

From Stretched IT to Managed Cloud: An Agribusiness Modernises Domino on collab.cloud

HCL Domino | ISW | Agriculture / Agribusiness



HCL Domino

The Challenge

An agribusiness running mission-critical Domino apps on-premises faced a stretched IT team with no internal Domino administration skills to keep the platform secure and current.

The Solution

ISW migrated the customer's full Domino estate to its collab.cloud managed platform, including Notes client and web applications, with ongoing administration delivered by ISW.

The Result

The customer regained internal IT capacity, eliminated the Domino skills gap as a risk, and now runs a secure, current, and scalable Domino platform.

The Challenge

A Stretched IT Team

A New Zealand-based agribusiness runs its day-to-day farm-management operations on a suite of HCL Domino applications. Some staff use the Notes client; others rely on Domino web applications. The platform had been hosted on-premises and had run reliably for years — but the operating model around it had grown fragile. The customer's IT team was small and pulled in many directions, and the specialist Domino administration skills needed to keep the platform secure, current, and well-tuned were not available in-house. Routine work — patching, backup verification, performance monitoring — was becoming harder to maintain, and confidence in disaster recovery was eroding. The platform itself was not the problem; the lack of specialist hands to look after it was.

The Solution

Lift, Manage, Modernise

ISW proposed a clean, low-risk path: lift the entire Domino estate — Notes client users, web applications, everything — into its fully managed collab.cloud platform, and assume day-to-day Domino administration as a service. No application rework, no user retraining, no change to how staff accessed Notes or Domino web applications. What changed was who looked after the infrastructure underneath.

The migration preserved the customer's existing applications exactly as they were, while moving the full operational burden — patching, monitoring, capacity management, backups, and disaster recovery — to ISW's specialist team. The collab.cloud managed model meant the customer no longer needed to recruit or retain in-house Domino expertise to keep a strategic platform safe and running.

The Result

Capacity Reclaimed, Risk Removed

With Domino administration in ISW's hands, the customer's IT team was freed to focus on the business rather than infrastructure. The Domino skills gap stopped being a single point of failure. Notes client users and web application users experienced no disruption to their workflows. Patching, monitoring, backups, and disaster recovery now run continuously and quietly in the background.

- Full Domino estate (Notes client and web applications) migrated to collab.cloud with no application rework
- Specialist Domino administration handed over to ISW, removing a single-point-of-failure skills risk
- Internal IT team capacity returned to core agribusiness priorities; patching, monitoring, backups, and DR running continuously as part of the managed service

Key Features Implemented

From On-Prem to collab.cloud

The legacy on-premises Domino estate was retired in favour of a modern, continuously patched, fully managed cloud environment – without disrupting any existing Notes client or web application user.

Reduced Operational Overhead

ISW took on all day-to-day Domino administration, freeing the customer's IT team to redirect internal capacity toward core agribusiness operations.

Domino Skills Gap Closed

ISW's specialist Domino team provides continuous, expert-level administration as a service, eliminating dependency on hard-to-hire in-house skills.

Before & After

Area	Before	After
Infrastructure	On-premises Domino servers; no managed patching, monitoring, or DR	Fully managed collab.cloud environment with continuous patching, monitoring, backups, and DR
IT Team Capacity	Small team stretched across Domino admin and core business support	Domino administration offloaded to ISW specialists; IT team focused on agribusiness priorities
Skills Risk	Dependent on scarce in-house Domino expertise; single point of failure	ISW provides expert-level Domino administration as a service; skills gap eliminated
Application Continuity	At risk of disruption if patching or upgrades were delayed or mishandled	All Notes client and web applications running without disruption post-migration

About the customer

A privately held agribusiness services provider headquartered in New Zealand, specialising in professional farm management for institutional and private rural investors. The organisation's day-to-day operations are supported by a suite of mission-critical Domino applications used by both Notes client and web users across multiplesites. (Anonymous reference – customer name withheld by agreement.)

About ISW

ISW is a specialist HCL Software partner delivering managed Domino cloud services through its MSP Mail & App Cloud and collab.cloud platforms. With deep expertise in Domino modernisation, cloud migration, and ongoing managed administration, ISW helps organisations across the Asia Pacific region preserve and extend the value of their Domino investments.

About HCLSoftware

HCL Software is a global leader in software innovation, dedicated to powering the Digital+ Economy. We develop, market, sell, and support transformative solutions across business and industry, intelligent operations, total experience, data and analytics, and cybersecurity. Built on a rich heritage of pioneering spirit and unwavering commitment to customer success, we deliver best-in-class software products that empower organizations to achieve their goals. Our core values of integrity, inclusion, value creation, people centricity, and social responsibility guide everything we do. HCL Software serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.