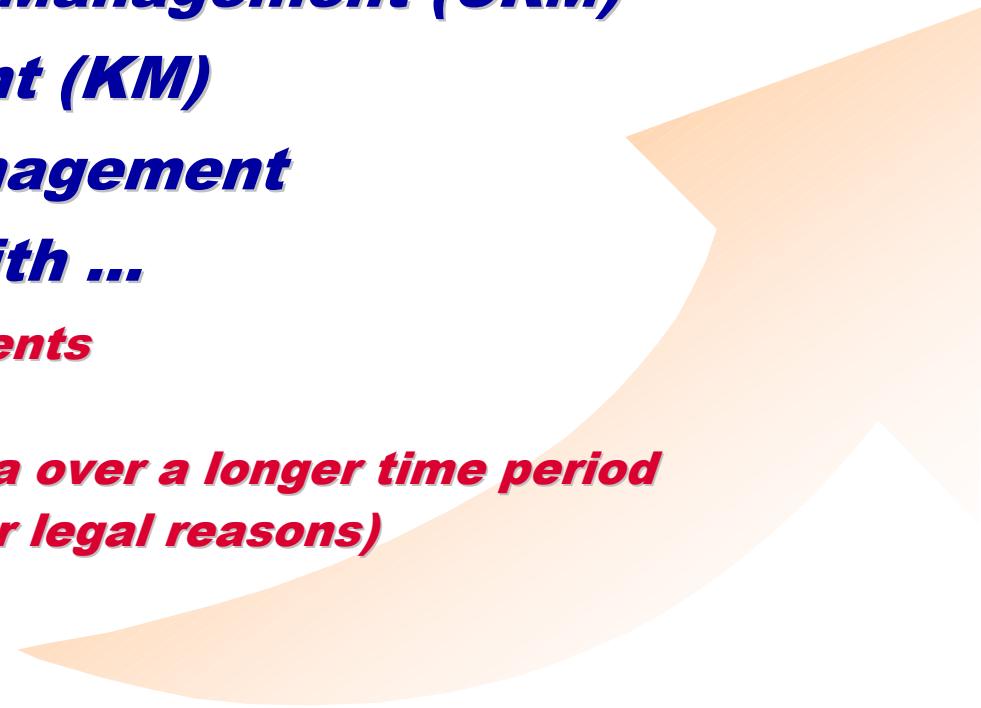
- ✓ ***Efficiently archives Notes documents and file attachments***
- ✓ ***Supports interactive and automatic archiving (user or agent controlled)***
- ✓ ***Stores the data securely on tapes or optical disks***
- ✓ ***Relieves disk space on Domino servers and user workstations***
- ✓ ***Documents can be searched and retrieved easily via the Lotus Notes client***
- ✓ ***Enables Notes users to leverage IBM Content Manager as universal enterprise archive system***
 - ***Manages - Scanned Documents, PC Files, Computer Output, Multi-Media Files, Audio/Video Recordings, Web Content ...***

