

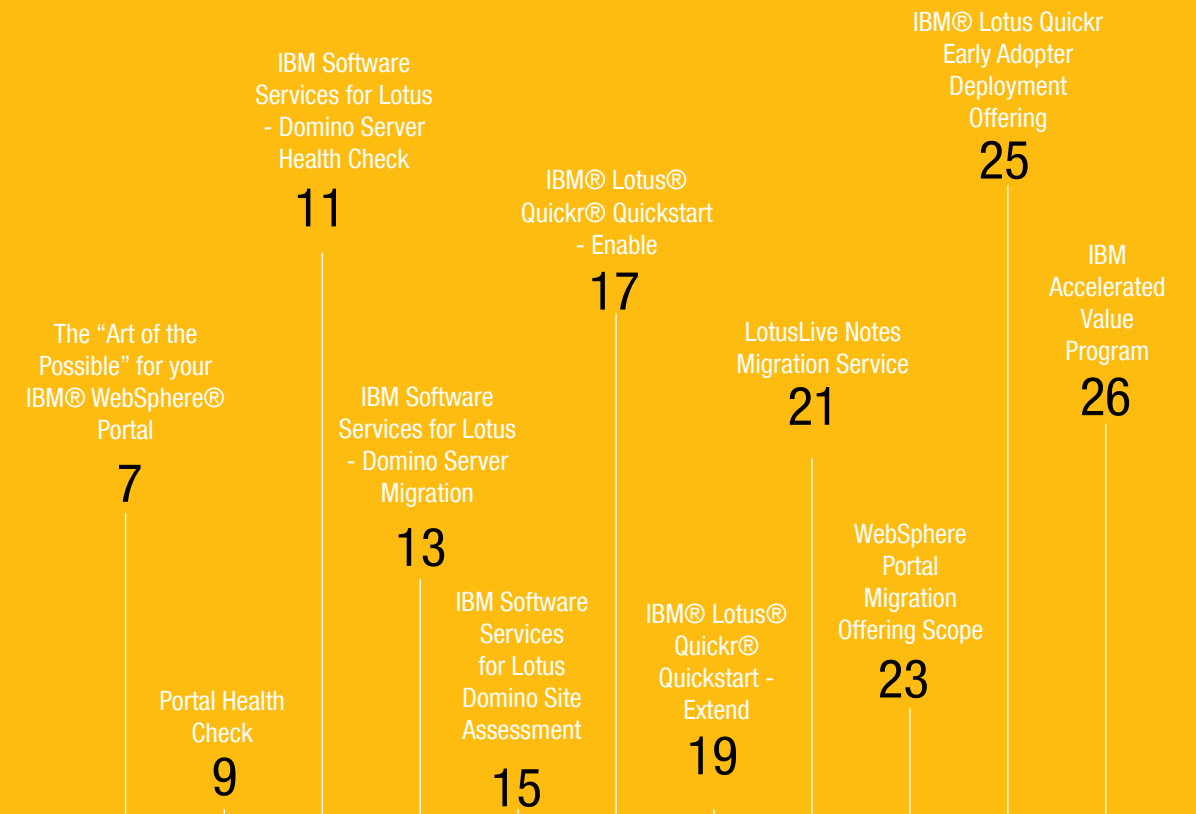
Lotus Knows What You Need To Know

Lotus software

Benefit from our experience



IBM Software Service offerings





IBM Lotus

Immense capital is being invested by organizations into software to support and augment their businesses worldwide. The enormous amount of applications supported by these products, in turn bid a substantial number of IT staffs and consequent infrastructure fabrication, administration and maintenance. These investments see no bias whatsoever. All organizations; irrespective of their size are readily plunging capitals on this indispensable requisite.

These products have far-reaching impact on the fortune and efficiency of any project. Even a relatively small improvement may have the aptitude to bring in vast business benefits. The speed and quality of solution delivery; efficiency and cost-effectiveness of IT organizations; stability, reliability and security of solutions, all confide in these infrastructures.

To help you with the ongoing effort to derive the best ROI for invested capital and equip you to face the persistently changing market environments, IBM Software Services bring to you their exclusive service offerings. These services will guide through all IBM software products, help you successfully migrate or upgrade them, and simultaneously get the health of mission critical applications and software's.

We are here to help you upgrade your business, optimize them, make them smarter.



Highlights

- Assists you in visualising the possibilities of using IBM WebSphere Portal in your environment
- Assists you explaining your vision of WebSphere Portal to others
- Uses the experience of IBM Software Services for Lotus consultants in helping customers understand what is involved with planning a portal solution

Overview

A portal is the face of your On Demand business. Portals help you create an employee, customer and partner workplace that will enable you to view and manage your company as an integrated whole, even when important activities have been outsourced to others.

Portals also allow your business partners to react to changes on the fly. Embracing the principles of an On Demand Business lets you unlock the value in your systems and resources you've invested in over time.

Identifying the need to implement a portal based solution is one challenge - where and how to start is another. Based on extensive experience, working with clients on a variety of portal initiatives around the world, IBM has developed a technique to let you see what a portal experience would be like within your organisation, without having to actually install the product.

