



Our business intelligence solution for email, applications, collaboration and communication visually presents the big data in your IT infrastructure for you

AnalyticsSolutions™



Management Information

iDNA delivers reliable information for decisions made by management and IT. Your plans and projects can be implemented using fundamental but informed knowledge of the IT infrastructure. Using visually prepared raw IT data, an eagle eye evaluation is possible where the interactive reports allow an in depth analysis at any time. It is these characteristics that allow iDNA to boost the efficiency of agile IT transformations.

System data is collected and processed based on clients, servers and applications. The expertise of our developers and consultants can be found in the data mining and preparation of relevant raw data in iDNA. iDNA reports are so convincing, they can answer almost any question in regard to collaboration and communication in your business. The findings are made available to different target groups in different formats:

- Management Information Dashboards, accessible from browsers and mobile devices
- PDF reports
- Interactive reports in HTML5 format

panagenda highly values the visual appearance in iDNA dashboards and HTML5 reports, which are optimized for touch screens, to be used on smart phones and tablets like iPhones and iPads. As such, we were able to enhance many customer’s perception of their IT infrastructure and present it as that what it actually is meant to be: the foundation of many important business processes.

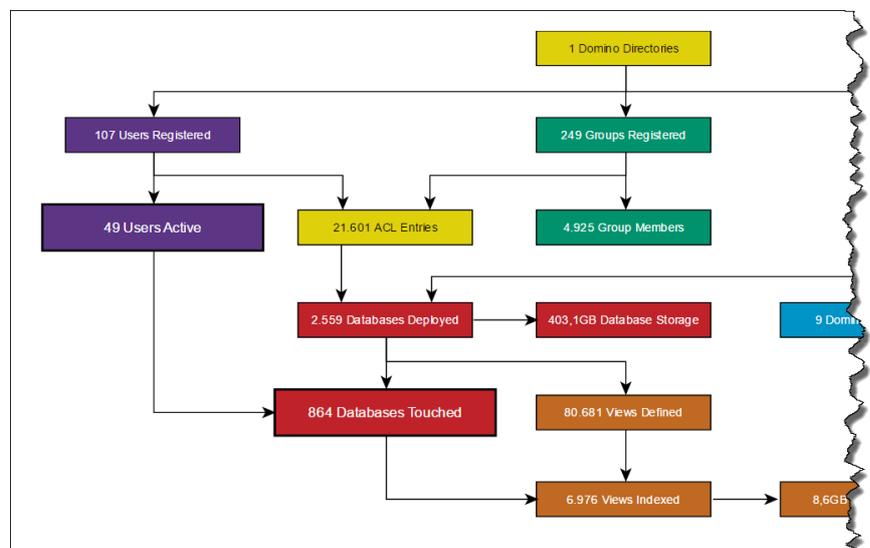
panagenda iDNA assist you to analyze and safeguard your IT and business processes for the future.

Network and Infrastructure Analysis

The following excerpt from a sample iDNA report shows the overall picture of a collaboration IT infrastructure:

- Of the 58,000+ users, only around 51,000 are active
- Of the 190,000 databases in the infrastructure, only 94,000 are actually being used (with clustering, half of the databases remain unused, unless a server goes down)
- Only 2 million of the 19 million views are indexed

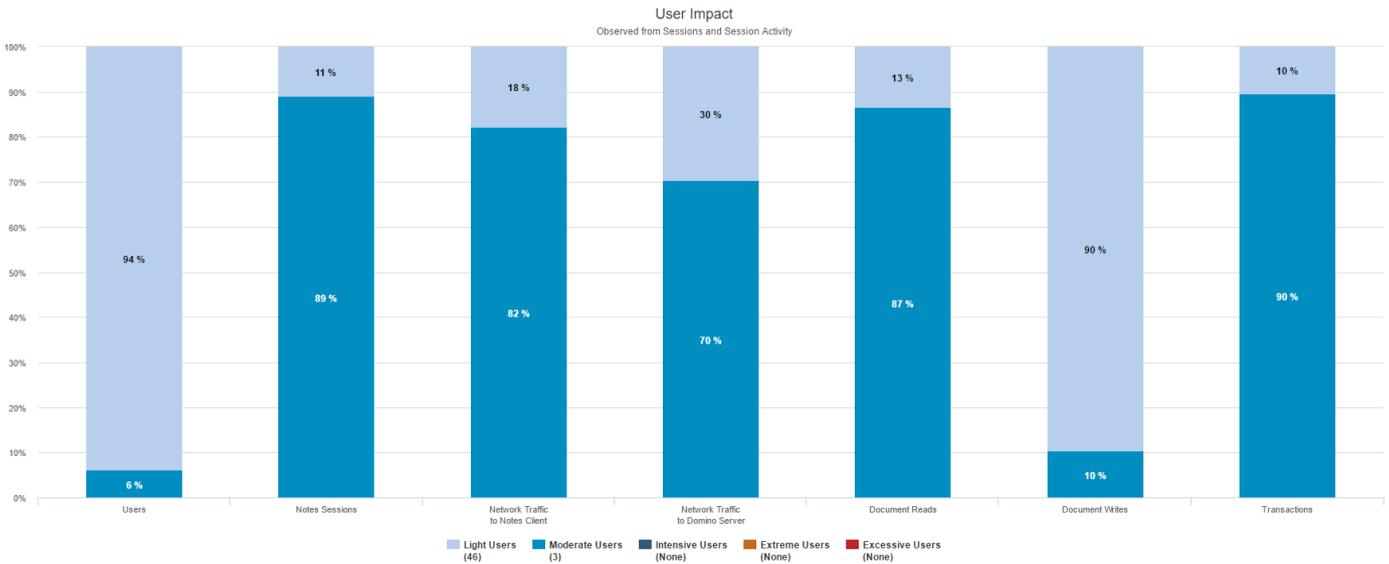
These three findings are of tremendous value, not only for the optimization of the total cost of ownership (TCO) but also for the planning of consolidation and modernization projects.