Features & Functions

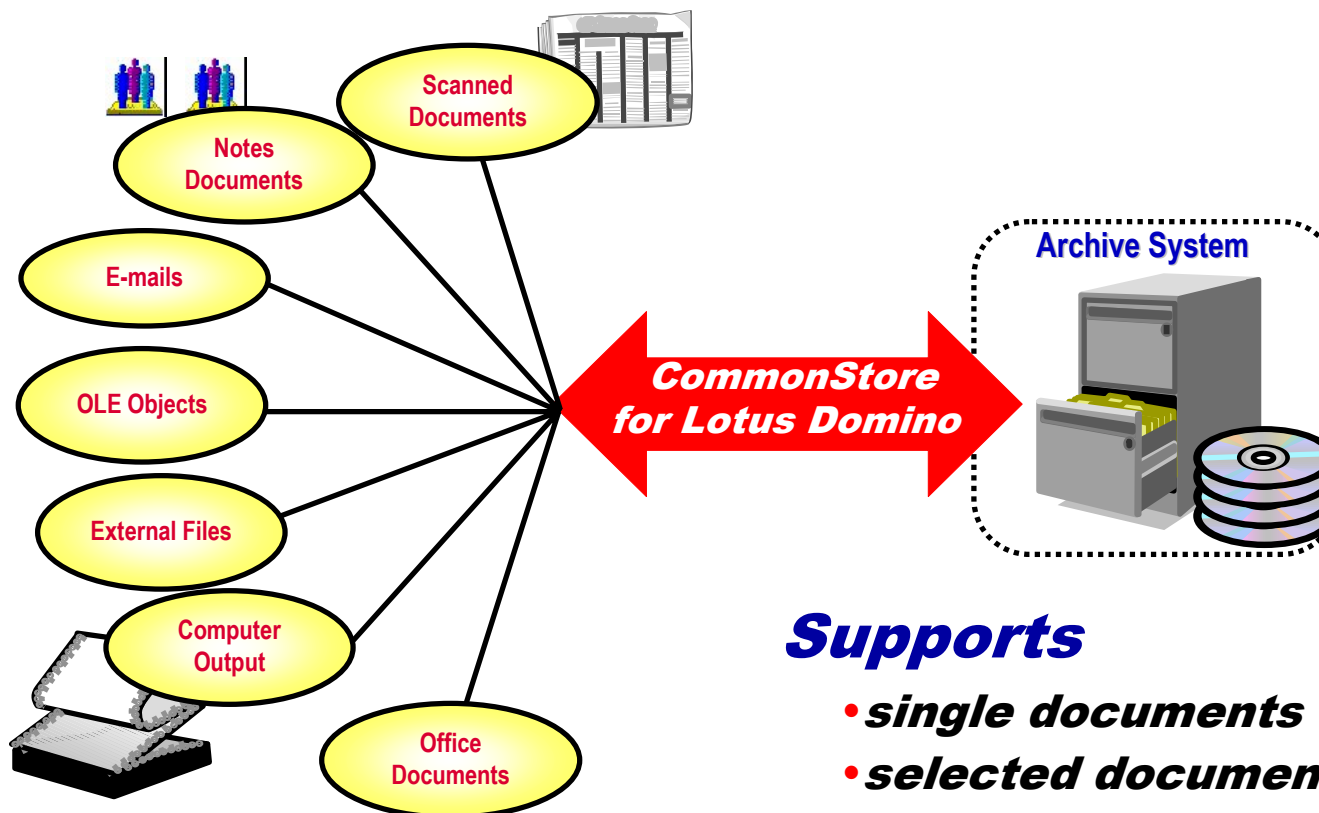
- ✓ ***Supports IBM Content Manager and (TSM) Tivoli Storage Manager***
- ✓ ***Documents can be stored in 3 different formats***
 - ***Binary ("Notes native format") to enable true to the original restoration and further processing of the documents in Notes***
 - ***RTF (Rich Text File format) for space-saving archival with original document layout***
 - ***ASCII (text format) for efficient long-term archiving of information***
- ✓ ***Documents can be restored into the original Notes database for viewing or further processing***
- ✓ ***Includes Lotus Script Library for flexible integration into existing Domino applications (templates) and development of custom agent programs***

Typical Uses of IBM CommonStore

- ✓ ***E-mail Archiving***
- ✓ ***Workflow Applications***
- ✓ ***Supply Chain Management (SCM)***
- ✓ ***Customer Relationship Management (CRM)***
- ✓ ***Knowledge Management (KM)***
- ✓ ***Enterprise Content Management***
- ✓ ***Any Domino solution with ...***
 - ***Large numbers of documents***
 - ***Lots of attachments***
 - ***Requirement to store data over a longer time period (e.g. because of internal or legal reasons)***



What else can be archived ?



Supports

- **single documents**
- **selected documents in a view**
- **complete folders**
- **discussion threads**

How Quick Can I Start?

