

Comparing Lotus Domino/Notes and Exchange Server 2010

Why switch from Lotus Domino/Notes to Exchange 2010?

At a time when organizations require adaptable and cost-effective communication tools, Microsoft Exchange 2010 helps achieve new levels of reliability and performance by delivering features that simplify administration, help protect communications, and delight users by meeting their demands for greater business mobility. Microsoft® Exchange, the cornerstone of Microsoft's Unified Communications solution, has long been the choice of organizations to enable rich and productive collaboration among its users. With the latest release of Exchange, users are assured the widest range of deployment options, the richest user experience, and integrated information leakage protection and compliance capabilities which combine to form the best messaging and collaboration solution available. Come join the ~13 million strong that have already decided to make the switch to Microsoft in just the past few years to take advantage of rich capabilities, reduction in costs & better TCO across our platform!

Flexible and Reliable

Pressure to optimize your IT infrastructure for ever changing economic conditions requires you to be agile and that means investing in solutions that provide you and your organization with choice. Exchange 2010 gives you the flexibility to tailor your deployment based on your unique needs and a simplified way to help keep e-mail continuously available for your users. With Exchange, choose from on-premises deployment with Exchange Server 2010, a Microsoft hosted service with Exchange Online, or a seamless mix of both. Microsoft's commitment to Software plus Services ensures that you can decide on your timeline for taking advantage of the flexibility and power of both without interrupting or changing your users' experience.

Microsoft Exchange Server has always provided and continues to provide you with the choice of a wider range of storage hardware options than any other solution ranging from traditional Storage Area Networks (SAN) to low-cost, desktop-class Direct Attached Storage (DAS). In the latest release, continued innovation in the Exchange mailbox database means that you will experience up to a 90% reduction in disk Input/Output per Second (IOPS) over Exchange Server 2003, and greater resiliency against data corruption.

Anywhere Access

Microsoft Exchange 2010 helps users get more done by giving them the freedom to securely access all of their communications – e-mail, voice mail, instant messaging, and more – from virtually any platform, Web-browser, or device through industry standard protocols. Enhancements in the latest release of

Exchange provide users' access to all of their communications from a single location while making it easier for them to collaborate with each other and their business partners. These enhancements include the ability to:

- Offer your users a premium Outlook experience across the desktop, Web, and mobile device, including OWA support for even more browsers (e.g., Apple Safari® and Mozilla Firefox®).
- Unify access to e-mail, voice mail, instant messaging, and text messages, enabling your users to pick the best way to communicate no matter where they are.
- Add native support for virtually every mobile device, including a premium experience with Windows Mobile®, through Exchange ActiveSync®.
- Share free/busy information with external business partners for fast and efficient scheduling, choosing the level of detail you wish to share

Protection and Compliance

As the volume of e-mail continues to increase, the need to systematically preserve and discover this information has become critical—whether your motivation is to improve storage management, meet regulatory requirements for data retention, or lower the cost of satisfying electronic discovery (e-Discovery) requests. Exchange Server 2010 introduces integrated e-mail archiving, retention, and discovery capabilities that help simplify and automate the process of protecting and preserving your business communications. These built-in tools can help you preserve and discover e-mail without having to change the way your users or administrators work with and manage Exchange.

Competitive Differentiation with Lotus Notes and Domino

Microsoft Exchange continues to deliver the leading messaging experience for end users and deliver on the business needs of IT. IBM Lotus Notes and Domino continue to play catch-up on features and functionality that are native to Exchange. Exchange differentiates from Lotus Domino in the following ways:

Superior User Experience: Don't take our word for it, take our customers'. In a [recent case study by Brinks Home Security](#), Rob Trotter, Senior Vice President and Chief Information Officer for [Brinks Home Security](#), stated that "Users understood the advantages of moving to the 2007 Office release and Outlook 2007 from the very beginning," he explains. "In fact, when we first announced the move from Lotus Notes to Outlook 2007 at an all-managers meeting, we got a standing ovation and cheers." Exchange 2010 delivers more for the user experience than ever before with an enhanced conversation view for mail triage, speech-to-text transcription for voice mail and MailTips to improve messaging efficiency and avoid accidental or unintended e-mails. Although recent versions of Notes updated the

user interface, it lags behind in key user's features and the addition of Eclipse as an underlying structure has increased both the memory and disk footprint that has required, in some cases, new hardware to take advantage of the new release.