The "Art of the Possible" for your IBM® WebSphere® Portal

Identify and prioritise your initiative

The "Art of the Possible" for your IBM WebSphere Portal offering demonstrates the tried and tested experience that IBM Software Services has in helping organisations, large and small, get the best out of their investment by providing a visualisation of how your portal may look if you exploit the full capabilities of WebSphere Portal.

Structured approach

The offering will:

- Review your requirements and use these to focus the visualisation on the most appropriate new features available in the WebSphere Portal as well as existing but currently unused features
- Leave you with a vision of your IBM WebSphere Portal in the future and a mechanism for you to take that vision to other stakeholders in your organisation
- Provide you with collateral to help you obtain buy-in so that you can progress to the next step



Step 1-Requirements Gathering & Storyboarding

To facilitate the assessment process, an IBM Services consultant will work closely with up to four nominated representatives to help you determine:

- Portal Type (Internal or external facing)
- Corporate Branding (logo usage/positioning)
- Target population
- Business processes
- Commonly used applications

The information gathered from this exercise will be utilised to develop the storyboard illustrating how a portal based solution could bring value to your organisation.

Step 2- "Day in the life" Development

With the information gleaned from Step 1, an IBM Services developer will construct your "Day in the life" demonstrator. This will illustrate how various people within your organisation will interact with the portal solution to carry out their daily tasks.

Your demonstrator will be branded with your corporate look and feel using your logo.

Step 3-Scripting

The IBM Services consultant will now turn the storyboard information into a detailed script to enable you to drive the demonstrator effectively.

Step 4-Demonstration and Handover

The IBM Services consultant will take you through your personal demonstrator complete with script. This demonstration will enable you to visualise your portal solution in action. Recommendations and next steps will then be discussed.

Benefit from IBM experience

IBM has the breadth and depth of skills available to help guide you through your IBM WebSphere Portal projects. With extensive knowledge about portal technology and leading-edge portal solutions-and the ability to provide a strategic business design-IBM Services consultants and technical specialists can help you develop and deploy a portal solution that can generate maximum business value for your organisation.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>



Objective

The objective of this offering is to undertake a Portal Health Check against Customer's current WebSphere Portal Server V6.0.x production environment. The analysis will typically focus on the following four areas.

- WebSphere Portal Server Architecture and Infrastructure Review
- WebSphere Portal Server Installation Verification
- WebSphere Portal Server Settings & Runtime Review
- WebSphere Portal Server Application Review

The actual assessment will be at the discretion of the IBM resource undertaking the engagement, with input from the Customer.

At the conclusion of the assessment IBM will provide a detailed Portal Health Check report. The report will consist of the following, as appropriate:

- **Assessment of the current WebSphere Portal Server based solution**
 - i. High-Level description of the solution implementation
 - ii. High-Level description of what has been reviewed
- **IBM Recommendations**
 - i. Any major issues or risks identified with the solution implementation
 - ii. Areas that could be improved or warrant attention

Portal Health Check

IBM Recommended Approach

IBM employs a multi-phased approach to manage e-business solution design, development, testing and deployment. This approach integrates the combined knowledge and experience of IBM Software Services professionals and the rigorous use of our development methodology (the IBM Unified Method Framework). It is a balanced, iterative approach with overlap between phases to provide the opportunity for response to changing business conditions and scenarios. Each phase builds upon those that preceded it and further refines the design before development begins.

Out-of-scope Assumptions

The following activities are not included as part of this proposal.

1. The provision of any IBM software licenses
2. The provision of any Testing Software
3. The resolution of any specific or outstanding PMRs
4. The implementation of any performance testing
5. The implementation of recommendations, such as changes to production server configurations or code base
6. A code review
7. Any business process re-engineering
8. Any other aspect not mutually agreed between IBM & CUSTOMER_NAME and contained in this proposal

Offering Activities

The following activities describe how IBM will complete this offering. The activities and resource estimates are based upon previous efforts with other IBM customers and our current understanding of the CUSTOMER_NAME environment and stated objectives.

Activity 1 – Project Management

- Task 1 – Conduct Project Kickoff
- Task 2 - Planning
- Task 3 – Offering Tracking and Reporting
- Task 4 – Conduct Onsite Wrap-Up Session

Activity 2 – WebSphere Portal Architecture and Infrastructure Review

- Task 1 - Architecture Review
- Task 2 – Infrastructure Review

Activity 3 – WebSphere Portal Installation Verification

- Task 1 - Operating System Identification
- Task 2 – Web Server Identification
- Task 3 – Database & Connectivity Identification
- Task 4 – LDAP & Security Identification
- Task 5 – WebSphere Deployment Manager & Clustering Review
- Task 6 – WebSphere Portal Server Installation Log File Review

Activity 4 – WebSphere Portal Settings & Runtime Review

- Task 1 – Runtime Settings Review
- Task 2 – JVM Review
- Task 3 – Security Settings Review
- Task 4 – Runtime Log File Review

Activity 5 – WebSphere Portal Application Review

- Task 1 – Themes & Skins and Portal Navigation Review
- Task 2 – Portlet Deployment Review
- Task 3 – Portlet Application Review

Activity 6 – WebSphere Portal Health Check Onsite Wrap-Up Session

Activity 7- WebSphere Portal Health Check Report Write-Up

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>



Highlights

- Performed by experienced IBM Software Group Service Engineers
- Recommendations provided to optimize your Domino Server configuration
- Potential performance benefits can be realized
- Identification of any configuration issues designed to improve performance, and increase server up-time
- Skills transfer to technical staff as work is being performed

Overview

With today's complex IT environments, businesses run the risk of experiencing problems such as system degradation or downtime. System stability and performance improvements can often be made by making configuration adjustments based on a thorough technical evaluation performed by experienced IBM Software Group Services professionals.

