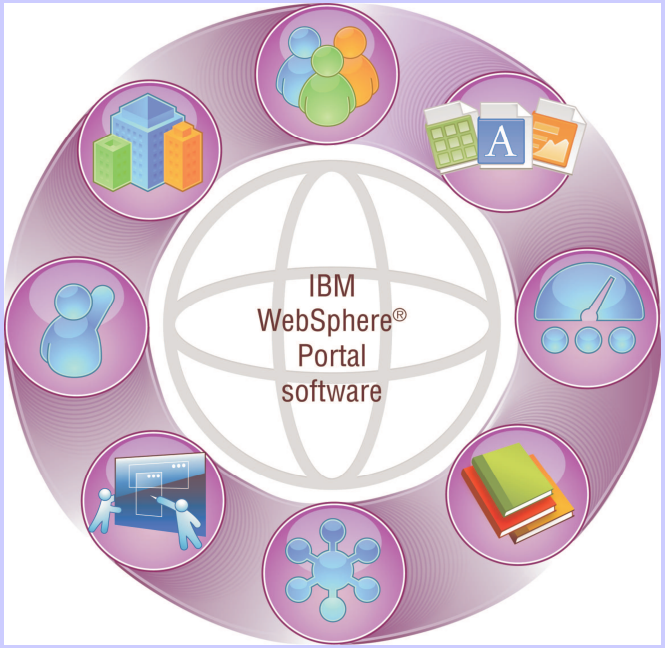
IBM Software Group

WebSphere Portal

A Platform to Deliver Innovation



Joe Preston, Sales Leader
Websphere Portal & Web Interaction Software
June 2008

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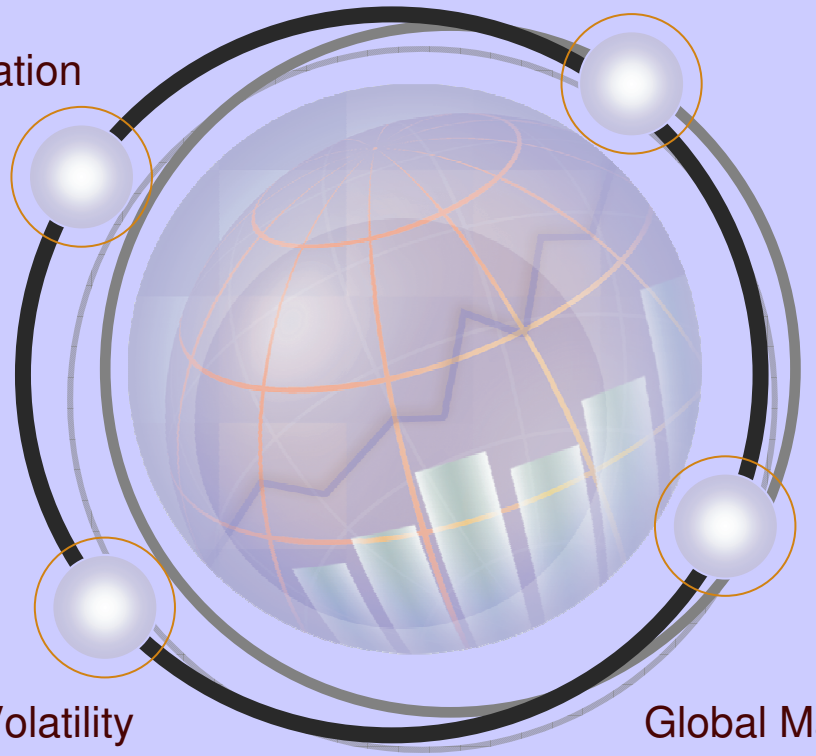
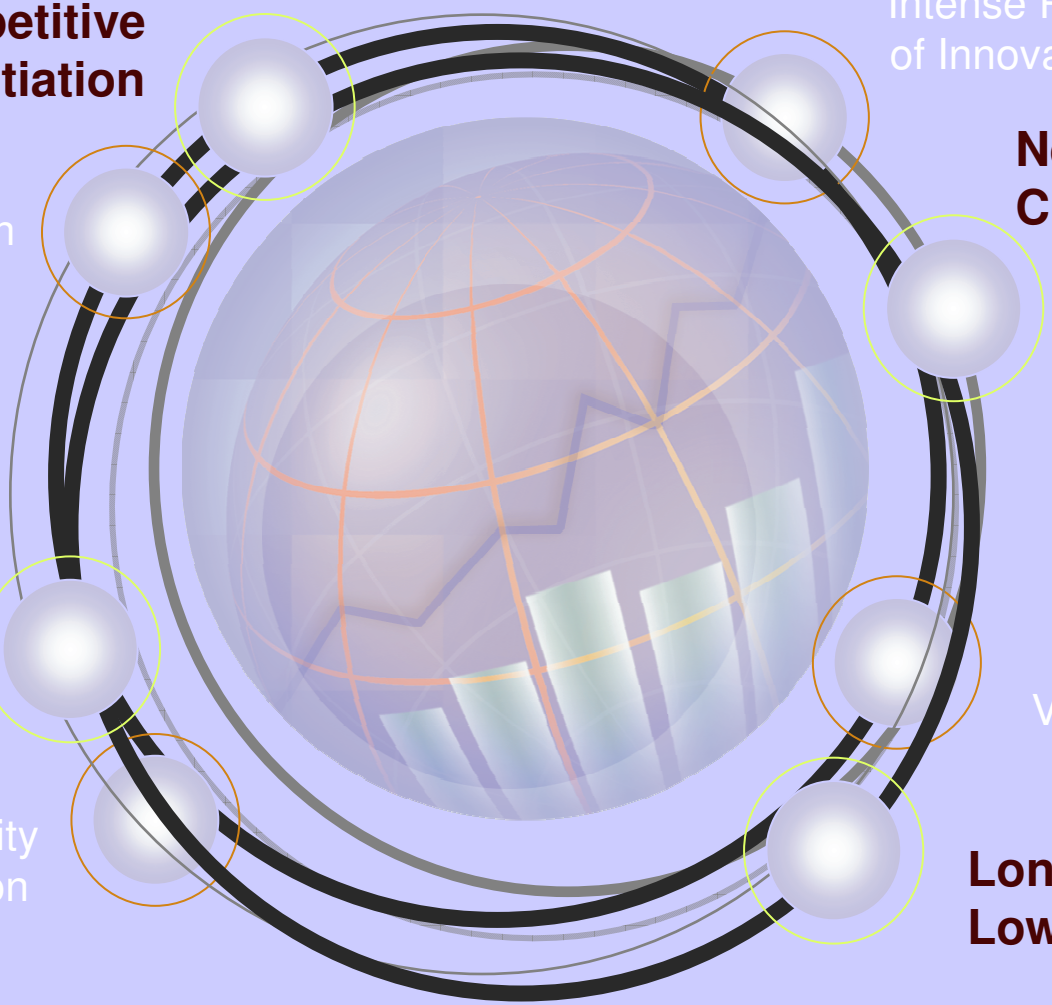
Today's business challenges are evolving at a rapid pace. Concerns of innovation, leadership and agility coincide with cost reduction and efficiency concerns.

Concerns
Cost reductions
Efficiency
Outsourcing
Consolidation



These marketplace factors are leading organizations to focus on business goals that support innovative business growth and a more agile enterprise.



Competitive Differentiation

Intense Pace of Innovation

Product Commoditization

New and Profitable Customers

Dynamic Processes

Global Markets Virtual Workforce

Global Volatility and Disruption

Long-term Lowering of TCO

IBM offers a business solutions platform…

designed to unlock value from enterprise assets and flexibly deliver it to customers, partners, and employees

Increase organizational effectiveness

Improve customer satisfaction

Extend value network

Align responsive, innovative, open and secure IT with the business

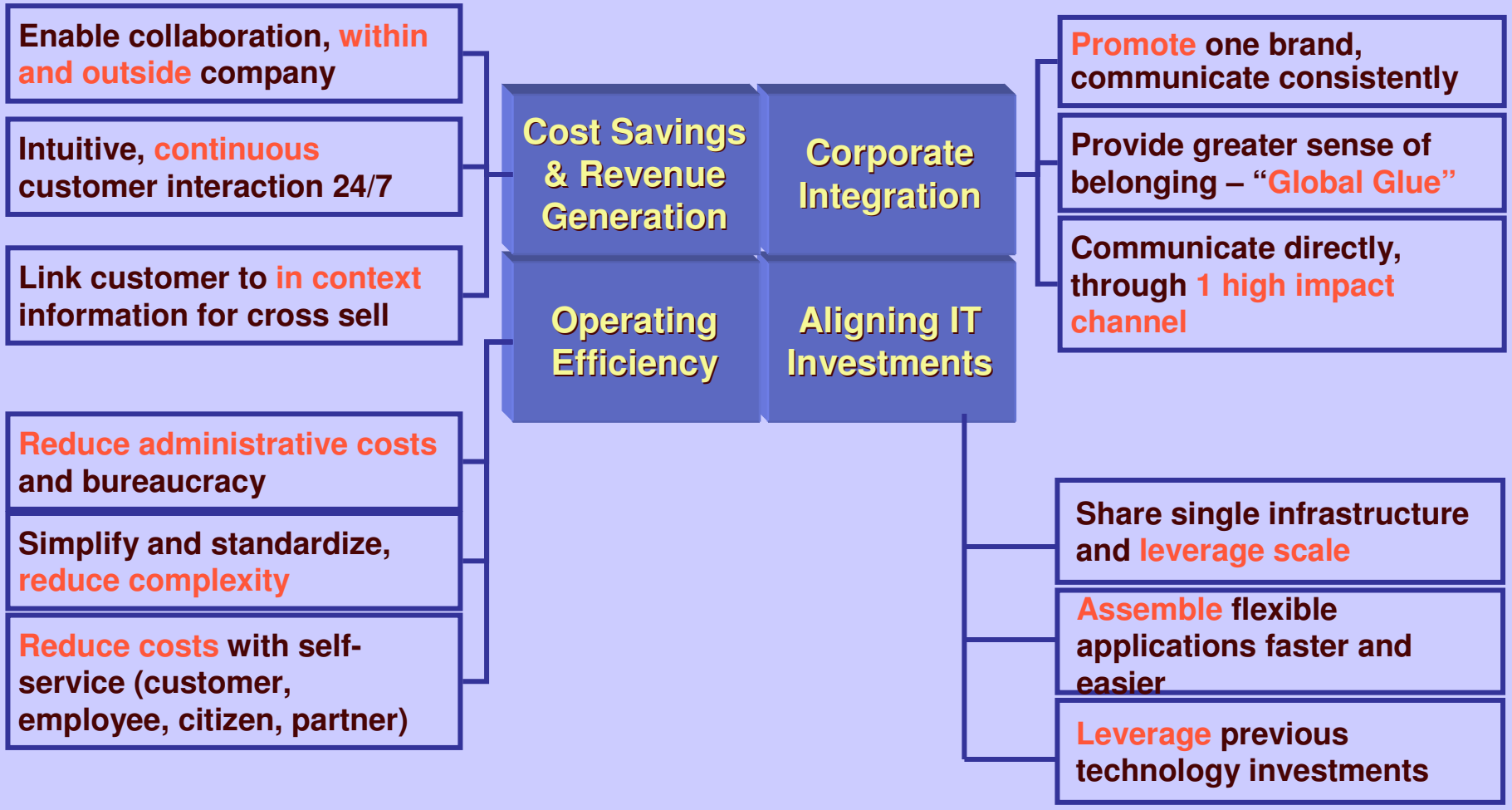
The portal value proposition

Make **more** people
more productive...

