

# Case Study: Multinational Organisation Domain Change

*A change to the domain and organisation name*



## The Business

Industry: Automotive

### The Challenge

Due to a conflict caused by historical domain naming when bringing together several operating divisions of the same organisation into a single mail domain, it became necessary to change the host division's mail domain name in a multi-server multi-site deployment.

### The Platform

Lotus Notes

### Key Benefits

Significant effort devoted to planning deployment programme in conjunction with key customer staff to minimize organization disruption

Previous experience with other organisations of this infrequently performed operation helped in a smooth transition to the new consolidated mail domain name without loss of mail service or disruption to user mail security

## The Solution

It's not often companies using Lotus Notes/Domino are asked to change their domain and organisation name and if they are it is no simple matter to plan and implement the change. But this is what Thomas Norton did in collaboration with the IT team of a UK-based multi-national manufacturer, covering as it did sites in UK, France, Germany, Spain, Italy and Sweden. A substantial amount of planning was carried out ahead of the changeover, particularly to closely manage the new organisation name cascade out to the servers, the introduction of new hierarchical certifiers and the follow-up recertification of client IDs. Both were implemented to minimise disruption to the substantial mail traffic on the network.