The Domino Server Health Check is designed to assist Lotus Customers in identifying key areas for Domino Server system stability and performance improvement. This service will provide recommendations to assist you in ensuring that any cost, due to server outages is minimized and server performance is optimized.

IBM Software Services for Lotus Domino Server Health Check

The rich infrastructure of e-mail, collaboration and people-centered workflow applications has brought many organizations considerable business value, both in terms of improving and streamlining business processes, as well as enabling organizations to react quickly to opportunities and threats. It is the very success of these tools that has driven their rapid adoption and the associated costs of supporting their enthusiastic user base.

However, there is a way to address the operational costs while retaining these business benefits. Significant reductions in IBM* Lotus* Domino* Total Cost of Ownership (TCO) can be delivered quickly with minimum disruption. Quick TCO wins are possible if efforts are concentrated on the areas that will bring the fastest returns such as server consolidation and e-mail management. Improving the work habits of the end users by deploying advanced collaboration applications for example, or implementing and enforcing a new e-mail usage policy, can also deliver dramatic results.

IBM Software Services for Lotus has significant experience in helping organizations, both large and small, to get the best out of their IBM Lotus investment.

Domino Server Health Check features

- QuickStarts and pilots
- Infrastructure assessments and analysis
- Solution/architecture design
- Production deployments
- Health checks/environment reviews
- Migration and upgrade assistance
- Application development resources
- Software asset deployment

Does your organization need a Domino Server Health Check?

- Do you need assistance in identifying the source of instability issues in relation to Domino Servers
- Are you looking for ways in which you can optimize the performance of your Domino Servers

- Have you recently upgraded your Domino Servers and are ready to fine tune them to maximize the additional features
- Do you need additional expertise in administering your Domino Servers
- Could you benefit from some guidance from an experienced IBM Software Group Services professional
- Do you need an extra pair of hands, to assist in determining potential areas of performance improvement

If you answered 'yes' to any of the above questions then you are ready for a Domino Server Health Check

What is delivered?

The Domino Server Health Check provides the following deliverables:

- Capacity issues - current and future
- Performance tuning
- Missing or unnecessary configuration options
- Operating system setup (as it relates to Domino)
- Public Directory configuration
- Replication and mail routing topology
- Review of any server instability issues

Benefit from IBM experience

IBM Software Group Services has the breadth and depth of skills available to help you through your e-business projects. This offering is just one of the many advanced solutions available from IBM Software Group Services- which brings you a full portfolio of services designed to help you get the most out of your IBM Software.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>



Highlights

- IBM Software Group Services provides expertise in their vast experience of Domino
- Make use of the new Domino 8.5.X features
- Presence Awareness & Text Chat functionality using Sametime for improved Collaboration
- Accessing mails on the move using Traveler
- Provides a report on Best Practices and Recommendations

Overview

Evaluate your existing installation and assess the benefits of moving to the latest version of IBM Lotus Notes and Domino.

- Monitor your existing IBM Lotus messaging and collaboration solution and identify areas for adjustments and improvements
- Provide recommendations on how to improve the quality of your technical infrastructure and optimize security with an eye toward reducing the total cost of ownership

IBM Software Services for Lotus Domino Server Migration

The rich infrastructure of e-mail, collaboration and people-centered workflow applications has brought many organizations considerable business value, both in terms of improving and streamlining business processes, as well as enabling organizations to react quickly to opportunities and threats. It is the very success of these tools that has driven their rapid adoption and the associated costs of supporting their enthusiastic user base.

However, there is a way to address the operational costs while retaining these business benefits. Significant reductions in IBM* Lotus* Domino* Total Cost of Ownership (TCO) can be delivered quickly with minimum disruption. Quick TCO wins are possible if efforts are concentrated on the areas that will bring the fastest returns such as server consolidation and e-mail management. Improving the work habits of the end users by deploying advanced collaboration applications for example, or implementing and enforcing a new e-mail usage policy, can also deliver dramatic results.

IBM Software Services for Lotus has significant experience in helping organizations, both large and small, to get the best out of their IBM Lotus investment.

What is Delivered?

