

Putting Out Domino Fires with databaseEZ

A Ytria Customer's Story



“For me, databaseEZ and the rest of the Ytria toolset are priceless. They give a consultant such as myself a good name—you become renowned for getting things done quickly”

Paul Day - Director of Osprey Consultancy, Warwickshire, UK.

Paul Day of Osprey Consultancy is a veteran Domino professional with a ‘firefighter’ reputation. As a longtime and avid Ytria software user, he’s sure to bring his EZ Suite tools along for the job whenever a panicked customer calls him in to douse the proverbial flames in their Notes shop. So when he learned of Ytria’s newest product, databaseEZ, he immediately saw how it could further improve his ability to put out clients’ Lotus Notes and Domino ‘fires’ with greater efficiency.

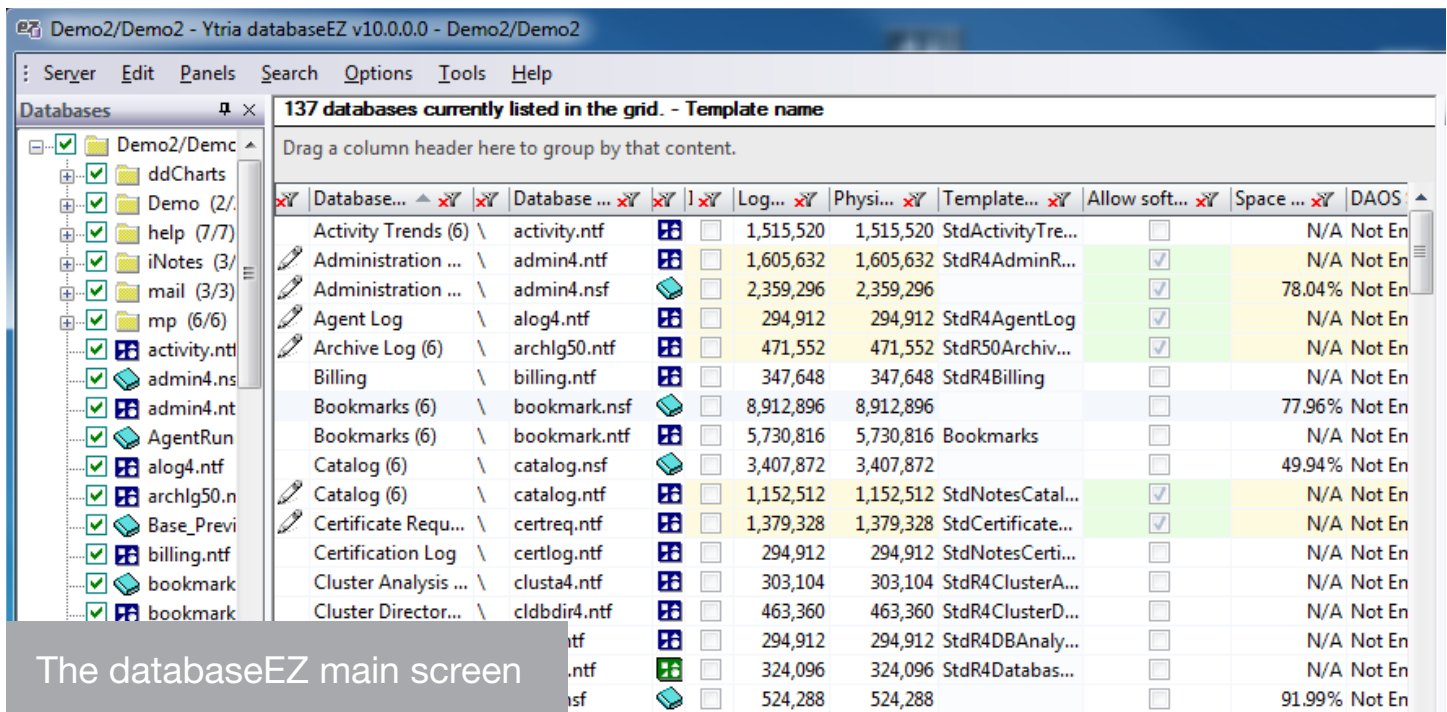
“The general toolset that Domino gives you on the administration side for performing actions on multiple databases is very weak—virtually non-existent,” says Paul, “and that’s where databaseEZ really has, I think, captured the market—It lets you perform changes on multiple databases quickly and easily.”

