



# Remote Implementation of end-to-end Messaging and Collaboration Solutions

## Highlights

- *In-depth skills in OS, storage, networking to provide optimized messaging solution*
- *End to End solution delivery through remote, leading to cost savings.*
- *Increased server availability by implementation of High availability solution*
- *Enabling Messaging and Collaboration on Mobile Devices.*

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## The Client:

A Office automation conglomerate based out of North America.

## Challenges:

Our customer, an office solutions conglomerate based out of North America, wanted us to provide end to end messaging and collaboration solution for 25,000 clients, starting right from Solution designing, Implementation, configuration, fine tuning and thereafter provide steady state support. The scope included Mailing, Archiving, Instant Messaging, and Mobile Push synchronization to hand held devices - mail, calendar, contacts and tasks. The solution was to ensure “no single point of failure” design and had to be delivered remotely.

The customer needed us to liaison with the stake holders from Systems, OS, Storage, Network, Security and Messaging, business and compliance departments placed across the globe.

The expectation from the solution was high and hence there was high pressure to meet all project milestones on time.

## Suggested Solution:

To implement the complete project remotely, our PMO (Project Management Office) served as the central nodal point for designing, planning, delivery, SI/Customer liaising and all project monitoring activities.

DCM's Solution Architects reviewed the client's existing Infrastructure and messaging requirements and planned the cost effective, secure and robust messaging & collaboration system based on IBM Notes/Domino. This family of messaging solution catered to all the requirements that customer wished for. We implemented the complete solution on a turnkey basis. We Supplied the best in class Hardware, did the installation and also configured the same.

We installed the Security Rich, Low Cost & highly stable Lotus Domino servers on AIX OS. The Domino servers were installed in a Cluster mode for Optimum performance and high availability. To enhance the productivity of the client's mobile users, we implemented the IBM Notes Traveler software. This provided mobile users the quick access to their email, calendar and contacts from a wide range of mobile devices.

For instant messaging & online meetings, we Implemented the IBM Lotus

Sametime Servers in a Cluster mode. This helped users to instantly connect with other users and work closely to gain better productivity.

We also implemented the Lotus Notes Mail Client for 25,000 client machines.

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**Version - 2019/C06/1.0**

## The Benefits:

DCM implemented the solution which was economical for the client. This solution Increased performance and provided a stable and secured cluster environment and less downtime for the client. Our design and solution helped client to achieve the high returns on their Messaging & Collaboration investments.