in the context of what
they do – everyday

But here is what 'they do everyday' looks like now

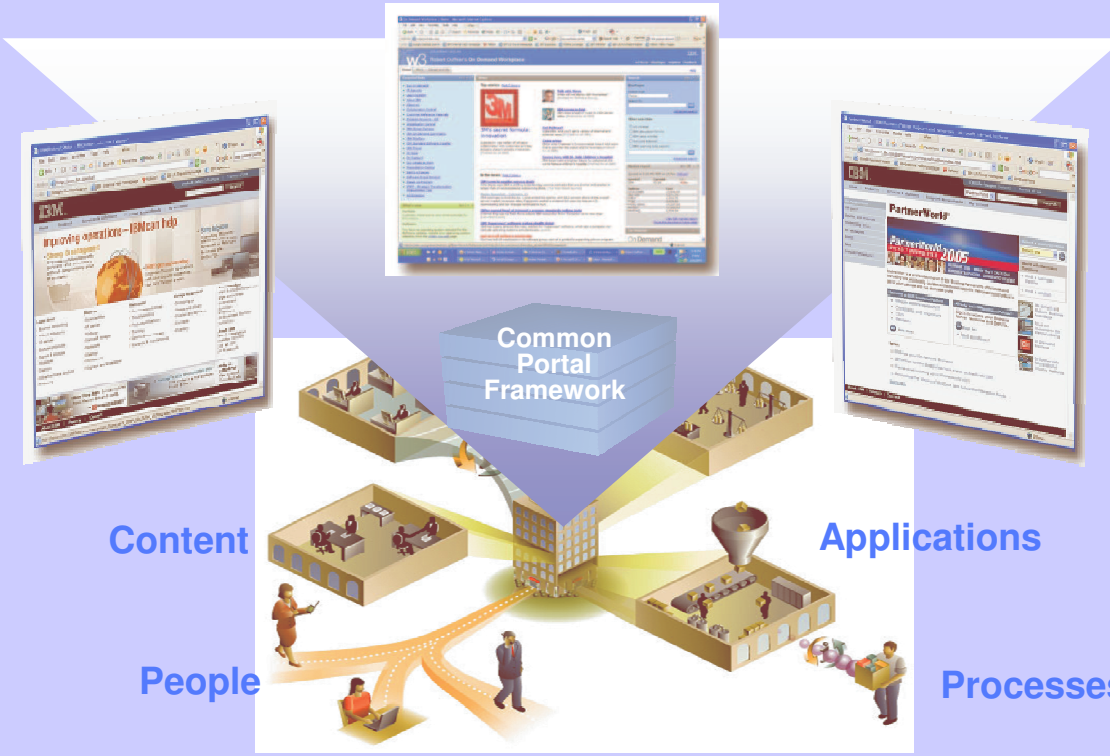
Portal Success is Built Upon Clear Business Objectives



Portals are a technology that can help on all of these challenges by providing integrated access to people, applications, processes and information to support innovation that matters.

B2E Portals improve employee productivity and rapid decision making

B2C Portals increase customer loyalty and cross-sell revenue



B2B Portals build partner relationships through integration with your business processes

Portals

Exceptional User Experiences

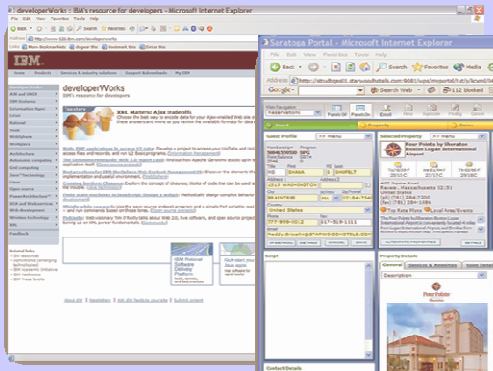
One Platform

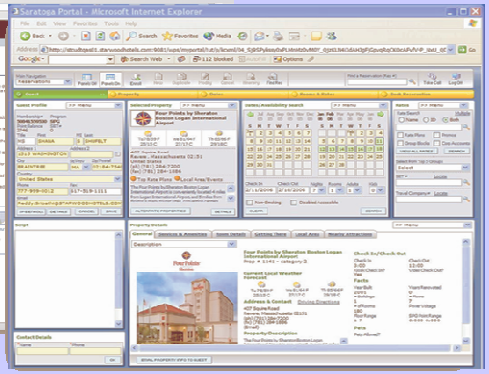
Many Different Business Needs

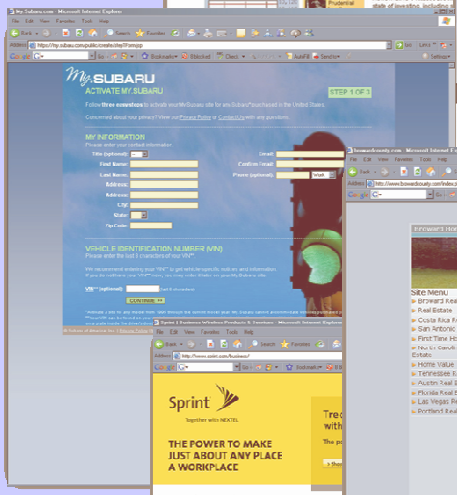
Partners

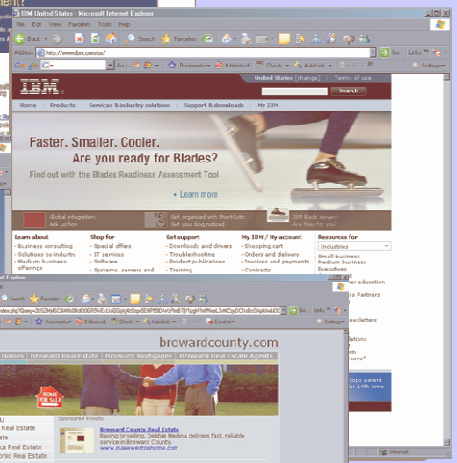
Customers

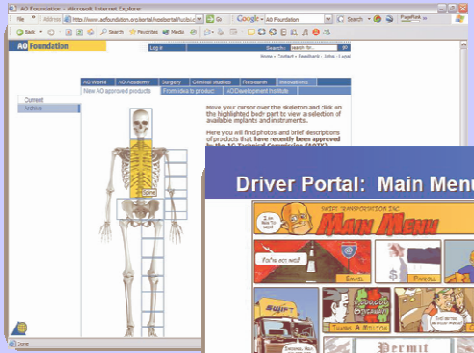
Employees

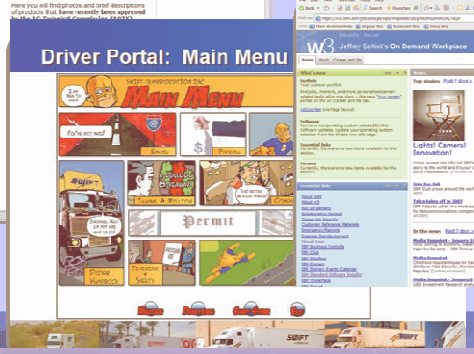


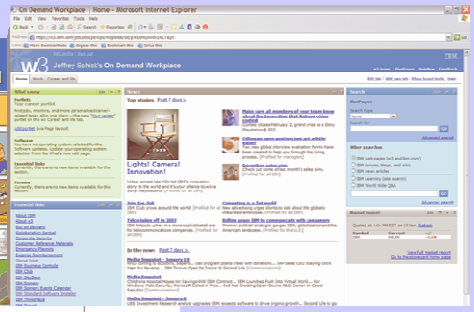












WebSphere Portal Strategy

Delivering Exceptional User Experiences:

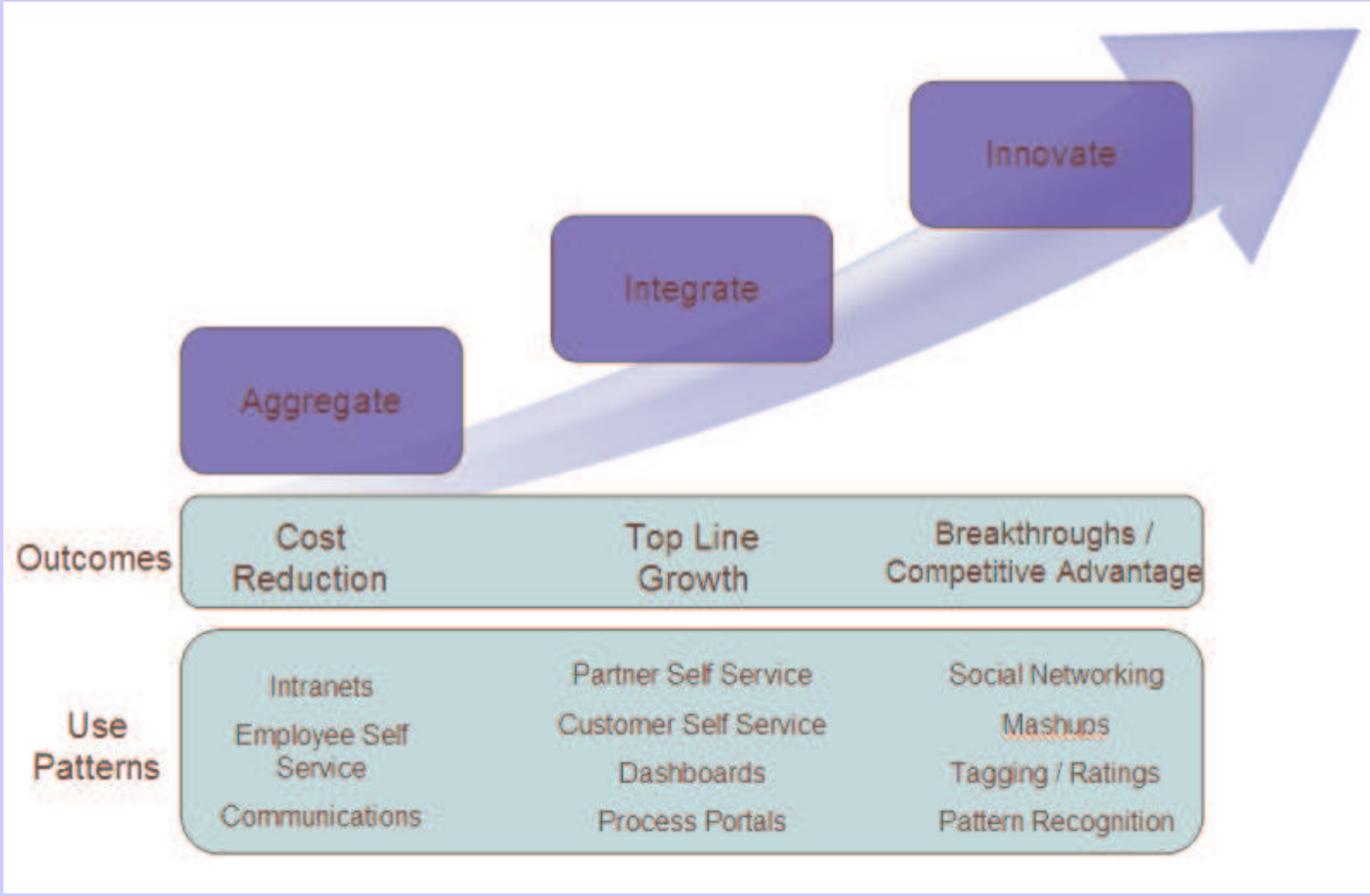
- Deliver the **user experiences they choose** to their partners, employees, customers, or citizens, with **flexibility** for change and based on **open standards**.
- **Quickly leverage existing investments**, through market-leading composite application tooling and robust framework
- **Create highly personalized applications** that adapt to users' context, community, role, actions, location, and preferences
- **Interact with information** from the user's device of choice
- **Deliver a front-end to SOA**, enabling business flexibility and agility
- **Speed time to value** with Prebuilt Portal snap-ons for specific business problems

