



InterarchyIQ

Experience the Atlas Difference

Our team has been delivering high quality solutions to enterprise customers nationwide for over 25 years. Now we've made it even easier to leverage our expertise in your organization. Introducing Atlas, our streamlined enterprise services suite.



DISCOVERY

- Complete Map of All IBM Notes Apps
- Comprehensive Deployment Report
- Uses Exclusive Proprietary Technology
- Excellent Tool for Cost Analysis & Budgeting
- Unprecedented View of Enterprise Apps
- Find Hidden Strengths and Weaknesses
- See Total Notes App Utilization
- Uncover Key Departments Using Notes
- Identify Potential Security Vulnerabilities



DESIGN

- Business Process Analysis and Redesign
- Inclusive, Collaborative User Facilitation
- IBM Notes/Domino App Design Services
- System Admin & Messaging Architecture
- Infrastructure and Network Topology
- Decades of Successful Engagements
- SDLC Aware Design Methodology
- Dedicated Program Management



HOSTING

- IBM Domino Hosting Specialists
- Auto Scale Architecture
- Independent Storage Persistence
- Multiple Dispersed Data Centers
- Active Monitoring Service
- Managed by Pro Domino Administrators
- Customized Deployment for Each Customer
- AWS/Azure/Private Hosting Environments
- Integrated Web-Based Ticketing System
- Advanced Clustering Support



SUPPORT

- IBM Notes & Domino Support
- System Admin, App Debugging, OS Support
- Notes Client, Web, Messaging, Agents, ACL
- Trouble shooting, Fix-Pack Installation
- Emergency/Mission Critical Support
- 24/7 Support with 4 Hour Initial Response
- Dedicated Direct-Access Engineers
- Dedicated Phone Number
- Online Trouble Ticketing with Messaging
- Simple No-Nonsense SLA

DISCOVERY

A picture is worth a thousand words. A map is worth a thousand pictures.

IBM Notes applications have a rich history of providing great value to many departments within organizations. However, after years of deployments of Notes-based solutions, it can be challenging for management to see the entire picture of all IBM Notes apps and how they are being utilized and impacting various departments.

The Atlas

This is where our **Atlas Discovery** service can help. Based on over 100 years of combined IBM Notes expertise, we've developed a successful, three-phase approach to addressing these challenges.



You will clearly see your IBM Notes & Domino infrastructure and application deployments like never before.

DISCOVERY

A Complete Map

Our proprietary process creates an unprecedented view of your entire Notes infrastructure as it stands today across the enterprise. The result is a comprehensive customized report providing breakdowns of all apps, servers, users, third-party tools, data connectivity, licenses and business logic. This gives you a complete mapping of your Notes environment.



Comprehensive Notes Deployment Report

- Know Every App Instance in the Wild Across the Enterprise
- Understand Total App Utilization and Key Departments & Teams
- Highlight Business Logic Connections
- Identify 3rd- Party Technology Interdependencies
- Realize Hidden Strengths, Weaknesses & Efficiencies
- Identify Technology Overlaps and Potential Security Exposures
- Invaluable Resource for Budgeting & Capital Savings Endeavors

DISCOVERY

ONE: Discovery

This phase will produce a raw assessment of all app inventory and the associated departments, personnel and teams.

Compile Rough App Inventory	Identify all Lotus Notes Applications Identify all Lotus Notes Application Versions / Instances Identify all Lotus Notes Design Templates
Identify Departments & Users	Identify Engaged Departments and Teams Identify Key Stake Holders & User Groups Identify Technical Teams with Active Relationships

TWO: Analysis

This phase will deliver a clear understanding of the usage, quality and value of the entire Notes inventory.

Activity Level Grading	Identify Active & Working Apps Identify Dormant & Non Working Apps Identify Decommissioned App Remnants & Artifacts Identify Obsolete Design Templates
Priority Grading	Identify Mission Critical Apps Identify High-Value Apps Identify Apps with Irreplaceable Functionality
Technology Grading	Identify Client-Only, Web and Hybrid Apps Identify Third-Party Dependencies Identify Obsolete Inter-App Technologies Identify Server & Connectivity Relationships & Dependencies Identify Strengths & Potential Vulnerabilities Identify Intellectual Property (IP) Ownerships Identify Third-Party App Licensing Requirements / Exposure
Functionality Roadmap Grading	Identify Candidates for Migration to Other Platforms Identify Candidates for a Notes Technical Upgrade Identify Candidates for Domino Client-To-Web Migration Identify Candidates for Decommissioning
Data Roadmap Grading	Identify Candidates for Data Archiving Identify Candidates for Data Migration
Licensing & Intellectual Property	Identify Intellectual Property (IP) Ownerships Identify Third-Party App Licensing Requirements / Exposure Identify IBM License Requirements Per Application / Solution

THREE: Atlas Report

This phase will deliver a comprehensive analysis of the entire app footprint with recommendations.

