



CASE STUDY : PRIME MINISTER OFFICE - BANGLADESH

SOLUTION AREA : IMPLEMENTATION AND TRAINING ON LOTUS NOTES/DOMINO

Client: Prime Minister Office [PMO].	Country: Bangladesh
Industry: Government/Administration	Status: Completed
Solution Area: Implementation and training of Messaging solution on Domino	

Organization Profile

PMO is the office of the Head of the Government of Bangladesh. The office handles day-to-day activities of Prime Minister and his ministries including Administration and supervision of subordinate offices and organizations under this office. The office is situated in Dhaka which capital of Bangladesh.

Project Brief

PMO Bangladesh wanted to implement a messaging infrastructure at their office in Dhaka, Bangladesh. The users would be spread across all locations and this messaging server would be accessible from all client machines in all the locations from where the server needs to be accessed.

Key Issues

Challenge

To provide a solution that would help PMO achieve messaging solutions. A solution that would automate their data processes and help achieve faster and reliable processing of information within the office. This solution should also help the PMO have its own messaging infrastructure independent of any outside support. This would eventually help the employees maintain secrecy

Key Business Benefit

The Messaging solution Implemented by WDC helped the staff of prime minister's office to communicate, coordinate and collaborate within the office more efficiently. The entire solution on domino platform has messaging, calendaring, scheduling, to-do tasks, organizing meetings, archiving and maintaining contacts etc. The solution was independent of third party. The solution offered systematic management of message and other features on clustering basis.

Solutions Overview

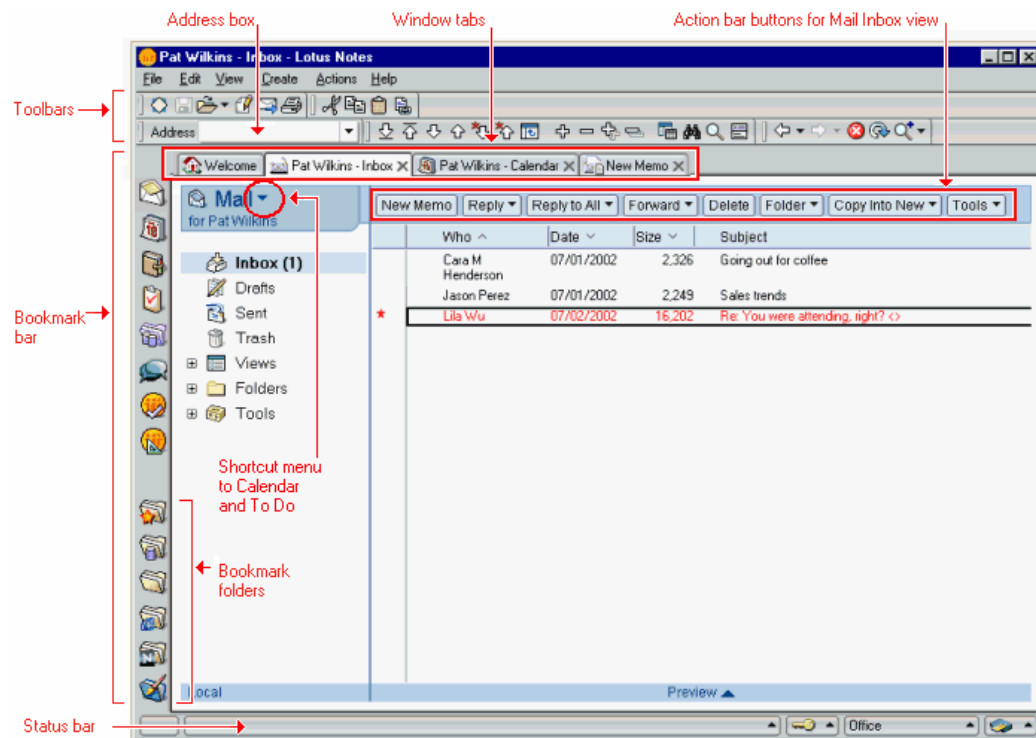
WDC implemented a messaging solution for PMO, which allowed sending and receiving mails and other tasks from a centralized location. The solution helped them access their emails from outside of their office through iNotes. This helped in smoothening out any lapses in communications. The solution was on **Lotus Notes Client R 6.5** on **Domino R 6.5 Server**.

Email and Address Book

Lotus Notes mail lets employees communicate with coworkers, friends, and family electronically. Employees can create, send, reply, and forward messages. They can send attachments such as files and pictures from Lotus Notes and organize e-mails (called mail in Notes) into folders.

They can save information about people in their Personal Address Book. They can also manage contacts & group mailing lists, and print address labels in several formats.

No matter what type of mail one uses – Lotus/Domino Notes mail or Internet mail (for example, with an Internet Service Provider) -- Notes provides an easy-to-use interface. PMO staff can use a browser to access their emails. Emails can be accessed from anywhere, even when outside of office, whether in a hotel, airplane, car, or train, emails can be composed, sent, replied to and forwarded.



Calendar and Scheduling

The Notes Calendar helps to keep track of meetings, appointments, anniversaries, reminders, and events (collectively referred to as Calendar entries). The Calendar Mini View is used to keep track of notices received and items on the To Do list.

The Calendar helps in checking other users' schedules, send out meeting invitations, track invitee responses, and reserve meeting resources -- everything needed to schedule a meeting and set alarms for reminders etc.

Organizing Your Tasks with the To Do list

The To Do list, like Calendar, is a special view in the mail database. It provides a convenient way to create, display, and organize tasks, and enables including others in a Group's To Dos. To Dos can also be displayed in the Calendar view.



Training

The Staff of PMO was given hands on training on Domino Administration, Domino Designer, Basic Notes usage and installation, and Installation of Domino server and its configuration.

Technology Specifications

WDC has developed and deployed the Workflow applications using the following technology and services platforms.

Key Components	
Software	Lotus Notes client 6.5.0
Servers	Lotus Domino Server 6.5.0

For more information, visit our website at: www.wdc.in