WebSphere Portal
Market Momentum 2007

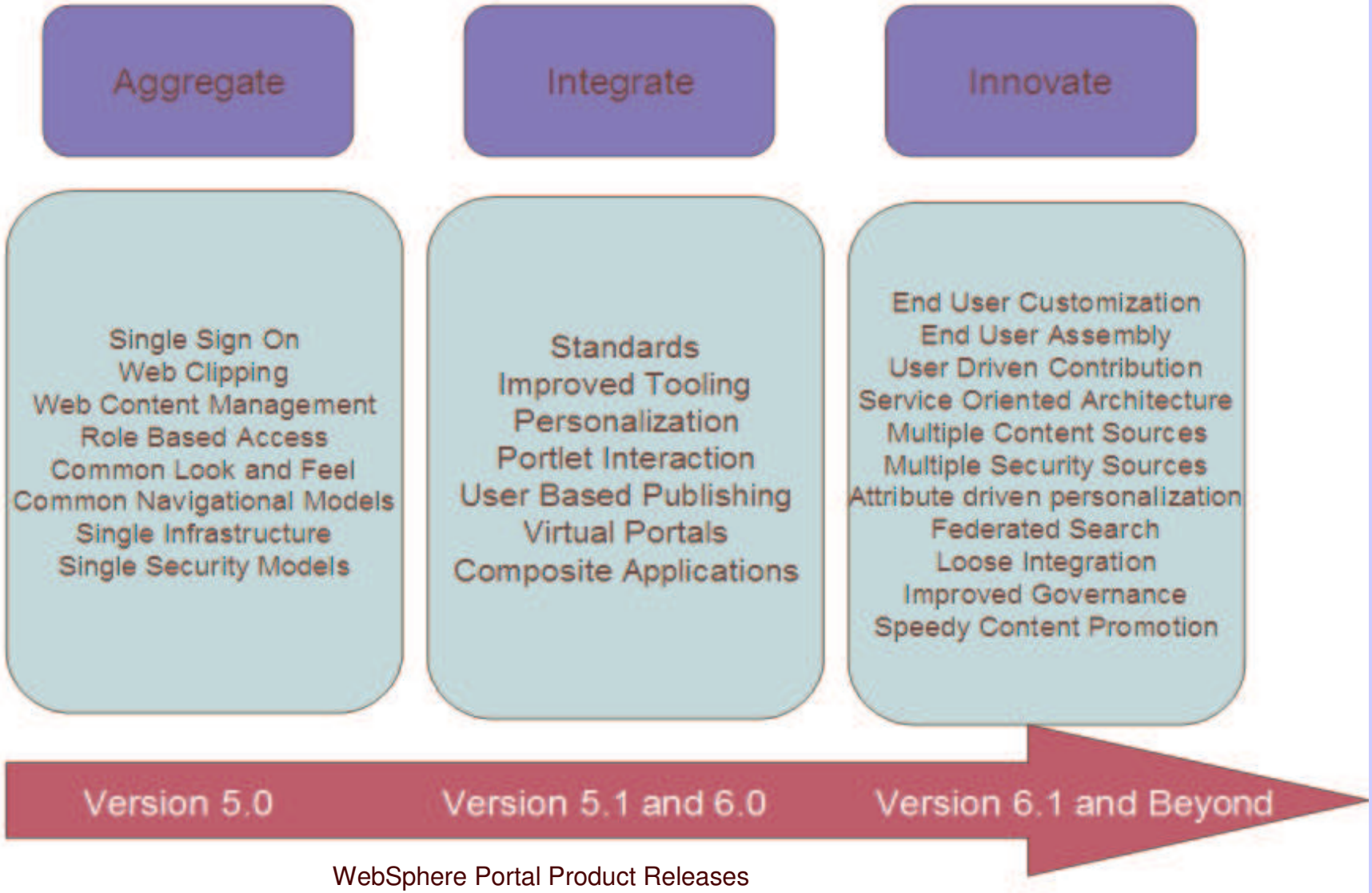
- **#1 in Marketshare** (IDC) for 5 consecutive years
- **#1 In Gartner's Magic Quadrant** for 6 consecutive years

	2004	2005	2006	2006 Share (%)	2005–2006 Growth (%)
IBM	221	247	284	31.5	14.9
BEA	131	156	177	19.6	13.7
Oracle	58	85	95	10.5	11.8
Microsoft	40	42	50	5.5	16.7
SAP	65	50	41	4.5	-17.7
Vignette	28	31	38	4.2	19.3
Sun Microsystems	30	34	37	4.2	11.2
CA	35	35	35	3.8	-1.4
TIBCO Inc.	13	14	10	1.1	-26.4
BroadVision	10	9	9	1.0	-3.7
Attachmate	7	8	9	1.0	11.8
Open Text Corp.	6	7	7	0.8	9.3
Other	84	95	110	12.2	15.8
Total	728	813	901	100.0	10.8

Meeting the Challenge With Portals



Technical Enablers That Drive Outcomes



WebSphere Portal Product Releases

Integration comes from everywhere

Feeds
Search and Federation
Tagging and Messaging
Navigation and Theming
Tooling and Builders

Gadgets
Widgets
Desktop Integration
REST Services
External Content

Web 2.0 & IBM Strategy

TAKE SUCCESS OF WEB 2.0 & MAKE IT READY FOR ENTERPRISE

Web 2.0 Sites

Techniques "Services"

Mashups

Tagging

Tag Clouds

Folksonomy

Blogging

wikis

Technology

Semantic Tagging

PHP

REST

RSS

AJAX

Atom

XML

Flex

Microformats

How do Web 2.0 Sites differ from Web 1.0 Sites?

Next generation World Wide Web Applications and Services:

Approaches such as services instead of products, the web as a platform, ...
Concepts such as folksonomies, syndication,
Business Models that proved to survive and have promise for the future participation,
Technologies such as AJAX, REST, Tags, Microformats, ...

- **Classic Web 1.0 site**
  - **Web Master“ runs web site, end users only consume**
  - **Few content editors**
  - **Web site provides limited content**
  - **Accumulates relatively small amounts of information and content**
  - **Unidirectional**
  - **View-only markup**
  - **Only human users**
  - **Admin defined Fixed categories**

→Limited value

- **Modern Web 2.0 site**
  - **End users contribute to the web site, user empowerment**
  - **Every user is a content editor and rater**
  - **Web site provides collective contributions of all users**
  - **Accumulates huge amounts of information and content from end users**
  - **Bi-directional**
  - **Semantically tagged markup**
  - **Humans and applications as users**
  - **User defined FlexibleTagging Folksonomy**

