

## **Diagnostic Services For IBM Lotus Domino Environments**

You've invested significant time and money into designing, deploying and maintaining your organization's messaging infrastructure. But traffic volumes and costs are skyrocketing while demands for better service levels and security are also increasing.

- How can you reduce costs and at the same time improve performance?
- Are your hardware, software and staff resources properly allocated?
- Is critical data getting to the right people at the right time?
- How much and where are email traffic volumes getting out of control?
- Are any users misusing or abusing the network?
- Are there any security issues with messaging or applications?

Getting even partial answers to these questions involves many hours of tedious manual information gathering, data manipulation and reporting. But now with Control! Diagnostic Services (CDS) from Permessa, you can get a snapshot of your Domino messaging, replication and application traffic and answer many of these questions with virtually no effort on your part.

Working closely with your network infrastructure organization, a team of Permessa enterprise traffic management experts will determine the sampling of servers and applications to be analyzed and will assess any specific needs and issues you may have. We will analyze your email, replication and application traffic to provide benchmark traffic and performance metrics, identify key problem areas in your infrastructure and provide recommendations for improvement. The CDS engagement will also show you the value of analyzing, monitoring and auditing of your infrastructure on an ongoing basis using the full range of Permessa Control! solutions.

### **WHAT CAN A CDS PROVIDE?**

#### **DOMINO TRAFFIC AND INFRASTRUCTURE OPTIMIZATION**

Identify and reduce bottlenecks in your information infrastructure to reduce Total Cost of Ownership (TCO), improve Quality of Service (QoS) and optimize resource utilization:

- Identify inefficiently utilized hardware and other topology issues.
- Determine overloaded network connections and other bandwidth bottlenecks.
- Pinpoint capacity planning issues.
- Uncover causes of wasteful bandwidth and storage consumption.
- Get specific cost reduction recommendations.

#### **MAJOR NETWORK PROJECTS AND UPGRADES**

Understand where you are today before undertaking major strategic network projects such as:

- Server consolidations.
- Lotus ND8.x upgrades or other platform migrations.
- Network mergers due to acquisitions of new companies.
- Topology re-designs.
- Domain consolidations.

### **SERVICE LEVEL MANAGEMENT**

Accurately measure your email and replication traffic to help you define and measure Service Level Agreements (SLAs):

- Measure email performance against the needs of your business.
- Identify issues that are impacting service levels.
- Get recommendations for meeting or exceeding SLAs.

### **SECURITY AND AUDIT**

Measure the volume and direction of traffic to ensure secure operation and consistent service:

- Define email size guidelines.
- Identify usage patterns and pinpoint system misuse or abuse.
- Uncover potential security breaches.

### **WHAT IS INVOLVED IN A CDS?**

Using the Permesssa Control! technology to analyze one week's worth of data, Permesssa will report on:

- Email traffic and usage on up to five email servers (including up to two SMTP servers).
- Replication performance and traffic between one replication hub and all its spokes.
- Replication performance of up to five Domino applications that you identify as "key."
- Database usage and user activity on one application server.

Servers, hubs, and applications are specifically selected to provide a strategic sampling of the environment and to target any known issues. In this way, the CDS quickly provides actionable results and immediate high value.

### **WHAT WILL YOU RECEIVE FROM PERMESSA?**

Once the data has been collected from your environment and analyzed, the Permesssa team will present the results to your senior IT management and staff and deliver a full written report, complete with graphical reports, key findings and recommendations. The report will focus on your critical challenges such as bandwidth, storage and server costs, SLA performance issues and security exposures. Highlighting specific issues in the environment, the report will address the impact of these challenges on your organization. In addition, to help you assess the value of implementing the Permesssa Control! suites as part of an enterprise traffic and cost reduction program, Permesssa will provide a customized Return on Investment (ROI) study based on the CDS findings and interviews with your key IT personnel.

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### **ABOUT PERMESSA CORPORATION**

Permesssa Corporation (formerly DYS Analytics, Inc.) provides innovative products and services to manage today's top enterprise messaging platforms. Permesssa lets IT staff regain control of their IBM Lotus Notes and Domino, Microsoft Exchange, IBM Lotus Sametime and IBM Lotus Quickr/QuickPlace networks. Using Control!, administration costs are slashed, service quality is improved, user policies are created and enforced, security improved and delivery issues resolved. Permesssa's customers are large and small, global and local, including such firms as JPMorgan Chase, HSBC, Bank One, ABN AMRO Bank, Zurich Financial Services, IBM, CSC, Henkel, Novartis, Hewitt, PricewaterhouseCoopers, Schering, and Merck Serono, GlaxoSmithKline. For information about our products and services, visit [www.permessa.com](http://www.permessa.com) or send an email to [questions@permessa.com](mailto:questions@permessa.com).