

Successful Lotus Notes Migration at Mercedes-AMG GmbH

eCollaboration in Affalterbach



The Project Team

The Team consisted of Frank Müller IT AMG – Project Leader, Mike Coils (ITI/GC), Reinhard Breyer - CIO AMG and Service Provider - Volkmar Binder – Wabion GmbH (from left, see Photo).

The Future

Lotus Notes was implemented thanks to a close and very successful cooperation between ITI / GC and IT AMG. However, this is just the beginning for AMG. Workboxes, Infobases, Resource-Databases Workflow-Applications etc. and support from the Notes CoC will help to increase the efficiency and simplicity of the AMG internal and DC processes.

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The Starting Point

To be able to fully utilize the communication within the DaimlerChrysler company and at the same time reduce costs and avoid possible technical problems with the existing Mail-System, the Mercedes-AMG management decided that to migrate to the eCollaboration platform would be a decision for the future.

service-provider Wabion was recommended for the Migration so that „lessons-learned“ would also flow into the migration-phase. A highly detailed Training and Migration plan was created and implemented. The experience gained during the migration of worldwide 180,000 eCollaboration users to-date was very useful in every phase of the project.



The Challenge

All 800 Mail-Users at AMG should have their complete mailbox-content migrated from Microsoft Exchange to Lotus Notes. During the data-migration all users must take part in a Lotus Notes training. All of this needed to be executed while reducing the disturbances to the everyday business to an absolute minimum. The maximum Stoppage (Migration duration) per user should not exceed 4 hours.

Once the technical requirements and the pilot-phase were successfully completed, the migration could begin. With a daily migration-rate of 20 users, the 8 week migration went smoothly. 42 Training sessions were held and the on-desk support of the migrated users was carried out by so-called „Floorwalkers“. Coupled with a well integrated Help-Desk the users never had the feeling that they had been „left alone“ with their questions and problems should any arise.

The Solution

Using ITI/GC`s vast experience with migration-projects the project was meticulously planned. ITI/GC, using the information from many „lessons-learned“ supported the project-leader, Frank Mueller in the preparation and rollout phases. A very experienced

The Project was concluded successfully in “Time and Budget“. On November 9th 2004 a successful final Project-Presentation was held for the AMG Management.