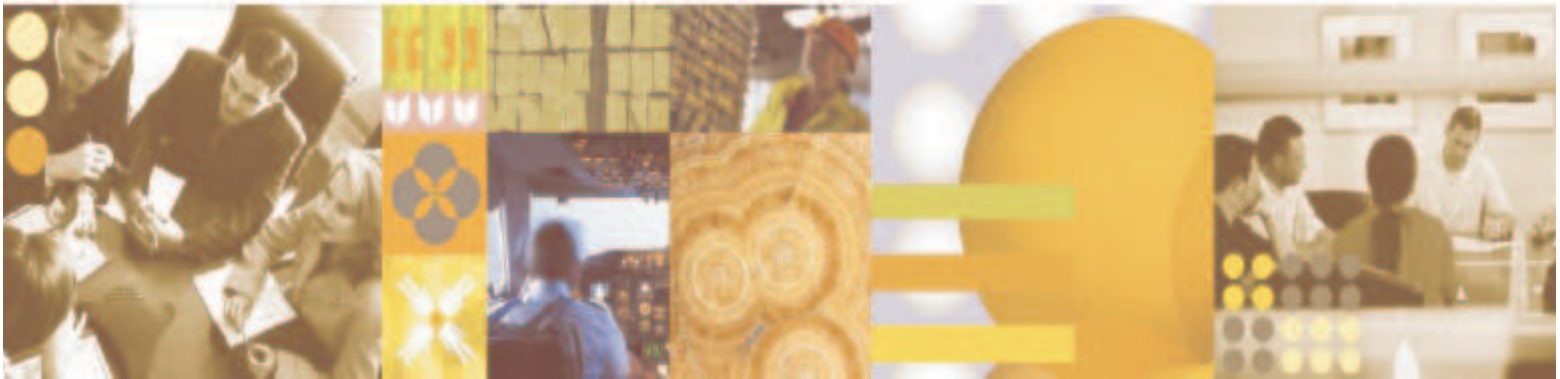




The Microsoft Portfolio vs. IBM Lotus Domino



Craig Westney
IBM Software Services for Lotus
cwestney@us.ibm.com
(203)486-4510

Table of Contents

| | |
|---|----|
| i. Disclaimer | 3 |
| 1.0 Competing with Notes/Domino | 4 |
| 2.0 Leveling the Playing Field | 5 |
| 3.0 IBM Notes/Domino Collaboration and Rapid Application Development (RAD)..... | 10 |
| 4.0 Closing | 11 |

i. Disclaimer

The information contained in these materials is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in these materials, it is provided AS IS without warranty of any kind, express or implied. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, these materials or any other materials.

1.0 Competing with Notes/Domino

While competitors are working hard to convince customers to move away from Notes/Domino based on the fear, uncertainty and doubt (FUD) of its future, IBM is working even harder to provide customers the value they have asked for in our Notes/Domino platform. In addition, analysts such as Gartner, Giga, Ferris, IDC and others give Notes/Domino strong positive ratings and recommend against migrating off of Notes/Domino to competing platforms because of the lack of value in doing so.

Let's explore the product, architecture and cost considerations should an existing Notes Collaboration/Domino customer want to move to a Microsoft solution based on a given set of requirements as listed;

- Email, Contacts, Calendaring & Scheduling – native rich client, leveraging of competitors rich clients & Web-based access
- Integrated LDAP compliant directory
- Team Collaboration including;
 - Enterprise Instant Messaging and Presence Awareness
 - Web Conferencing
 - Document Sharing – across the enterprise – indexed and searchable
 - Team collaboration rooms
 - Discussion forums
- Rapid Application Development (RAD) – integrated programming to empower end users and departments to create business tools for productivity
- Workflow – email and application
- Integration with existing J2EE based assets
- Collaboration Client management cost savings
- Server management and monitoring

The Notes/Domino platform is the most unique platform in the market today because in one consistent platform customers receive a messaging server, Web server, application server, flat file db, instant messaging and presence awareness entitlement, directory server, support for open standards, Notes client management, and several out of the box databases for team collaboration including discussion databases, team rooms, document libraries and more. In addition, customers have realized the power and value of RAD that Notes Collaboration has in being able to quickly develop and deploy 100's even 1000's of user productivity enhancing applications without the need of costly development skills. Finally, in addition to the "out of the box" capabilities Domino offers, IBM offers the leading instant messaging, presence awareness and Web conferencing solution in Sametime in one package that you can purchase and implement on-premise today. Also, for workflow beyond basic email workflow IBM offers Domino Workflow.

