



Self Supporting Communication Platform

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Outline

- Introduction PLUS Retail
- Business & IT Requirements
- Integration Overview
- Design Self Supporting Portal
- Migration
- Things to consider





PLUS Retail

- Supermarket Chain in the Netherlands
- 262 Supermarkets with 229 independent entrepreneurs
- 6 Distribution centers
- 800 FTE's at HQ + DC
- 1.86 Billion consumer turnover
- 6% market share
- PLUS ambition: To be the best service-oriented supermarket in the Netherlands in 2012





IT Landscape

Information System Environment:

- Centralized & mostly webbased
- Twin data centers connected at OSI Layer 2
- Unix, Linux & Microsoft Virtualized
- Infrastructure as a Service
- Outsourcing based on specialization

Workspace Environment:

- Virtual Desktop & Application Virtualisation
- Fat Clients in the shops





The as-is situation for the Shops

- Based on a implementation in 1999
- Each Shop has a few email accounts
- No calendar functionality
- Mailbox access only with Outlook at Fat Client in the shop
- No Smart Phones or Webmail access



Functional Requirements

- Mailbox access by:
 - Intern Webmail from PLUS Web Portal with SSO
 - Public by Access Gateway Portal
 - Office Outlook @ store desktop
 - Smart phones (ActiveSync only)
 - Not for BlackBerry devices
- Dynamic distribution list based on user profile/role
- Delegated management for assigning e-mail functionality by Shop Owner
- Consistency of email addresses
- Address book synchronizing from and to AD
- Introduce new e-mail domain @plus.nl





Functional Requirements

- Generic Shop Mailbox
 - Default a logic email address 'info.202@plus.nl'
 - Define own alias addresses
 - Give rights on mailbox
 - Give send as privileges
- Single User Account
 - Suppose user has multi stores
 - One User Environment (GUI)
 - One mailbox for each store
 - Automatic assignment of multi mailboxes



