

# SUNSEEKER INTERNATIONAL

*Portal's support services ensure plain sailing for luxury international yacht firm*

## THE NEED

Implement cost-effective technical support services for Sunseeker's enterprise IBM Notes (formerly Lotus Notes) and Domino environment, which powers business-critical mobile and email services as well as a number of customised applications, databases and workflows.

## THE SOLUTION

Whenever the IT team encounters a problem it can't resolve, IT knows it can call on Portal for fast incident response and resolution – or ad hoc housekeeping tasks – and keep the communications and collaboration environment that enables hundreds of users up and running without breaking the bank.

## THE BENEFITS

Sunseeker is able to access the ad-hoc specialist help it needs to deal with critical failures or troubleshoot intermittent issues. The freedom to pick and choose the level of support it receives helps keep costs under control and ensure 'business-as-usual' services to the business.



*A truly global leader in the design and build of luxury motor yachts, Sunseeker International exports to five continents and 61 countries through a network of distributors. With its headquarters and main assembly facility in Poole Harbour in Dorset, Sunseeker employs around 2,400 skilled staff and is widely recognised as the pre-eminent luxury motor yacht brand in the world today.*

### *Solution Components*

- IBM® Notes™
- IBM Domino™
- IBM Notes™ Traveler

*“Portal’s service desk team is excellent. Highly responsive and knowledgeable, their people are extremely diligent in everything they do. Unlike some other providers, Portal doesn’t tether you to a support agreement that’s over-engineered or inappropriate for your needs – instead, you’re free to pick and choose the level of support you receive.”*

Chris Attwood – IT Infrastructure Manager

Sunseeker International



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## DOWNTIME OR DISRUPTION IMPACTS PRODUCTIVITY

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*Initially introduced into the business some decades ago, Sunseeker’s IBM Notes and Domino groupware infrastructure remains a pivotal communications and collaboration platform for hundreds of users.*

Far more than just an email tool, Sunseeker’s Notes and Domino platform powers a number of important enterprise applications and electronic workflows – including the company’s bespoke quality and warranty management and CRM systems. Should IBM Notes not function properly then access to important contact information and databases could potentially be blocked. Similarly, if a problem were to hit IBM Notes Traveler, then mobile workers would be unable to access their email, schedule and personal information management environments.

Keeping IBM Notes up and running is a day-to-day priority for the IT team, which needs to know it’s always prepared to cope with the unexpected. But that’s not all, with preparations in hand to migrate to Microsoft Exchange in the coming years, Sunseeker needs to be certain it can handle today’s crises with confidence – and cost-effectively maintain its existing Notes and Domino environment during the planned transition period.

## TECHNICAL AND SUPPORT CHALLENGES SOLVED

*Keeping vital systems and document libraries up and running is essential, but Sunseeker needs to ensure it manages support costs while maintaining service levels to the business. With the IT team focused on core skills and projects, Sunseeker needed to be able to access the flexible choice of services it needs to maintain its current IBM Notes and Domino environment.*

The company turned to Portal for assistance. Outsourcing IT support for Notes and Domino would eliminate the need to maintain this expertise in house while ensuring that everything works optimally. Partnering with Portal meant Sunseeker was able to select the level of support it needs to keep costs down, without compromising on reliability.

A single point of contact gives Sunseeker instant access to a dedicated team of experts who are always on hand to help with incident resolution and more. Alongside reactive response to major problems, Sunseeker's IT team can call on Portal to help with other challenges like change management and security patches. Tickets can be raised via telephone, email or an online customer portal, and Sunseeker is able to call on a pre-agreed time-bank so it only ever pays for the support services it uses.

Detailed monthly reports provide the IT team with information on overall ticket throughput, detailed reports on incident categorisation, cost per ticket type and the number of opened and closed tickets. This upfront communication on services received ensures Sunseeker's IT manager is able to make sure Portal's service delivers value for money.

Finally, the Portal support team is always on hand for friendly discussions about new options or technologies that would help optimise the existing Notes environment for Sunseeker's business users.

## LOOKING TO THE FUTURE

Today Sunseeker has the confidence of knowing that any potential issues will be resolved fast, thanks to having comprehensive IBM Domino and Notes support in place. Alongside being able to access a timely response should unexpected problems arise, the IT team knows it can call on Portal's technical consultants as it plans to make the transition to Microsoft Exchange.

In the meantime, coping with holiday or sickness cover is a thing of the past. Sunseeker knows it can tap into additional ad-hoc resources with just a single phone call, flexing the support and services it receives from Portal up – or down – as required.

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## NEXT STEPS

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As your local IBM approved IT specialist, Portal is ideally placed to discuss all levels of communications and IT support. For a quick, no obligation consultation on how we could help, simply contact one of the team and we'll run through the details.

TO LEARN MORE ABOUT PRODUCTS, SERVICES AND  
SOLUTIONS FROM PORTAL, CALL US ON:

**+44 (0)1344 386000**

OR EMAIL:

**HELLO@CHOOSEPORTAL.COM**

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EXCELLENCE



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Portal provide support and maintenance services to some of the world's best known brands; we're more than just a provider of technology, knowledge and support, we put ourselves at the centre of your organisation to truly understand your unique challenges. We work with you to map out key objectives and explain what's involved in clear and simple language. We are an extension of your organisation aiding you in delivering a truly exceptional experience to customers, partners and employees.

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