DOMINO
DOMINO V10

The CIO's Guide to Domino

IBM Domino

Introducing

V10

the most powerful Domino release to date.

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"Just like a decathlete needs to perform at a high level in a variety of disciplines, IBM Domino has proven it has the versatility and agility we need to drive our billion-dollar business."

—Georg Schaller, Sales Information Management Leader, A1 Telekom

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"Domino V10 is a dream come true!"

—Fabrice Langlois, IT Systems Architect, Teradyne

Domino has been the backbone of your critical business applications and processes for years. It's back and better than ever — faster, modern, and with lower TCO.

Domino has helped business-savvy CIOs achieve critical outcomes for decades, and has always been a leader in application development, business transformation, and automation.

Now, with the release of Domino V10, it's flexible enough to use and deploy wherever you need it to be, and will further improve your organization's operational efficiency. V10 is here to make Domino a more productive and modern platform, unleashing even more business value.

V10 cements Domino as the foundation that smart organizations need for their digital-transformation journey. Learn here how Domino will turbo-charge your investments.

DOMINO IS PROVEN

Security is built in to the DNA of both Domino and IBM. Domino has always been a platform you can trust — stable and secure at its core. IBM is the only application development company that is also a security company. Domino is so reliable, safe, and secure that leading accounting firms trust their audit processes to Domino. All of the coordination of helicopter air rescues by a prominent European medical air-rescue company are managed by Domino.

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Domino right out of the box is a complete, fully secure stack in one install — an all-in-one application server and secure stack ready to help you solve your business challenges.

$3.86 M

The average cost of a data breach in 2017 was $3.86 million, but mega breaches of 1 million records or more can cost nearly 10 times that amount.

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"We store and handle over 25 million transactions a year in the IBM Domino platform, which provides rich built-in security features to keep sensitive financial data secure."

—Anders Holm Petersen, Business Development, Acubiz

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"We were very impressed with the security-rich features and straightforward manageability …. the solution enables us to verify users' digital signatures and encrypt messages and applications — helping to ensure that all messages are processed in line with our rigorous best practices."

—The Border Security Force, Government of India

DID YOU KNOW THIS ABOUT DOMINO?

Domino was the world's first NoSQL document database. WIRED magazine calls NoSQL "the love child" of not just Amazon and Google, but Domino before that. NoSQL databases, designed to run across thousands of servers reinvented the way applications were built and run, and helped create the future of the massive database landscape we have today, powering billions of transactions across the world. WIRED reminds us that Domino "paved the way for just about every type of corporate communication and collaboration application that came after it.

DOMINO V10: FASTER, MODERN, LOWER TCO

All the strengths and benefits of Domino are still here, but with Domino V10 you get faster performance and game-changing improvements to application development. With newer, more flexible and modern technologies the value of Domino has been extended dramatically.

Domino V10 delivers one of the lowest total costs of ownership for application-development and workflow in the market, and runs your important business applications faster, and more efficiently, than ever before.

15X

"The TCO to use, develop, and maintain our full business environment with standard ERP/HRM/PM solutions from Microsoft, SAP, Salesforce would have been 15X that of Domino."

—Bernd Gewehr, Head of IT at Vössing

DID YOU KNOW THIS ABOUT DOMINO?

Domino is a full-featured, rapid application development platform. While historically famous for its email capabilities, Domino is a powerful and open app-development platform that Fortune 500 companies rely on to run mission-critical business processes. Domino applications are built to power workflows from order management and fulfillment, sales management, resolution management, bid creation and pricing approvals, to employee on-boarding, job applications, CRM, and much more.

DOMINO V10
IS MODERN

With Domino V10, you can leverage much more common and universally used technology — like JavaScript, node.js, and LotusScript extension — that opens your organization up to a much broader range of skills and talent, future-proofing your investment.

Now, any JavaScript developer in your organization can enhance, integrate and build new applications that include data and processes from Domino — without rewriting from scratch. It's a natural evolution.

The combination of the new JavaScript and node.js integration, and the new Domino Query Language (DQL) — along with access to the world of JavaScript and one of the largest collections of open-source libraries — means you can make a real difference.

