City of ’s-Hertogenbosch

After implementing Micro Focus® GroupWise® Mailbox Management to automatically switch over email addresses, this city in the Netherlands gained a complete ROI in 30 minutes.

Challenge
When the city of ’s-Hertogenbosch in the Netherlands decided to change the email addresses of its 2,000 GroupWise users, it knew it needed a way to automate the process. So Paddy Verberne, R&D Specialist at the city of ’s-Hertogenbosch, contacted Micro Focus to see if there was a chance to ease that process. And sure enough, thanks to GroupWise Mailbox Management, the dreaded task suddenly was a breeze.

Solution
“I heard what Vertigo (now GroupWise Mailbox Management) could do, and it was a done deal—we bought it,” says Paddy Verberne. “I appreciate Vertigo more and more as a tool which could literally do anything—I still consider Vertigo to be the one and only tool for GroupWise that really is worth buying!”

’s-Hertogenbosch has nearly 140,000 inhabitants. The municipality’s government offices are spread throughout the city at 25 different locations and are connected through single or redundant fiber optic systems. The city sets a high priority on security and has two server rooms in different locations, which are able to work independently to facilitate all ICT-related services. The servers also have a failover mechanism—just in case one of them breaks down.

Results
Once GroupWise Mailbox Management was installed, it was just a matter of pointing it to a text file with the user ID and the new email address. It then made the entire switchover in less than 30 minutes. Without GroupWise Mailbox Management, the IT department of the municipality would have had to spend almost a week of working days changing the addresses manually—not to mention the number of typing errors that could have crept in.

After that job was done, Paddy Verberne had time to discover what else GroupWise Mailbox Management can do. He now uses it regularly to see a complete overview of rights, to check for user errors, and to locate stuck SOAP events that prevent smartphones from synchronizing.
“Because of the new Vertigo (now GroupWise Mailbox Management) feature, our ROI was half an hour! Now I can use Vertigo to check for user errors with the nice table view or check for stuck SOAP events,” explains Paddy Verberne.

The municipality’s servers are virtualized using VMware ESX, and they currently support Micro Focus OES2 Linux, Microsoft Windows, SLES 10/11, and HP-UX. The current GroupWise setup consists of a fully virtualized OES2-Linux and GroupWise 8.0.2 HP2 setup and two BlackBerry Enterprise Server 4.1 servers with about 100 users. To be able to connect more types of mobile devices on GroupWise, the city is planning to implement Micro Focus Data Synchronizer.