The Domino Server Migration consists of the following activities and deliverables:

- Review of the current Domino Infrastructure to evaluate the readiness for migration
- Server Sizing
- Operating systems setup (as it relates to Domino)
- Migrated Domino Admin & Hub Servers and 5 Lotus Notes clients
- Sametime Server for Presence Awareness & Text Chat
- Traveler Server for accessing mails from Mobile Device
- Best Practices & Recommendations

Benefit from IBM Experience

IBM Software Group Services has the breadth and depth of skills available to help you through your e-business projects. This offering is just one of the many advanced solutions available from IBM Software Group Services which brings you a full portfolio of services designed to help you get the most out of your IBM Software.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>



Highlights

- Reduces the risk of future costs, by identifying and improving inferior configuration
- Provides a clear view of the current environment and presents areas for improvement
- IBM Software Group Services provides expertise in their vast experience of Domino
- Provides a report with recommendations for improvement that can be undertaken by IBM or the customer

Overview

The Domino Site Assessment is designed to assist Lotus customers in identifying key areas of performance and stability improvement within their Domino environment. This service provides customers with an expert evaluation of the customers current Domino environment and provides recommendations for improvement to current configurations.

While the Domino Site Assessment is useful at any time, great benefit can be realized prior to a major upgrade as recommendations can be applied in preparation for a smooth upgrade.

IBM Software Services for Lotus Domino Site Assessment

The rich infrastructure of e-mail, collaboration and people-centered workflow applications has brought many organizations considerable business value, both in terms of improving and streamlining business processes, as well as enabling organizations to react quickly to opportunities and threats. It is the very success of these tools that has driven their rapid adoption and the associated costs of supporting their enthusiastic user base.

However, there is a way to address the operational costs while retaining these business benefits. Significant reductions in IBM* Lotus* Domino* Total Cost of Ownership (TCO) can be delivered quickly with minimum disruption. Quick TCO wins are possible if efforts are concentrated on the areas that will bring the fastest returns such as server consolidation and e-mail management. Improving the work habits of the end users by deploying advanced collaboration applications for example, or implementing and enforcing a new e-mail usage policy, can also deliver dramatic results.

IBM Software Services for Lotus has significant experience in helping organizations, both large and small, to get the best out of their IBM Lotus investment.

Does your organization need a Domino Site Assessment?

- Would you like to know the current state of your Domino implementation
- Is improving the efficiency of the Domino network important to your business
- Are you considering upgrading to a newer version of Domino
- Do you have some performance issues and can't find the reason why
- Are your IT staff too busy to determine the cause of performance issues

If you answered 'yes' to any of the questions above, then the Domino Site Assessment is essential for your organization.

What is Delivered?

The Domino Site Assessment consists of the following activities and deliverables:

- Detailed replication and mail routing topologies, including internal and external links
- Capacity issues of Servers - current and future
- Performance tuning of replication and mail routing

- Missing or unnecessary configuration options in Notes.ini and the Public Directory
- Operating systems setup (as it relates to Domino)
- Housekeeping and management procedures
- Testing procedures
- Review general server instability issues

Benefit from IBM Experience

IBM Software Group Services has the breadth and depth of skills available to help you through your ebusiness projects. This offering is just one of the many advanced solutions available from IBM Software Group Services which brings you a full portfolio of services designed to help you get the most out of your IBM Software.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>



Highlights

- Demonstrates how IBM Lotus Quickr can be used in your environment
- Uses the experience of IBM Software Services for Lotus consultants in helping customers understand what can be achieved with Lotus Quickr from a technical and business perspective
- Leverages a portfolio of offerings from IBM Software Services for Lotus that help customers get most value from their IBM Lotus Quickr software. Uses the experience of IBM Software Services for Lotus consultants in helping customers understand what can be achieved with Lotus Quickr from a technical and business perspective
- Leverages a portfolio of offerings from IBM Software Services for Lotus that help customers get most value from their IBM Lotus Quickr software

IBM® Lotus® Quickr® Quickstart - Enable

Showing the value

The Lotus Quickr Quickstart offering will help your company get started with Quickr faster. An IBM Software Services for Lotus specialist will help you set up a pilot environment to show how the product could be applied in your business.

Using the Lotus Quickr Quickstart can also reduce the learning curve for users and administrators by providing hands-on implementation and knowledge transfer.

Following the Lotus Quickr Quickstart, you should have a better appreciation of the value of Quickr for your organization and a good understanding of the effort required to deploy the product into production.

Teaming with IBM Software Services for Lotus

IBM Software Services for Lotus has tried and tested experience in helping organisations, large and small get the best out of their investment.

Today's economic climate means that no organisation has unlimited resources and therefore investment decisions need to be made on a sound business basis.

By choosing the Lotus Quickr Quickstart offering, you can feel confident that you will have enough evidence from a business and technical perspective to be satisfied that deploying Lotus Quickr will be a sound investment decision for your organization.

The Lotus Quickr Quickstart provides technical assistance for the deployment of a single Lotus Quickr server .

Planned Activities

- Installation and configuration of one standalone Lotus Quickr server
- Workshop to demonstrate the basic product capabilities based on best practices
- Knowledge transfer to administrators for installation, configuration and administration of the Lotus Quickr environment
- Outline of tasks required to deploy Lotus Quickr to your enterprise

Quickstart deployment

IBM Software Services for Lotus would implement a five day Quickstart Solution offering using the following project phases (value frames):

Activity 1 - Installation

Installation and configuration of Lotus Quickr on a single server.

Activity 2 - Workshop

Two day workshop to demonstrate the basic product capabilities based on best practices. Building Places from out of the box templates based on sample business scenarios for Marketing and Finance Team Rooms.