4.5 M

The number of JavaScript developers, as of today, per LinkedIn

500 K

The number of node.js developers, as of today, per LinkedIn

- **Your talent pool just got a whole lot bigger.**
- **Your investments can be turbo-charged.**
- **Your applications are future-proof.**

DID YOU KNOW THIS ABOUT DOMINO?

Javascript is the most used programming language in the world today, and it means your teams don't have to learn a proprietary technology to do mobile and web application development. Javascript development makes NASA fly, Facebook connect, and Netflix play. Modern technologies such as Node.js bring unique value to your Domino V10 investment, such as reuse of existing code and data, new application opportunities a modern ecosystem, and broader range of skills to leverage in your organization.

DOMINO V10 HAS MOBILITY: IT WORKS WHERE YOU DO

Domino V10 users can now access their Domino apps from anywhere — this gives your teams the flexibility to work wherever they need to. There is no development effort required to get all of the Domino application fidelity and access to your existing application environment.

Domino also replicates data between the server and local version of your applications, so your team can be productive even without network connectivity.

71%

Forrester research recently found 71% of enterprises believe mobility is a top priority, with 45% of the workforce qualifying as "anytime, anywhere."

"**The secure mobile support in Domino V10 will change the way we do business. Teams can access databases and systems from anywhere and at all times, bringing our whole organization closer to digital transformation.**"

—Georg Schaller, Sales Information Management Leader, A1

$500 B

Gallup estimates employee disengagement costs U.S. companies between $483 billion and $605 billion each year in lost productivity.

"**Domino apps on an iPad is big news for us. We won't have to rewrite all of our applications and still be able to mobilize them.**"

—Fabrice Langlois, IT Systems Architect, Teradyne

DID YOU KNOW THIS ABOUT DOMINO?

Domino works even when it's off-line so users can access their web applications, work in them, and securely synchronize the changes with an online replica once they establish a network connection — decreasing demand for network resources and driving productivity for your mobile workforce.

DOMINO V10 IS SUITED FOR A MULTI-CLOUD WORLD

Domino V10 now supports CentOS, which lowers your costs immediately compared to Windows. CentOS can be used to create Docker Domino containers as easily as Red Hat Linux (or Windows), so you can deploy your Domino solution on-premises, hybrid, and public — wherever it makes sense for your business.

IBM Domino Applications on Cloud lets you focus on innovating and developing your mission-critical applications while IBM maintains, supports and monitors your Domino environment.

We provide backups, upgrades, reports and stats. Your administration job just got easier, allowing you to focus on the future.

1,000+

There are 1,000 + cloud-based applications in the average business.

20-60%

Move your Domino workflow and applications to the IBM Cloud and realize a 20-60% reduction in total cost of ownership.

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"Because so many of our mission-critical applications depend on IBM Domino, we were keen to avoid the need to re-architect our back-end systems. By building on our existing platform, we realized we could deliver the functionalities we needed without reinventing the wheel —helping us reap the benefits of mobile collaboration quickly."

—Jerry Horani, Chief Technology Officer, VCC

DID YOU KNOW THIS ABOUT DOMINO?

Your Domino applications are safe in the cloud. When you partner with IBM, you gain access not only to a full stack of IBM Cloud security services, but also to an IBM security team supporting more than 12,000 customers in 133 countries.

DOMINO V10 IS OPEN AND EASILY INTEGRATES

Domino V10 has dramatically easier integration with a whole world of applications, services, and environments.

Companies can integrate easily with anything that supports JavaScript and node.js. With V10, you can call any REST API to bring in a Google map, pull in a Watson API, use customer data from Salesforce, ask for approval in a Slack channel, grab support ticket information from ServiceNow, add a weather forecast from the Weather Company and the list goes on.

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"After more than 20 years of development, Domino's compatibility and cross-platform capabilities are very strong, and its integration capability is outstanding."

—Zhang Xiaofang, Vice President, Smartdot Technology and
    General Manager of Enterprise Management and Control Division

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"To date, the IBM solution has integrated seamlessly with everything from our Microsoft Exchange servers, Teradata analytics solutions and cloud-based applications to our legacy SAP and Clarify systems."

—Georg Schaller, Sales Information Management Leader, A1 Telekom

DID YOU KNOW THIS ABOUT DOMINO?

