5 good Reasons for MarvelClient Upgrade

Introduction and Management Summary

Without the right tooling, IBM/HCL Notes Client upgrades are complicated and error prone.

This is not just based on our own experience but confirmed by many IT professionals, especially from Domino administrators, end-user support and software deployment.

Nearly 2/3 of CIOs, CTOs, administrators and help desk staff do not have good memories of their last Notes client upgrade. The upgrade did not go smoothly, the process took much more time and resources than expected, and there were many helpdesk calls after the upgrade. The anticipated rapid improvement in the work environment did not happen.

For a successful upgrade, it is not enough to simply install a new version. Success depends on a thorough upgrade and rollout plan, as well as cleanup and optimization of existing installations.

Upgrading Notes clients with MarvelClient Upgrade leads to significantly better results: Upgrade processes are successfully completed in the shortest possible time (regardless of the number of clients), the number of helpdesk tickets is massively reduced and, as a result, the productivity and level of satisfaction of all involved can be sustainably increased.

Reason 1: Save Time and Money

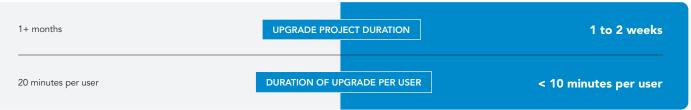Notes client upgrades are significantly affected by the following cost factors:

Without MarvelClient   With MarvelClient

Duration and labor costs for creating and testing each upgrade package

Without MarvelClient		With MarvelClient
3 days to several weeks	PACKAGE CREATION DURATION	**First package: 4-8 hours** **Every other: <= 2 hours**
Multiple weeks	TESTING DURATION	**1 to 2 days**
2+ staff **x** above duration	PERSONNEL	**1+ staff x above duration**

Duration of the actual upgrade of all clients

Without MarvelClient		With MarvelClient
1+ months	UPGRADE PROJECT DURATION	**1 to 2 weeks**
20 minutes per user	DURATION OF UPGRADE PER USER	**< 10 minutes per user**

Success rate of your client upgrade = how many users calls your helpdesk or Domino administrators

Without MarvelClient		With MarvelClient
Too many helpdesk calls	SUCCESS RATE	**On average 80% less helpdesk calls**

Can you carry out upgrades and updates frequently = getting the most out of your HCL maintenance contract
(think security updates or fix & feature packs/hotfixes that can be rolled out frequently and in a timely manner)

Without MarvelClient		With MarvelClient
1 upgrade every 1 to 4 years	MAINTENANCE CONTRACT VALUE	**2 to 4 upgrades per year**

Does your Notes Client Upgrade optimize for subsequent daily usage?
(requires standardization of your clients with MarvelClient Upgrade according to our best practice recommendations and HCL default settings)

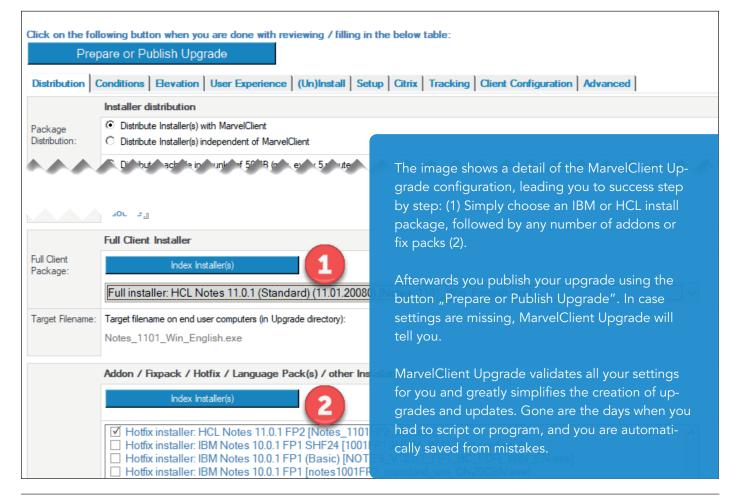| Without MarvelClient		With MarvelClient
Too many helpdesk calls	OPTIMIZED OPERATIONS	**On average 20% less helpdesk calls;** **In combination with MarvelClient** **Basic 80% less**
Long client startup times	CLIENT STARTUP TIMES	**Best possible start times**
Frequent client crashes	CLIENT CRASHES	**Few to none**

Many customer projects confirm that MarvelClient Upgrade saves you a lot of time and money in IT operations, in helpdesk and with your end users. Not only during the actual upgrade process, but especially afterwards. And that with every single version upgrade.

Reason 2:
Simplify Upgrades and Prevent Mistakes

Without the right tooling, IBM/HCL Notes Client upgrades are complicated and error prone. On principle, companies only have two options:

a.) carry out a so called "in-place" upgrade = install a new version over an existing. As a result, many companies still run their Notes clients in Lotus or IBM folders, instead of the correct IBM or HCL folders. This results in noticeably higher error rates and helpdesk calls, both during your upgrade project, but most importantly in subsequent daily operations, because clients are not optimally configured = do not run fast and stable.

b.) convert existing installs with self-developed scripts. On the one hand, this entails new time and effort again and again with every new version, and, most severely, countless iterations of upgrades, because every issue and exception must be fixed and tested belatedly.