✓ *Just 2 tasks*

- **Install and configure CommonStore + Archive System**
- **Customize your Lotus Notes database template(s) to enable archive/retrieve functions**

✓ *Supports all Domino platforms*

- **Windows NT**
- **Unix (AIX, ...)**
- **OS/400**
- **OS/390**
- **etc.**



Highlights of IBM CommonStore for Lotus Domino

✓ *Easy to use*

- **User interface = Lotus Notes**
- **No additional software required on user workstations**

✓ *Open for Growth*

- **Scalability on multiple levels (job databases, archiving and retrieval tasks, servers)**
- **Compatible with other IBM Content Management products**

✓ *High Security*

- **Supports standard Notes features**
- **Additional retrieval restrictions can be defined**
- **Special interface for integration of external security tools**

✓ *High Flexibility*

- **Easy integration into any existing Domino application**
- **Easy customization to meet individual customer requirements**
- **Easy configuration to fit into any existing hardware environment**

✓ *System Administration*

- **Tivoli ready**
- **Standard Notes/Domino agents and commands**
- **Unicode enabled**

Why Should I Use CommonStore for Lotus Domino?

✓ *Better performance*

- **Smaller databases mean faster access**

✓ *Less costs*

- **Reduced investments in server hardware (disks, processors, etc.)**
- **Less expensive storage media (tape, optical)**

✓ *No training*

- **Users access archive directly via Lotus Notes**

✓ *Improved document security*

- **Business critical documents are centrally stored**
- **Accessible even after years**
- **Security managed by archive system**

✓ *Increased user satisfaction*

- **Fast search and retrieval of old documents**
- **Improved performance**
- **No responsibility for long-term archiving, database size, etc.**

The Prudential Case Study

Implementation of CommonStore for Lotus Domino

Agenda

- ✓ Prudential Corporate Background
- ✓ IT Infrastructure
- ✓ Why Central Archive?
- ✓ Implementation Approach
- ✓ Central Archive
- ✓ Individual Archive

Prudential Size

- ✓ Prudential is one of the largest life insurance companies in the U.S. and one of the largest financial institutions in the world, serving customers in over 30 foreign countries
- ✓ More than US\$366 billion in assets under management (12/31/99)
- ✓ Nearly US\$20 billion in equity (6/30/2000; GAAP Basis)
- ✓ Provide +US\$1 trillion of life insurance coverage

Prudential's IT Base

- ✓ Three mainframe data centers
- ✓ Over 66,000 Lotus Notes users
- ✓ More than 10,000 MIPS of processing power
- ✓ 50 terabytes of DASD
- ✓ 4,100 Windows NT and UNIX servers
- ✓ 75,000 networked Windows NT desktops and Windows 95 Laptops

Target Users

- ✓ Prudential Securities
- ✓ Financial Services Agents
- ✓ Other key groups
- ✓ General records retention
- ✓ Not meant for individual retrieval

Why a Central Archive?

- ✓ Reduce the dependency on individual retention of email required to be retained for NASD, SEC, Records Management, Compliance and/or Document Preservation requirements
- ✓ Provide a low-cost storage medium for archiving of email, reducing costs and significantly increasing operating efficiency
- ✓ Include an indexing mechanism allowing efficient search and retrieval of documents

Goals and Objectives

- ✓ Meet NASD, SEC, Records Management, Compliance and/or Document Preservation requirements for the storage and retrieval of email
- ✓ Preserve the email records in a non-rewriteable, non-erasable, non-alterable format
- ✓ Organize and index accurately all information maintained on the original email
- ✓ Provide capacity to readily download indexes and records to any media acceptable under SEC rulings
- ✓ Store a duplicate copy of the records separately from the original
- ✓ Maintain, keep current, and provide promptly upon request all information necessary to access records and indexes stored on electronic media

Environment Before CommonStore

- ✓ Email environment had grown beyond 5 TB of storage
- ✓ Retention dependent upon sender of email
- ✓ Many individual mailboxes in excess of 300 MB causing system performance and storage problems.
- ✓ Impossible to perform timely and/or accurate search for pertinent email
- ✓ Annual cost for backup tapes exceeds US\$2 million