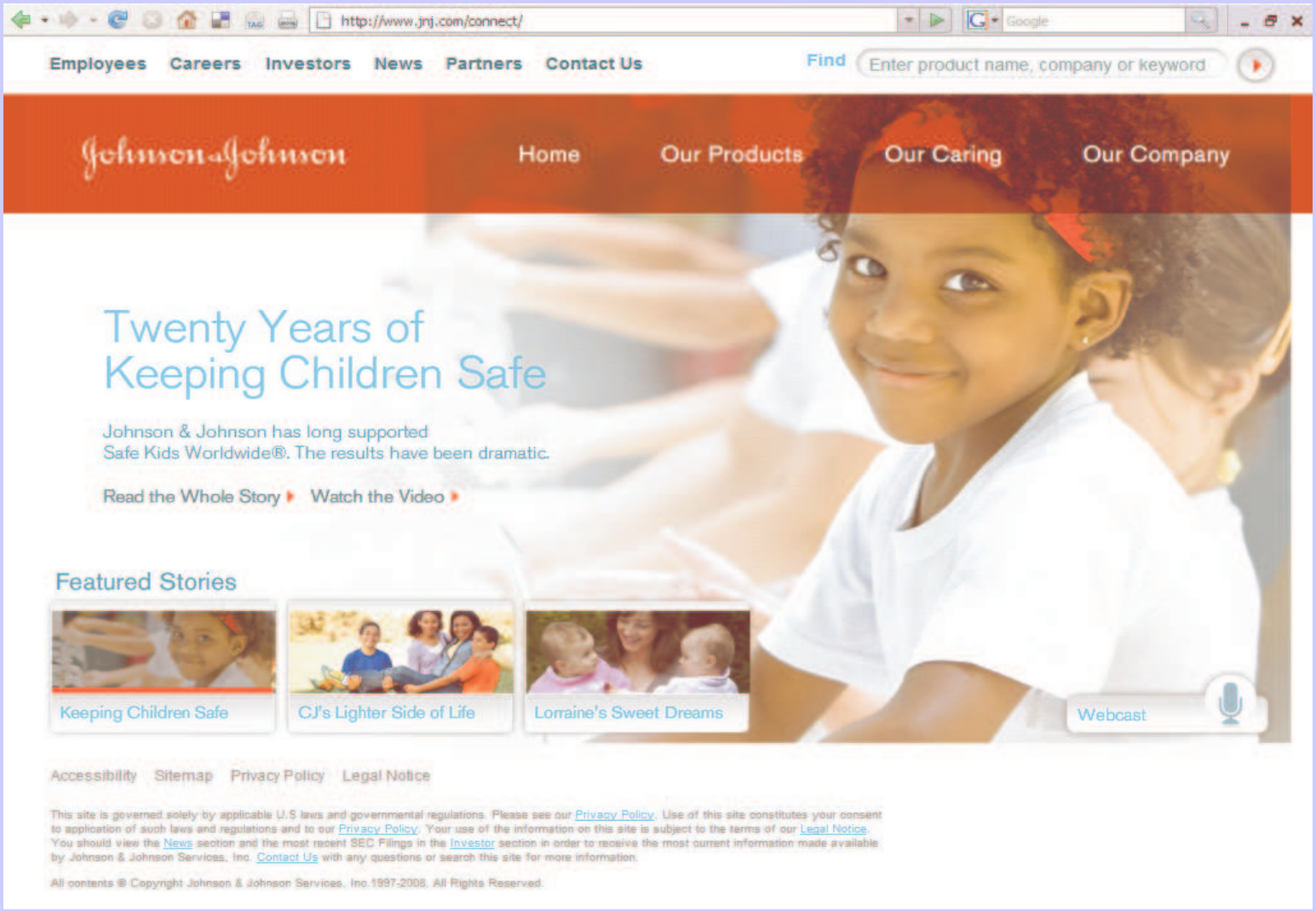
→As much value as users add

The Impact of Web 2.0 To Your Users

- **The user experience is greatly enhanced**
  - Improved response times – AJAX, REST, client–side aggregation, C2A
  - Enhanced flexibility – easy end user customization through drag & drop, Google gadgets, etc.
  - Smart markup and dynamic menus through semantic tags (i.e Live Text)
- **through Social Software**
  - Lotus Connections portlets
  - Quickr blogs, wikis, and forums
- **Improve time to value, time to market**
  - Business user situational application development through the Portlet Palette, drag & drop page composition, and composite application templates
  - Business user contribution of WCM content
  - More assets (REST, ATOM, gadgets) available to choose from.

Customer Facing: Johnson & Johnson

Portal and WCM manage JnJ web presence



IBM WebSphere Portal: the User Interface to SOA

Presentation Services

Other Clients

MS Office & Windows

Web Browser

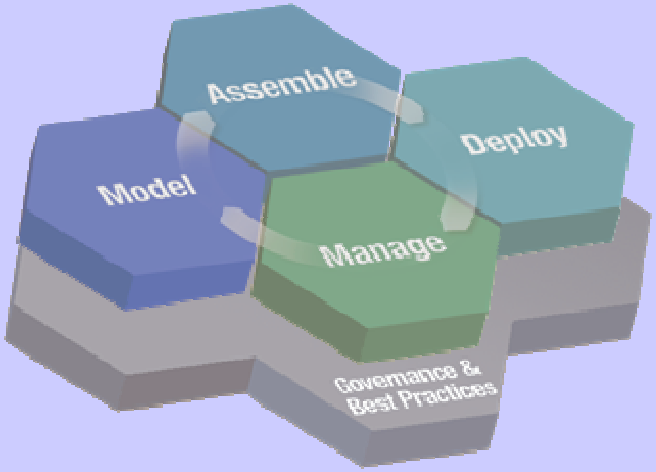
Rich Clients

Mobile Client

Other Clients

IBM Workplace Forms

eForms Xforms



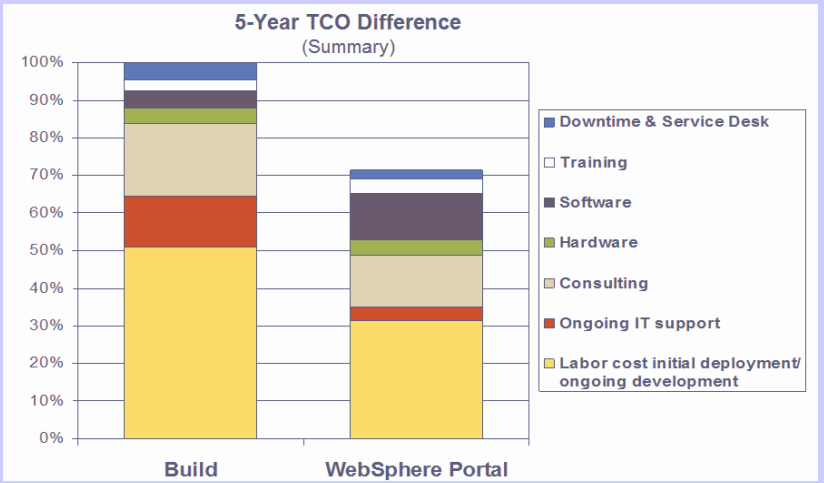
IBM WebSphere Portlet Factory

Supercharging custom SOA based application and portlet development

- Delivers SOA based applications rapidly without writing Java code
- Simplifies integration of data from disparate back-end systems with pre-built connectors
- Provides a rich Web 2.0 user experience
- Delivers highly customized role based views from a single code base
- Integrates seamlessly with IBM WebSphere Portal
- Empowers business users to personalize experience
- Enables deployment to platforms beyond IBM WebSphere Portal

WebSphere Portal Advantages over “Build Your Own”

- WebSphere Portal based solutions had on average a 29% lower 5-Year TCO compared to in-house developed portals
- 38% lower IT labor cost
- 45% faster time to market for initial portal deployment and 78% faster for applications
- 28% increase in server and application availability
- User productivity increase of 25%



* Published in December 2007

IDC
Analyze the Future

Duke University Health System

Transforming the patient experience with the IBM WebSphere Portlet Factory.

Challenges

- Build closer patient relationships, increase loyalty and satisfaction, improve safety and care and reduce costs and complexity.
- Provide a secure unified online patient interaction experience by integrating multiple disparate back-end billing, patient management and clinical systems in real-time.
- Deliver solution in 14 weeks.

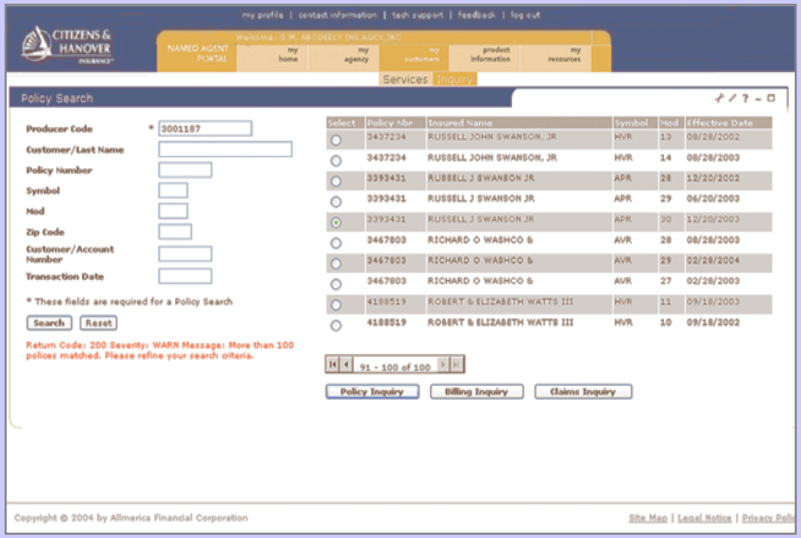
"Portlet Factory—the OnDemand secret weapon"
-Pete L'Engle, Senior Program Manager, Duke Health

Results

- Delivered a single, unified health portal site where patients can securely and easily access data and services based on a SOA architecture.
- Enabled patients to request and book medical appointments, view and manage account information, pay bills and maintain personal health and insurance information .
- Provided solution components rapidly and iteratively leveraging existing non-Java experienced technical staff.

Allmerica Financial/Citizens Hanover

- **Company Profile**
  - Mid-sized Insurance and Financial Services company
  - Distributes through independent Agents
- **Challenges**
  - Focus on improving operation efficiencies – Policy Sales, Claims Processing, and Call Center
  - Provide better access to Management Info
  - Programmers with minimal exposure to J2EE, Java languages and HTML
  - Need to integrate numerous disparate legacy systems – Mainframe, Unix, Microsoft, and Web applications
- **Results**
  - Delivered Agent Portal to 2,000 agents - on time and on budget
  - Saved $1M in development costs
  - 75% faster time to market

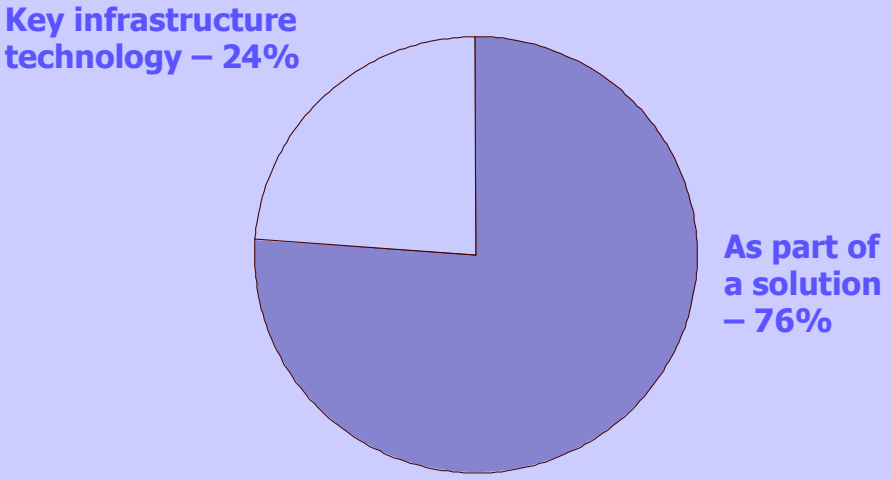


"Portlet Factory saved $1 million in development costs. The technology enabled us to build the portal in four months, whereas using API technology would have taken about 16 months."

