

eBOOK

# Moving to the **Cloud**

## Companies are making the switch from Lotus Notes/Domino to Google Apps.

There's a smarter, secure, collaborative way to work. Cloud-based messaging and collaboration apps help businesses increase productivity while simplifying IT and reducing costs.





[www.google.com/apps](http://www.google.com/apps)

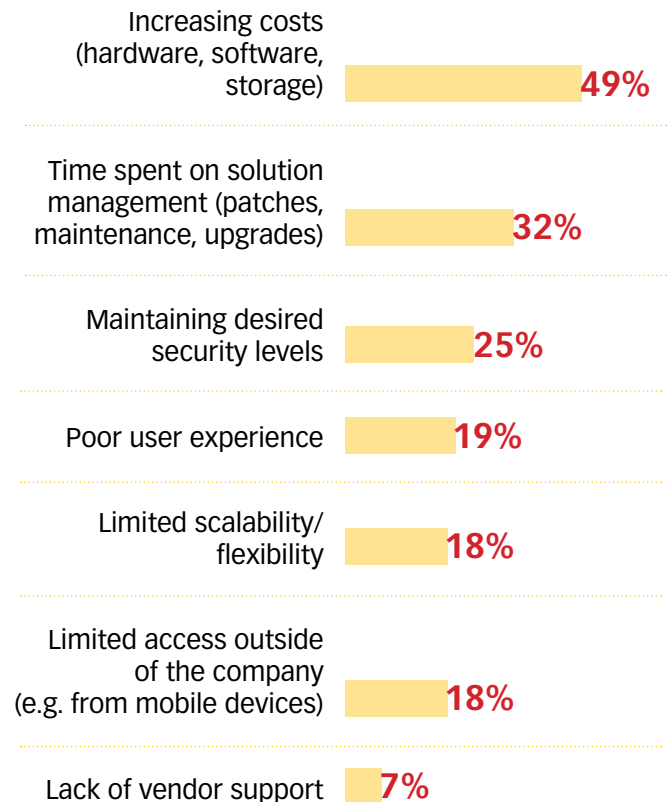
## CIOs are making the move to cloud computing to reduce costs, increase productivity and simplify IT.

And many of them consider e-mail platforms the place to start. In a recent IDG Research Services poll, IT leaders cited painful limitations to their current messaging platforms, including increasing costs, poor user experiences, and limited scalability and flexibility. They're also limited when it comes to balancing end-user inbox storage needs, sharing calendars outside the firewall, and collaborating with colleagues, suppliers and customers.

When it comes to cloud computing, some companies have concerns around security and a perceived loss of control. But others are grabbing the opportunity to move to a more collaborative, Web-based platform. In this eBook, we take a look at several companies—Diversey, Hamilton Beach, Fairchild Semiconductor and MWV—that have migrated from IBM® Lotus Notes® and IBM Lotus® Domino® to Google Apps. Their IT leaders present the results they have achieved so far, as well as the lessons they have learned.

## CIOs' TOP PAINS

WITH THEIR CURRENT MESSAGING PLATFORMS



SOURCE: IDG Research Services, 2009

eBOOK: Switching from Lotus Notes/Domino to Google Apps

INTRODUCTION

CASE STUDY:

**Diversey**  
From classic health care future

CASE STUDY:

**Hamilton Beach.**

ENTERPRISING SUCCESS STORIES:

City of Orlando,  
Fairchild Semiconductor, MWV

## CASE STUDY:



The user-friendliness of Google Apps has **reduced support calls**, freeing IT to spend time on **innovation** instead of in-house server and software maintenance.

**Diversey** (formerly JohnsonDiversey), which provides cleaning and hygiene solutions, had been running two different e-mail systems. Storage capacity was limited, and it was too costly to give mobile users universal access from BlackBerry® Enterprise Servers. “People were deleting and archiving e-mails on a consistent basis in Lotus Notes just to keep up with their inbox,” says Brent Hoag, CIO and vice president of IT at Diversey<sup>1</sup>.

The company migrated its 12,000+ users worldwide from Lotus Notes to Google Apps Premier Edition, a suite of messaging and collaboration applications that includes Gmail, calendar, IM, video, and Postini, Google’s e-mail security and archiving service. The migration went smoothly, according to Hoag, because Diversey’s IT team focused on the user experience, working closely with employees to prepare them for change.

Since migrating to the cloud, Diversey has increased productivity. The user-friendliness of Google Apps has reduced support calls, freeing IT to spend time on innovation instead of in-house server and software maintenance. Other benefits include:

- **24/7 WORLDWIDE E-MAIL AND CALENDAR ACCESS FOR MOBILE USERS** And since Gmail offers 25 GB of storage per user, there are no archiving issues.
- **REDUCED INTERNATIONAL PHONE BILLS** The company operates in more than 70 countries, with sales in 160 countries; it has realized significant telecommunications cost savings through use of Google’s chat functionality.
- **APPLICATIONS THAT CAN BE VIEWED IN LOCAL LANGUAGES.** Since Google Apps comes localized in 40+ languages, Diversey’s global staff can view them in their local language of choice—from Bahasa Indonesian to Spanish.

The company learned many lessons along the way, the most important being to determine user preferences first. Hoag says many users would have preferred to decide themselves whether to migrate their data. As a result, Diversey’s IT department provided self-service tools so users could migrate at their own pace.

This decision in turn provided a big benefit, says Hoag. “[IT was] able to leverage Google right away, and that was really the key driver in allowing us to go early on our deployment—not having to find the time and the weekends to migrate 12,000 peoples’-worth of calendars, contacts and e-mails. It moved our time-frame up a few months, and we deployed early that way.”