Win-Win Situations

Paul primarily works annual support contracts providing third or fourth level Lotus Notes and Domino support to his clients. The very nature of these annual contracts gives his business a strong monetary incentive to get the jobs done right—and quickly.

“For me speed is very important—the quicker I fully solve a given customer’s problem the more time I have for other things. So I’ll be paid the same if I’m on site for one hour or seven hours,” says Paul. “If I can be done in an hour, I’ve got six extra hours to be doing others things and earning more money. “

Clients are naturally pleased to have their problem fixed in a timely manner, so everyone wins.



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20-20 Vision for Domino

Paul notes that the bird’s-eye-view provided in databaseEZ’s interface gives you a new perspective. And this new way of looking at your databases can sometimes reveal simple solutions to seemingly intractable issues, like the following case, where a customer ended up having problems related to database properties:

“In the course of troubleshooting the client made a number of assumptions, including the assumption that all the databases had a particular property enabled,” Paul recalls. “So they were doing X,Y and Z to figure out what the problems were.”

“By using the databaseEZ tool I was able to see immediately that this property was not, in fact, turned on for a number of these databases,” he explains. “This one little thing that took very little time to fix in databaseEZ did measurably improve performance for them.”

Sometimes More is More

The Domino Administrator’s Files tab shows a relatively small subset of available database properties. Ytria databaseEZ, on the other hand, shows nearly 100 properties.

“Without a shadow of a doubt you’ve got to say that ability to see those ‘extra’ properties is a huge benefit,” says Paul. “When I use databaseEZ to target a problem and solve an issue, I use the Grid Data Composition panel* to select the information I want to see on screen so I can tackle the task at hand. For example, if I’m going in and targeting a performance issue, I might want to look at Physical size; Quota Limit; and Template Names to start.”

Reputation is Everything

One might expect a consultant like Paul to jealously guard his methods and his ‘secret weapons.’ On the contrary, sharing his knowledge and his tools of the trade has served to strengthen business relationships in Paul’s experience:

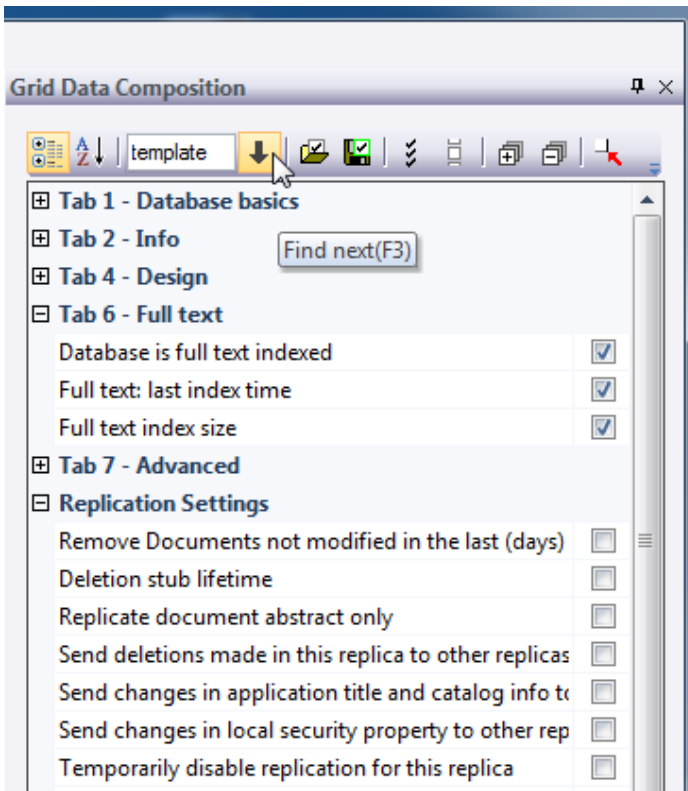
“Some of my customers get curious about how quickly I’m able to troubleshoot a particular issue and they’ll ask me what I’m using and in turn go out and buy Ytria tools themselves,” he says. “And that all just looks good on me as a consultant because I recommended a very worthwhile product and they see the business benefit themselves. They respect my advice and judgment. ”

A Two-Way Street

Like a number of other avid Ytria tool users, Paul readily offers feedback and suggestions to improve the software.

