



Blum and **panagenda**: This is motion!

## Julius Blum GmbH in Hoechst (Austria)

Blum is an international company that specializes in the production of furniture fittings. The main product groups are hinge, pull-out and lift systems for primarily kitchen furniture. Customers include furniture manufacturers and fittings distributors.

The Group employs 5,500 persons to produce innovative fittings. Blum has 7 production plants in Austria, one in Poland, the USA and Brazil; it has 27 subsidiaries and/or representative offices and supplies its products to more than 100 markets. All offices are able to collaborate by means of an intricate IT system, which includes IBM Lotus Notes.

Currently, about 3,500 IBM Lotus Notes users have panagenda MarvelClient installed, utilizing the Analyze, Migrate, Manage, and Roaming modules. panagenda GroupExplorer Light is also used to gain an overview of the group and Access Control List (ACL) structure of all applications inside Julius Blum. Of these, approximately 2,500 users are in Austria and about 1,000 are distributed around the globe.

Despite their global distribution, with the help of panagenda MarvelClient and GroupExplorer, Julius Blum is able to centrally administer and control users' workstations, right from their headquarter's IT office. This allows Julius Blum to support all IBM Lotus Notes users with only two Administrators, which is minimal for a 5,500 user population. In order to use the two different panagenda solutions, a mere three databases had to be placed on Julius Blum servers. Replication then made it possible for each global office to have a constantly-synching copy of those databases locally. This ensures that configuration changes are efficiently distributed and executed as close to local as possible by the targeted clients. Replication is also used to gather up-to-date analysis on each Lotus Notes client installation and configuration from users all over the world.

The distribution of MarvelClient client components, which is only a DLL and a few notes.ini entries, was performed automatically via a PostOpenScript, which drops the MarvelClient components transparently when users open their mail database.

In the context of the current Lotus Notes 8.5.3 Standard roll-out, Julius Blum ensures immediate MarvelClient control via a few additional notes.ini parameters, without requiring a restart. According to Raoul Morik, Domino Administrator at Julius Blum GmbH: "This works exceptionally easy and we rely on this method for all new IBM Lotus Notes and MarvelClient installations."



Mr. Raoul Morik

IT-Administrator at Julius Blum GmbH which is headquartered in Austria administrates an infrastructure of about 4,000 IBM Notes users, a multitude of Notes groups and Domino servers.



## Implemented products



## Early detection of potential errors

Also very important for Julius Blum aside from sustainable management, is the regular collection of analytical data. Detailing the configuration of Lotus Notes clients, it serves as a prevention of client problems that is much less expensive than the valuable administrators' and end users' time.

Whether it's Notes upgrade preparation or cleanup of existing installations (notes.ini, ECL, icons, location documents) etc., with MarvelClient Analyze Julius Blum always has the latest client landscape centrally at their fingertips, and can strategically plan changes and upgrades while avoiding support intensive surprises in advance.

For client performance, relevant information such as ODS versions of local databases, Notes startup times, latency measurement from/to critical servers, as well as other metrics such as resources, hardware, software etc. can be collected and analyzed with the Analyze Module.

The comprehensive upgrading of ODS version of all Clients is also very easy and reliable with MarvelClient and helps reduce file input and output (I/O) of up to 70%.

Special attention is also paid to optimizing Lotus Notes client startup times as well as determining which users have less than ideal server connectivity or latency. The latter has serious implications on performance of server based applications, with as little as 20ms of latency making a significant negative difference.

## Sustainable management rather than constant fire-fighting

According to Raoul Morik, "Julius Blum's initial choice for MarvelClient was made as a solution was needed to reliably create local replicas on laptops, but in a different folder structure than on the server. This was not possible with native Notes tools.

We also wanted a solution that allowed us to solve even complex and critical configurations in a reliable and efficient way in order to achieve truly standardized clients that possess the ability to "heal" themselves."

Management of desktop icons, bookmarks, workspace pages, location and connection documents and replicator page entries were all checked off as "DONE" in one swoop for the entire IBM Lotus Notes client infrastructure.

Whenever a user accidentally changes his or her Notes configuration, a simple restart is required for the Notes client to automatically restore itself to the standardized configuration for work to be resumed without calling the Help Desk.

Raoul Morik: "Through analysis, standardization and being able to reset important settings upon client restart, the number of support calls has been reduced from 4 per day to 1-2 per week. The support costs and end user downtime has also been reduced by 90% - 95%, which means that MarvelClient has paid for itself in just the first few months."

## Dynamic management of bookmarks - the easy way

Using the MarvelClient Migrate Module ensures that for each user, the right icons and links are always used, even if databases happen to move on the server side as client links automatically move along. Any unwanted icons and replicas are also automatically removed from the affected clients.

Another feature of the Migrate module is to ensure that Domino clustering works as intended and that all users will be re-directed to their home server, after being failed over to the original server.

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Distributing icons to the workspace, as well as bookmark management is now a breeze. is now also a breeze. With MarvelClient, Julius Blum can simply point the users to the desired servers. This capability greatly facilitates the remote management of foreign Julius Blum subsidiaries, as IT Administration at Headquarters can always be sure that the correct databases are opened on the appropriate servers.

Julius Blum also works extensively with Domino groups in MarvelClient actions and uses GroupExplorer Light to ensure Domino groups are in sync with MarvelClient.

Since Julius Blum dynamically deploys bookmarks down to the department level, and users are not using conventional workspaces, this integration adds a particularly high value to end user productivity.

Bookmarks are distributed as "relative" and adjust depending on the users' environment to the correct application server. This capability reduces the administrative overhead for bookmark management and new application distribution significantly.

### Complete Notes configuration management with ultralight roaming

Before using MarvelClient, Julius Blum used native IBM Lotus Notes roaming. Unfortunately, the amount of data being replicated per user made this a difficult and unreliable solution with long load times and high bandwidth requirements. This was especially problematic upon first Notes launch on a new PC, or when an existing profile had to be rolled back, requiring 150 MB of data to be replicated. And with many users sharing a few PC's in the production department, IBM Lotus Notes roaming ended up not being a satisfactory solution.

With MarvelClient Roaming however, Notes configurations including the personal address book and Eclipse settings, required only 4-6 MB, resulting in network friendly and fast performing Notes clients. This provides users with a much better experience and also enables Julius Blum to cope with topics such as hardware replacement or Operating System upgrades effortlessly, as Notes data seamlessly migrates when users log in to the new computer.

While calculating the exact saved cost on reduced storage requirements has not been done, it is already obvious that MarvelClient provided tremendous savings even there.

Mr. Raoul Morik  
IT-Administrator at  
Julius Blum GmbH

"I enjoy launching Lotus Notes on every PC that runs panagenda MarvelClient, as I can count on all settings being correct and Notes just works! What a joy!"

[www.panagenda.com](http://www.panagenda.com)

## About panagenda

Leaders in Optimizing Collaboration Landscapes. Headquartered in Vienna, Austria, panagenda develops state-of-the-art solutions for IT infrastructures around communication and collaboration. With locations in Heppenheim, Germany and Boston, USA, our extensive expertise ranges from reducing total cost of ownership (TCO) and workload, to facilitating agile IT transformation. Our solutions enhance performance, increase clarity and control, and deliver exceptional value for money to customers with more than 7 million licenses in over 70 countries. Also part of the panagenda group are the Dutch company Trust Factory located in Den Haag, as well as panagenda Consulting, which are wholly owned subsidiaries.

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