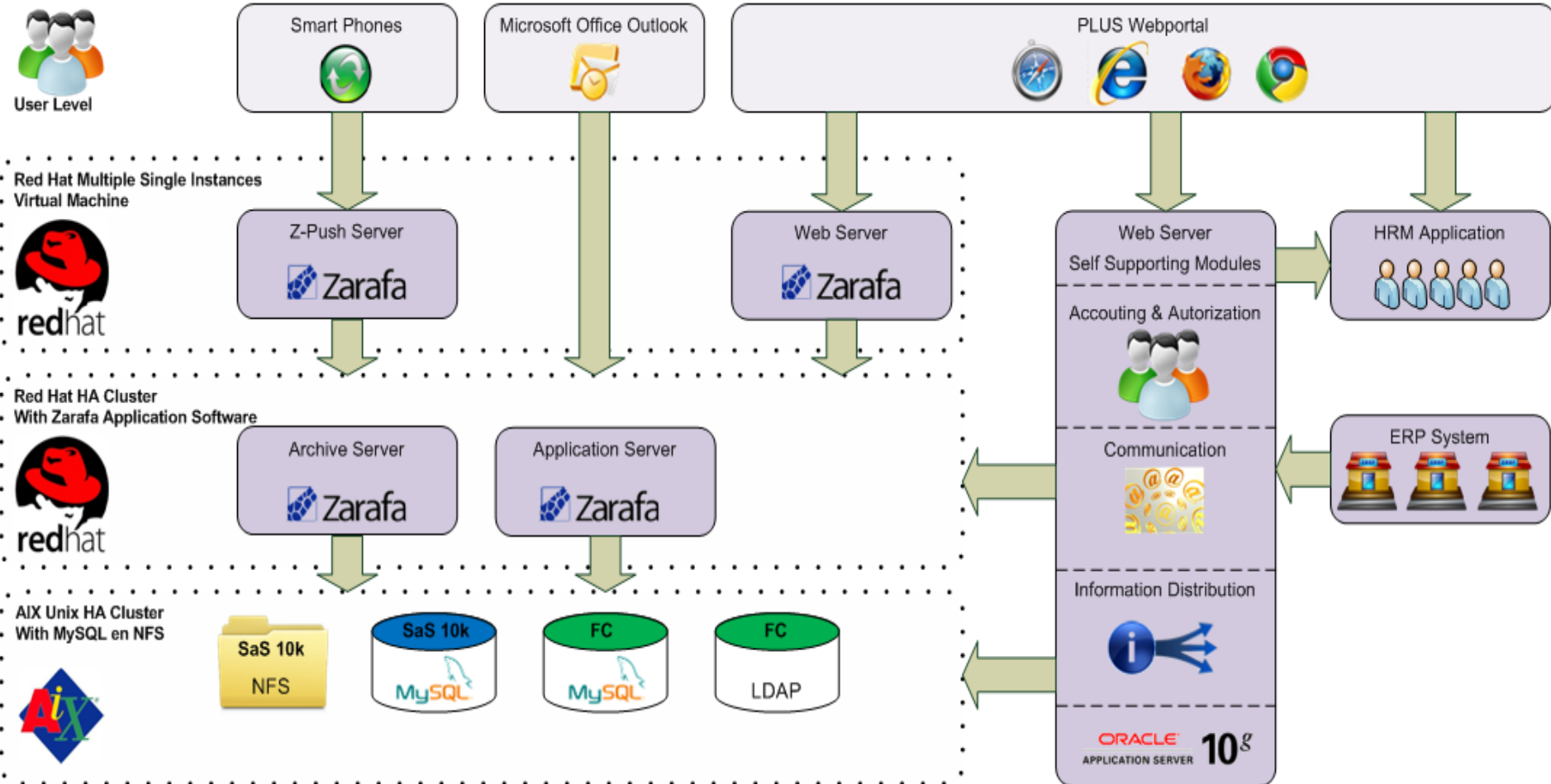


Non Functional Requirements

- High Availability Fail Over within minutes
- Without data loss
- Fail Over System equal to Production System
- Time to Recover below 4 hours at DR
- Proven Technology
- Retention period 30 days
- No brick level backup
- Storage Primary Mailbox 1GB
- Storage Archive Mailbox 4GB
- Private Cloud Hosting
- Zarafa Service Outsourced



Virtual machines in Private Cloud with HA Cluster





Things to consider

- Email convention
 - 16.250 employees
 - 95% first choice convention
 - 5 users non off the 4 choices possible
 - Special characters
 - Space between last names
 - Special names (black list)





Flow

- Creating a Shop – trigger form ERP System
- Define all Shop generic settings – Self Supporting Module
- Create the Shop mailbox – Self Supporting Module
- Give Shop Owner Autorization for Self Supporting
- Shop Owner has administration rights for creating Zarafa Accounts
- HRM System contains employee information
- Shop Owner create for HRM employee a Zarafa account
 - Display name & Email address will be generated



Self Supporting Portal

- Store owner manages mailboxes for his employees

The screenshot shows the PLUS self-supporting portal interface. At the top left is the PLUS logo, and at the top right is a 'Log uit 104OND' button. Below the header, a breadcrumb trail reads 'U bent hier: Start > Beheren email-accounts'. The main heading is 'Beheren email-accounts', followed by a sub-heading 'Email-accounts van winkel 104 - PLUS Postma'. A table lists the email accounts with columns for 'Gebruikersnaam', 'Gekoppeld aan', 'Email adres', and 'Acties'. The table contains four rows of data. Below the table is an 'Annuleren' button. At the bottom of the page is a footer with the PLUS logo and the text 'Winkel gebruikersbeheer'.

PLUS Log uit 104OND

U bent hier: Start > Beheren email-accounts

Beheren email-accounts

Email-accounts van winkel 104 - PLUS Postma

Gebruikersnaam	Gekoppeld aan	Email adres	Acties	
104OND	J. Postma	j.postma@plus.nl	▶ Account aanpassen	
104BDR	S. Bronckhorst	s.bronckhorst@plus.nl	▶ Account aanpassen	
104SLAGER	geen koppeling	geen email-adres		▶ Email-account aanmaken
104SLIJTER	H. de Vries	h.devries@plus.nl	▶ Account aanpassen	

PLUS Winkel gebruikersbeheer



Self Supporting Portal

- Link login user account with employee from HRM System
 - Unique ID => Citizen Service Number
 - Email address