Domino was conceived as the world's first application-development solution aimed at the non-IT community to drive better business outcomes. Among its strengths, it deals with data transparently, has strong administrator capabilities, offline data support and granular data security. Domino is nimble and open and it can be used with any solution from a simple inventory-management system to complex CRM and banking solutions.

DOMINO SELF-HEALS AND AUTO-REPAIRS

Domino V10 further reduces your organization's risk of exposure to outage or failure through dramatically improved performance monitoring; increased limits in database, folder, field, table, and summary data sizes; and robust self-healing capabilities.

Your teams will spend less time on maintenance and repair, freeing themselves up to be more productive and focus on what's important for the business.

Domino is even more rock-solid than before.

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"One of my favorite features is symmetrical clusters with the automatic repair option. With that you can make sure that databases in predefined folders will be monitored and automatically fixed, replaced or added to a cluster to make sure they are available throughout the cluster."

—Andreas Ponte, CEO, Belsoft Collaboration

Every industry has its own unique challenges. From customer satisfaction to supply chain vitality, there are myriad opportunities for improvement that often hinge on universal principles:

- How do we reduce costs?
- Can we move faster?
- Where can we optimize a process?

Domino has been in the trenches for decades, helping companies realize new business value. As the standard in application development, security and scalability, thousands of organizations in dozens of industries have capitalized on the flexibility of Domino to solve very specific, valuable industry problems.

Here are a few representative industries that highlight the benefits of the Domino platform.

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"Domino is very strategic. It's very secure. It's saved us millions of dollars, quite simply. With a small team we've been able to develop something so fast throughout the years. With Domino you can do so much more than others. That's a big advantage."

—Jerry Horani, Chief Technology Officer, VCC

With today's security pressures and expectations of performance, financial organizations have to think carefully to transform core operations and technology. While improving digital ecosystems, networks and platforms, they need operations that are secure and scalable to support robust, data-driven workloads.

IBM Domino has served as the trusted backbone for banking and financial market organizations throughout the world. Without having to worry about application integration problems, you can create a superior customer experience, build agile core banking systems, support innovative payment services and optimize enterprise risk management.

To reduce costs and accelerate innovation, Domino not only helps back-end operations but provides staff with enterprise-wide collaboration for improved communication and customer support.

With Domino you can build deeper customer relationships and secure and scalable operations for robust, data-driven workloads. You can meet security pressures, personalize digital experiences, lower operating costs and boost your return on investment. Learn more about how Domino can help your banking and financial organization.

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"Thanks to first-rate support and innovative solutions, we are building stronger relationships with and between our clients, and within our own business, to foster future success."

—Klaus Bey, Head of Collaboration and Social Media Services at Fiducia & GAD

HOW DOMINO HELPS FIDUCIA & GAD

Fostering stronger collaboration within the cooperative banking sector

To provide stellar service to their members, cooperative banks in Germany work together in many ways — such as by sharing knowledge and experience. To support them on their mission, IT service provider Fiducia & GAD (F&G) runs the largest IT consolidation project in the history of cooperative banks. F&G delivers sophisticated collaboration solutions from IBM, enabling efficient communication and closer teamwork. F&G serves 1,145 banks that are responsible for about 165,000 bank desks, 38,000 ATMs and 100 million customer accounts.

Specifically, Domino is used to deliver their core applications and enable the banks to automate their own processes with custom development. The Domino platform is extended to support the individual banks in the development and support of custom Domino applications to drive their business.

There are over 70,000 Domino custom applications — in all levels of complexity — used across the banks, such as personal information management applications used to store and process account data for reporting purposes. F&G has automated the management of customer information and the internal Domino IT environment. For example, there is one application to configure every one of the 1,240 Domino servers with one click.

"IBM is one of our most trusted partners, and this initiative is just another example of our long, fruitful collaboration with IBM," said Klaus Bey, Head of Collaboration and Social Media Services at Fiducia & GAD. "Thanks to IBM's first-rate support and innovative solutions, we are building stronger relationships with and between our clients, and within our own business, to foster future success."

Perhaps no other industry moves faster than information technology and the services that support it, which is why choosing the right partners is vital. While the next new thing comes and goes, you have a business to run. You have systems, data, security, transactions and most importantly, customers. Those customers expect spotless service, communication and integrity.