Activity 3 - Enablement

- One day hands on administration walkthrough for up to two people
- One day end user seminar for up to ten people

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>



Highlights

- Audits and assesses the current business and technical environment
- Aligns the Quickstart with business requirements and objectives defined within the organization's strategy and provides the business model for the implementation
- Demonstrates how IBM Lotus Quickr can be used in your environment
- Demonstrates how IBM Lotus Quickr can be extended with integration of Lotus Sametime and Directory Server
- Uses the experience of IBM Software Services for Lotus consultants in the engagement

IBM® Lotus® Quickr® Quickstart - Extend

Showing the value

The Lotus Quickr Quickstart offering will help your company get started with Quickr faster. An IBM Software Services for Lotus specialist will help you set up a pilot environment to show how the product could be applied in your business.

Using the Lotus Quickr Quickstart can also reduce the learning curve for users and administrators by providing hands-on implementation and knowledge transfer.

Following the Lotus Quickr Quickstart, you should have a better appreciation of the value of Quickr for your organization and a good understanding of the effort required to deploy the product into production.

Teaming with IBM Software Services for Lotus

IBM Software Services for Lotus has tried and tested experience in helping organisations, large and small get the best out of their investment.

Today's economic climate means that no organisation has unlimited resources and therefore investment decisions need to be made on a sound business basis.

By choosing the Lotus Quickr Quickstart offering, you can feel confident that you will have enough evidence from a business and technical perspective to be satisfied that deploying Lotus Quickr will be a sound investment decision for your organization.

Planned Activities

- Installation and configuration Lotus Quickr
- Integration with in-house Directory Server
- Integration of Lotus Sametime
- Creation of 5 Quickr places with roles, members and components.
- Build Taxonomy, Create document Types and Workflows
- Create Simple Branding
- Functional Testing
- Knowledge transfer

Key Assumptions

- Being a Quickstart solution to pilot Lotus Quickr, services are not scoped for High Availability
- Lotus Quickr can be integrated with existing and supported LDAP and Lotus Sametime considering that these are already available and in production use

- Building Framework value frame do not cover cany customization of Lotus Quickr Places/Templates

Quickstart depolyment

IBM Software Services for Lotus would implement a three weeks Quickstart Solution offering using the following project phases (value frames):

Activity 1 - Requirements Gathering Workshop

Review of the customer's business requirements and goals. Identify the critical success factors against which the product will be measured.

Activity 2 - Installation

Installation and Configuration of Quickr framework. Integration with in-house Directory Server. Integration with in-house Lotus Sametime Server

Activity 3 – Building the Quickr Framework

Create 5 Quickr places with roles, members and components. Build Taxonomy, Create Document Types and Workflows.

Implement Branding. Identifying and implementing Search patterns. Identifying and implementing Policy patterns.

Perform Functional Testing

Activity 4 – Roll Out and Knowledge Transfer

Installing Quickr Connectors in ten workstations and Rolling out the framework

- Two day hands on administration walkthrough for up to five people
- One day end user seminar for up to ten people in 2 Batches

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>



Features

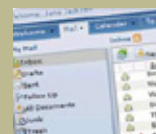
- Single point of access to e-mail, calendars, contacts, instant messaging, feeds, documents, collaboration tools and business applications
- 99.9% uptime service level objective*
- Data centers with enterprise-class servers, and enhanced network, storage and firewall security
- Integrated services platform, process automations and innovative management tools
- Encryption for both network traffic and local disk storage
- Advanced replication technology
- Mobile support options (access & synchronization)

What is LotusLive Notes?



LotusLive Notes is a full-featured, e-mail service designed for business and delivered by IBM. Users are able to access the service directly over the internet in a number of ways: the Notes client, the LotusLive Notes web browser, or both. And LotusLive Notes is available on the go - with mobile options. By working with an IBM-deployed technology, your business can feel confident that your security and ease-of-use are top of mind. Our team of experts infrastructure can help improve the efficiency of your messaging environment while controlling costs.

Rest easy.



The LotusLive Notes e-mail service is supported by a dedicated IBM team and a 99.9% uptime service level objective. The service provides built-in spam and virus protection. With the robust security features and the potential of reducing your IT complexity and increasing your savings — this cloud-based offering might just put you on cloud nine!

LotusLive Notes Migration Service

Communicate more productively

LotusLive Notes has built-in capabilities designed to help users focus on high priority work, locate information with ease, share information efficiently and collaborate in real-time to help make faster decisions. Manage your ever-growing inbox more effectively with full-text search, delegation, mail filtering and sorting, conversation views and follow-up flags.

- Planning and execution of client upgrades or new installations
- Establishing and testing hybrid environment setup; implementation of passthru server(s), directory replication and mail routing between on-premise and LotusLive Notes environments
- Transformation management including end user communication plans, communication content, delivery of enablement, etc.
- Post-transition decommissioning of mail files and mail servers

What is delivered?