Hoag also suggests starting with a group of early adopters, and leveraging their success stories. Diversey’s 300+ early adopters provided feedback that ultimately helped get users on board more quickly.



<sup>1</sup> JohnsonDiversey, Sept. 17, 2009 webcast

eBOOK: Switching from Lotus Notes/Domino to Google Apps



## CASE STUDY:

# Hamilton Beach.

An analysis showed migrating to Google Apps would yield 60 percent savings in e-mail operations and support.

**Hamilton Beach** is a 100-year-old company that makes and distributes well-known appliance brands such as Proctor Silex and TrueAir. Though they had planned to upgrade their Lotus Notes/Domino platform, the company was concerned it would be a cumbersome, time-consuming process, resulting in significant downtime and lost productivity. This led them to consider a total migration to Google Apps Premier Edition.

“We had a debate within our department for about three to six months as we started exploring,” says Louis Gary, manager of the IT services team at Hamilton Beach<sup>2</sup>. The evaluation process included a careful comparison of Google Apps with the latest Lotus Notes/Domino version; employee feedback about e-mail requirements; and the legal department’s evaluation relative to security, privacy and intellectual property criteria.

The tipping point? An analysis showed migrating to Google Apps would yield 60 percent savings in e-mail operations and support. “We probably went over that with a fine-toothed comb two, three or four times, consistently trying to be as conservative with our estimates as possible. We were going to ultimately save money, which in these times is a significant issue,” says Gary.

The Google Apps deployment went smoothly, with immediate cloud advantages. For example, the Mexico City office migration coincided with the swine flu virus outbreak in Spring 2009. Because Google Apps is cloud-based, Hamilton Beach employees could work productively from home.

The Postini service enabled data archiving and easy investigations within the searchable company archive. Other benefits the company realized include instant, anytime, global access;

integrated language support across worldwide operations; and increased storage and speed.

But it wasn’t all about the benefits. Gary cites the following lessons learned:

- **UNDERSTAND THE PROJECT SCOPE.** Knowledge was a key issue: knowing what data to migrate from Lotus Notes to Gmail and knowing where the programs differ (e.g., mail folders versus labels). Hamilton Beach worked with Google to develop a plan, including pilot groups that evaluated training requirements and a phased migration approach.
- **COMMUNICATION IS CRUCIAL.** Hamilton Beach communicated extensively with staff. In addition to frequent FAQ e-mails, IT hosted open forums where employees who had deployed Google Apps could share insights with their co-workers.



<sup>2</sup> Hamilton Beach, May 26, 2009 webcast

Learn how switching to Google Apps from Microsoft® Exchange or IBM® Lotus Notes® helps you save money and **reduce IT hassles.**

Visit [www.google.com/apps](http://www.google.com/apps) to learn more about switching to Google Apps.

## Enterprising Success Stories



**The IDG Research poll revealed** that cost reduction and efficiency improvements are the top metrics used to measure success with cloud computing. Cost savings are crucial for most government organizations, including the City of Orlando. Its legacy e-mail and communications system was costing \$133 per year, per employee. Facing steep budget and staffing cuts, the city's CIO, Conrad Cross, says<sup>3</sup>: "I had to look at a different way of doing business."

Orlando was one of the first major U.S. cities to adopt Google Apps, and has since cut costs by more than 60 percent: it is now paying \$46 per user, per year for its 3,000 employees. "This was a savior for me, in terms of saving money," says Cross.



Cost reduction was also a selling point for Fairchild Semiconductor, which produces high-performance semiconductor products. By switching from Lotus Notes/Domino to Google Apps, the 6,000-employee company retired 40 Domino servers, reclaiming more than 4 TB of storage. It cut expenses by disconnecting redundant, pricey WAN circuits used for e-mail traffic. And productivity increased because mobile users have anywhere access—a better alternative than accessing Notes via a VPN connection.

Barry Driscoll, senior director of enterprise IT at Fairchild Semiconductor, says<sup>4</sup>: "We did have a resulting savings of about \$500,000 per year, and this is real dollars. Between software, hardware, depreciation, and staffing, that \$500K is savings above and beyond the ongoing investment for Google Apps."



The ability to address concerns around perceived loss of data control is another reason companies migrate to Google Apps. Google's multiple layers of protection were a top selling point for MWV, a packaging solutions company.

"We reviewed Google's security to get comfortable that we would own our own data," says Mel Shaffer, vice president of global IT Infrastructure delivery and support at MWV<sup>5</sup>. The company migrated 12,000 users worldwide from more than 10 e-mail systems to Google Apps. "We actually [feel] with Google's data centers that we're more resilient than we would be having them in the small number of data centers that we've got," says Shaffer. "Google, arguably, has some of the most sophisticated security apparatuses in non-government industry."

IT leaders like Cross, Driscoll, Gary, Hoag and Shaffer recognize the importance of pushing to gain increased productivity, cost reductions and simplified IT. The end of Lotus Notes/Domino represents an opportunity to turn to a cloud-based e-mail platform such as Google Apps to gain competitive advantage for the business while achieving IT objectives.

<sup>3</sup> City of Orlando, Mar. 31, 2010 webcast

<sup>4</sup> Fairchild Semiconductor, Jan. 28, 2010 webcast

<sup>5</sup> MWV, Mar. 25, 2010 webcast

Google Apps



**eBOOK:** Switching from Lotus Notes/Domino to Google Apps

**INTRODUCTION**

**CASE STUDY:**



**CASE STUDY:**

**Hamilton Beach.**

**ENTERPRISING SUCCESS STORIES:**

City of Orlando,  
Fairchild Semiconductor, MWV