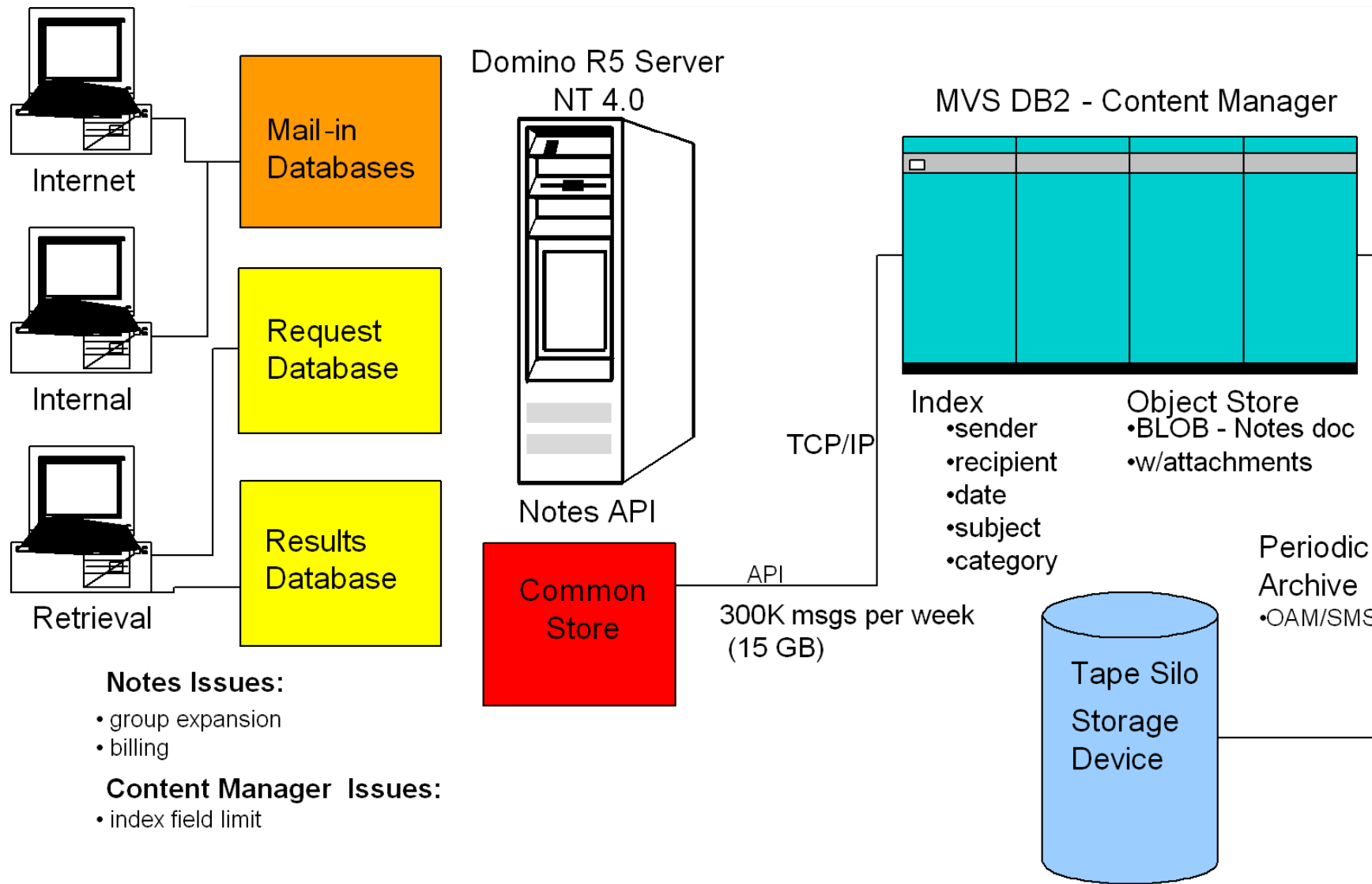
Available Options

- ✓ Continue to spend \$\$\$ millions to add more email servers
- ✓ Cost of additional servers, storage and support increases each year
- ✓ Individual mailboxes grow to physical limit (2GB). This causes access problems and requires support personnel to intervene
- ✓ Build Central storage System for email required to be retained for legal and business requirements
- ✓ Emails can be stored in 1 place.
- ✓ Eliminates the need to search individual mailboxes
- ✓ Search indexes allow for quick retrieval
- ✓ No or minimal growth of individual mailboxes
- ✓ Once archived, data is backed up once, not daily

