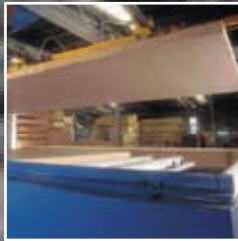


# NORBORD IMPROVES BUSINESS RESILIENCE WITH IBM LOTUS DOMINO SOLUTION

A detailed case study report



**besystems** Excellence in Lotus Software

IBM Lotus software

[www.besystems.eu](http://www.besystems.eu)

A Bluewave Group Company

# Norbord improves business resilience with IBM Lotus Domino solution

## OVERVIEW

**CLIENT**  
Norbord Limited

**INDUSTRY**  
Manufacture Wood Products

**VISIONS**  
High resilience for business-critical Lotus Notes and Domino messaging and collaboration

**SOLUTION**  
Worked with BE Systems to upgrade to Lotus Notes and Domino 6.5; took advantage of Lotus Notes Smart Upgrade tool to roll out new client software to all users quickly and cost-effectively.

**THE CHALLENGE**  
Strengthen core messaging platform, databases and applications against possible malicious attacks; minimise the effects of potential hardware failures on business systems; enable rapid rollout of technology updates to Europe-wide users

## THE BENEFITS

Extremely fast, low risk rollout of Lotus Notes and Domino upgrade via automated deployment; clustering capabilities in Lotus Domino protect against downtime in the messaging environment due to hardware failure (zero downtime in the six months since implementation).



## NORBORD LTD OVERVIEW

Norbord Ltd based in Stirlingshire, Scotland, manufactures Wood Products; MDF, OSB and Particle Board with over 1000 employees at 3 sites in the UK and 1 in Belgium.

Norbord Ltd is the European division of Toronto based Norbord Inc., an international producer of wood-based panels with assets of \$1.3 billion, who have 16 plant locations in the United States, Europe and Canada.

Norbord are one of the world's largest producers of oriented strand board (OSB). In addition to OSB, they manufacture particleboard, medium density fibreboard (MDF), hardwood plywood, I-joists and related value-added products.

Norbord Inc. is an international manufacturer of wood-based panels, specialising in oriented strand board (OSB); it is also a major producer of medium-density fibreboard, particleboard, plywood and I-joists. The company runs 16 plants across Europe and North America and has assets of \$1.3 billion. Its European division, Norbord Ltd, is based in Stirlingshire, Scotland, and employs around 1,000 people at three sites in the UK and one in Belgium.

Norbord Ltd is a long-term user of IBM Lotus technologies, and was using Lotus Domino 5 as a platform for email,



# Lotus Domino is at the heart of our business

## LOTUS DOMINO CLUSTERING

Norbord consulted BE Systems, an IBM Business Partner that specialises in Lotus Notes and Domino technologies. BE Systems advised an upgrade to Lotus Notes and Domino 6.5, to take advantage of the platform's improved clustering functionality.

Warren Elsmore, Technical Director of BE Systems, explains: "With clustering, Norbord could run Lotus Domino across a number of servers, to improve load balancing and ensure that if one machine failed, the others would take on the workload. This would ensure high availability, helping Norbord employees get access to the systems they need, whenever they need them, without further reliability worries."

Besides providing high availability, the move to Lotus Domino 6.5 would enable Norbord to update its intranet and standardise its software environment across all four European sites. Norbord decided to proceed with the upgrade, and commissioned BE Systems to handle the implementation.

"Norbord needed the implementation to be completed in a very narrow window, to minimise the business risk which would be occasioned by a lengthy handover period," explains Warren Elsmore. "We used another new feature in Lotus Notes and Domino 6.5 – Smart Upgrade – to push the new client software out to all the users at the click of a button, and designed a number of desktop policies to ensure a seamless transition to the new system."

"The BE Systems team was outstanding," says Stuart Auld. "All four European sites were fully upgraded to the new solution within four weeks – and we have not had a single technical problem or a moment's downtime with the new environment in the six months since the transition. It has been a real advantage to work with Lotus Domino specialists, as we could be completely confident in their ability to bring the project to a successful conclusion."

## MAINTAINING INFORMATION FLOW

With the new version of Lotus Notes and Domino, Norbord is able to ensure that information keeps flowing throughout the organisation and is always accessible to staff when they need it – keeping productivity levels high.

"Before, if our Lotus Domino servers had been brought down by larger system failure, we would have been unable to generate quotations for customers, which would have severely hampered our sales teams," says Stuart Auld. "With the upgraded solution, we can be much more confident in the resilience of our messaging and collaboration environment."

The Lotus Notes and Domino 6.5 solution will also enable further mobilisation of the sales force, as BE Systems is helping Norbord to implement PDA-based mobile clients that will interface with the Domino servers. Combined with the newly redesigned intranet, and a project to Web-enable several key business applications, this will further improve information flow throughout the enterprise.

Norbord is shortly to begin working with BE Systems again on a further upgrade – this time to Lotus Notes and Domino 7 – which will enable the company to integrate its IBM DB2 databases more closely with the Domino platform. Once again, BE Systems are able to provide a seamless transition using Smart Upgrade and the desktop policies it has already designed.

"Working with IBM and BE Systems has been a rewarding experience for Norbord, helping us add fresh functionality to our existing Lotus Domino platform and support a mobile workforce, while ensuring the high availability and system resilience which is vital for the productivity of our business."

STUART AULD, NORBORD LTD

# Our capabilities



## PROJECT MANAGEMENT

Our consultants are PRINCE 2 accredited and understand the value of true project management. The BE project management approach is flexible. We have found it vitally important for successful projects, that we combine best practice project management methodologies with our consultants' extensive project experience to provide you with an adaptive framework which can be customised to meet your individual project requirements.

Many organisations have developed their own in-house approach to project management and our consultants are equipped to adapt and use these customised methodologies where preferred.

Underpinning our project management approach is our aim to develop a good working relationship with you so that our working style has maximum impact. We are keen to foster a knowledge sharing environment where we can transfer our skills and experience to you while at the same time being receptive to the insights that your staff can provide.

## WORKING WITH YOU

We pride ourselves on the soft skills and relationships our consultants foster. By combining all our technical knowledge, we are able to work with you to make any project successful. Our consultants have strong ties within the industry and we often call upon these contacts for specialist tasks. We have strong links with senior IBM executives and are regularly called upon to 'dissect' official statements to find the value for your business.

Our consultants are regularly asked to speak as industry experts at conferences and events. We believe this is important as any business may rely upon our judgement to make important business decisions. We would be remiss not to ensure that we can give you the best information possible.

Bluewave consultants provide the best of both worlds; both a strong team member with detailed information and ideas, and an external consultant capable of communicating the business value to your CEO/CIO. We appreciate both areas can be just as important and will work with you to ensure the best possible outcome.

**For further information on how  
BE Systems can help you please  
contact**



BE Systems Limited  
145-147 St John Street  
London  
EC1V 4PY  
England

email [flynch@besystems.eu](mailto:flynch@besystems.eu)  
tel +44(0) 845 0523877  
web [www.besystems.eu](http://www.besystems.eu)