The LotusLive Migration Services provides the following deliverables:

- Kickoff Meeting
- Review Prerequisites & Environment
- Plan User Schedule
- Set Up Transition Tools
- Prepare for Pilot
- Execute Pilot
- Onboard Users (up to 2,000)

Customer Responsibilities

- Assessing Domino applications and impact of client upgrades to 8.5.1 FP2 including remediation of application problems
- Assessment and planning of end state directory architecture, mail routing and replication
- Assessment, planning and changes to existing security policies / procedures
- Assessment and planning of end state architecture for customizations / integration with other systems
- Network capacity planning and any associated network routing changes
- Remediation of existing problems or issues in the on-premise Domino environment
- Creation and staging of client installation packages

Benefit from IBM Experience

IBM Software Group Services has the breadth and depth of skills available to help you through your e-business projects. This offering is just one of the many advanced solutions available from IBM Software Group Services - which brings you a full portfolio of services designed to help you get the most out of your IBM Software.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>

The activities that will lead to completion of the above objectives are as follows:

Activity 1 – Foundation Phase

Activity 2 – Build Phase

Activity 3 – Deploy Phase

Activity 4 – Transition Phase

IBM will reassess the scope, cost, and timeframe of the project and bring any identified issues to the attention of customer.

WebSphere Portal Migration Offering Scope

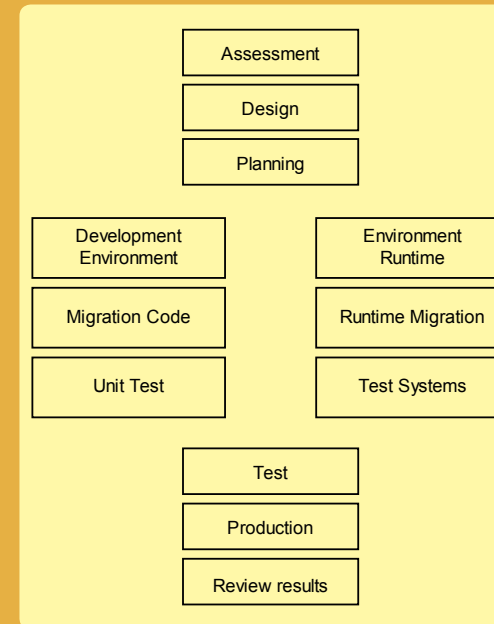
The objective of this offering is to:

- Migrate the existing WebSphere Portal environment to the WebSphere Portal 6.1 version

- Conduct Project Kickoff
- Facilitate Portal Migration Planning Session
- Establish V6.1 Migration Test Environment

IBM Recommended Approach

IBM recommends a phased approach to delivering key functionality in this project.



Activity 2 – Build Phase

In the Build Phase, IBM will create the target infrastructure, migrate the source system to the target system, develop any new or enhanced features, and validate the completed migration.

The tasks listed below will be part of this activity and may be further refined during engagement:

- Establish Target Infrastructure (Test)
- Prepare Source System for Migration
- Migrate Source System to Target System
- Migrate Custom Components (Portlets, Themes, Skins)
- Migrate Existing Users to Groups in AD
- Configure Portal with SPINEGO Authentication(if required)
- Perform Manual Migration Steps
- Conduct Performance Tuning
- Support Functional Testing
- Support Performance Testing

Activity 3 – Deploy Phase

In the Deploy Phase, IBM will deploy the migrated Portal system to the new Portal 6.1 Production environment, and create operational mechanisms.

The tasks listed below will be part of this activity and may be further refined during engagement:

- Deploy Migrated System to Production

Activity 4 – Transition Phase

In the Transition Phase, IBM will provide knowledge transfer and enablement to the customer's technical team.

The tasks listed below will be part of this activity and may be further refined during engagement:

- Knowledge Transfer

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>

IBM Responsibilities

The following activities describe how IBM will complete this project. The activities and resource estimates are based upon previous efforts with other IBM customers and our current understanding of the Customer's Portal environment and stated objectives.

Activity 1 – Foundation Phase

In the Foundation Phase, IBM will conduct a Portal Migration Planning Session, create a Migration Strategy, establish a V6.1 Migration Test environment, and deliver a high-level Project Plan.

The tasks listed below will be part of this activity and may be further refined during engagement:



Highlights

- Provides in-house access to IBM Lotus Quickr so users can test drive the software against customer-specific business scenarios
- Provides first-hand experience in installing and configuring Lotus Quickr, leveraging the experiences of IBM Software Services for Lotus specialists for effective skills transfer
- Provides business users guidance and assistance in setting up 3-5 Quickr “places” where pilot users work based on your needs
- Helps IT departments estimate effort and plan scope and scale of an IBM Lotus Quickr 8.x deployment

IBM® Lotus Quickr Early Adopter Deployment offering

A New Platform for Team Collaboration

IBM Lotus Quickr is the next generation of IBM’s team collaboration software. Customers want to be confident that they choose software that addresses their specific team collaboration needs before they invest in a new product.

The Lotus Quickr Early Adopter Offering provides customers an opportunity to test drive the software by applying a proven project approach to examine various dimensions of the software: from the business, usability and IT infrastructure perspective.

The offering includes consulting to define the scope of the test business scenarios, identify critical success factors against which the product will be measured, execute the pilot and evaluate the results.

An IBM specialist installs a single server environment on your hardware and, if desired, integrates it into your corporate LDAP*. He or she explains the administrative tasks to your IT professionals along the way as part of the skills transfer.