Decision

- ✓ Build a Central E-Mail Repository using:
 - Lotus Notes Mail Template
 - Lotus Notes Mail-In Databases
 - IBM CommonStore for Domino
 - IBM Content Manager for OS/390
 - Tape Storage System

Central Archive



Notes Issues:

- group expansion
- billing

Content Manager Issues:

- index field limit

Archiving options

- ✓ Archival and retrieval of file attachments
- ✓ Archival and retrieval of entire Notes documents
- ✓ Optional conversion of Notes documents to RTF and ASCII
- ✓ Retrieval from Lotus Notes Client, Content Manager Client or Web Browser
- ✓ Works for any Notes database
- ✓ Works for any Notes server platform
- ✓ Works for single documents, selected documents in a view or entire folders

Benefits of the Central Archive

- ✓ Automatic storage of all incoming and outbound E-Mail in Central E-Mail Repository
- ✓ Option for users to “copy” E-Mail to Central E-Mail Repository at send time
- ✓ Mail User will not be required to retain copy in individual mailbox-reducing system requirements
- ✓ Active Mail System is less costly to support - Only backed up Once
- ✓ Legal and Compliance can search and retrieve E-Mail from a central source, significantly reducing retrieval time and costs
- ✓ Eliminate requirement to retain and manage all backup tapes

Additional Benefits

– Personal Archiving

- ✓ Easy search and retrieval for users via stub documents
- ✓ Reduced mailbox sizes - eliminates end user quotas on email file sizes
- ✓ Server consolidation - fewer servers will be added as email growth continues to accelerate
- ✓ Reduced backup/administration costs - both physical labor and back-up media costs
- ✓ Less expensive storage medium
- ✓ Compatible with R5 archiving
- ✓ Can work with any Notes application

Further Information

✓ **IBM CommonStore Website**

<http://www.ibm.com/software/data/commonstore>

✓ **IBM Content Management Website**

<http://www.ibm.com/software/data/cm>

✓ **Lotus Website**

<http://www.lotus.com>

✓ **IBM Australia**

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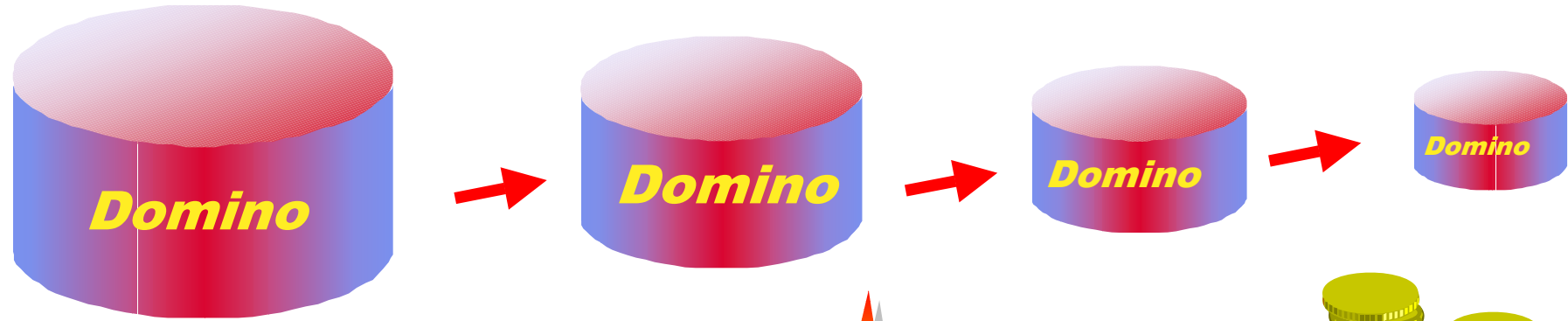
Email:

wboran@au1.ibm.com

IBM Content Manager CommonStore for Lotus Domino

"Putting Domino on a Diet"

Domino databases grow Smaller & Smaller ...



How Many \$\$'s do you
Plan to Save This Year