Platform Overview	Comprehensive Application Deployment Map Enterprise Functionality Overview User Licensing Utilization & Requirements Report
Business Logic Breakdown	Technology Infrastructure Report Workgroup Reliance and Dependency Report Business Value Report
Cost & Savings Analysis	Migration Roadmap Infrastructure Leveraging Recommendations Annual Capital Savings Recommendations and Estimates Annual Capital Requirements Projections
Next Steps	Final Recommendations / Consulting / Planning

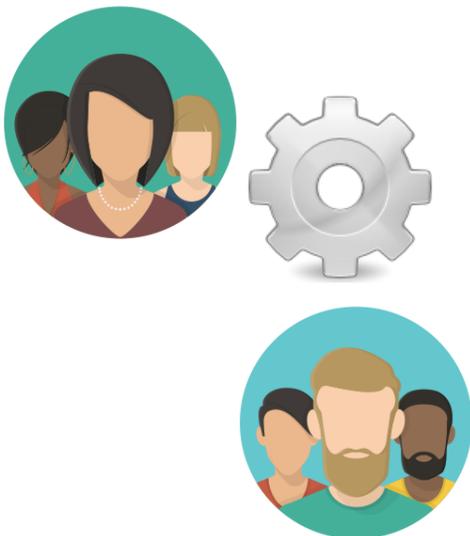
DESIGN

We build a visual map and provide a common language for collaboration that bridges technology and business need, to determine the smartest way forward.

Our holistic, cross-organizational recommendations are based on a sincere understanding of the user community's day-to-day work, and real business need. We specialize in quickly identifying and prioritizing opportunities and gaps, making practical, actionable suggestions.

An Inclusive, Facilitated Approach

- Map User's Interactions, Responsibility & Flow of Work
- Identify Issues and Strengths
- Technical & Non-Tech. Improvement Recommendations
- Develop a Go-Forward Plan to Best Manage Business Requirements
- Rapid Assessment of Processes Gives Insight for Technology Decisions



Rapid Results

- Experienced Consultants
- End-to-End Assessments
- Measurable, Dynamic Progress
- Relationship-Centric Designs
- Collaborative User Facilitation
- Organizational Learning
- People, Process, and Technology Recommendations

DESIGN

Proven Solutions

We've been creating solutions for business customers for over 25 years. Our list of clients ranges from large Fortune 50 companies to government entities such as the U.S. Navy.

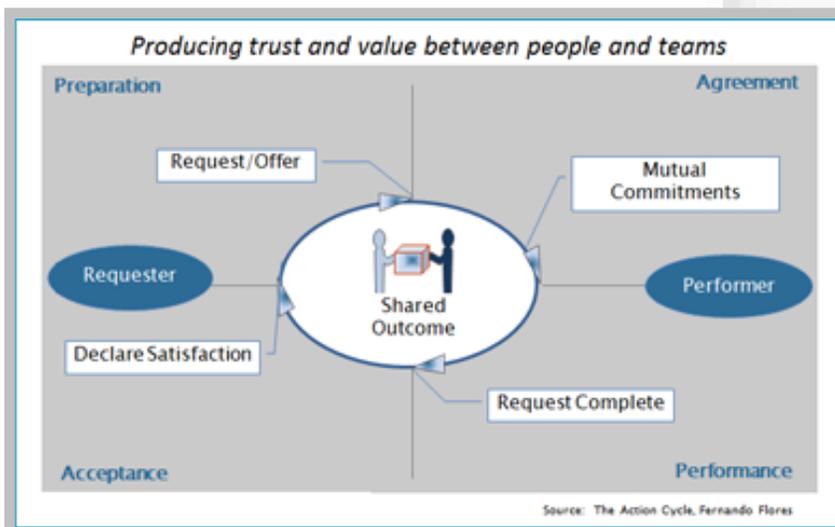
Our Design Services

- Business Process Assessment and Redesign
- New Process Design / Requirements Gathering
- IBM Notes/Domino App Assessment & Design Service
- Sys-Admin & Messaging Architecture
- User Documentation Services
- Notes App Platform Migrations / Client to Web Migrations

Prior Engagements

Here is a list of some of the companies with whom we have successfully worked:

- Standard & Poors
- American Water
- USMEPCOM
- Frito Lay
- Banana Republic
- General Electric
- USBANK
- Sungard
- Proscan Imaging
- Cincinnati Bell
- Capital One
- US Navy



Human Interaction Mapping

We use a unique collaborative methodology called Human Interaction Mapping that enables all levels in the organization to discover and produce rapid participative change and shared goals.