Mike Clifton, Vice President of IT, Allmerica Insurance

Shift in Portal Market Dynamics

- The majority of organizations purchase portal software **to solve a specific business problem** or for a specific project.
  - 3/4 purchased WebSphere Portal as part of a solution rather than as a key infrastructure *(2006 WebSphere Portal Installed Base Survey)*
  - Even for "infrastructure projects" such as SOA, justification is typically centered on tangible, short-term business benefits *(WAS/ Portal to SOA Migration Study, August 2006)*
  - Growth is being driven by departmental solutions or functional portals *(IDC, Worldwide Enterprise Portal Software 2007–2011 Forecast, Doc #206212, Mar 2007)*



Types of Solutions: *Business Performance Management, Collaborative Applications, Customer Care/Service...*

Accelerators for WebSphere Portal

Accelerators help **businesses achieve goals**:

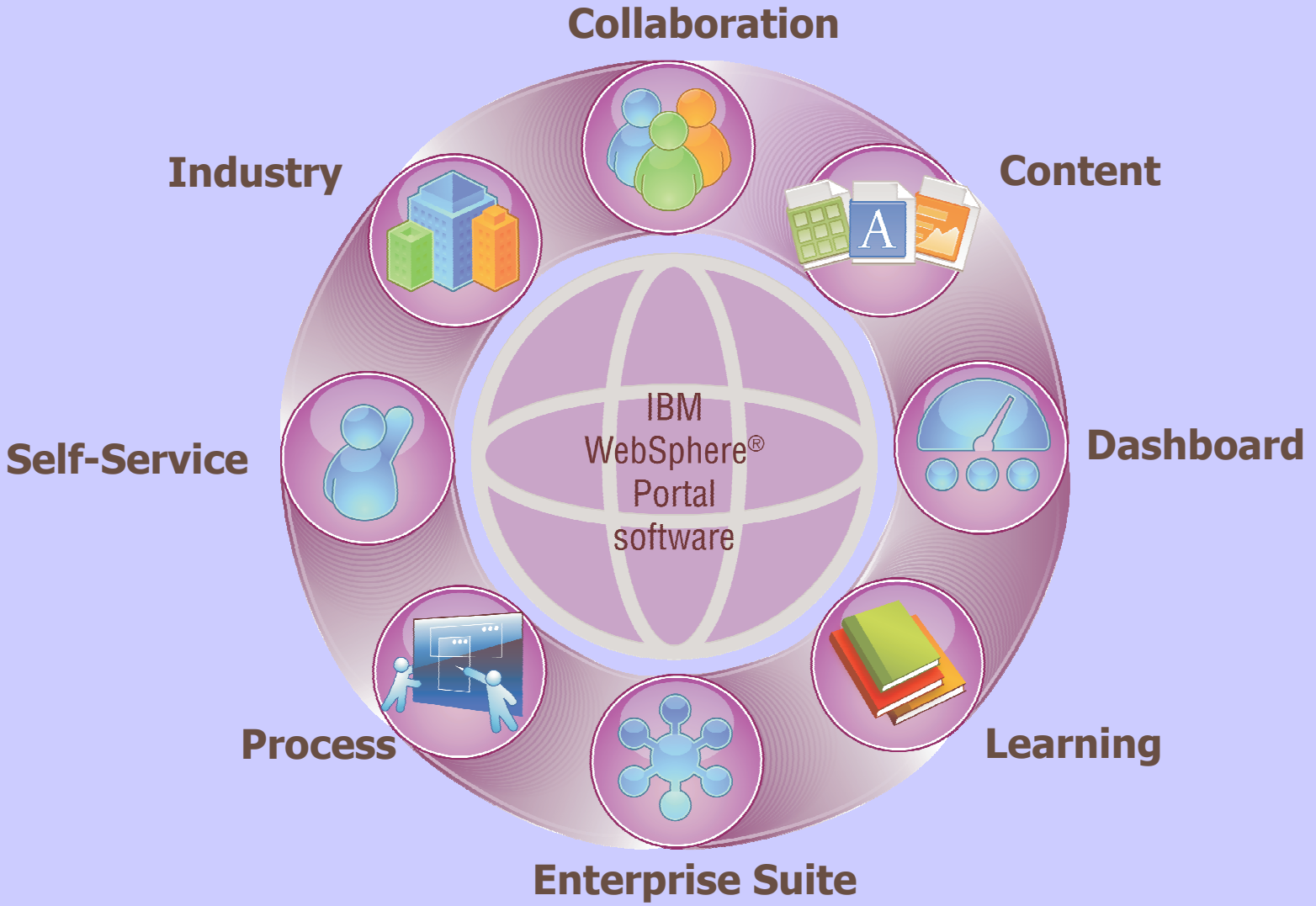
- **Improve communications and drive operational efficiencies** by easing development and management of dynamic web content
- **Drive productivity** through collaboration and social networking, allowing business people to quickly connect and build new relationships based on their individual needs
- **Improve business measures** with visibility into business operations with real-time dashboards and scorecards
- **Prebuilt** to help business owners minimize time to achieve business goals

Accelerators help IT to dramatically **speed time to value** and **reduce the cost** of deploying portal-based business solutions

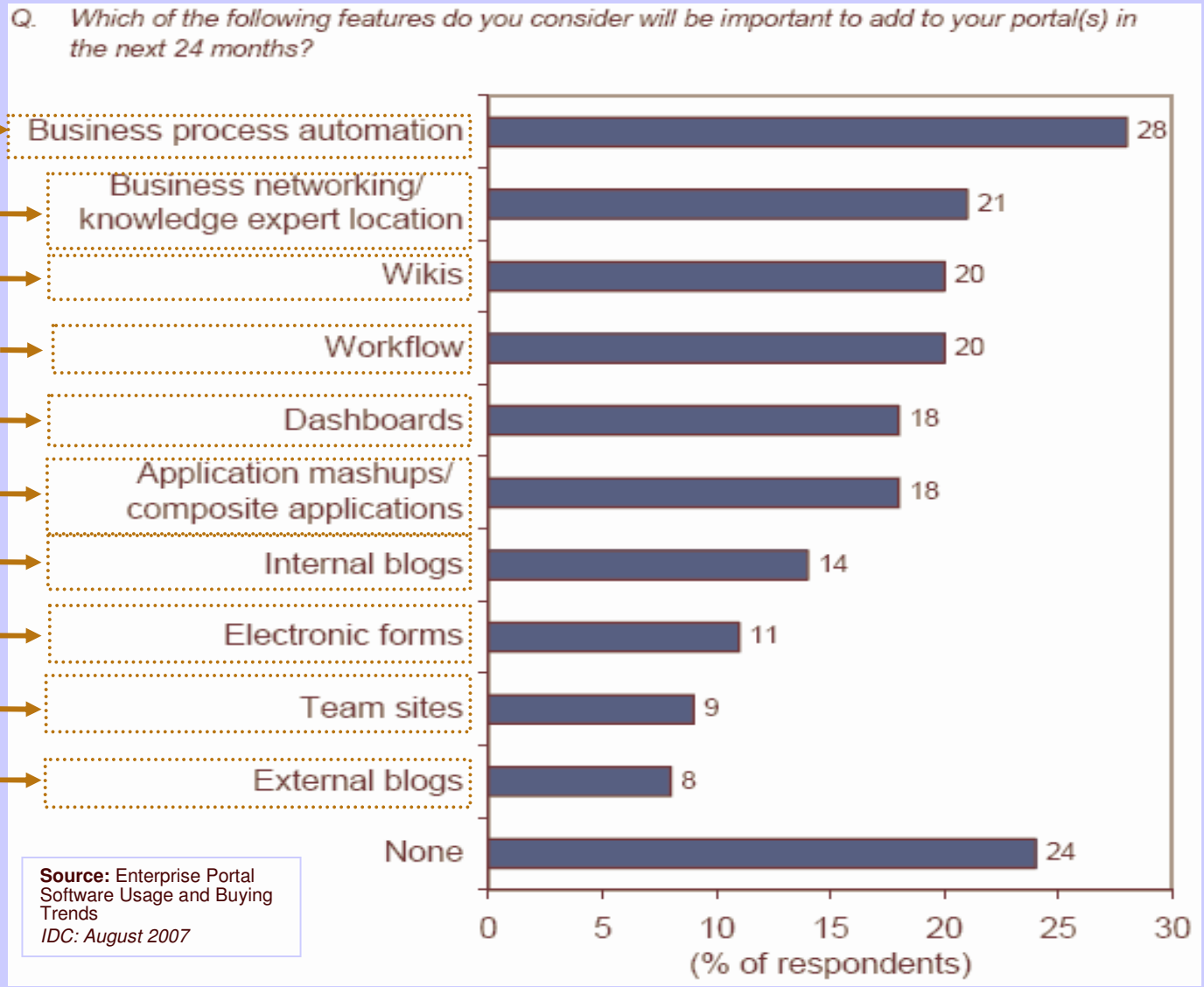
- **Shorten implementation cycles**
- Realize **time to value without sacrificing flexibility**
- Realize **quicker ROI** on portal investment
- Highly flexible, configurable, and scalable

Accelerators are integrated packages that easily snap-on to Portal and address a specific business need

IBM Accelerators for WebSphere Portal Overview



Proof Point – What Companies Want

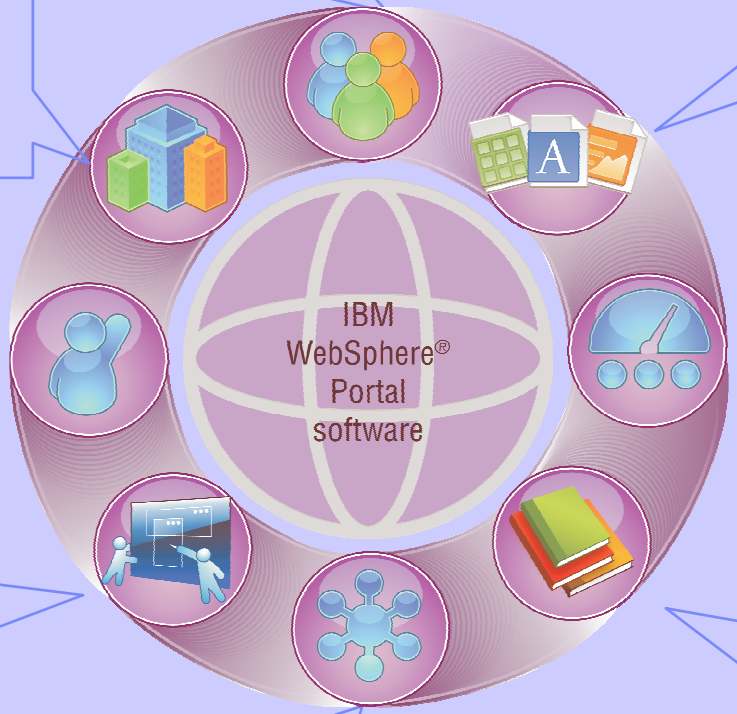


Accelerators Match Specific Business Challenges

"I need my teams to work together more effectively and efficiently, while easily accessing relevant corporate applications"

"I need to increase the value of my website by delivering real-time, personalized data based on user attributes"

"I need to deliver dynamic, role-based composite applications to the different internal and external audiences within my industry"



"I need to track my organization's goals and performance against them to more effectively drive results"

"I need to deliver low touch or no touch processing of transactions – to customers, partners, or employees."