Understanding platform cost distribution

In most collaboration landscapes, an average of 5 to 10% of all entities (users, agents, archiving, fax etc.) are responsible for 70% of the total load. The following slide from a sample iDNA report shows an environment where 4.1% of entities are responsible for more than 80% of sessions, download traffic and transactions:

End User Demand:



Tapping into consolidation potential

Using the detailed information gathered, panagenda iDNA is able to outline the consolidation opportunities of an IT environment. The three examples above, illustrate the clarity in which information in iDNA is presented.

Our sample iDNA report, and the whitepaper IBM Collaboration: The Future is Now, offers many more examples.

Application and Infrastructure Usage

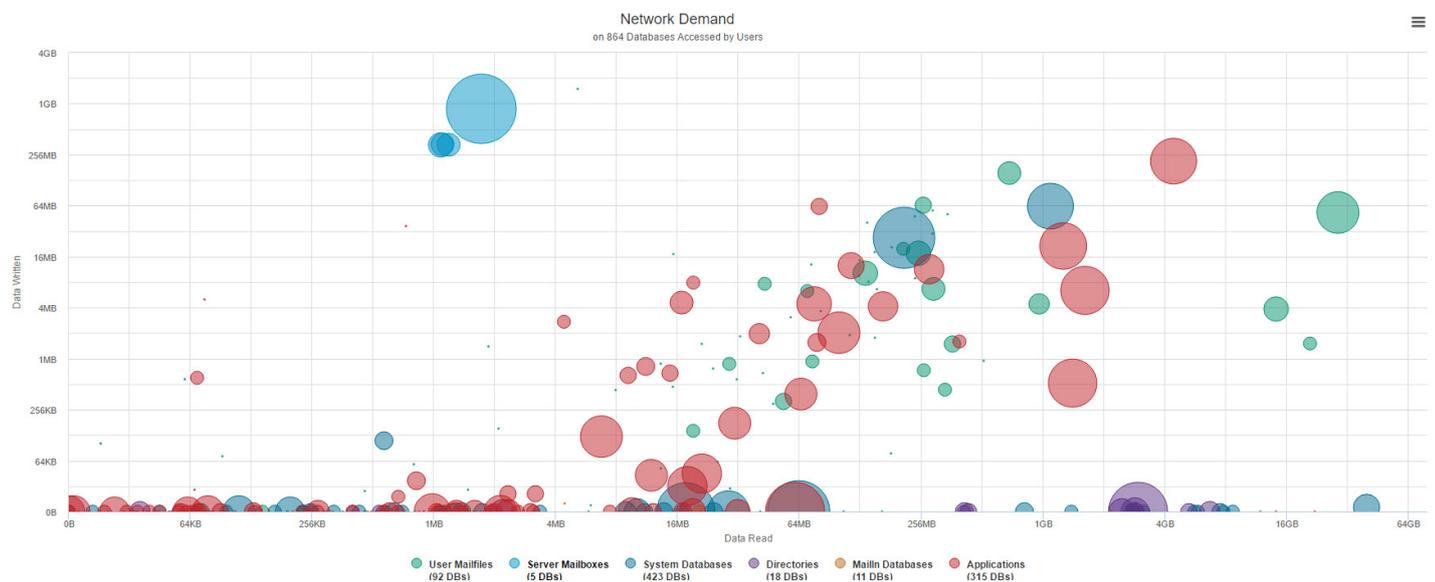
Our so called "bubble chart" provides amazing insight into your collaboration environment:

- Immediately recognize how lively your collaboration landscape is
- Find out exactly who is using which applications and how in order to identify
 - Most and least used applications
 - Applications that create exceptional load
 - Un-used applications
- Analyze the read and write (consumer and producer) activity across your database landscape.