The Road to Enterprise Services: Microsoft is delivering multi-tenant scalable solutions that deliver advantages in TCO, flexibility and IT control. Services isn't just about taking an on-premises server and putting it in a datacenter, it's about architecting from the beginning for scalability and Exchange Server 2010 delivers that architecture natively. IBM does not offer this full range of deployment choices, providing only limited outsourced solutions. In addition, their LotusLive iNotes offering is based on their acquisition of Outblaze, a consumer grade e-mail offering that will create a separate messaging experience for those users. This once again and has to call into question IBM's ability to scale Lotus Domino to millions of users while maintaining low costs.

A Single Unified Communications Platform: Microsoft Exchange Server 2010 continues to address users' needs by providing new capabilities across unified messaging, integrated e-mail, voice mail, IM, SMS, etc., and mobility management. All of this is provided within the single Exchange product vs. multiple, disparate products as IBM requires.

Built-in Enterprise Mobility: In Exchange Server 2010, mobile users can access their messages from a truly universal inbox with Short Message Service (SMS) text messages, e-mail, voice mail, and saved instant message (IM) conversations. IT administrators can control the devices that connect to their network through a block/allow list. This list ensures that only approved devices are connecting to the Exchange Server messaging data.

The best part of mobile access in Exchange Server 2010 is that it is all built into Exchange Server. There is no need to buy extra servers and client access licenses (CALs) from third party providers or manage another, separate system for mobile access.

In contrast, Lotus Notes Traveler, Lotus' mobile experience for Domino, which was recently rewritten to provide support for our own Exchange ActiveSync, provides only a basic mobile experience that [analysts have said should not be deployed](#) without "a third-party security and management offering". Exchange has 47 mobile policies to manage and protect information and security of the devices that connect to your network.

Single, Industry Leading Directory Interoperability: The Exchange team built the first native active directory application, Exchange 2000, almost nine years ago. [IBM announced this feature for Domino 8.5.x releases](#), and by the time it ships, Exchange will have a ten- year head start on interoperability with

the leading directory service in enterprises today, providing rich, powerful experiences to end users and IT Pros alike.

Storage, Archiving, and Retention: Microsoft Exchange 2010 addresses the needs of what data gets stored and for how long with native e-mail archiving and robust retention policies that provide the tools you need to meet increasing compliance requirements. In addition, Exchange 2010 also enables powerful cross-mailbox searching capabilities that can be delegated through our role-based access control, ensuring that the right people have the right tools to protect your organization. Domino provides only limited archiving and in most cases requires 3rd party products, at additional cost & complexity, to achieve the compliance capabilities delivered by Exchange 2010 natively.

Microsoft Exchange 2010 furthers customers' ability to choose cheaper, lower cost storage types including DAS, SATA and JBOD without sacrificing reliability or performance. IBM provides Domino attachment object store (DAOS), but are apparently unable to provide customers a true range of storage options to reduce costs for all users across their entire mailbox.

Delivering Tools for the Global Economy: Microsoft Exchange 2010 includes the capabilities to share calendars with users outside your organization and associate permissions that you are comfortable with. In this release, secure messaging is not only supported within your organization, but with external users as well. Microsoft Exchange 2010 now enables secure communications with vendors, partners and customers that previously required third party tools or separate account management.

As you can see, Microsoft is delivering innovation and capabilities that are well ahead of our competitors in many areas and delivering real value to customers.

Evidence

[Ferris Market Research Study](#)

- Exchange has a 65% market share across all organizations
- Domino has a 10% market share across all organizations

[IBM's Lotus Notes Traveler Misses Key Security Features](#) – Gartner

[Ferris Support Staff Requirements & Costs](#)

- Found that Notes systems can cost twice as much to support as Exchange 2007 and Exchange 2010 has improved this significantly again.