PLUS Log uit 104OND

U bent hier: Start > Beheren email-accounts > Nieuw email-account aanmaken voor 104SLAGER (stap 1 van 4)

Nieuw email-account aanmaken voor 104SLAGER (stap 1 van 4)

Koppel medewerker uit P-dossier / DotWeb

Medewerker

- kies een medewerker -
- kies een medewerker -
- mevrouw A. Adams (01-08-1978)
- de heer J. van den Broek (21-01-1966)
- mevrouw S. de Bruin (01-07-1984)**
- mevrouw M. Jansen (16-12-1989)
- mevrouw T. Meijerink (03-04-1979)
- mevrouw K. Minook (28-05-1968)
- de heer J. Postma (geboortedatum onbekend)
- mevrouw S. 't Ween (28-08-1965)
- mevrouw K. Zjones (29-09-1969)

PLUS Winkel gebruiker



Self Supporting Portal

- Conformation display name & email address

Log uit 104OND

U bent hier: Start > Beheren email-accounts > Nieuw email-account aanmaken voor 104SLAGER (stap 2 van 4)

Nieuw email-account aanmaken voor 104SLAGER (stap 2 van 4)

Controleer de gegevens en vul aan

Voorgesteld nieuw email adres	jan.van.den.broek@plus.nl 
Display name / Weergavenaam in email	Jan van den Broek
Email quotum	250 Mb (standaard)  <small>Let op! Aan hogere quota kunnen kosten verbonden zijn</small>
Koppelen aan winkel mailbox?	<input type="checkbox"/> 

Terug

Voorstel afkeuren >

Verder >

 Winkel gebruikersbeheer



Self Supporting Portal



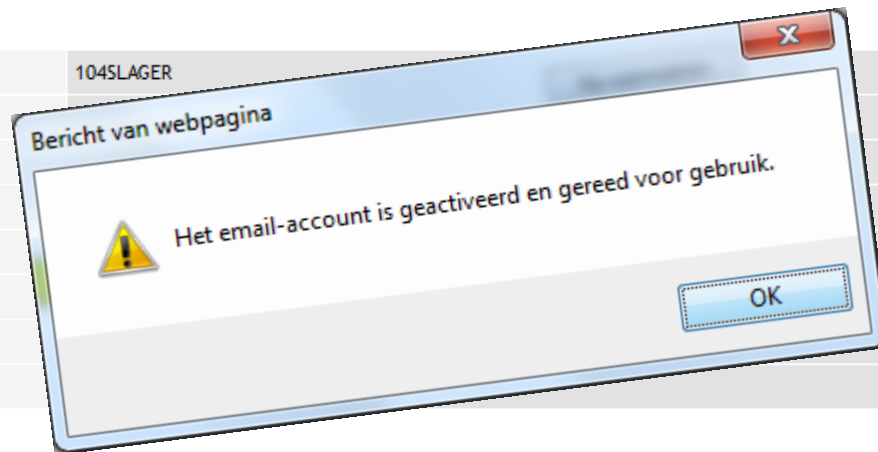
Log uit 104OND

U bent hier: Start > Beheren email-accounts > Nieuw email-account aanmaken voor 104SLAGER(stap 4 van 4)

Nieuw email-account aanmaken voor 104SLAGER(stap 4 van 4)

Bevestigen

Gebruikersnaam	104SLAGER
Email adres	
Display name / Weergavenaam in email	
Wachtwoord	
Email quotum	
Toegang tot winkel mailbox?	
Alias(sen)	




Terug

Nu aanmaken



Self Supporting Portal

- Role Based Distribution Groups

Log uit 104OND


U bent hier: Start > Beheren distributiegroepen

Beheren distributiegroepen

Distributiegroepen van winkel 104 - PLUS Postma

Email adres	afgchef.104	hoka.104	kwchef.104	mt.104	slager.104	verschef.104
info.104@plus.nl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
j.postma@plus.nl	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.de.vries@plus.nl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Annuleren Bewaren

Winkel gebruikersbeheer



Migration before the big bang

- Zarafa Migration tool for import pst files
- Assign old email addresses to someone
- Deploy Zarafa Client Software
- Create new Outlook profiles