The following sample image shows read and write traffic (consume vs. produce) for 90,442 databases:

- Green bubbles are mail files
- Orange bubbles are mail-in databases
- Red bubbles are applications
- Light blue bubbles are server mailboxes
- Dark blue bubbles are system databases (e.g. logs)
- Purple bubbles are directories (address books)
- The size of the bubble indicates the number of users, the larger the bubble, more users there are
- The horizontal axis shows read traffic, increasing from left to right
- The vertical axis shows write traffic, increasing from bottom to top

End User Demand



If you choose to add HR data to the usage data, you can quickly see applications being used in regard to:

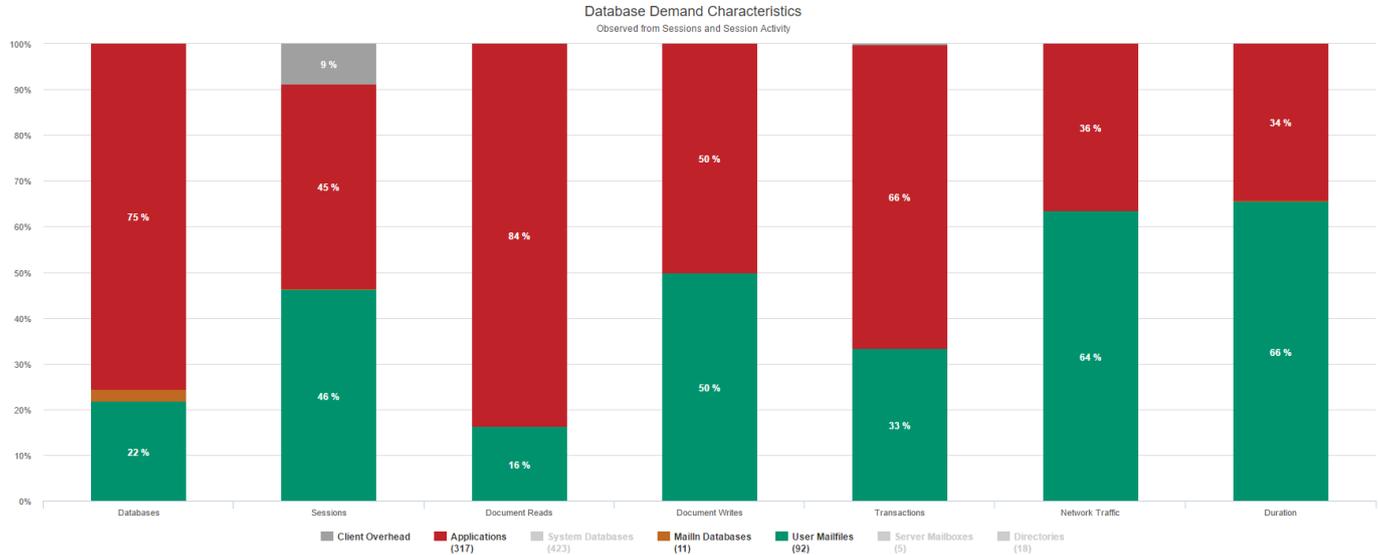
- Upper management and VIPs
- Internal departments (e.g. sales, or marketing)
- Office locations

Email vs. Applications

The following chart shows key statistics (sessions, document reads, document writes, transactions, network traffic and duration) grouped by the type of database. Through interactive filtering options in the report, the visualization focuses on user mailfiles, mail-in databases, applications and client overhead, such as checking for new mail:

iDNA automatically recognizes and categorizes databases to help differentiate e.g. mail from application databases. This allows for powerful insight as to whether the collaboration landscape is application heavy, primarily uses for email or has e.g. misconfigured directory catalogs.

