



### Business challenge

Having traditionally relied on outside vendors to support software migration efforts, Finanz Informatik wanted assistance in upgrading its IBM® Collaboration Solutions .

### Transformation

Finanz Informatik joined the IBM Software Accelerated Value Program—speeding its IBM Notes® and Domino® upgrade and helping the company to proactively resolve any issues.

#### Business benefits:

### Boosts

return on software investment

### Accelerates

software deployment with effective planning

### Helps

enable a smooth software upgrade

## Finanz Informatik stays up-to-date with IBM Software Services for Collaboration

Finanz Informatik is the central IT service provider of the Savings Banks Finance Group, one of the largest private banking groups in Germany. The company processes data and develops software for savings banks, and it supports other companies within the Savings Banks Finance Group, such as insurance companies and building societies.

*“The partnership with IBM is very effective for proposed products, product enhancements and new strategies.”*

Michael Glaser  
Service manager  
Finanz Informatik

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## Challenge

Looking for a more contemporary messaging and collaboration platform, Finanz Informatik wanted to update its IBM Notes® and Domino® software architecture. Traditionally, the business coordinated with outside service vendors, predominately IBM, to aid with its migration efforts, and this project would be no exception.

Beyond the migration, Finanz Informatik also wanted to secure ongoing assistance with the updated messaging environment. The company hoped that by off-loading routine, day-to-day tasks, it would free up staff time while securing superior quality support. Ideally, this new service would include a single point of contact for all of the company's software-related issues and queries.

## Solution

Pleased with the quality and consistency of IBM Software Services for Collaboration it received in the past, Finanz Informatik engaged the IBM Software Accelerated Value trusted advisory service to oversee the staged migration of its IBM Notes and Domino software from version 6.5 to version 8.02, then 8.5 and subsequently to version 9.0, allowing the organization to leverage the latest capabilities in Notes and Domino 9.0. The IBM team coordinated with the business to gain a thorough understanding of the underlying environment, using this information to organize a smooth migration.

At the same time, Finanz Informatik signed a three-year agreement to participate in the IBM Software Accelerated Value Program (AVP). As part of the program, IBM provides the business with a dedicated Accelerated Value Leader (AVL) who can spend up to 100 days at the client's location to aid with managing and planning for the IBM Notes and Domino software environment.

Finanz Informatik also has access to 12 callers for priority support call logging as well as 117 field support days for on-site engagements, including advanced technical guidance and troubleshooting as well as knowledge transfer sessions. Finally, the business has access to three emergency on-site service days to handle unforeseen incidents that require an immediate response.

## Benefits

- Offers ongoing access to highly skilled IBM staff, encouraging faster problem resolution and a more optimized configuration.
- Accelerates software deployment with effective planning that helps avoid potential pitfalls.
- Helps enable a smooth software upgrade, allowing the business to take advantage of updated communication and collaboration features.

## Solution components

- IBM® Domino®
- IBM Notes®
- IBM Software Services for Collaboration
- IBM Software Accelerated Value Program

### Take the next step

To learn more about the IBM Software Accelerated Value Program, contact your IBM sales representative, or visit: [ibm.com/software/support/acceleratedvalue](http://ibm.com/software/support/acceleratedvalue)

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