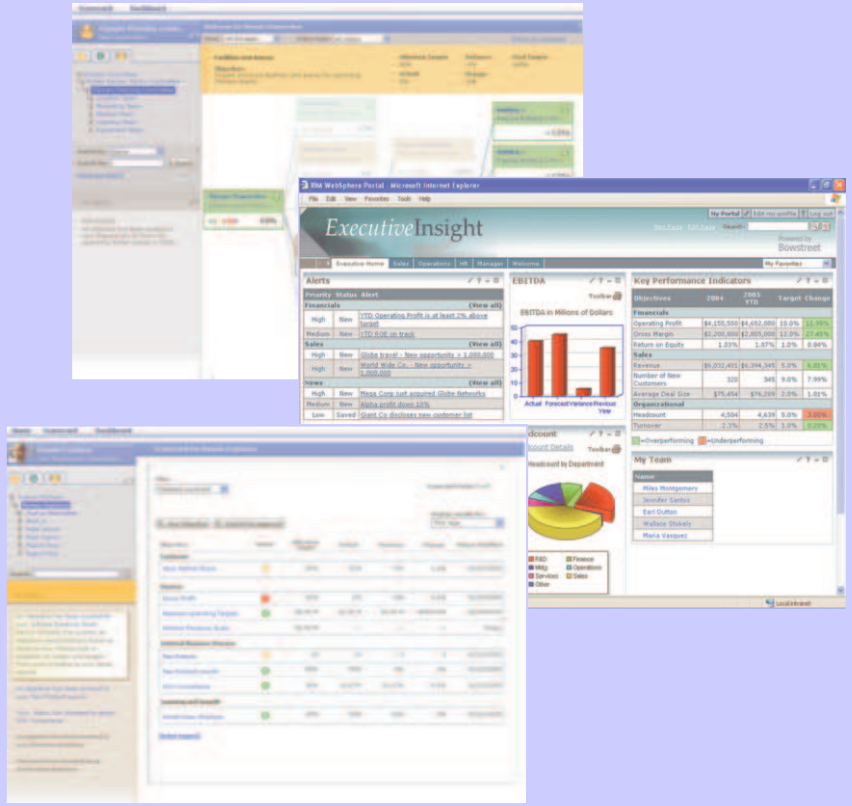
"I need a cost effective way to deliver personalized, online training "just in time" within the context of my employees' ongoing activities."

"I need to expose business processes in context of the information, applications, and data that line of business needs to make decisions."

"I need a flexible IT platform where I can pick and choose those key accelerators needed for delivering my portal intranet, extranet, or internet site."

IBM Dashboard Accelerator

- **Drive Alignment**
  around a common, visible set of performance goals
- **Automate**
  today's manual or resource-intensive processes with personalized, graphical UI tailored to each job role
- **Access**
  performance information wherever it resides with integrated, real-time views
- **Take Action**
  Intuitive views enable proactive response to issues via WebSphere Portal's rich collaboration
  and workflow integration
- **Cut Costs**
  using rapid assembly tools that can dramatically cut the time, cost, and skills required to build dashboards



Dashboard Accelerator includes Lotus ActiveInsight and no charge access to the Dashboard KPI Catalog for licensed customers

Featuring WebSphere Dashboard Framework

Reusable design components (builders) speed creation of custom portlets

Summary & Drilldown

Period	# Transactions	Total Bookings	Plan	Difference	% of Plan
Q3 04	79	4414105.28	4482000.00	-67894.72	98.92
Q4 04	105	5598272.64	5382000.00	216272.64	104.01
Q1 05	61	3154994.72	3680000.00	-525005.28	85.73
Q2 05	99	4405935.56	4902000.00	403935.56	110.09
Q3 05	100	4329084.53	4482000.00	-152915.47	97.02

Hierarchy Drill Down

Status	Office	Office Manager	Actual	Plan	Difference	% of Plan
	Miami	Marcus San Antonio	$210,060	$220,000	-$9,940	95.48
	Dallas	Jane Johannsen	$269,522	$354,000	-$84,478	76.14
	Atlanta	Helena Krack	$133,773	$177,000	-$43,227	75.58
	Houston	Robert Roland	$211,939	$429,000	-$217,061	49.4

= Excellent (Above 90.0%) = On Track (Between 70.0 - 90.0%) = Warning (Below 70.0%)

Summary Row

Opportunities at Stage 5 — Toolbar

Opportunity	Amount	Stage	Committed	Days at Stage	Days Old
Boston Industries HR Connection	25,300	5	Y	29	162
Boston Industries HR Connection	28,434	5	Y	40	221
Corp Network Upgrades	30,000	5	N	49	149
Initech PR Project	28,434	5	Y	40	175
MachineTec Install	18,300	5	Y	39	158
MachineTec Upgrades	48,300	5	Y	39	158
P.A. Network Center	43,000	5	N	29	145
T&T Server Upgrades	13,500	5	Y	38	158
Williams and Company HR Pilot	38,434	5	Y	29	205
9 Opportunities	273,702		7 of 9	37	170

< Back to Chart — * Red = opportunities at stage over 30 days

Record List & Detail

Opportunity Name	Rep	Amount	Stage	Committed	Initiated	Forecast Date
T&T Support Contract	Fred Carrier	$35,500	1	N	12/01/04	03/31/05
AlcaTec server upgrades	Fred Carrier	$25,500	2	N	09/01/04	03/31/05
AlcaTec.com Next Rev	Fred Carrier	$25,000	1	N	10/01/04	05/31/05
AlcaTec services contract	Fred Carrier	$19,000	3	N	10/01/04	03/31/05
T&T New Architecture	Fred Carrier	$15,000	2	N	10/01/04	03/31/05
T&T Server Upgrades	Fred Carrier	$13,500	5	Y	09/01/04	12/01/04

Annotations

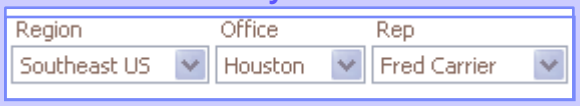
Status Indicator

	2003	2004	Change
YTD Operating Profit	32,202	31,942	-0.81%
YTD ROE	24.94%	23.92%	-3.89%
YTD Sales	1,120,783	1,220,060	8.86%
YTD Gross Margin	258,927	282,078	8.94%
YTD Loss Absorption	14.10%	20.40%	44.68%
Average Company Size	2,700	2,870	6.30%

Maps

Status Page

Query Filter



Dashboard KPI Catalog

www.lotus.com/dashboardcatalog

Pre-Built Dashboard Services (Portlets)
to accelerate deployment of specific dashboard solutions

Vertical: Industry	Horizontal: Line of Business
▪Automotive ▪Local Government ▪Banking ▪Insurance ▪Manufacturing	▪Executives ▪Sales ▪IT ▪Finance ▪Claims

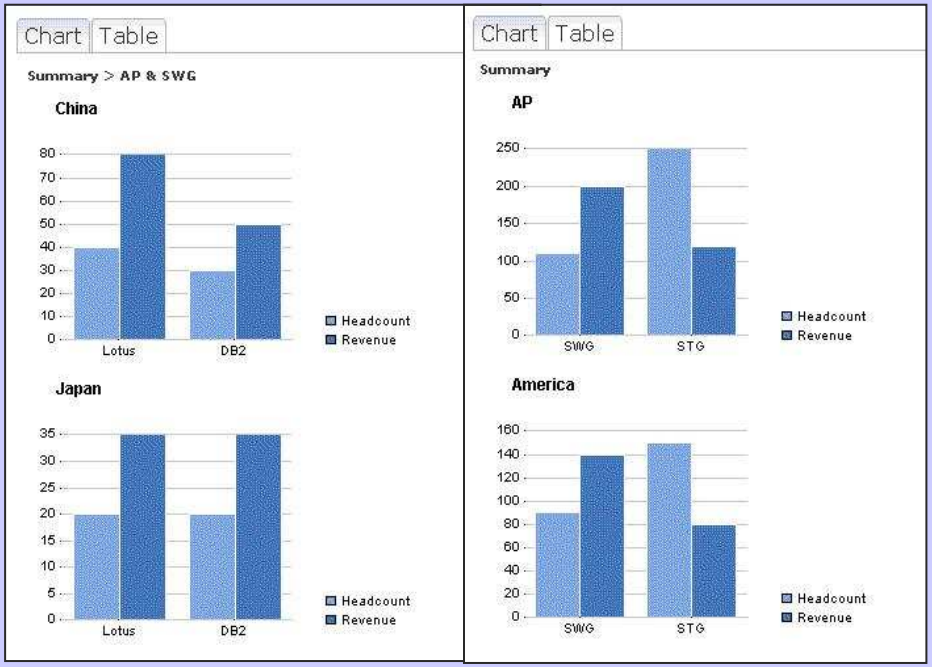
FEATURES:

- Branch off of Portal catalog
- Configurable portlets display hundreds of best practice Key Performance Indicators
- Built on flexible automation framework + SOA
- Leverages portal communication and collaboration
- Applies filtering techniques
- Includes sample users and roles, HTML, style sheets, setup scripts, data definition files, etc.
- **Available at no cost to Dashboard Accelerator Customers**

Introducing Dashboard Accelerator Builders for BI

Surface BI Data as a Service in WebSphere and Portal Applications

- **Pre-Built Components Enable WebSphere SOA Tools Manage BI Information as a Service**
  - **No Java development**
  - **Access and reuse data across applications built using WebSphere RAD tooling**
  - **Lets data in BI systems inherit the "actionable" characteristics of WebSphere Dashboards**



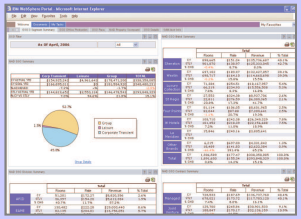
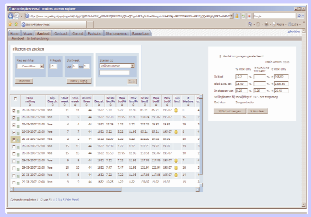
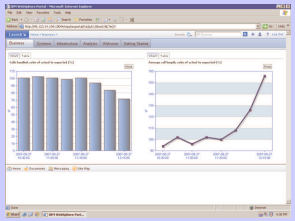
- **Supported Systems**
  - **Cognos BI 8.1 and 8.2**
  - **Business Objects Enterprise XI R2**
  - **Hyperion Essbase 7.x and 9.x**

- **Capabilities**
  - **Developer identifies which reports and parameters users can choose at run-time**
  - **Report data is available via XML for display in the dashboard, or for use by other builders**
  - **Drill Down Builder generates drillable UI charts and tables from multi-dimensional data sources**