We work with your staff across organizational lines to create a holistic view, focusing on the human network and how process, technology, and structure support it.

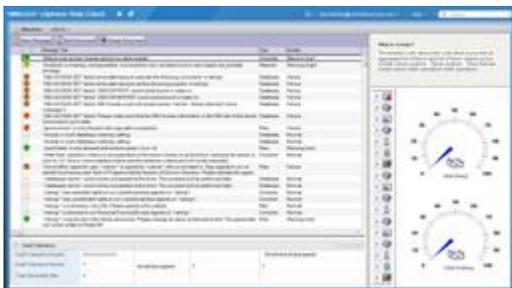
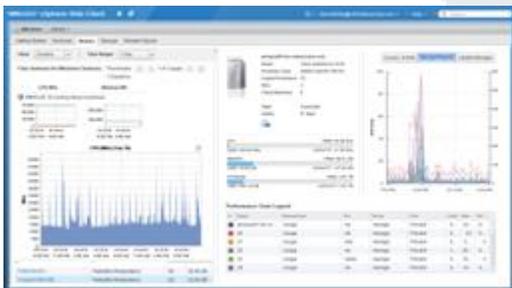
HOSTING

**Managed, clustered, replicated,
mirrored, patched, supported
and fed daily with your data.**

Our managed cloud hosting service allows you to keep your mind on your business while we keep our minds on your business apps. With more than 10 years of managed Domino server expertise, we can keep your apps running with the highest availability.

Guaranteed Availability and Performance

- IBM Domino 8.53 / 9 Servers with Latest FixPacks
- Windows 2012/Linux Servers
- 64 Bit Xeon Quad Processors
- Auto-Scaling Bandwidth, CPU & Memory
- Geographically Distributed Clustering



Customized Reliable Management

We can design a management protocol that reflects each customer's specific requirements and needs, built upon our robust service delivery:

- Dedicated Pro Administrators
- World Class Secure Facilities
- 24/7/365 Access & Support
- 99.999% Uptime Guarantee
- Load Balancing & Failover
- Nightly Backups & Restore
- Web-Based Ticketing System



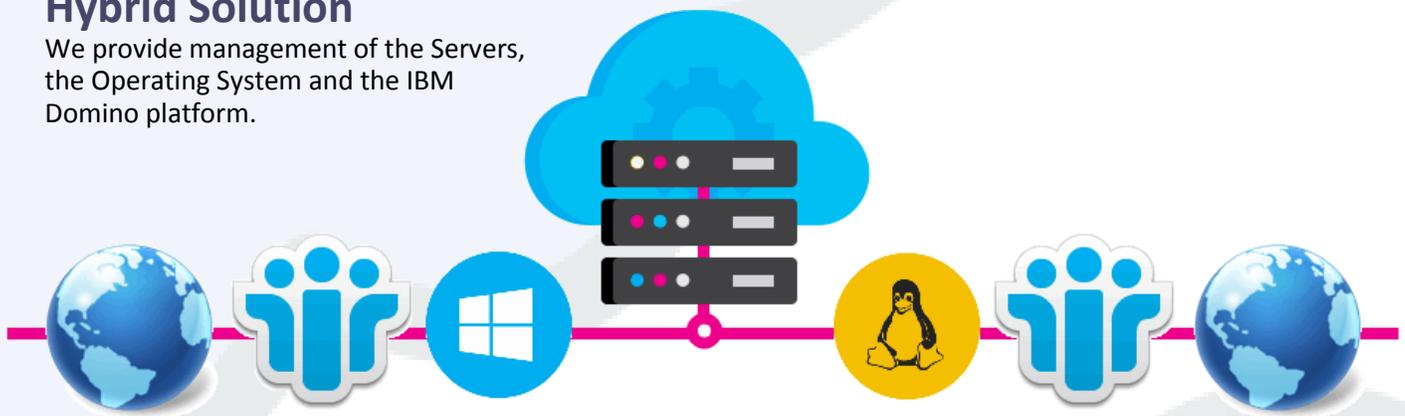
HOSTING

A Unique Solution

Our managed services offering is a hybrid solution where we are managing the infrastructure and OS layer as well as fully administering the IBM Domino platform. This approach leverages the best features of true Cloud computing while also offering custom focus on your core Domino server and application assets.