The Early Adopter Offering can be based on the Lotus Domino services or the Websphere Portal services edition of the product. Engagement length may vary depending on deployment choice.

Teaming with IBM Software Services for Lotus

IBM Software Services for Lotus has tried and tested experience in helping large and small organisations get the best out of their investment.

The Lotus Quickr Early Adopter offering will help you gather evidence from a business and technical perspective on which a sound business decision can be made to deploy Lotus Quickr software into your organization.

Making the best use of your resources

The Lotus Quickr Early Adopter Offering allows you to quickly get Lotus Quickr software up and running in your own organization without having to invest a lot of time and energy upfront, prior to actually making the decision to invest.

The offering will provide a documented understanding of tasks, dependencies, skills and infrastructure implications deploying Lotus Quickr into your organization.

From Early Adopter to Production

For smaller, simpler IBM Lotus Quickr installations, it may be possible to transition the resulting pilot environment into a production deployment.

For larger, more extensive enterprise deployments of IBM Lotus Quickr, more detailed planning, customization and other activities may be required.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/lotus/>

IBM Software Accelerated Value Program

Leading across the IT life cycle



Highlights

- Plan, deploy, grow, optimize, and extend your software environment and applications with the Accelerated Value Program
- Take advantage of proactive planning, deployment mentoring, and knowledge sharing before projects start
- Accelerate past project delays with fast problem resolution via priority call handling, problem management, and emergency on-site services

Change happens quickly. Problems arise. The marketplace never stops moving. Just ask IBM clients around the world, and they'll tell you that their business wouldn't be the same without the IBM Software Accelerated Value Program.

IBM Software Accelerated Value Program allows you to meet challenges as they arise—and even before they appear, with proactive monitoring of your company's IT needs. Our clients maximize their software return on investment by working with our dedicated team that understands the highly individualized needs of complex companies.

Our clients succeed because of the fast, timely service that the Accelerated Value Program provides.

Why the Accelerated Value Program?

The Accelerated Value Program provides a wide array of services aimed at maximizing your software investment anywhere along the life cycle of your software infrastructure. Our goal is to help you achieve faster time to value, lower the total cost of ownership (TCO), and provide proactive guidance on infrastructure management and operations.

How the Accelerated Value Program helps

- Single point-of-contact—The Accelerated Value Program is your liaison to IBM Support, development, product managers, IBM Business Partners, Accelerated Value team members, and third-party vendors
- Proactive problem avoidance—We offer our clients risk and change assessment, remote or on-site assistance and coordination, interoperability research, and skill gap assessments
- Knowledge and skill sharing—We offer our clients first access to environment specific technical content, on-site technical activities, staff coaching, workshops, and guidance. When available, you receive invitations to remote briefings and summits
- Problem Management—Not all problems can be avoided. In those cases, we monitor and expedite closure of service requests. We help coordinate solutions, provide status updates, and manage escalations

- Operational and technical guidance—Our areas of expertise include research on interoperability, architecture, and performance and guidance on installation, configuration, and trend analysis
- Best practices—We'll learn about your IT environment, infrastructure, and people. Then, we'll help you avoid known software defects and provide recommendations to help avoid known issues

Key components

Accelerated Value Leader

The AVL acts as a single point of contact to IBM, creating a virtual extension of your IT management team. The AVL coordinates proactive and reactive support activities for your team, such as:

- Providing a delivery plan and quarterly reports
- Driving proactive project planning
- Strategizing ways to help optimize IBM software
- Analyzing PMR activity to identify areas of skill building
- Reporting the status of open issues and trends
- Escalating of critical issues
- Advising alternatives to help provide quicker solutions to you everyday support requirements
- Connecting you to IBM Support management and development to raise visibility of your issues
- Creating opportunities for you to gain expertise from the IBM development labs

Accelerated Value Specialist

The primary goal of the AVS is to provide ongoing technical expertise to help you resolve reported problems and avoid future outages. The AVS is assigned to a specific area of technology and interacts directly with your designated named callers. Specific AVS activities include:

- Assisting planning, development, upgrades, and migrations
- Communicating known problems that may pose risk to your environment, and suggesting proactive action
- Anticipating conditions that could cause outages and recommending actions to minimize risks
- Recommending proactive system maintenance
- Assisting with preparatory work to ensure smooth migrations
- Providing diagnostic guidance for problem resolution
- Advising specific fixes and workarounds for your environment

Emergency on-site assistance

In the event of a business-critical (severity 1) issue, IBM makes every effort to dispatch an engineer to your site within 24 hours.

On-site assistance

On-site activities can include reviewing an existing application for adherence to best practices, performance improvements, guidance on deployment, migration or updating software.

Priority call handling

- Priority access to support centers and Level 2 software engineers
- Your AVL is notified of newly opened PMRs
- Support center notified of client-specific issues

For more information

To learn more about IBM Software Accelerated Value Program, please contact your IBM Marketing Representative or IBM Business Partner.