- **Available now!**

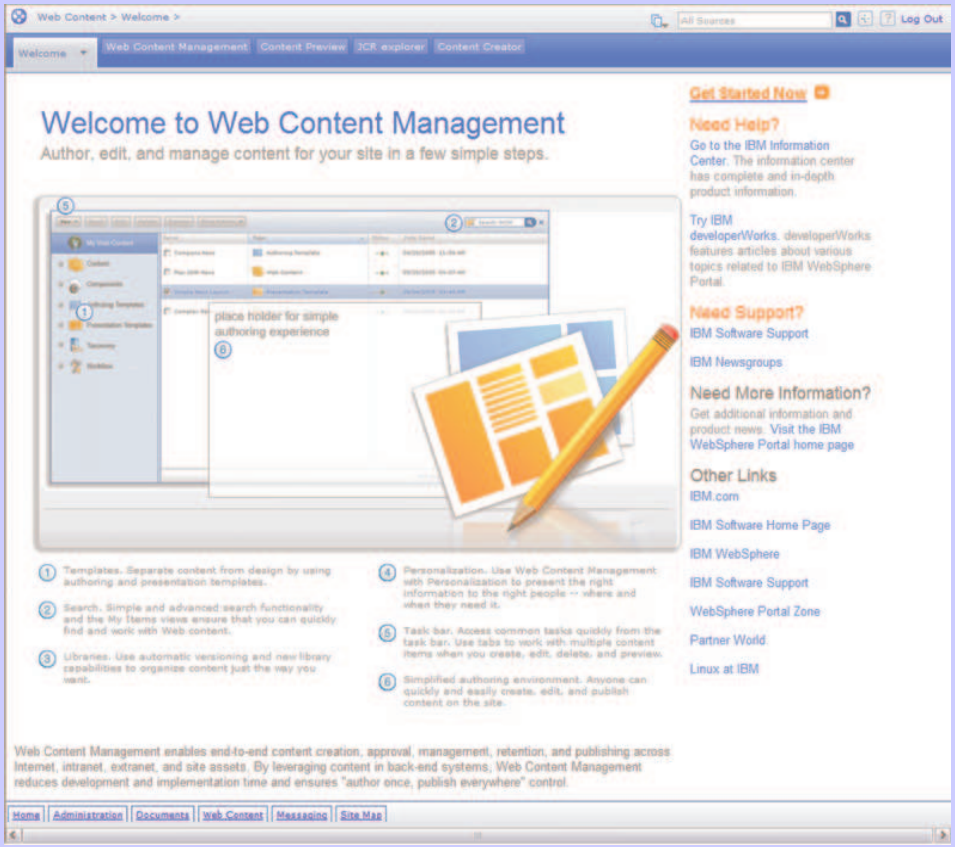
Dashboard Accelerator Customers References

See webinars on www.lotus.com/activeinsight

	Type	Major Benefits
TransAlta	**Real-time Emissions Dashboard**	▪ Significantly improves productivity, plant operations and regulatory performance ▪ Enables proactive operations management and problem resolution
STARWOOD HOTELS & RESORTS WORLDWIDE, INC.	 **Hotel Management Dashboard**	▪ Unifies sales information from BI systems, spreadsheets, email, and web content into one location ▪ Improved Sales productivity – and 30% decrease in Sales support costs
ZORG® veiling	 **Health Care Auction Dashboards**	▪ Online auction site lets insurance company submit requests for patients, then choose best bid from care provider ▪ Cutting cost of Healthcare in Netherlands by 15%
Prudential	 **IT Call Center Dashboard**	▪ Connects to 14 different applications and monitoring tools to present uniform view of system health ▪ Spans information silos to cut mean time to problem resolution

IBM Content Accelerator

Provides simplified, yet powerful, online Web content creation and management to business users - removing authoring bottlenecks. It helps improve productivity and allows organizations to keep Web content accurate, up-to-date and easy-to-find.



NCAA

WebSphere Portal Provides NCAA With The Ability to:

- Offer personalized content to end users
- Customize the site to meet users' needs and interests
- Provide self-service capabilities and reduce phone calls at its national office
- Help employees and member organizations do their jobs more effectively
- Promote collaboration and learning among member institutions

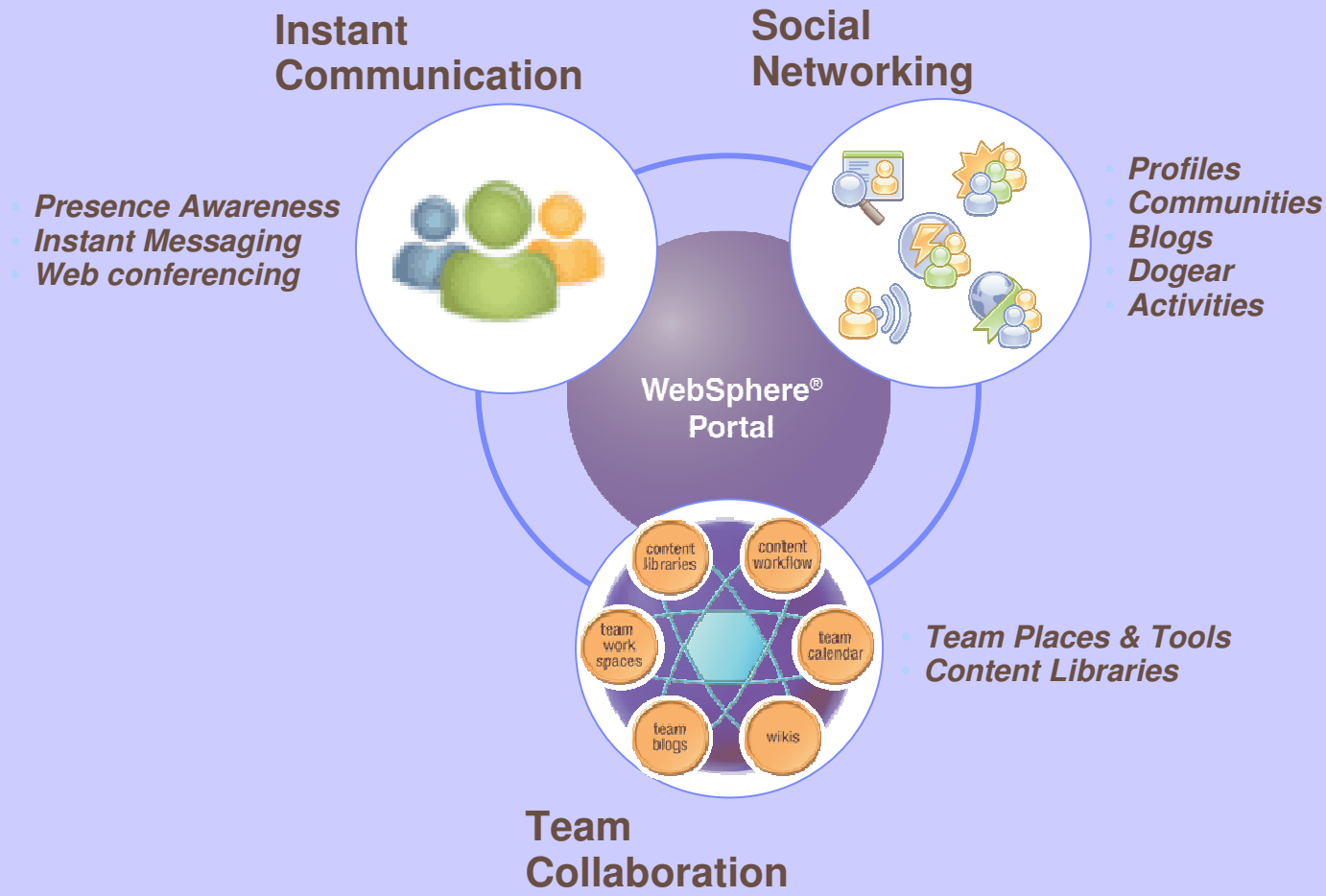
Solution Components

- WebSphere Portal Extend
- Web content Management

Online Commerce:
LensCrafters leverages WCM to reach more customers

IBM Collaboration Accelerator

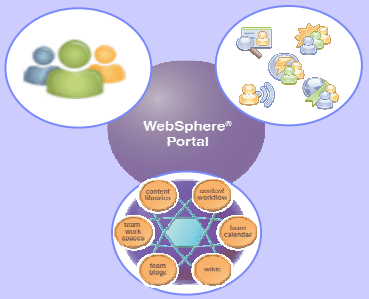
Delivers an interactive Web-based platform, providing people with more effective and cost-efficient ways of accessing information, sharing ideas, communicating and working together – in the context of their role, processes and activities via a personalized composite portal.



Collaborative Capabilities Commonly Listed as Important

- In a recent survey* of organizations with portal technology, these **Collaboration** capabilities were cited as 5 of the top 10 features important to add to their portal in the next 24 months:

  - ***Business Networking / Knowledge Expert Location***
  - ***Wikis***
  - ***Internal Blogs***
  - ***Team Sites***
  - ***External Blogs***



IBM Collaboration Accelerator helps organizations better communicate, innovate and work together, by combining with WebSphere Portal Server to deliver personalized, *interactive* composite applications.

*Enterprise Portal Software Usage and Buying Trends *IDC: August 2007*

Bank of New York Mellon Launches Innovative Social Networking Initiative

- Business Need:
  The Bank of New York Mellon sought a way to allow employees to link up and share ideas, from professional concerns to personal interests.

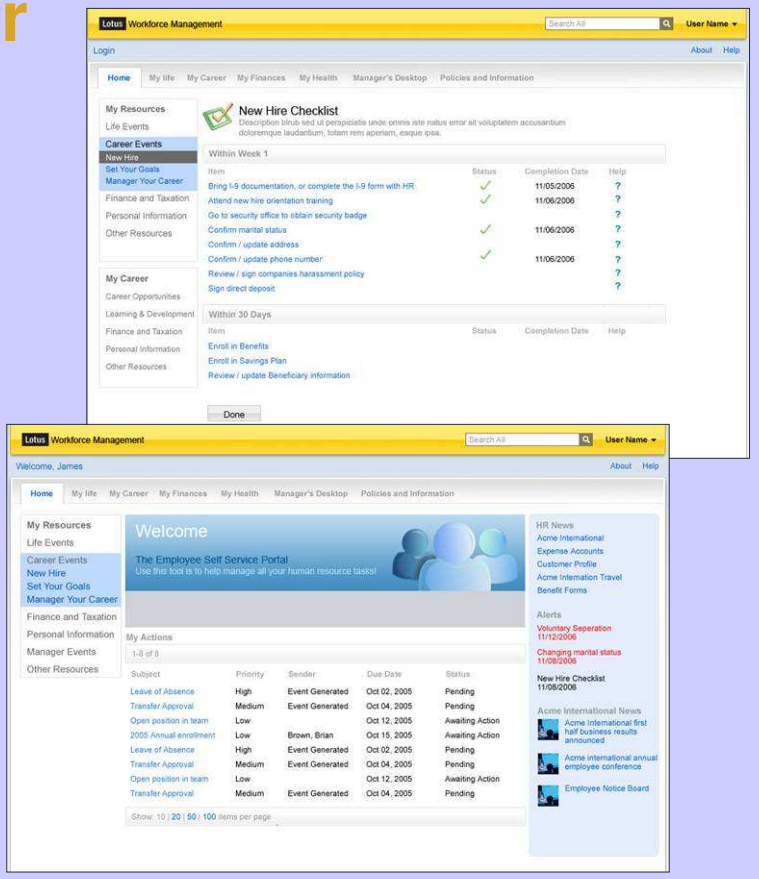
- Solution:
  Lotus Connections software gives employees a forum through which they can share interests or collaborate on business projects among all of its 40,000 employees.