The leading IBM competitor in the Messaging and Collaboration space is to no surprise Microsoft. For a customer to migrate off of Notes/Domino to meet the above

requirement would be such that nearly every product in the Microsoft portfolio would be required as well as a cast of Windows Server services to support such an environment. Further, to realize the Microsoft collaboration as Microsoft sells it would require costly upgrades to the Windows clients from both a licensing perspective as well as a deployment perspective. Finally, incomplete offerings such as lack of on-premise Web conferencing and peer-to-peer instant messaging security concerns in Live Communications Server should cause companies to reconsider the Microsoft collaboration package. So how would Microsoft meet the above outlined requirements?

2.0 Leveling the Playing Field

The first step in understanding how Microsoft strives to meet customer's requirements is to understand that the Microsoft solution requires several products and each of those products have dependencies that drive other product upgrades to support the initial product and further upgrades to support the advertised functionality. If this isn't confusing enough, consider that when the next release of the products come out the same cycle will repeat itself and several products will need to be upgraded to support the 1 product you really wanted to upgrade. Finally, if that doesn't sound complex and costly enough consider that the only platform you will run the collaboration solution on will be Windows and your only vendor, Microsoft, will provide it to you.

Let's look at the required products. However, we first must prepare the environment to support the Microsoft messaging and collaboration products. The first step in this deployment is to invest in Windows Server 2003 licenses including the Client Access Licenses for each client. Windows Server 2003 is the required OS for each of the required products. Further, Active Directory (AD) must be deployed across the enterprise and each user that will partake in the Microsoft collaboration environment will need to be registered in AD.

Now that you have purchased your Windows Server 2003 licensing and have completed your Active Directory rollout you are ready to add your messaging capability. Exchange Server 2003 licenses including the Client Access Licenses are required for each messaging user. In order to continue to have offline access to your mail with the Outlook client you will need to upgrade to Outlook 2003 on each client. For users leveraging Outlook Web Access, IE6 SP1 or later will need to be installed on each OWA users client.

At this point your environment would consist of the following products and enable you for Messaging only, with some basic collaboration such as Public Folders from Exchange or Document Libraries from Domino.

Microsoft Messaging and Basic Collaboration

Windows Server 2003

Windows Server 2003 CAL

Active Directory 2000 or 2003 – Part of the Windows server licensing

Exchange Server 2003

Exchange Server 2003 CAL – Includes Outlook 2003

Outlook 2000, XP, 2003 - Offline Cache and network compression only work with Outlook 2003 (Outlook 2003 requires Windows 2000 Professional SP2 or XP Professional on the workstation)

Internet Explorer 6 SP1 – for full OWA functionality including S/MIME and gzip compression

In contrast the IBM equivalent is as follows.

IBM Messaging and Basic Collaboration

Lotus Domino Server (Messaging Only)

Lotus Notes client CAL (Messaging Only)

Server OS of choice to host Domino (Windows, UNIX, Linux, OS/400, ZOS, Solaris etc.)

However, the Microsoft solution still falls short on functionality as it compares to Notes/Domino. There is no instant messaging or presence awareness.

In order to achieve IM and Presence awareness, Microsoft offers Windows Live Communication Server 2005. Licensing for LCS 2005 requires server licensing as well as Client Access Licenses. For an integrated experience as compared to Lotus Notes Outlook 2003 is again required on all clients. However, in addition to Outlook 2003 Windows Messenger 5.1 or later must be installed.

At this point the solution is capable of Messaging, Instant Messaging and Presence Awareness and includes the following.

Microsoft Messaging, Basic and Instant Collaboration

Windows Server 2003

Windows Server 2003 CAL

Active Directory 2000 or 2003 – Part of the Windows server licensing

Exchange Server 2003

Exchange Server 2003 CAL – Includes Outlook 2003

Internet Explorer 6 SP1 – for full OWA functionality including S/MIME and gzip compression

Windows Live Communication Server – Only runs on Windows Server 2003

Windows Live Communication Server CAL

SQL Server

Windows Messenger 5.1 or Office Communicator 2005

Outlook 2003 – for integrated email presence awareness

In contrast the IBM equivalent is as follows.