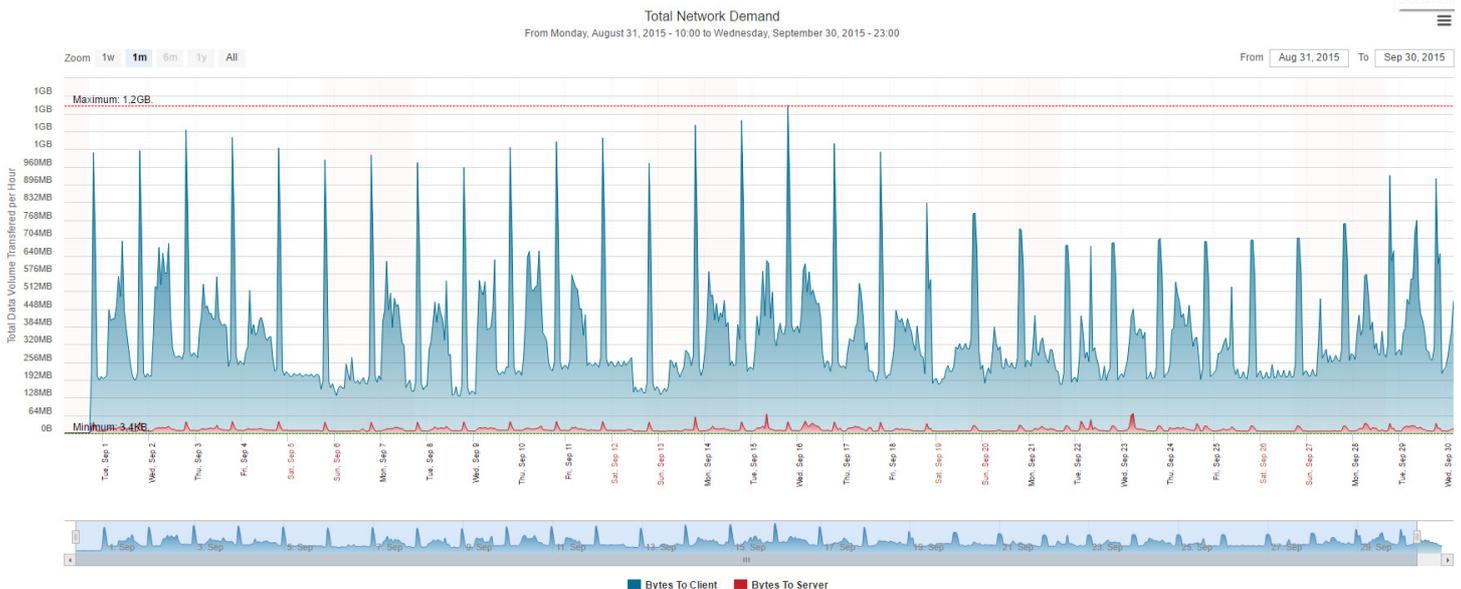
Impact by Database Type



Checklists and Key Statistics over time

To achieve panagenda iDNA's aim of delivering value to both management and IT, a rich variety of reports are available, from deployment integrity and security checklists to timeline charts for key statistics. The following chart shows upload and download traffic for a specific reporting period. Extraordinary download traffic is quickly observed for a certain moment, spiking to nine times the average (close to 2.3 GB instead of 256 MB).

Network Traffic History



Billing and Cost Distribution

Transparent platform cost distribution and knowledge of which applications are used by which parts of the business, unlock two valuable use cases:

Transparency of Costs in Collaboration Landscapes

In many cases, the sum of relevant platform costs is divided by total number of users to calculate average cost per user. Having analyzed over 10 million seats to date, a minority of entities, such as fax archiving, agents and complex applications, often consume the majority of resources. The average cost per user is surprisingly low when only taking into account email and a handful of other application, even when compared with cloud operations.

Reasonable Billing

The key for implementing reasonable billing lies in the ability to distinguish between a) shared platform cost such as server replication, clustering, fax, archiving and backup and b) (business unit) individual costs, such as disk space, server load, upload and download traffic. In addition, it highlights the true cost per user, business unit, application etc. in order to accurately compare costs for cloud proposals and other platforms.

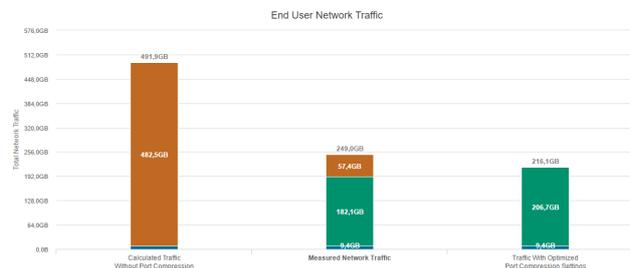
panagenda iDNA provides a clear insight into the cost structure of your collaboration landscape as well as ways in which to implement reasonable billing.

Consolidation

Buying bigger machines isn't necessarily a well thought out consolidation. Considering sustainable optimization to total cost of ownership on the other hand, is.

Network and Infrastructure Analysis - Report Understanding the load and usage patterns of the IT infrastructure is of utmost importance as it can lead to optimal user, server and application clusters.

Port Compression



Total observed network traffic was reduced by **49%**.
 With consistent configuration on clients and servers, traffic can be reduced by another **32.8GB**, resulting in a total traffic reduction of **56%**.



Following this, bandwidth demand needs to be calculated separating at the very least clients/servers and servers/servers, if not the previously defined clusters (certain users on certain servers, certain applications, certain departments etc). More information on such calculations can be found in our blog article.