With MarvelClient Upgrade, you benefit from our expertise from millions of upgrades: MarvelClient Upgrade automatically fixes countless issues and exceptions for you.
Since a picture says a thousand words:

The image shows a detail of the MarvelClient Upgrade configuration, leading you to success step by step: (1) Simply choose an IBM or HCL install package, followed by any number of addons or fix packs (2).

Afterwards you publish your upgrade using the button „Prepare or Publish Upgrade". In case settings are missing, MarvelClient Upgrade will tell you.

MarvelClient Upgrade validates all your settings for you and greatly simplifies the creation of upgrades and updates. Gone are the days when you had to script or program, and you are automatically saved from mistakes.

Reason 3: Maximize Productivity

Productivity of your end users suffers both from unnecessarily lengthy upgrades (let alone failed upgrades), as well as clients, which are not optimally set up.

For the mere upgrade itself, MarvelClient Upgrade saves you 5 minutes on average per user. 1,000 users = 5,000 minutes = 83 hours = ten full working days. Four upgrades per year save you 40 working days.

Additionally, MarvelClient Upgrade helps you reduce the number of helpdesk calls, and, most importantly, the number of lost working hours due to otherwise failed upgrades.

For most of our customers, we help reduce the upgrade project duration and the associated lost working hours by 50 to 80%, often from several months to less than two weeks. That is how our customers save 4+ months time every year.

Reason 4: Reduce Follow-Up Costs

A properly upgraded Notes client, matching vendor default settings and best practices, reduces follow-up costs extensively:

Faster client startup times, fewer client crashes and simplified support (both in your company and from HCL) are the most important arguments for converting your existing installations into a best optimized installation with MarvelClient Upgrade. MarvelClient Upgrade automatically suggests such optimization by default. That is how Lotus and IBM folders turn into HCL folders, various settings are adjusted, cleaned up and optimized.

Reason 5: A Strong Partner by Your Side

We help our customers with all our expertise and our good relationship with HCL. Whenever you have questions or need help, you are not on your own, but have strong partner by your side, helping you with words and deeds.

With more than 12 million licenses in over 70 countries, MarvelClient is the solution for managing and upgrading your Notes Clients. HCL not only recommends our solution – HCL and panagenda are strategic development partners, and a subset of MarvelClient is an integral part of HCL Notes and Domino since release 10.0.1, as well as HCL Nomad.

Summary

MarvelClient Upgrade makes your next Upgrade a lasting success. MarvelClient Upgrade not only saves you time and money for your next Notes Client upgrade, but way beyond in daily operations.

Upgrade Comparison

Feature	Smart Upgrade	Notes Auto Update	InstallShield Tuner	Software Deployment	MarvelClient Upgrade
Easy to configure	✗	✗	✗	✗	✓
100% flexible customization	✗	✗	❗ Limited	❗ Very costly	✓
Upgrade as lcoal Admin	✗	✗	✗	✓	✓
Upgrade as Domain Admin	✗	✗	✗	✓	✓
Upgrade via Service	✓	✓	✗	✓	✓
Windows UAC support	✗	✗	✗	❗ Depends on solution	✓
Clean and safe with uninstall	✗	✗	✗	✓	✓
Any2any Upgrades in one single step	✗	✗	✗	✓	✓
„Knows Notes" notes.ini, names, …	✗	✗	✗	✗	✓
Initial configuration for end users	✗	✗	✓	✓	✓
Without scripts / programming	✓	❗ Limited	✗	✗	✓
Change of ALL folder locations	✗	✗	✗	✗	✓
Best possible success rate	✗	✗	✗	✗	✓
Fastest possible upgrades	✗	✗	✗	✗	✓
Users can choose when to upgrade	✗	✗	✗	✓	✓
Upgrades without data loss	✓	✓	✓	✓	✓
Home Office package distrib.	✗	✗	✗	❗ Depends on solution	✓
Customizable design	✗	✗	✗	✗	✓
Customizable text and languages	✗	✗	✗	✗	✓
Citrix and VDI upgrades	✗	✗	✓	✓	✓
Citrix and VDI Optimization	✗	✗	✗	✗	✓
Success Reporting and Monitoring	❗ Only if successful	❗ Only if successful	✗	✓	✓

About MarvelClient Upgrade

More power to your HCL Notes upgrades. MarvelClient Upgrade Notes automates the process of performing HCL Notes client upgrades. Upgrades are performed in a single step, without user interaction.

Superfast, cost effective and 100% reliable. You will literally witness the increase in productivity and satisfaction of your workforce after each version upgrade.

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For more information about the MarvelClient solution, contact your sales representative or visit www.panagenda.com/products/marvelclient.