IBM Messaging, Basic and Instant Collaboration

Lotus Domino Server (Messaging Only)

Lotus Notes client CAL (Messaging Only)

Server OS of choice to host Domino & Sametime (Windows, UNIX, Linux, OS/400, ZOS, Solaris etc.)

At this point Microsoft is still falling short of the Notes/Domino capabilities. While Domino provides discussion databases and document libraries that can be enabled in the environment for document sharing and team collaboration, Microsoft's direction and solution is SharePoint Services at the departmental level. Since customers at this point have purchased Windows Server 2003 for other requirements and SharePoint Services are bundled with Windows Server 2003, customers are often told that SharePoint Services are "free". As Ferris Research points out in, "An Assessment of Windows SharePoint Services" October 2004, SharePoint Services is not "free" and due to its limitations can become quite expensive. SharePoint Services requires MS SQL Server databases to store and manage documents and information so further investments in Windows Server 2003 licenses for the SharePoint Services instances as well as the SQL Server installs are required since the recommended architecture from Microsoft is for Exchange, SharePoint and SQL Servers to be stand alone instances of the applications.

We are now approaching, with the Microsoft solution a comparable solution to Notes/Domino Messaging and beginning to approach the requirements companies have for basic collaboration. The Microsoft solution is approaching dozens of servers for a large organization including Windows 2003 Directory Servers, Exchange Servers, Live Communications Servers, SharePoint Services Servers, and MS SQL Servers. Each of these server environments requires its own instances and unique administration skills. The product requirements are outlined below.

Microsoft Messaging, Instant and Advanced Collaboration

Windows Server 2003

Windows Server 2003 CAL

Active Directory 2000 or 2003 – Part of the Windows server licensing

Exchange Server 2003

Exchange Server 2003 CAL – Includes Outlook 2003

Internet Explorer 6 SP1 – for full OWA functionality including S/MIME and gzip compression

Windows Live Communication Server – Only runs on Windows Server 2003

Windows Live Communication Server CAL

Windows Messenger 5.1 or Office Communicator 2005

Outlook 2003 – Only runs on Windows 2000 Professional SP2 or XP Professional

Windows XP Professional
Windows SharePoint Services (Microsoft recommends Office 2003 Professional for full functionality)
SQL Server - Purchased per CPU or Per Server w/CAL

IBM Messaging, Instant and Advanced Collaboration

Lotus Domino Server (Messaging Only)
Lotus Notes client CAL (Messaging Only)
Server OS of choice to host Domino and Sametime (Windows, UNIX, Linux, OS/400, ZOS, Solaris etc.)

Customers are constantly looking for ways to reduce costs and with travel expenses increasing Web conferencing usage is on the rise. IBM offers customers the option of choosing an on-premise solution. Meaning customers can purchase their own Web conferencing solution to set up and maintain within their environment. In contrast Microsoft only offers a hosted Web conferencing solution today. Microsoft claims this capability will be added to LCS, but at this time there is no timeframe for which this will be available. For larger organizations with experience with Web conferencing and users who have adopted the technology, on premise solutions offer a more manageable cost model.

Microsoft Messaging, Instant and Advanced Collaboration with Web Conferencing

Windows Server 2003
Windows Server 2003 CAL
Active Directory 2000 or 2003 – Part of the Windows server licensing
Exchange Server 2003
Exchange Server 2003 CAL – Includes Outlook 2003
Internet Explorer 6 SP1 – for full OWA functionality including S/MIME and gzip compression
Windows Live Communication Server – Only runs on Windows Server 2003
Windows Live Communication Server CAL
Windows Messenger 5.1 or Office Communicator 2005
Outlook 2003 – Only runs on Windows 2000 Professional SP2 or XP Professional
Windows XP Professional
Windows SharePoint Services - Microsoft recommends Office 2003 Professional
SQL Server - Purchased per CPU or Per Server w/CAL

Live Meeting Service

IBM Messaging, Instant and Advanced Collaboration with Web Conferencing

Lotus Domino Server (Messaging Only)
Lotus Notes client CAL (Messaging Only)
Server OS of choice to host Domino & Sametime (Windows, UNIX, Linux, OS/400, ZOS, Solaris etc.)