Against this backdrop, it's your expertise that differentiates you. And with more than 20 years of proven experience, Domino has been the foundation of supporting critical IT applications and processes for leading services companies. One reason for this heritage is the flexibility and reliability of the platform. The best IT systems need to keep pace with emerging technologies while at the same time keeping your total cost of ownership down. This is where Domino shines.

To succeed as an IT service provider, you need the right tools to accelerate experimentation. You need to embrace innovation. As your workload continues to grow, you need to move quickly and effectively. There's no time for second-guessing.

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"We really appreciate how IBM Domino enables us to expand our core solution and introduce new features, all while serving as the bedrock for our services."

—Anders Holm Petersen, Business Development, Acubiz

20 years

The number of years Acubiz has been using Domino

HOW DOMINO HELPS ACUBIZ

Taking the pain out of expense claims with convenient mobile apps

From processing paper receipts to paying out approved claims, keeping track of employee expenses can be tricky and time-consuming. To take the hassle out of expense management, Acubiz added mobile capabilities to its cloud-based expense reporting solution, making life even easier for employees and managers on the road—and in the finance department.

Wouldn't it be easier if, instead of holding onto and submitting a stack of paper receipts at the end of a work trip, you could just use your smartphone to report your expenses? Acubiz thought so, so they developed a Domino-based Expense Management System (EMS). EMS is a system that seamlessly integrates Domino with third-party solutions and provides a complete end-to-end set of solutions that allow customers to securely manage and track all aspects of employee business expenses — e.g. travel mileage, receipts, etc.

Acubiz appreciates how Domino has enabled them to easily expand the core solution and introduce new features, all while serving as the bedrock for their services. The system stores and handles over 25 million transactions a year in the Domino platform, which provides rich built-in security features to keep sensitive financial data secure. Acubiz is also impressed with how easy it is to maintain the platform.

"We're confident that we can continue revolutionizing expense management supported by Domino," said Anders Holm Petersen, Business Development at Acubiz.

With this solution, companies can get their expenses completed faster and more cost-efficiently than ever before. "We've found that, on average, clients can process an expense claim in just five minutes using Acubiz Capture and Acubiz EMS, compared to upwards of an hour in the past," Petersen said.

Adoption is strong and users are happy, Petersen said, but the company is already looking ahead to other features.

"We're also looking to harness all of the data stored in Acubiz EMS by introducing analytics services," he said. "We want to help clients gain deeper insight into their expenses spending and help them answer questions like, 'What type of expenses am I spending most on?'" With big plans for the future of Acubiz EMS, the company has complete confidence in the underlying IBM Domino platform.

"We've been using IBM Domino for more than 20 years, so we know how reliable it is. Over the coming years, we plan on scaling the infrastructure to handle 1 million users. We're confident that we can continue revolutionizing expense management supported by IBM Domino."

Connecting with the customer on a personal level is essential these days, but designing compelling personalized experiences is extremely difficult; it takes a profound understanding of what makes different people tick. As expectations and options continue to grow, utilities must create a personal connection with each customer to increase satisfaction, loyalty and collaboration.

Using Domino in the energy and utilities industries, companies can have easy access to enterprise information in a variety of areas. Leading companies are particularly skilled at using data to identify unmet customer needs. With Domino's open standards, it's dramatically easier to integrate with a world of applications, services and environments.

In addition, Domino's built-in collaboration features allow client-facing operations to more quickly and effectively solve problems. By empathizing and engaging directly with customers, successful E&U companies are personalizing customer experiences while lowering operating costs.

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"In all the years we've been running IBM Domino, it's never let us down. We've never experienced a single hour of unplanned downtime or any loss of data, and we couldn't be happier with the reliability of the solution."

—Ahmer Faraz, Senior Executive IT, Pakistan State Oil

0 hours

The amount of unplanned downtime Pakistan Oil has experienced using Domino

HOW DOMINO HELPS PAKISTAN STATE OIL

Keeping the business running smoothly with digital workflows powered by IBM Domino

Pakistan State Oil drives complex projects with as many as 50 individual approvers across different parts of the organization. To keep their business moving smoothly and contain operational costs, the company uses Domino applications to digitize many of its key processes.