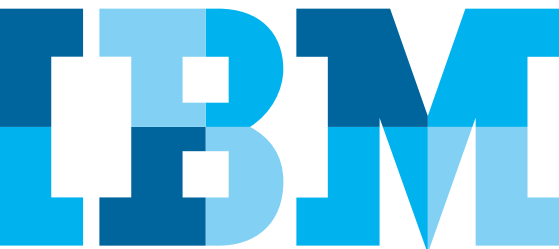
© Copyright IBM Corporation 2010

May 2010 All Rights Reserved

IBM, the IBM logo and ibm.com are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or TM), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at ibm.com/legal/copytrade.shtml

Other company, product or service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.



IBM Software Accelerated Value Program

Delivery excellence via Accelerated Value Leaders and Accelerated Value Specialists



Highlights

- Creates a bridge that connects the client to the full capabilities of IBM
- Delivers expertise that helps unlock the value of the IBM software investment
- Develops and grows the dedicated partnership between the client and IBM

Building a dedicated partnership

IBM Software Accelerated Value Program helps unlock the value of your IBM middleware software and strengthens your IT infrastructure throughout the life cycle. Our tiered offering levels provide flexibility in building a partnership with IBM. In turn, that partnership assists you with preventative actions, delivering smooth interoperability management, and overcoming implementation barriers for new technology. The key to building this partnership is through our Accelerated Value Leader and Accelerated Value Specialist.

Accelerated Value Leaders*

The Accelerated Value Leader (AVL) is responsible for ensuring clients receive a higher level of service and added value when using their licensing software from IBM. The AVL has a close working relationship with the client's team and plays an integral role in helping determine the overall life cycle of their IBM software implementation.

The primary goal of the AVL is to provide proactive assistance to help clients sustain and optimize their IBM Software infrastructure. The AVL is the primary point of contact to the client on behalf of IBM Support. The AVL coordinates delivery of proactive support, skill sharing activities and problem management.

Accelerated Value Specialists*

The Accelerated Value Specialist (AVS) provides clients with the highest level of remote and/or on-site technical direction for specific supported products, including initiatives such as diagnostic coaching and defect and nondefect problem resolution assistance.

The primary goal of the AVS is to provide the ongoing technical expertise that is required to avoid potential problems or mitigate the impact of reported issues.

The AVS is assigned for a specific area of technology and has direct interaction with subset of Named Callers, as designated by client. The AVS provides direct support or assistance with technical queries from clients and field personnel.

| Accelerated Value Leader responsibilities | |
|---|---|
| Relationship | <ul style="list-style-type: none"> • Acts as a single point of contact as your bridge to IBM support • Virtual Extension of your IT management team • Might assist the client on site for periodic reviews |
| Problem Management Request (PMR) | <ul style="list-style-type: none"> • Provides regular reports detailing status of open issues • Investigates alternatives to help provide quicker solutions to your everyday support requirements |
| Escalation Management | <ul style="list-style-type: none"> • Connects the client to IBM Support management and Development to raise visibility of issues • Helps facilitate critical issues |
| Knowledge Sharing | <ul style="list-style-type: none"> • Coordinates workshops, conference calls exclusive to your needs • Provides opportunities for the client to gain expertise from the IBM development lab |

| Accelerated Value Specialist responsibilities | |
|---|--|
| Technical Advice and Skill Sharing | <ul style="list-style-type: none"> • Participates in project planning • Shares best practices for key tactical initiatives |
| Remote Technical Proactive Assistance | <ul style="list-style-type: none"> • Provides guidance in gathering diagnostics for problem resolution • Helps advise on documented fixes and workarounds for the client environment |
| Technical Briefings | <ul style="list-style-type: none"> • Delivers customized reports with technical advice and proactive maintenance information |
| Tactical Activities | <ul style="list-style-type: none"> • Assists with product deployment and configuration • Performs advanced troubleshooting • Additional proactive services |

For more information

To learn more about IBM Software Accelerated Value Program, please contact your IBM Marketing Representative or IBM Business Partner.

Nikhil M Nande

Cell : 91-9967-966128

E-mail : nikhnand@in.ibm.com



© Copyright IBM Corporation 2010

May 2010 All Rights Reserved

IBM, the IBM logo and ibm.com are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at ibm.com/legal/copytrade.shtml

Other company, product or service names may be trademarks or service marks of others.

* Client needs may require these two roles be combined.





Know more: Contact Lotus Experts

Jiten Paul
jitenp@in.ibm.com

Shivakumar Narayanaswamy
nshivakumar@in.ibm.com

Dinesh Pamnani
dineshpamnani@in.ibm.com

Harsh Verma
harshverma@in.ibm.com

Nikhil M Nande
niknande@in.ibm.com

Srinivasarao Kakaraparti
srinivask@in.ibm.com

Aryender Sharma
aryender.sharma@in.ibm.com

For other IBM Offerings please visit us at:

[http://www.ibm.com/software/in/
sw-services/](http://www.ibm.com/software/in/sw-services/)

[http://www.ibm.com/software/in/
sw-services/lotus/](http://www.ibm.com/software/in/sw-services/lotus/)



IBM India Pvt. Ltd.
Subramanya Arcade # 12,
Bannerghatta Road, Bangalore - 580002
www.ibm.com/in

IBM Lotus Offerings: 2010-11