



HEXAWARE

Navigating Legacy to Digital Transformation: Lotus Notes Decommissioning for Enhanced Workplace Efficiency

Discover How a Big 4 Firm Shifted from Lotus Notes to A Digital Workspace, Boosting Efficiency, Reducing Costs, and Enhancing Client Value

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

Our client is one of the Big 4 firms providing Audit, Tax and Consulting & Advisory solutions globally.

Background

The modern business landscape demands a robust and interconnected technology ecosystem for seamless employee collaboration. This often leads organizations, regardless of size, to manage a complex web of overlapping or competing platforms. Consequently, companies that have invested in Lotus Notes and Domino for core messaging and productivity functions may struggle to leverage the full potential of emerging technologies.

The desire to streamline these Notes and Domino investments for cost and complexity reduction is common among organizations. However, embarking on such a transformation can be daunting. It requires a comprehensive approach that combines expertise, proven methodologies, and the right tools and training to navigate the intricacies of the process.



Challenge

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- Challenge**
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The Lotus Notes Retirement Program was born out of a critical need to modernize the client’s messaging technology infrastructure. The legacy Lotus Notes platform became increasingly costly to maintain and struggled to keep pace with the organization’s evolving demands. The primary business challenge was reducing the dependence on this outdated system while achieving substantial cost reductions.

Additionally, the organization aimed to leverage this transition as an opportunity to embrace new technologies, thereby enhancing the overall value proposition for clients. The multi-year initiative involved a geographically dispersed team comprising over 20 members, necessitating careful coordination and management across different locations.



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Hexaware implemented a comprehensive solution that encompassed:

1. Discovery & Assessment:

The initial phase involved a comprehensive assessment of the existing Lotus Notes landscape across the enterprise. This encompassed scanning the entire platform, understanding application ownership, analyzing usage patterns, engaging with stakeholders, and identifying complexity. The goal was to holistically understand the dependencies and challenges associated with retiring the legacy platform.

2. Rationalization:

The rationalization phase involved a comprehensive analysis of the assessed Lotus Notes landscape. This includes meticulously classifying each application based on its function, allowing it to map to the most suitable target solution. These groupings empower informed investment allocation decisions. Additionally, an objective approach is needed to identify appropriate strategies for Lotus Notes migration (triage, consolidation, or retirement) for each application.

3. Retirement Factory:

Following the rationalization phase, the Retirement Factory was established to facilitate the systematic retirement of Notes applications and shared mailboxes. This involved categorizing applications based on their usage levels (No, Low, Medium, High) and prioritizing retirement accordingly. Support mechanisms were implemented to address any issues arising from the application retirement process, ensuring a smooth transition for end-users. Furthermore, we created an overarching Technical Architecture design document to underpin the delivery of server consolidation devised to guide the phased shutdown of legacy infrastructure components.

4. Migration Factory (Legacy Modernization):

Simultaneously, the Migration Factory focused on modernizing legacy applications and data. This entailed conducting design assessments, identifying suitable technology stacks for migration, and executing the migration process. The goal was to ensure that legacy applications were seamlessly transitioned to modern platforms, thereby future-proofing the organization's technology ecosystem.



Solution (contd.)

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5. Operations:

Robust operational processes were established to sustain the transformation efforts. These processes included implementing dashboard reporting mechanisms for real-time monitoring of application and server statuses. Additionally, we developed a suite of custom-built tools to streamline administrative tasks and ensure efficiency in managing the legacy technology landscape.

6. Archive Management (Long-term archives):

Recognizing the importance of data retention and compliance, the team implemented a dedicated archive management framework. This involved retaining Notes NSF file format for long-term archival purposes and providing options for exporting data to alternative formats such as PDF/CSV or integrating with modern platforms like SharePoint/PowerApps.



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The Lotus Notes Retirement program yielded a multitude of benefits for the client:

Cost Optimization: The organization achieved substantial cost savings by retiring legacy infrastructure and rationalizing application usage.

Technology Modernization: The transition to modern technologies, particularly the Microsoft stack, included Lotus Notes to Office 365 migration. It enabled the organization to improve agility, scalability, and compatibility with emerging business requirements.

Operational Efficiency: Streamlined operational processes and custom-built tools enhanced efficiency in managing the decommissioning of the legacy landscape, reducing administrative overhead and improving resource utilization.

Value Enhancement: By embracing new technologies and modernizing applications, the organization was better positioned to deliver enhanced value to clients, improving overall competitiveness and client satisfaction.



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The Lotus Notes decommissioning program exemplifies a successful legacy transformation initiative driven by Hexaware's commitment to innovation and operational excellence. Removing a legacy platform like Lotus Notes/ Domino presents a multifaceted challenge. However, through meticulous planning, comprehensive solution design, and strategic execution, Hexaware helped the client to not only achieve their primary objectives of cost reduction and technology modernization, but also laid the foundation for future growth and competitiveness.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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