Pakistan State Oil wanted to move away from time-consuming, paper-based workflows and with Domino they could cost-effectively digitize their business processes. Pakistan State Oil uses Domino applications to build enterprise-class digital workflows for everything from procurement to legal reviews—supporting 2,000 users across the business.

"We have developed IBM Domino applications that support almost all of our business processes," said Syed Moinuddin Balkhi, Head of Information Technology at Pakistan State Oil. "Anything from the procurement of a box of pencils to the approval of a billion-dollar contract now goes through a highly structured and automated digital workflow. If we ever need to retrieve historical data during an audit, we have the peace of mind that it's available in our IBM Domino applications—even if the data is more than 12 years old."

Once an employee opens a new workflow project, the application automatically prompts the relevant decision-makers for their approval. Decision-makers also have the option to delegate approval to their colleagues—and the solution accommodates complex review chains.

Pakistan State Oil's IBM Domino applications are tightly integrated with its other business systems. For example, the company created a system based on IBM Domino to enable customer-facing sales teams to request approval for customer discounts via their mobile devices. After the head office has approved a discount, the IBM Domino application automatically updates the customer's pricing data in the company's ERP system.

With Domino applications automating their approval processes across the business, Pakistan State Oil has achieved its goal of replacing its paper-based processes with efficient digital workflows. By digitizing and automating many of its processes, Pakistan State Oil is reducing the need to shuffle paper between its departments and offices, reducing its operational costs significantly.

Looking ahead, Pakistan State Oil is extremely interested in harnessing Domino's enhanced mobile capabilities, enabling employees to access even more of its applications on the move.

Healthcare systems are continuing to become more interconnected because of regulatory demands, consolidation and consumer expectations. At the same time, electronic medical record (EMR) security face unprecedented scrutiny. To meet these demands requires breadth of expertise and end-to-end solutions that can be tailored for the healthcare industry in a cost-effective manner.

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"Streamlining operational tasks ensures more time for direct patient care."

—Beth Scovill, General Manager and Founder of ADS Data Systems

HOW DOMINO HELPS ADS DATA SYSTEMS

ADS Data Systems provides affordable software solutions for community-based health service providers, enabling them to standardize and automate day-to-day tasks to increase efficiencies, ensure compliance, and enhance profitability.

They started as most companies do – by fulfilling a need. Founder Beth Scovill is a registered nurse who has extensive experience in the care management business. She recognized the need for health services providers to streamline processes that would ensure patients and clients were receiving the best care possible and that providers could spend less time collecting, retrieving and accessing data and more time providing care.

With the help of Domino, ADS Data Systems' software solutions capture the necessary information, processes and operational tasks that every organization needs to succeed. The system standardizes, optimizes, and automates day-to-day tasks, enabling organizations to reduce costs, increase efficiencies, and provide better care.

Specifically, the Domino-based system enables community-based health services organizations to remain compliant with payer and licensing regulations while reducing risks for errors. A wide range of features have been created to help streamline and automate day-to-day operational tasks to increase efficiencies, which save time and money.

As with many healthcare implementations, the system has to help manage a myriad of features and requirements including: Electronic Health Record (EHR), attendance/census tracking and automated invoicing, electronic batch billing (837P or 837I), CACFP tracking, physicians' orders, medication and treatment administration records (MARs & TARs), intake tracking, transportation routing, care plans, progress notes, assessment tools, reporting capability, and more.

Because Domino drives the processes, new applications can be added cost-effectively. The result is an affordable healthcare solution to enhance daily operations, compliance, and cash flow. The applications are easy to use and increase efficiencies to help boost your bottom line.

"ADS Data Systems has used Domino custom applications for many years to streamline processes, manage complex data and automate operational tasks that drive healthcare services," said Beth Scovill, General Manager and Founder of ADS Data Systems. "Streamlining operational tasks ensures more time for direct patient care. The flexibility and power of Domino has the built-in security and flexibility that has allowed my team to easily customize applications and adapt them to healthcare policy nuances that can and do vary by region, while knowing the data is always kept secure."

Commoditization. Digitization. Increased customer demands. Interconnected economies. Shortage of skills. Collectively, these challenges are creating unprecedented levels of change in the Industrial Products industry. Current business models are being threatened by competitors using technology to create more compelling value propositions.

