

Manatee County Government

Security-rich email for the enterprise
Sun and IBM Lotus Domino



Customer Success Story

Industry

Government

Customer Spotlight

Manatee County Government

Industry Challenges

- High availability
- Security
- Scalability

Government Challenges

- Lower total cost of ownership (TCO)
- Improve energy conservation
- Improve user experience
- Streamline support services

IBM Solution

- IBM Lotus Domino
- IBM Redbooks

Sun Solution

- Solaris™ 10 Operating System (OS)
- Sun Fire™ V490 Server
- Sun Fire 280R Server
- Sun Global Desktop Software
- Java™ 2 Platform, Enterprise Edition (J2EE™) platform

Solution Results

- Enterprise-wide implementation of robust, scalable groupware
- Streamlined support services
- Reduced disruption of services
- Improved performance
- Lowered support costs
- Decreased server footprint
- Improved energy consumption
- Redbook enhances support services and application hosting

“The combination of Sun and IBM allowed us to implement a best-of-breed solution for our groupware needs.”

Larry Colbert

Systems and Development Administrator
Manatee County Government

Scalability, reliability, and security

Manatee County Government provides a wide range of services to the citizens of Manatee County, Florida. As with any government organization, Manatee County must meet the growing demand for more services while lowering its costs to support them.

The County committed in 2000 to IBM's Lotus Domino software, which it considered to be one of the best groupware solutions commercially available. The IT organization wanted a server platform that offered the same standard of excellence. “With the increasing costs of energy, we wanted a robust platform that could scale to support Lotus Domino across the enterprise,” said Mr. Colbert. “We wanted to replace our Novell GroupWise system, running on an Intel-based NetFrame, with a secure platform that allowed us to be more energy efficient without sacrificing performance.”

“We were experiencing good metrics from the Sun platform in the County's ESRI-based GIS system.” These performance results combined with Sun's industry reputation for stability and providing good vendor support made Sun an excellent choice for the County's email platform.

Results

“We selected the Sun platform because it had a higher degree of scalability than other platforms in terms of user loads per box and the ability to run email service without reboot or disruption for longer periods of time.”

Today Manatee County supports approximately 16 primary sites and 2000 users running Lotus Domino on the Sun Fire V490 and Sun Fire 280R servers. The Sun Global Desktop software allows the IT staff to remotely administer multiple hosts within the county network. “By teaming with Sun and IBM, we've been able to lower the number of servers required to support email, without compromising functionality. As a result we require fewer administrative personnel, consume less energy, and lower costs associated with service and support.”

About the implementation

The Planning and Information Services departments were early adopters of the Domino system. Based on these trials, the process for moving users was refined and the other departments followed within a 14-month phased implementation. The Redbooks and other supporting materials concerning the use of Lotus Domino software on the Solaris OS facilitated the implementation process. These Redbooks demonstrate the high degree of technical collaboration that exists between Sun and IBM.

The Sun systems have been very reliable. "In our experience with other software environments, restarts were needed on a more frequent basis in order to remain stable. With the Sun systems, we could stretch-out restarts to every couple of months. The systems perform very reliably, especially when supporting heavy loads and a variety of applications running simultaneously."

Lotus Domino software provides a complete groupware application development system that the County has been able to use to develop and host applications built around it for a number of functions. These applications support Internet and intranet sites seamlessly on the Sun platform.

Next Steps

With Lotus Domino and the Sun platform, Manatee County has reduced the amount of threats from viruses and other malware, which at the time was a concern. Additionally, both the application and the Solaris OS (both J2EE technology compliant) have become standards for development within Oracle, Lotus, and other applications. Using standards such as J2EE has allowed the County to create effective service and support costs based on the volume of standard equipment.

"We intend to migrate the email system from version Lotus Domino 6.5.5 to 8.0.1 in 2008. This migration presents opportunities for improved J2EE software compatibility, inclusion of Web 2.0 features within email, and collaborative applications in a modern interface. Using standards such as J2EE allows us to run multiple applications on each platform rather than one application per server, which was often required in our previous environment."

Learn More

To learn more about Sun Microsystems and IBM Lotus Domino, please visit www.sun.com/lotus.