Communication Platform for the future

- Changing from asynchronous to synchronous communication
- Both should be provided
- After the migration of mail in January 2012
- Introducing Chat and Web meeting



Conclusions



Questions



PLUS Retail

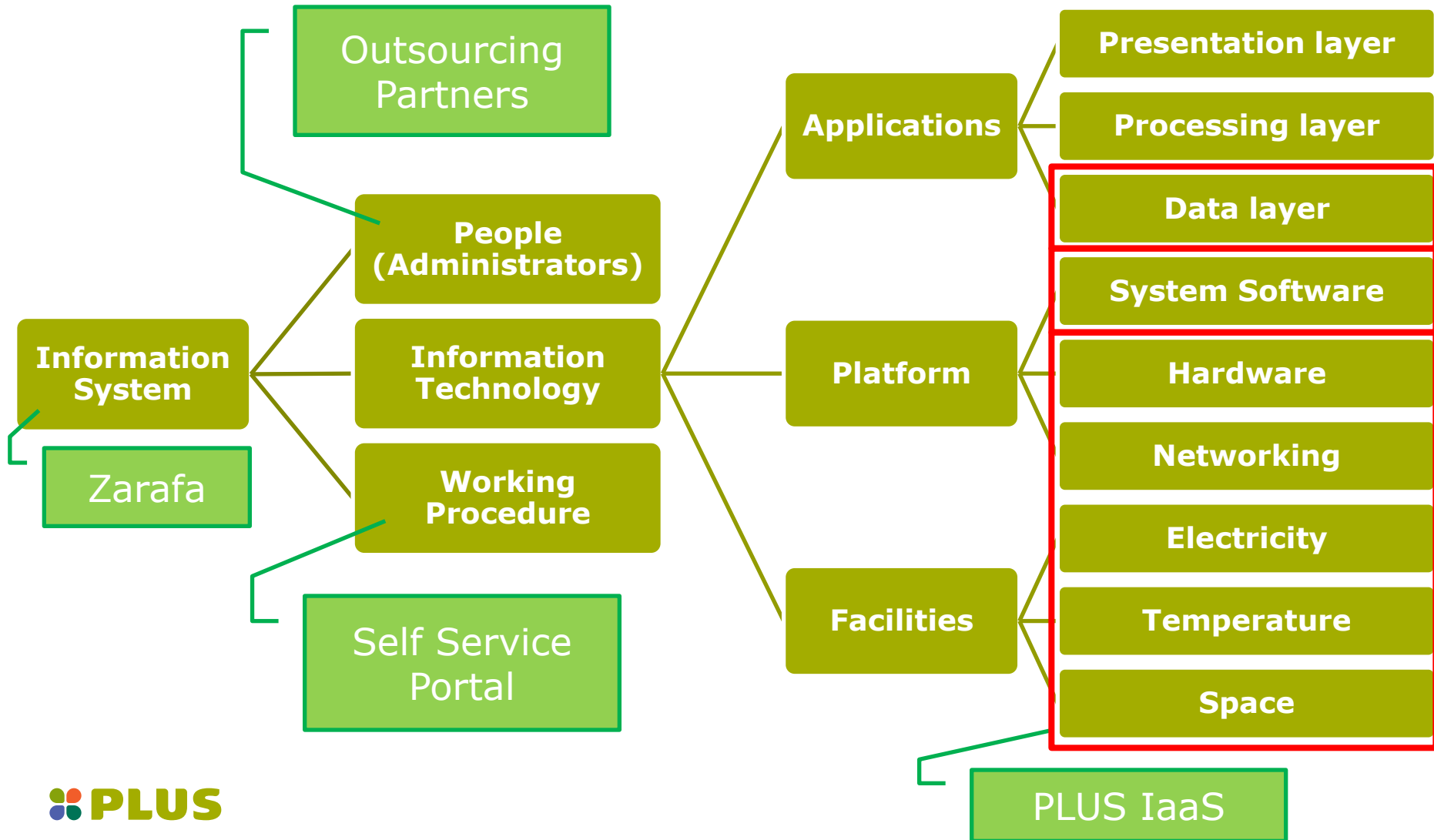
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PLUS Situation





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