Hybrid Solution

We provide management of the Servers, the Operating System and the IBM Domino platform.



Total Availability

For full redundancy and failover, nothing can match Domino's inherent, clustering features. We are clustering experts and can configure your servers for the highest reliability.



Secure and Balanced

From across the globe or within the same data center, clustering servers allows real-time app availability and failover to provide continuous and secure service to your users.

Built-in load balancing evenly distributes the workload automatically for maximum efficiency.



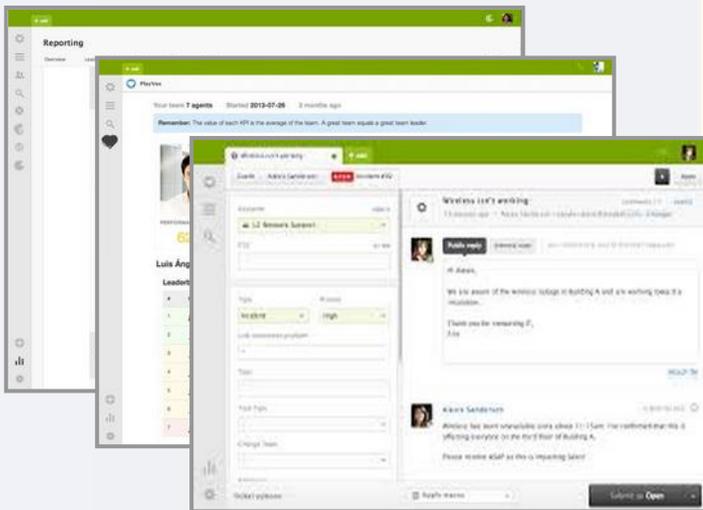
SUPPORT

Our engineers are dedicated to your success. Literally.

Successful support solutions are based on great relationships. That's why we assign a dedicated tech to our clients.

A Fresh Approach

- 24/7 Mission Critical Support
- Dedicated Tech Assigned to Each Customer
- Cell Phone Access to Your Primary and Backup Techs
- Rapid Remote Response Using Secure Screen Sharing (WebEx)
- Root-Cause Analysis Sent for Each Incident When Closed



- US Based Support
- Web Ticketing App
- 4 Hour Initial Response
- Staffed by Domino Vets
- Admin/Web/Client Help
- Lifeline Guarantee *
- Government Clearances

A Trusted Partner

Here are some companies who have trusted our team:



Cincinnati Bell



SUPPORT

The Atlas Difference

We take a different approach than IBM does in providing mission critical “Level 4” support for our client’s IBM Lotus Notes/Domino infrastructures. Instead of a hands-off approach where we would ask your administrative staff to send log files and evidence of the problem, we dive right in and take complete ownership of the problem as quickly as possible.

Because of our 23-year history of supporting large environments, we know the types and importance of your mission critical databases and will quickly work to solve all the problems that your staff cannot handle.

No-Nonsense Service Level Agreement (SLA)

Our SLA is very simple. Here are the highlights:

- 24/7 Support with 4-hour initial response time.
- Immediate engagement to solve your problem.
- Dedicated primary & backup technician who you may call anytime (even if it’s just to bounce an idea off of them or to seek advice).
- From the time we're made aware of an issue, we “have your back” and will work quickly to resolve the problem.
- Regardless of the issue, we will obtain the required resources to resolve it.



* For details, please review our support agreements

InterarchyIQ

Accelerating Organizational Results, Insights and Engagement



InterarchyIQ is an innovative consulting firm specializing in cross-organizational problem solving and analysis. Using our unique collaborative methodology called, *Human Interaction Mapping*, we create a holistic view of an organization delivering rapid strategic and tactical solutions.



Atlas is our comprehensive enterprise services suite focused on leveraging existing corporate deployments of the IBM Notes & Domino platform. Atlas is also a partnership of premiere IT professionals with extensive experience designing, managing and migrating large Notes & Domino infrastructures.

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