Cloud Sizing and Onboarding

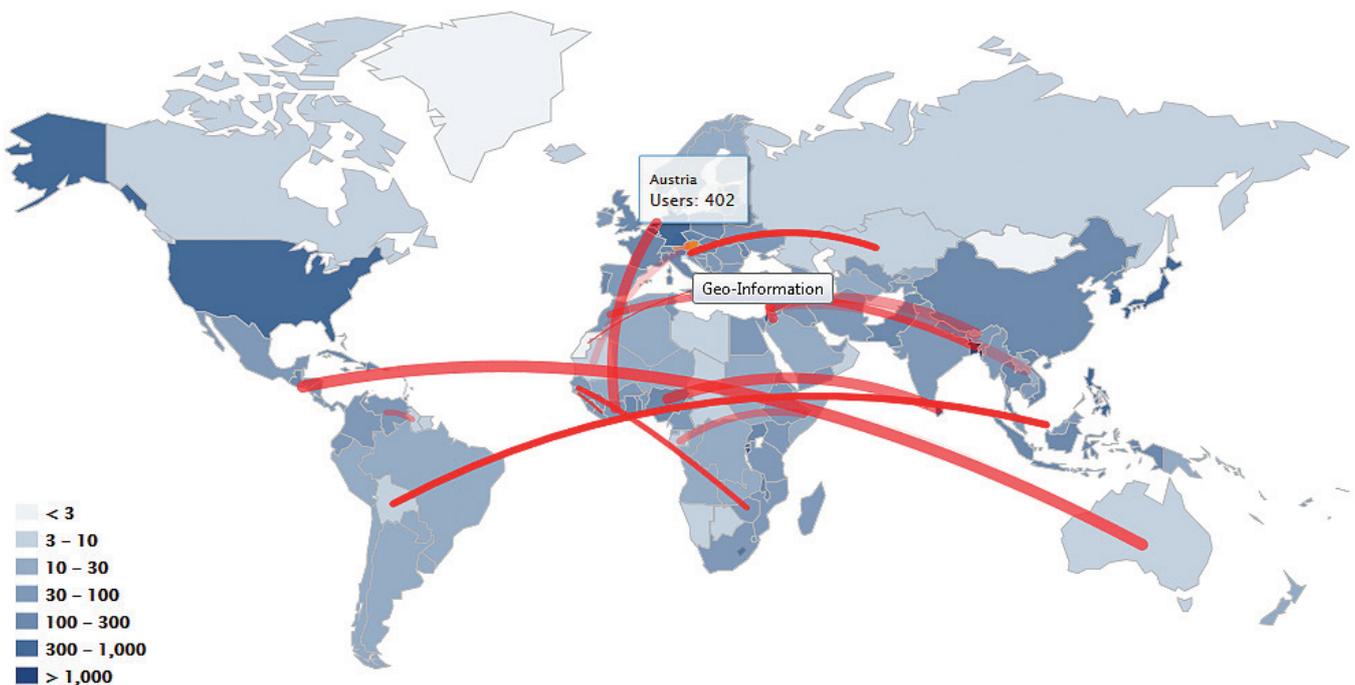
Cloud onboarding projects require a comprehensive and system specific preparation. In depth analyses are the key to success and ensure that the full potential of the cloud service is utilized. Important questions in this regard include:

- What is our current bandwidth demand between users, servers, applications, offices and data centers?
- Which users, servers, applications, and systems can we move to the cloud, and in which phases?
- Which objects and systems remain on premise and what are the implications for traffic to and from the cloud?
- Do our applications have dependencies that need to be resolved?

The following image displays geographically enriched bandwidth demand based on the IT infrastructure of a multinational enterprise:

Geo Information Data Transfer Volume

User Distribution



Cloud onboarding

Our client management and optimization solution, panagenda MarvelClient, provides all necessary functionalities for cloud onboarding processes:

- Analyses across clients (use of local replicas, detailed information about IBM Notes releases, home servers, locations, desktop icons, bookmarks and much more)
- Mass changing bookmarks, desktop icons etc.
- Standardizing client configurations way beyond IBM Policies
- Seamless onboarding with zero email and zero user interaction
- Crossgrading IBM Notes Rich Clients to IBM Notes Browser Plugin Clients
- Fast and efficient roaming for IBM Notes Browser Plugin Clients, also for the IBM Connections Cloud

Migration

A migration can be a daunting experience. It is often the case that the scope of the task is grossly underestimated. Some smaller duties such as migrating email onto a new platform can be completed rather hassle free. The challenge in migration occurs when:

- you have email and applications
- your collaboration landscape has a long history
- a major driver for your migration is cost pressure
- you are facing performance issues
- you have decided for a strategy placing everything on browser and mobile devices
- you want to give your collaboration landscape a general makeover

In the past we have been able to help many customers in a wide variety of migration and transformation undertaking:

- IBM Notes and Domino on premises to IBM Connections Cloud and SoftLayer for applications
- Microsoft Exchange and Outlook to IBM Notes and Domino and vice versa
- IBM Notes to Microsoft Outlook and IBM Hawthorn (often incorporating IBM Notes Browser Plugin)
- IBM Notes Clients to Browser Plugin Clients
- IBM Notes Rich Clients to Virtual Desktop Infrastructure (VDI, Citrix and Windows Terminal Server)
- Content from various sources to IBM Domino, IBM Connections and MS SharePoint

The key to an efficient migration is having the right answer to relevant questions:

If only email is migrated (and applications remain on the existing platform)

- Which applications are linked with email through interfaces in IBM Notes clients?
- Which applications have critical dependencies to email (e.g. sign and encrypt)?
- Which applications depend on calendar, todo and addressbook integration?