[MarketScope for E-Mail Systems](#) (15 May 2009, Matt Cain)

- "Business conditions in the e-mail market remain challenging for Lotus Notes/Domino as IBM continued to cede share to Microsoft in 2008"

[Au contraire: Exchange's lead over Notes actually 'getting bigger and bigger,' says Gartner](#)

- While [IBM](#) argued today that its [Lotus Notes collaboration software was turning the tide](#) against the market leader, [Microsoft Corp.](#)'s Exchange, a [Gartner Inc.](#) analyst said that's not the case. "I don't believe that in either revenue or user seat share, that IBM is closing the gap [with Microsoft]," [Tom Austin](#), a Gartner analyst, told *Computerworld* today. "The gap is getting bigger and bigger."

Case Studies:

- [GlaxoSmithKline](#) – "GlaxoSmithKline chose to replace the Lotus Notes, Domino, and Postini services with the Microsoft Business Productivity Online Suite – including Microsoft® Exchange Online, Microsoft® Office SharePoint Online, Microsoft® Office Communications Online, Microsoft® Office Live Meeting and the Microsoft® Deskless Worker Suite to deploy to all of its employees worldwide. Everything would be hosted by Microsoft at Microsoft data centers around the globe."
- [Ingersoll Rand](#) - Microsoft Online effectively addressed the TCO challenge because no infrastructure investment was required by Ingersoll Rand. Microsoft Online enabled us to actually have a return on our investment within 18 months."
- [Brinks Home Security](#) - "Users understood the advantages of moving to the 2007 Office release and Outlook 2007 from the very beginning," he explains. "In fact, when we first announced the move from Lotus Notes to Outlook 2007 at an all-managers meeting, we got a standing ovation and cheers."
- [Hennepin County Medical Center](#) - As a result of its new messaging and collaboration solution, HCMC has cut e-mail costs by nearly \$1.1 million per year, accelerated productivity, streamlined mobile access and system administration, and boosted security.
- [Sogrape Vinhos](#) - "There were problems with e-mail access," recalls Alves, "because the application we used at the time, Lotus Notes, was quite cumbersome." The setup was also difficult to adapt to the new generation of mobile devices, such as smart phones and personal digital assistants. "The synergies in Exchange Server 2007 are clear. We immediately saw greater productivity and flexibility in the remote access of our employees working outside the company," says Alves.
- [Union Bank of California](#) – Among the 25 largest banks in the US based on assets, UBC was a Lotus Notes Customer, migrating 13,000 accounts to Exchange.
- [SERASA Experian](#) - At the end of 2008, SERASA Experian decided to move from IBM Lotus Notes to Microsoft Exchange Server 2007. The company went live with the solution in January 2009. With a proactive focus, including training around the product, the results were phenomenal. "To date, this environment has been 100 percent available and our internal customers are very happy,"

Press: Customers that have moved to away from the IBM/Lotus Notes Platform

[Coca-Cola Enterprises](#)

- [Microsoft Lands Coca-Cola as an Online Services Client](#) – The Atlanta company is beginning to shift from International Business Machines Corp. software it runs itself to Microsoft Online Services
- [Microsoft Announces Expansion of Microsoft Online Services to All Businesses](#) “By working with a world-class leader like Microsoft to leverage the power of software plus services, we can continue to drive innovation throughout our organization and more effectively address the complexities of today’s global business environment.” - John Brock, president and chief executive officer, Coca-Cola Enterprises

[Proctor and Gamble](#)

- [Selling Soap, Razors--And Collaboration](#) – “The Microsoft apps are intended to replace Lotus Notes on the company's 80,000 Windows PCs, plus 12,000 more Windows PCs that are part of P&G's \$57 billion acquisition of Gillette”

[Blockbuster](#)

- [Microsoft puts Exchange, SharePoint online](#) – “Morrow (Blockbuster CIO Keith Morrow) said the video-rental company needed to make a change of some kind, and the option to move to Exchange without having to bring that skill set in-house was a key selling point, as was the ability to offer better mobile options, including Outlook Web Access and iPhone support.”