

# IBM Domino Application Hosting and Management

Organisations rely on Domino applications as an intrinsic part of business process and operations today and expect this to be always on. This can prove challenging to businesses who only operate a UK centric IT service desk or simply don't have the time or skills to provide this level of service around the clock 365 days a year. Applicable specialise in providing hosting and management for Lotus Domino applications for organisations who need always on consistent access to critical services.

## Applicable

Applicable Limited has one purpose – tangibly improving customer performance through the deployment of global workforce collaboration and messaging systems.

Implemented by specialist professional services teams, our collaboration based solutions are backed by best in class IT service management and operations, supported by a 24x7 service desk of qualified experts.

Our track record and reputation is second to none and our people are certified by leading vendors and have many years of enterprise IT and business consulting experience.

## Domino Applications

Our hosted Domino Application service brings together our expertise in operating world class data centres in multiple locations in the UK, together with our heritage in managing Lotus Domino for many medium and large organisations. We provide a complete service to enable the level of service you need

- Application Support ✓
- Application support escalation ✓
- Domino System Management ✓
- Application debugging ✓

Let our support teams take over the strain of keeping Domino Applications online all day, every day.

Delivering Lotus Domino application management which meet the business requirements at the lowest TCO is more relevant than ever in the current economic environment. Senior management and C level executives are demanding reductions in costs coupled with improvements in service, which can often prove very difficult to achieve

The Applicable Hosted Service leverages our economies of scale in providing Lotus Domino Applications platforms to offer a compelling TCO coupled with enterprise class SLA's.

## Choices

Choose our hosted Lotus Domino Application offering if you want complete customisation and integration into existing applications or you simply want to have an experienced always on business keeping your Lotus Domino environment healthy and available.

If you simply want to have management of your existing environment then that is where our Applicable Remote Managed Service (ARMS) will be a great fit for you. This gives you all the advantages of our industry leading management environments and support infrastructure keeping the Lotus Domino environment on your site or in your data centres healthy and online. This is a very quick way to engage our experts to get the service to your business on a guaranteed service level.

## LotusLive Integration

Our partnership with IBM gives you best in class Lotus Domino email in a single service that integrates with your hosted or managed Lotus Domino application service. This gives you a fully managed email and application environment delivered by leading vendors to rock solid SLA's at best in class TCO.

Providing tight integration with LotusLive gives you all the benefits of a cloud offering which is fully customisable and backed by both Applicable and IBM's proven, responsive and knowledgeable service and support.



## How It Works

With the hosted service we will attend site and discuss with you all the parameters you would need to configure in the Lotus Domino Application environment, such as agents and ACL's.

We will then build this environment, but in one or more of our data centres using our very scalable platforms delivering you the right performance, resilience and storage. Our hosting environment is built to right size your application and can be quickly expanded to meet your business requirements.

Because we understand your environment and application we can provide the administration or you can continue to provide this. We will monitor and manage your environment around the clock to ensure your service is always on, we typically offer 99.7% – 99.99% availability with full business continuity options.

If you need to speak to someone about your service we naturally have a 24x7 manned service desk happy to discuss your service and advise where necessary.

## Applicable Remote Managed Service

If the remote managed service is the right choice for you we would discuss how to connect to your environment, normally through a VPN. We would then monitor and manage your environment in the same fashion as we monitor Lotus Domino Applications in our own data centres. We would typically have this service up and running in under 2 weeks so you could quickly leverage our experience and relationship with IBM to keep you online, always.

## IBM Accelerated Value Program

With our IBM backed Accelerated Value support and Premier partnership we have dedicated access to support personnel within IBM aligned to our Lotus Domino management services to ensure we get the support you need when you need it most.

## Pricing

Pricing starts from £750 plus £50 per 100 users per month with 100MB of storage per user and a 99.7% availability guarantee, some example pricing is shown below:-

500 users	£1000 per month
1000 users	£1250 per month
5000 users	£3250 per month

Contact sales@applicable.com or 0800 073 0312 to discuss your requirement in more detail.

## Options

Options can be added to Lotus Domino Applications at any time, such as business continuity, higher availability or other Lotus family products such as Lotus Sametime, Connections or Quicqr.

### COLLABORATION ASSESSMENT

Our consultants can discuss how collaboration can drive business value and help with adopting collaboration and enterprise social networking in your business

### COLLABORATION QUICK STARTS

We offer a range of quick starts to drive early business value around collaboration and enterprise social networking. These are targeted to help customers use collaboration to gain competitive advantage, reduce cost and harness the skills of your workforce.

HOSTED LOTUS DOMINO	
	Customisable storage and connectivity options
	24x7 Telephone, email and web based support
	99.9% service availability
	Backups, Restores and business continuity options
	Backed by IBM Accelerated Value Program (AVP)
REMOTE MANAGED SERVICES	
	Short setup time
	Leverage existing data centre and hardware investments
	Guaranteed availability SLA
	Backed by IBM Accelerated Value Program (AVP)
	24x7 Telephone, email and web based support