If applications need to be migrated

- Which applications should be migrated first? Priority is given to those used by upper management, VIPs, sales and the most used applications.
- Which applications form an application cluster from a design point of view? For example, all databases forming the CRM system.
- Which applications are simple and which extraordinarily complex? How much effort is each application's migration?
- Which applications can remain unchanged, which can be retired, and which can be archived as read-only?

The above are just the most prominent of questions that may arise. Our solutions portfolio and consulting expertise can help you from the initial analysis to the execution of the entire migrations project.

Security and Audits

Collaboration and communication landscapes are subject to internal policies, security and compliance regulations.

This requires regular inspections of access rights, specific settings, events and inconsistencies as well as potential issues in relation to internal standards or an auditor’s demands.

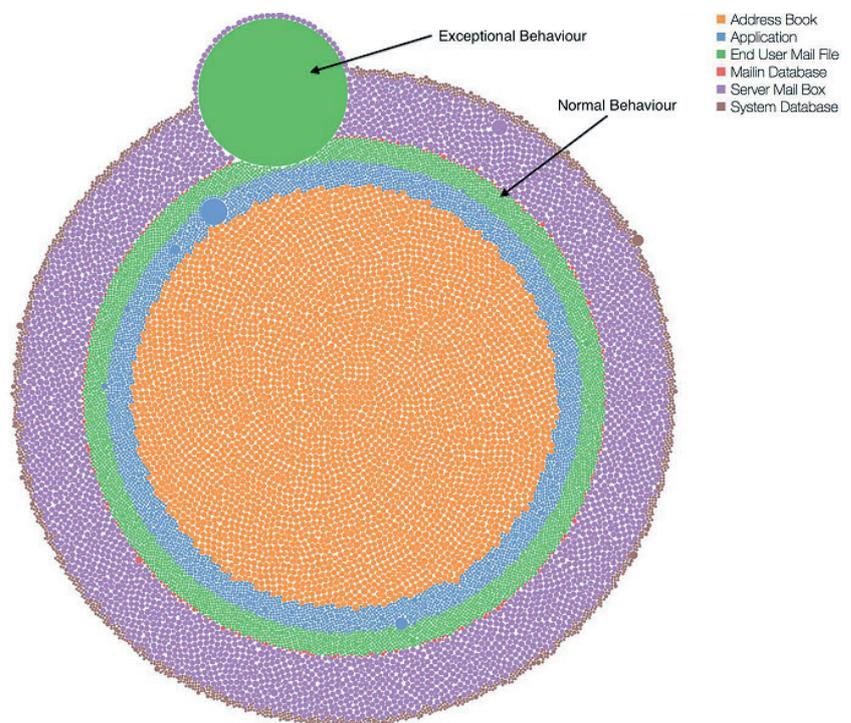
Traditionally such analyses can only be performed as deemed necessary. Both our solutions portfolio and business intelligence expertise covers clients, servers, applications, collaboration and communication providing a general overview whilst also being able to go into extreme detail.

The following image shows the result of a detailed forensic customer engagement study to identify the source of a potential information leak:

Each bubble in the above image represents a single user who has access to a particular number of databases. Each type of database was assigned a color, described in the legend. The image as a whole presents the activity of 5,000 users inside an organization’s IBM Domino collaboration environment. Even at first glance it is evident that one user has access to an exceptional number of user mailfiles.

Aside from the above investigation example, we can provide management and IT with a rich variety of on demand and periodic reports such as licensing analyses and more.

We look forward to discussing your requirements!



Compliance

Our autonomous solutions can help solve a wide variety of problems. panagenda iDNA is even able to consolidate not only the information gathered from our solutions but from other sources and to ensure an accurate, comprehensive and permanent monitoring of your entire collaboration and communication environments.

- Does your business have the right number and types of licenses according to the implemented software?
- Such an analysis can also reveal savings potential by identifying an excess number of, or unnecessary licenses immediately.
- Who has access to a sensitive applications or mail databases?

- Such an analysis can also reveal savings potential by identifying an excess number of, or unnecessary licenses immediately.
- Who has access to a sensitive applications or mail databases?
- Which end users have a local replica of a sensitive applications or mail databases (even though access on the server has been revoked)?
- Do access rights to critical applications match expectations?
- Identify problematic communication and collaboration patterns with external entities
- Detect unusual activities
- Finding orphaned applications, mail files and user accounts

The above are only select examples of analyses that we carry out for customers all over the world.

Email Analysis

Collaboration and communication landscapes are subject to internal policies, security and compliance regulations.