“I appreciate how responsive the folks at Ytria are when I approach them with feedback. It’s not the kind of company that says ‘this is what our product does – take it or leave it.’ Ytria is very much a listening company and taking on board those ideas in today’s world is a very good idea in my mind,” he says.

”And it’s very pleasing to me as an end customer to see my suggestions coming to fruition.”



“I use the Grid Data Composition panel to select the information I want to see on screen so I can tackle the task at hand”

In the Right Context

Beyond seeing and editing properties, databaseEZ’s grid interface makes it easy to re-contextualize your database information with its re-grouping or filtering options. Paul uses these to great effect in order to quickly understand the status of important properties across a server.

“With one of my client’s setups, each time we do an update, over a hundred templates need to be created in one go. So when things go wrong, they go wrong big time,” he explains. “If you could imagine the template renaming going wrong--perhaps wrong version numbers--being able to drag that column up to the ‘grouping’ area and being able to instantly see where and what has gone wrong is a heck of a lot quicker than going in to the Administrator and looking at the database properties individually. “

137 databases currently listed in the grid. - Template name

Show in 'Open Application' dialog ▲

S... Database Title Database Fil... Logi... Physical ... O... Show in 'Open... Template ...

Show in 'Open Application' dialog : Unchecked (13)

Domino User Lice...	\	userlicenses.ntf	589,824	589,824 1...	R6 (43)				StdLicenseTrac...
User Registration ...	\	userreg.ntf	589,824	589,824 1...	R6 (43)				StdUserRegistr...
Billing	\	billing.ntf	347,648	347,648 1...	R4 (20)				StdR4Billing
Bookmarks (6)	\	bookmark.nsf	8,912,896	8,912,896 5...	R5 (41)				
Local free time info	\	busytime.nsf	393,216	393,216 4...	R6 (43)				
Local free time info	\	busytime.ntf	247,296	247,296 1...	R4 (20)				BusyTime
Domino Directory...	\	dbdirman.nsf	746,496	746,496 4...	R6 (43)				
Domino Directory...	\	dbdirman.ntf	241,152	241,152 1...	R4 (20)				StdDbDirMan
Domino Administr...	\	domadmin.ntf	3,273,216	3,273,216 8...	R4 (20)				StdAdminData...
iNotes5 Common...	\i...	iNotes\Forms5.nsf	5,242,880	5,242,880 3...	R5 (41)				
iNotes6 Common...	\i...	iNotes\Forms6.nsf	6,291,456	6,291,456 3...	R6 (43)				
NNTP Cross-Post	\	nntppost.ntf	250,368	250,368 1...	R4 (20)				StdR46NNTPP...
Mail Journaling (6)	\	mailjrn.ntf	15,057,408						

Show in 'Open Application' dialog : Checked (124)

Domino LDAP Sc...	\	schema50.ntf	319,488						
My signEZ Databa...	\	signEZ.nsf							
Template signEZ ...	\	signEZ.ntf							
Site Registration 5.0	\	siregw50.ntf							
Smart Upgrade Ki...	\	smupgrade.ntf							
Search Site (6)	\	srchsite.ntf							

Column header grouping in databaseEZ

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For Fun and Profit

Paul stressed that databaseEZ and other productivity tools can help alleviate a lot of the brainless drudgery in a Domino professional’s day, leaving you to concentrate on the interesting bits.

“I very much like using the tools,” he adds, “in fact some of the people I work with call me ‘the tool man’ because every time they call me in for an issue I’m always using these EZ Suite tools.”