Lotus Sametime Server Lotus Sametime Concurrent User CAL

Before introducing the discussion about RAD and basic Workflow there are further considerations with the Microsoft solution vs. Notes/Domino which add cost and complexity, server, client and mail file management.

First, Exchange server and SharePoint server lack their own monitoring capabilities. For this Microsoft recommends Microsoft Operations Manager (with a management pack installed for each server product installed) or 3rd party solutions. Conversely, Domino offers a full set of management and monitoring tools “out-of-the-box”.

Second, Notes/Domino offers Smart Upgrade to automate client updates and deployments of future Notes clients reducing Total Cost of Ownership (TCO). There is no equivalent functionality built into Outlook/Exchange. However, investment in Microsoft Systems Management Server or 3rd party solutions can provide automated software deployments.

Finally, while Microsoft has worked to improve user mail file management with the Mailbox Recover Center, Recovery Storage Groups and “brick level backup”, mail file management is still cumbersome and requires additional 3rd party tools for both “brick level backup” and backup in general for which few vendors today support the Exchange Server 2003 plug-in.

Therefore, in fairness in comparison to meet Notes/Domino messaging “out-of-the-box” capabilities the below list is a final comparison of an IBM Collaboration Solution foundation vs. the Microsoft Collaboration Solution foundation.

Microsoft Advanced Collaboration with complete administrative capabilities

- Windows Server 2003
- Windows Server 2003 CAL
- Active Directory 2003 or 2003 – Part of the Windows server licensing
- Exchange Server 2003
- Exchange Server 2003 CAL – Includes Outlook 2003
- Internet Explorer 6 SP1 – for full OWA functionality including S/MIME and gzip compression
- Windows Live Communication Server – Only runs on Windows Server 2003
- Windows Live Communication Server CAL
- Windows Messenger 5.1 or Office Communicator 2005
- Outlook 2003
- Windows XP Professional
- Windows SharePoint Services (Microsoft recommends Office 2003 Professional)
- SQL Server - Purchased per CPU or Per Server w/CAL

Microsoft Operations Manager or 3rd party solution



Microsoft Systems Management Server or 3rd party solution

IBM Advanced Collaboration with complete administrative capabilities

Lotus Domino Server (Messaging Only)

Lotus Notes client CAL (Messaging Only)

Lotus Sametime Server

Lotus Sametime Concurrent User CAL

Server OS of choice to host Domino & Sametime (Windows, UNIX, Linux, OS/400, ZOS, Solaris etc.)

While jumping straight to the end and illustrating the comparative IBM vs. Microsoft Collaboration solution it would not have illustrated how or why we came to the list of Microsoft products we did an many may not have wanted to believe the outcome without clarification. This discussion should bring clarity to the Microsoft requirements needed to meet a Notes/Domino Messaging solution. With this realization should also come a perspective of the additional costs for hardware, software and support. However, it's noted that 80% of Notes/Domino customers leverage the platform for RAD to empower developers as well as business technologists. It would be a disservice to existing customers who have discovered this value in Domino as well as those customers considering Notes/Domino as a collaboration platform, to overlook this capability.

3.0 IBM Notes/Domino Collaboration and Rapid Application Development (RAD)

It's very easy for customers to think of Notes/Domino as an email platform is comparable with Microsoft's Outlook/Exchange. However, nothing could be more incorrect. As we have illustrated above there are several server components and client upgrades that must take place to balance the discussion. Nearly 15 years of evolution of the Notes/Domino platform has developed it into the most consolidated and capable platform for today's collaboration market. Furthermore, as companies look to reduce application development costs and complexity, Notes/Domino Collaboration offers an unmatched RAD platform. But how can we compare the value offered in Domino's RAD to Microsoft's development model?

With the purchase of Domino Developer licenses in addition to Notes Collaboration licensing customers can begin to unleash the power of Domino, customizing the "out-of-the-box" templates, creating custom forms and templates and building applications that utilize open standards to connect to other corporate applications and databases making information easily accessible in the Notes/Domino Collaboration environment. Further these applications can be presented through a Web browser or through the Notes client for a richer experience and offline use. With the addition of Domino Workflow customers can add to their applications Workflow to further improve processes and collaboration.