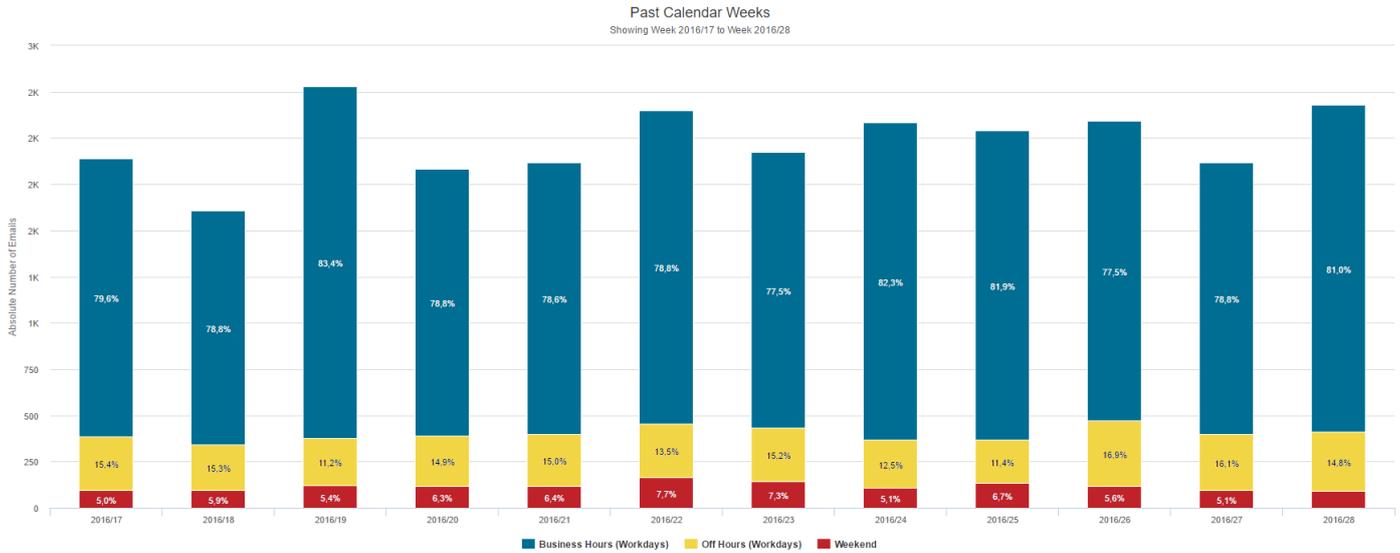
Email communication takes place on a large number of clients and platforms and affects end users, applications and systems:

- IBM Notes Rich Clients
- Browser clients using IBM iNotes
- IBM Domino servers and applications
- IBM Traveler for mobile devices
- Microsoft Outlook and Microsoft Exchange
- Blackberry Enterprise Server

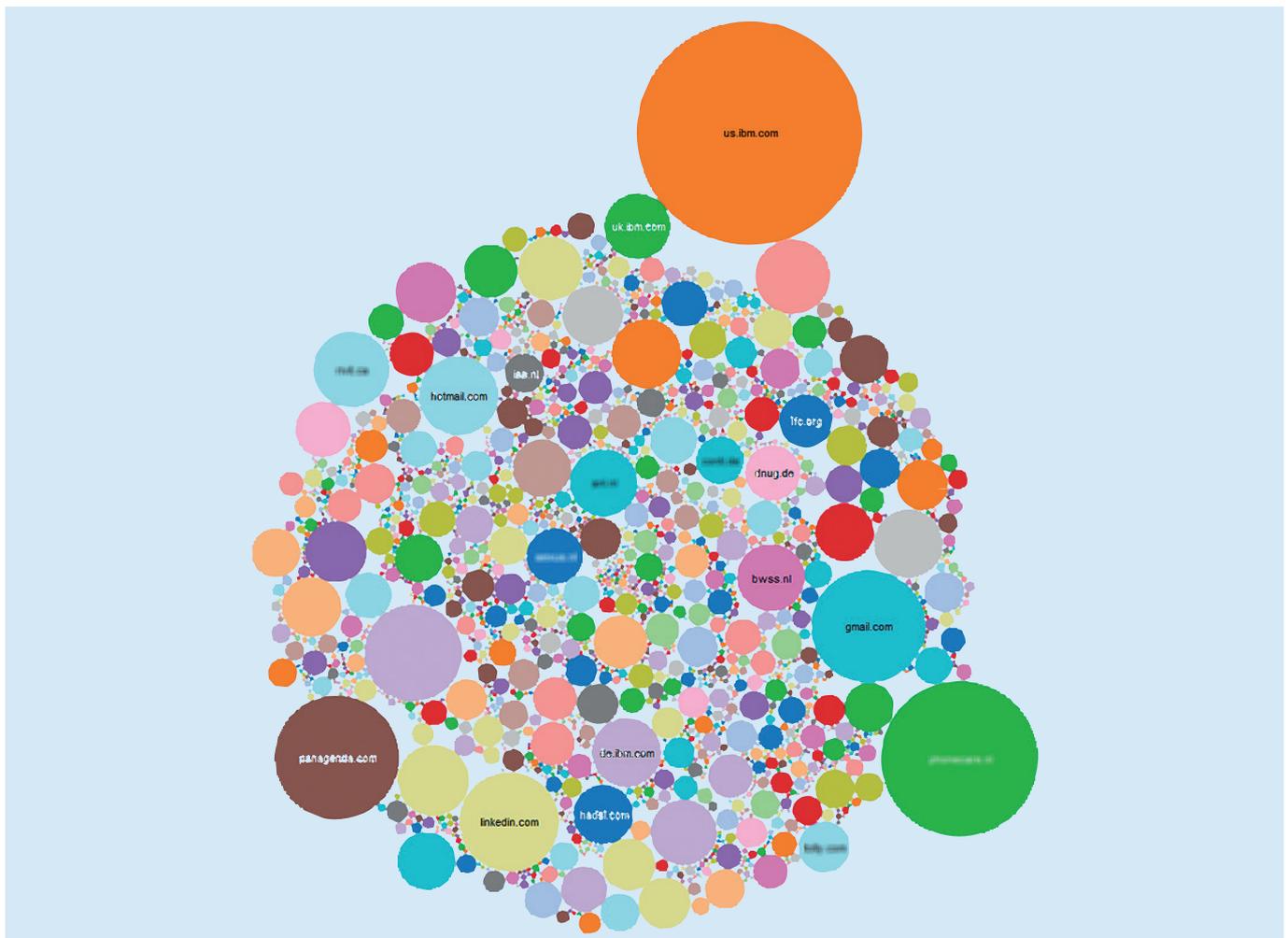
panagenda iDNA allows you to access and utilize the wealth of your data for a multitude of use cases including:

- Provide management with a dashboard visualizing email traffic in- and outside of business hours, on weekdays and weekends
- Investigate internal communication patterns between countries, office branches and departments: this is also an excellent social enabler: people who communicate often with one another, benefit most from a joint community
- Analyze communication patterns with customers and suppliers: also a perfect social enablement tool and profit maximizer considering in how many organizations multiple staff unknowingly work with the same customers
- Create reports for the entire business, according to country, branch office or department based on
 - email numbers and volume
 - number of recipients
 - most sent to external domains
 - most received from external domains
- Compare email use across rich clients, browser clients and mobile devices

The following image shows a management information system displaying email emergence in- and outside of business hours on weekdays (business unit names have been removed from the screenshot):



The below sample chart shows the number of emails exchanged with external domains (combining sent and received). The larger the bubble, the higher the email exchange. It is evident that (apart from anonymized bubbles) the most prominent domains are us.ibm.com and panagenda.com, followed by linkedin, gmail and hotmail.



Next Generation Communication

Who is communicating with whom? Centralized information based on this question is our corner stone for “Next Generation Communication”:

Imagine addressing an email to a customer and your client would tell you which of your colleagues have recently communicated with the same person. Such information could be limited to only co-workers from the same department, those with a similar role in the organization such as sales and marketing, or can be determined according to individualized categories.

In addition, your client can automatically create a community including relevant colleagues and emails. Intelligent processes such as these boost the collaboration of customers and contacts to a whole new level: social business.

Next Generation Collaboration

Social collaboration is developing on a continuous basis. Ten years ago the priority was applications, workflows, email and calendaring. These days companies are looking for newer, smarter, faster, yet less demanding ways to work. The ever growing number of systems, devices, information and data is becoming more and more difficult to manage.

Comparable use cases, as described in next generation communication, also exist for collaboration data:

Analyzing which end users or departments use similar (not just the same) sets of applications allows for the instant creation of social collaboration clusters that significantly facilitate the daily activities of your staff.

Application owners and content contributors find information about user behavior on their application landscape extremely valuable. iDNA can aggregate such information on enterprise or departmental level.

The biggest challenge for social collaboration is that people only network and share information with others they already know. The purpose of social collaboration is to overcome information silos and share relevant information throughout the entire business.



Using existing collaboration data as well as panagenda iDNA, work methodologies can be made significantly more efficient. Concentrating the energy and knowledge of all employees into an optimal flow of information, boosts overall productivity.

Application Modernization

The key to efficient application modernization is segmentation. Having a specific modernization strategy according to application type can be more cost-effective if you have a large number of applications.

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panagenda iDNA supports you in segmenting your applications into the following categories, with increasing modernization efforts from top to bottom:

- Retire
- Archive
- Leave as is
- Webify (Classic/XPages)
- Re-engineer inside IBM Notes
- Re-develop (start fresh)
- Re-develop and migrate content

In addition, our groundbreaking Application Design Analysis helps you by

- Calculate efforts
- Pinpoint target platforms
- Identify modernization roadblocks and more

In combination with panagenda MarvelClient, you can even find out which applications are replicated locally, to determine the most suitable modernization strategy.

Licensing Audits and Optimization

Licensing audit and optimization comprises of up to four steps:

- Determine active vs. registered rich client users
- Determine active vs. registered users who only access databases from a browser
- Determine necessary messaging vs. enterprise licenses: Which rich client vs. browser users, only have access to mail files and applications based on standard templates (with the exception of teamrooms).
- Calculate optimal licensing model across both server and client licenses

panagenda iDNA simplifies the analysis of rich client and browser client usage data. As such, we can then help you calculate the optimal licensing options for your IT infrastructure.





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