Domino helps by quickly adapting to market innovation and enabling companies to differentiate their implementations using mobile, offline tools and custom applications. Quite simply, the rules for success have shifted – moving from overcoming disruptors to continuously reinventing the organization and choosing the right partners.

By optimizing the Domino platform, Industrial Products companies can rely on greater product volumes and disparate sources of data in more accurate and meaningful ways. At the same time, companies can ensure they have the testing, reporting and security procedures in place to ensure success. These tools and insights can provide both competitive and strategic advantages.

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"Domino Mobile Apps is a dream come true."

—Fabrice Langlois, IT System Architect, Teradyne

HOW DOMINO HELPS TERADYNE

Building closer relationships with customers with a collaborative platform for support

To help customers get maximum value from its products and nurture loyalty, Teradyne wanted to connect them with fast, effective support—but its customer portal was difficult to navigate.

A leading supplier of automation equipment for test and industrial applications, Teradyne transformed its customer-facing and internal portals with IBM collaboration solutions, making it easier for employees to provide customer support, and for customers to access information.

Teradyne developed Domino applications that allow them to "configure-to-order" the large complex test equipment that they provide to their customers. They needed a way to maximize the value of the products they deliver as well as provide effective support to gain customer satisfaction and loyalty.

Additionally, Domino is used to route and manage email/calendaring for their employees, as well as deliver customer-facing applications in their eKnowledge Portal based on IBM Portal. Customers and their field workers now have access to powerful offline Domino applications.

In Teradyne's view Domino is a world-class rapid application development (RAD) and deployment environment. Nothing handles granular security like Domino. For Teradyne, offline work is a big requirement, especially where their test equipment is deployed in facilities with zero to little connectivity. In addition, the ability to view those applications on or offline with Domino Mobile Apps is an important win for them — "a dream come true," said Fabrice Langlois, IT System Architect at Teradyne.

By helping users of its portals access and share information with greater ease, Teradyne is enhancing customer satisfaction and employee productivity. Employees and customers alike can access and share information with greater ease, helping to ensure problems are resolved faster.

Teradyne is using Domino and its new-and-improved collaboration abilities to build closer relationships with its customers, helping it to protect hard-won market share.

"IBM collaboration tools have helped to put us miles ahead of the competition when it comes to interacting with our clients," said Langlois. "We are excited about where our journey with IBM solutions might take us next, as we look for new ways to raise the quality of the service we deliver to our customers."

Connecting with the customer on a personal level is essential these days, but designing compelling personalized experiences is extremely difficult; it takes a profound understanding of what makes different people tick. As expectations and options continue to grow, utilities must create a personal connection with each customer to increase satisfaction, loyalty and collaboration.

Using Domino in the energy and utilities industries, companies can have easy access to enterprise information in a variety of areas. Leading companies are particularly skilled at using data to identify unmet customer needs. With Domino's open standards, it's dramatically easier to integrate with a world of applications, services and environments.

In addition, Domino's built-in collaboration features allow client-facing operations to more quickly and effectively solve problems. By empathizing and engaging directly with customers, successful E&U companies are personalizing customer experiences while lowering operating costs.

77%

of transportation executives expect to have a blockchain network in production within three years.

HOW DOMINO HELPS PRINCESS CRUISES

Keeping people safe when it matters most

Princess Cruises uses shipboard Domino applications that help the crew deal with at-sea emergencies. After a 2012 incident, Princess realized they needed a way for the crew to have easy access to policies and procedures for guidance in the event of an emergency or some other incident.

Ship-to-shore bandwidth isn't sufficient for crew members to access shore-based resources so they built a Domino app and put a server on each ship. That server replicates over satellite channels to maintain data currency, and crew members access the shipboard server.

The app has been in place for a couple years now, and in early 2019 parent company Carnival Corporation bought additional licenses to expand its usage from Princess to the other cruise lines in their brand.

They're working on another application called On Deck that will be passenger-facing. If there's a delay while a ship is at sea, passengers will be able to use On Deck to rebook flights. There's also potential future expansion to other functional areas where shore-based activities would be affected by a late arrival in port.

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