

Notes-to-Microsoft Migration Project for Energy Company

Avanade successfully migrates custom applications from IBM Lotus Notes to the Microsoft platform

Public Service Electric and Gas Company (PSE&G), a growing energy company, used Avanade’s services to migrate two Lotus Notes applications to the Microsoft platform. These migrations have resulted in enhanced user-interface and expanded ability to integrate with other systems, and are expected to deliver future cost-savings. In addition, the Microsoft-based solution provides increased functionality over the previous system, allowing users to view and work with their data more effectively.



▲ PSE&G, a subsidiary of Public Service Enterprise Group, delivers gas and electric service safely and reliably to several million New Jersey customers living in a 2,600 square mile territory. For the third year in a row, this regulated utility received the prestigious ReliabilityOne award for superior electric system reliability in the mid-Atlantic region.

▶ SNAPSHOT

Industry	Resources	Technology Present	Microsoft Office SharePoint® Portal Server 2003; Microsoft Office InfoPath® 2003	Avanade Assets	Avanade Messaging and Collaboration Solution; Avanade Notes Application Assessment Tool; Lotus Notes Application Migration Tool; Avanade Connected Architecture® for Portal
Geography	New Jersey				
Partnerships Previous	IBM Lotus Notes®				
Team	Avanade 4 Microsoft 1 Customer 6				

Situation

Rising Lotus Notes licensing costs, as well as functionality and supportability issues, prompted PSE&G to seek a new platform on which to run its applications.

When the corporate IT department announced that it would no longer support Lotus Notes, the business units within PSE&G were challenged to find an alternative platform for their 250+ mission critical applications. In researching its options, the company discovered that moving to the Microsoft platform would help them achieve improved functionality at lower overall cost. At Microsoft's recommendation, Avanade was brought on board to deliver the transition services based on its experience and expertise with similar requests.

Solution

Migration to the Microsoft platform delivers improved functionality and cost-effectiveness.

Avanade's first step was to conduct a thorough Notes-to-Microsoft assessment of PSE&G's 250 existing Notes applications to determine the costs/benefits associated with migrating them to the Microsoft platform. Using the Avanade Notes Application Assessment Tool, which utilizes the Microsoft Data Collector, Microsoft Data Analyzer, and includes the Avanade Application Analyzer, the Avanade team was able to quickly and accurately identify the size and complexity of the applications, determine the target architecture, and make the final recommendation for each Notes application/databases.

Based on results of the assessment, the decision was made to pilot "proof of concept" migrations of two Lotus applications to the Microsoft platform. The first application, known as "Notes Tracker," was used to capture and track day-to-day research data used by the Library and Information Resources Department at PSE&G. This Lotus application required active management and use of several Notes databases, applications and discussion boards. Avanade moved the Notes database forms to InfoPath based forms hosted on a SharePoint Portal site. The department can now spend less effort creating/editing forms and less time maintaining the application, while making the application accessible from their intranet.

Avanade migrated a second Lotus application which was used by the External Affairs Department at PSE&G to manage computer related requests and significant issues tracking. These capabilities will now be available from a SharePoint Portal Server 2003 based intranet site allowing faster access and better reporting of the information stored in the portal.

Per John Lombardini, PSE&G's Public Affairs Manager, "Moving from Notes to SharePoint Portal Server 2003 enabled my department to put more control in the hands of our end-users, who now are able to create their own customized views of their data and to change/update reference data by themselves, without having to go to the IT department for assistance." This improved functionality will help the PSE&G minimize IT support costs while enabling its employees to be more efficient.

In addition to executing the installation, configuration, and integration of Microsoft SharePoint technology, Avanade resources educated the customer's staff on the new technology, tools, best practices, and processes being used for both applications.

▶ QUOTE

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**John Lombardini—
Public Affairs Manager, PSE&G**

Avanade Value

Avanade's breadth of experience and use of proprietary tools made them uniquely qualified to successfully design and execute the customer's application migrations.

- ⇒ EXPERTISE - In-depth knowledge of both Lotus Notes and Microsoft environments, as well as vast experience conducting similar migrations, enabled Avanade experts to complete these migrations seamlessly.
- ⇒ PROPRIETARY TOOLS - Avanade's "tried and tested" Notes-To Microsoft assessment and migration assets and tools allowed the team to perform the migrations with exceptional accuracy and efficiency. During this engagement, the Avanade team was able to expedite the migration from a standard 4-week period to only a few days.

Results

Avanade's Notes-to-Microsoft migration succeeded in creating increased functionality as well as lowering costs associated with running applications.

Avanade's migration of Lotus Notes applications to Microsoft Office SharePoint Portal Server 2003 and Microsoft Office InfoPath 2003 have benefited the customer by increasing cost-effectiveness while delivering enhanced functionality, including the ability to customize

interfaces, expanded ability to integrate with other systems, and greater consistency across applications through greater platform unity.

▶ QUOTE

"By adopting Microsoft Office InfoPath 2003 and Microsoft Office SharePoint Portal Server 2003 to replace two of their core business applications previously run on Lotus Notes, PSE&G has cost-effectively provided their end-users with applications that enable better functionality and allow people to collaborate with others easily within the context of how they already work."

**John Richards—
Director, Collaboration Marketing,
Microsoft**

"PSE&G has embraced Microsoft's collaboration vision," states John Richards, Director, Collaboration Marketing, Microsoft Corporation. "By adopting Microsoft Office InfoPath 2003 and Microsoft Office SharePoint Portal Server 2003 to replace two of their core business applications previously run on Lotus Notes, PSE&G has cost-effectively provided their end-users with applications that enable better functionality and allow people to collaborate with others easily within the context of how they already work."

About Avanade

Avanade is the leading technology integrator specializing in the Microsoft enterprise platform. Our people help customers around the world maximize their IT investment and create comprehensive solutions that drive business results. For more information about our services, please visit www.avanade.com.