Turning to Microsoft there is simply no Microsoft alternative to Domino's RAD environment. While Microsoft has created some pieces to try to compete with, there are still several components that are not ready for business technologist to try to take advantage of and require specific developer and administrator skill sets.

Here is a list of the components that developers not business technologist could use to accomplish some of the development capabilities in Domino and why they would be required.

- Visual Studio .Net – The development toolset
- .Net Framework – The runtime that must be on every client and server that will run a .Net application.
- InfoPath – Available only with the version of Office 2003 Pro that comes with an Enterprise Agreement and used for the creation of forms.
- MS SQL Server – as a data store for applications.
- BizTalk Server – For creating workflow within applications
- Windows Internet Information Server (IIS) – For hosting and running .Net applications
- Microsoft Application Center Server – For managing applications distributed across server environments.

Customers who have considered moving applications from a Domino environment simply don't. Not because they can't but because they realize that Domino is the most cost effective environment to maintain and develop their applications in. Further, the expense and complexity of migrating their Domino applications to Microsoft carries no cost justification.

Finally, to close out the discussion on Notes Collaboration, users are entitled to leverage Team Rooms across the Domino environment. In contrast, leveraging team spaces, document sharing including search and indexing across the enterprise in the Microsoft solution requires moving to SharePoint Portal Server which requires server licensing and Client Access Licenses to overcome the limitations of SharePoint Services. SharePoint's heritage is in document management hence its document sharing capabilities which are required for comparison with Domino. But, it also offers some capabilities in the portal space which would remain unused should a company currently have a portal solution. Portals also bring us outside the bounds of this discussion and SharePoint Portal Server is only a consideration because of its document sharing capabilities and not its portal capabilities. On the Notes/Domino side Quickplace would be a consideration as a richer document sharing solution in contrast.

4.0 Closing

To close out this comparison upon understanding IBM Notes/Domino's capabilities and Microsoft's components that would be required to address the outlined business requirements as set forth at the beginning of this document the final comparative table

will be outlined. However, before doing so it should be reiterated that Notes/Domino is not dead. Over its 15 year history the product has evolved and grown considerably. Moving forward it will continue to evolve, leveraging current technologies and adding enhancements that continue to provide customer value. Moving to alternative collaborative environments is not trivial and should not be taken lightly in terms of considering the business case, costs and user disruption. When considering new collaborative environments between the industry leaders, IBM and Microsoft, the decision should be clear when comparing apples to apples as we have tried to do here.

In the end customers considering a Microsoft collaboration solution as an alternative to IBM Lotus Notes/Domino collaboration should consider the following laundry list of Microsoft products which as stated earlier, encompass nearly every product in the Microsoft portfolio.

Microsoft Complete Collaboration

Windows Server 2003

Windows Server 2003 CAL

Active Directory W2k3 – Part of the Windows server licensing

Exchange Server 2003

Exchange Server 2003 CAL – Includes Outlook 2003

IE 6 SP1 – for full OWA functionality including S/MIME and gzip network compression

Windows Live Communication Server – Only runs on Windows Server 2003

Windows Live Communication Server CAL

Windows Messenger 5.1 or Office Communicator 2005

Outlook 2003

Windows XP Pro

Windows SharePoint Services

SQL Server - Purchased per CPU or Per Server w/CAL

Microsoft Operations Manager or 3rd party solution

Microsoft Systems Management Server or 3rd party solution

Office 2003 Professional – with InfoPath

Visual Studio .Net

.Net Framework on all clients and servers

BizTalk Server 2004

SharePoint Portal Server 2003

SharePoint Portal Server 2003 CAL

Windows Server 2003 as an application server with IIS

Microsoft Application Center Server 2000

Microsoft Content Management Server

IBM Complete Collaboration

Lotus Sametime Server



Lotus Sametime Concurrent User CAL
Server OS of choice to host Domino, Sametime, Quickplace &
Applications (Windows, UNIX, Linux, OS/400, ZOS, Solaris etc.)

Lotus Domino Enterprise Server
Lotus Notes Collaboration Client CAL
IBM Quickplace
Lotus Domino Workflow

Let us help you conduct a competitive pricing analysis and understand the TCO implications of adopting a Microsoft collaboration model.