- Benefits to BNY:
  - Blending of information and interests of the technical employee pool, which formed from the previous merger of the two banking companies.
  - Future use can expand to accommodate myriad banking issues: concerns about issues with compliance, or needs in the back-office, employees will be able to synergize by sharing information.

- American Banker article: "BNY mellon pools human capital in social network"

IBM Self-Service Accelerator

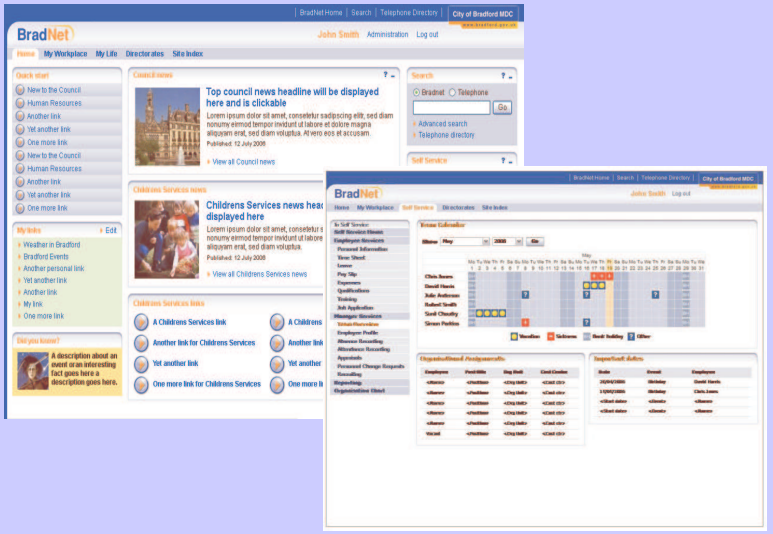
- **Streamlines employee and manager HR** activities through an intuitive self-service front end
- Brings the **power and flexibility of WebSphere Portal, SOA, and Lotus** to SAP HR
- **Increases efficiencies –** enables a lower ratio of HR administrators to employee.
- Enhances ability to **focus on strategic HR** initiatives for growing and retaining talent.
- Flexible life and events framework and **easily customizable out-of-the-box portlets** for self-service tasks like updating personal information, managing taxes, onboarding, job transfers, etc.



IBM Self-Service Accelerator includes Lotus Workforce Management

City of Bradford

- **Profile**
  - One of the largest councils in Britain
  - Over 20,000 employees
  - 7,000 staff are active users of Self Service
- **Vision**
  - Improve service delivery through an intuitive personalized user experience
  - Provide a consolidate entry point for all systems and data that employees need to interact with
  - Have employees focus on desired outcomes vs. managing processes
- **Solution**
  - Flexibility to easily craft an **intuitive and personalized user experience**
  - Able to **integrate multiple systems (including SAP)** into a role-base, highly usable interface
  - **Cost savings due to self-service** capabilities, including change personal details, expense reporting, view pay slip, create leave request, and timesheet management



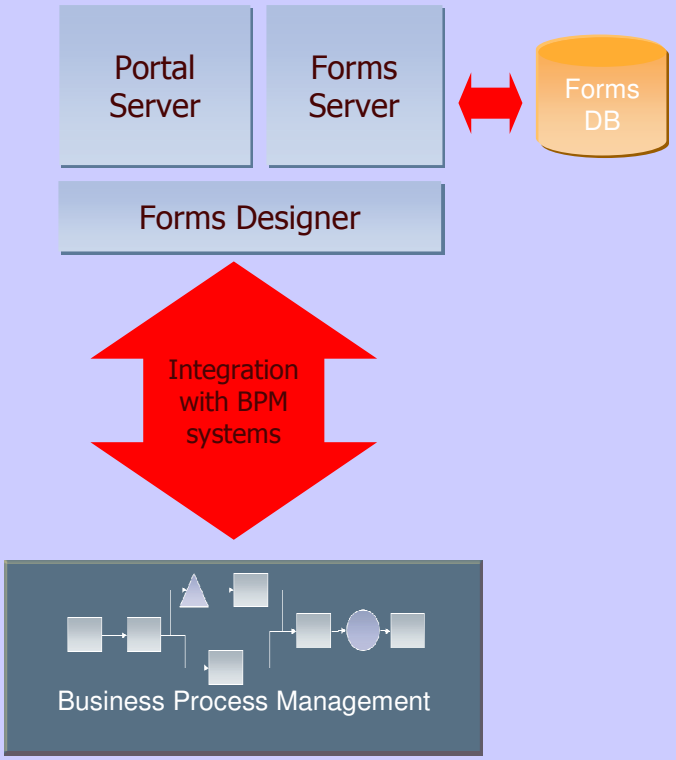
IBM's Self-Service Accelerator enables City of Bradford to more easily achieve their user experience and backend integration goals

IBM Business Process Accelerator

Respond Quickly To New Business Opportunities

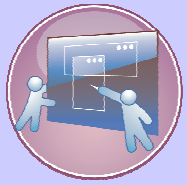
- **Empowers business users to take action in business processes**
  - *User-friendly form interface to business processes in context of information, content and data to enhance decision-making*
- **Accelerates processes automation efforts**
  - *Starter set of sample forms, portlets and business processes*
- **Rapidly integrates with existing infrastructure, applications and data.**

  New integrations for Lotus Forms 3.0.1:
  - *WebSphere Process Server*
  - *WebSphere Integration Developer*
  - *WebSphere Business Modeler*
  - *FileNet Business Process Manager*



Streamlined Business Processes Benefits Include:

- **Increased revenue** through a faster, more automated and streamlined approval processes based on more accurate data and improve decisions
- **Decreased expenses** through reduced re-work, reduced or eliminated paper handling, and real time identification and validation of required information
- **Increased efficiency** with straight-through-processing to create a once and done environment that can significantly reduces the elapsed time to complete the decision/approval process
- **Assistance with regulatory compliance** through creating a complete record of the entire business transaction
- **Improved customer service** through an easy to use Web-based data capture process



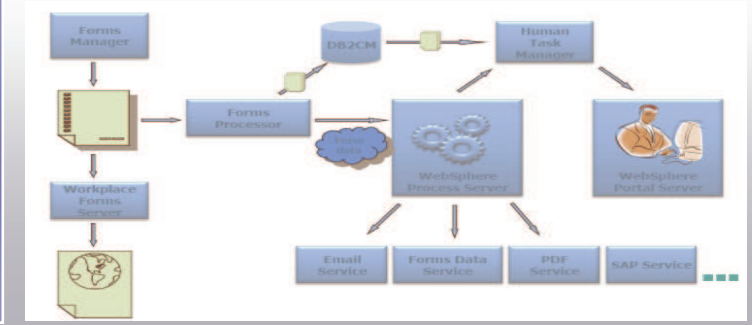
Cardiff University – Wales, UK

The business challenge?

- Create a Modern Working Environment by integrating the Portal with processes so that Faculty, students, and external collaborators could have a common yet personalized view
- Create a Lean Administration via a single secure point of access to all authorized services regardless of location

Sample Applications

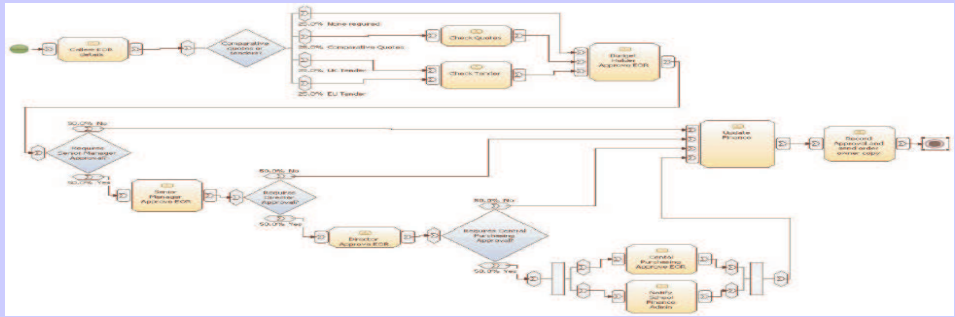
- Paperless online enrollment
- Pay course fees online
- Pay residence fees online
- Change requests
- Sickness absence
- Library requisitions
- Timesheets
- Staff training requests
- Expenses

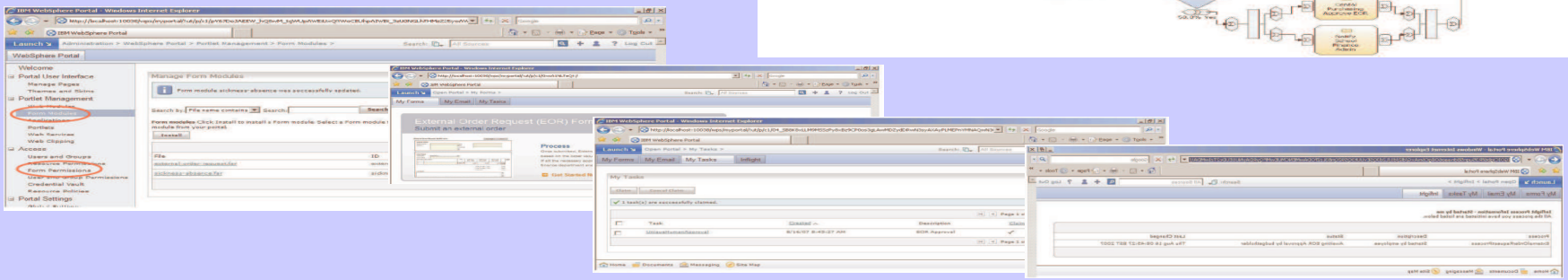


Benefits

- Only solution available that could satisfy the government mandated integration requirements in the timeframe imposed
- Improved efficiency from automating most manual processes, both internal and external supplier request processes
- SOA approach enabled existing backend processing to co-exist with new automated processing system
- Live within 6 months

Process for External Order Request





IBM Enterprise Suite Accelerator

A platform supporting multiple portal projects to meet the growing and evolving needs of the organization, including:

*Real-time Performance **Dashboards** and **Scorecards***

*Online Instant **Communication**, **Teaming** and **Social Networking***

*End-to-End **Web Content Management** and **Search***

*Security-rich **Electronic Forms***

*Offline Managed **Rich Client** Support*

IBM Industry Accelerators

Industry Assets packaged to assist in rapid deployment

Government

- Every G8 Country is using WebSphere Portal
- 22 of 50 U.S States use WebSphere Portal
- The largest government portal ever is based upon WebSphere Portal
- 10 of 16 Middle East Governments use WebSphere Portal
- Over 40 U.S Federal Agencies use WebSphere Portal
- The largest public education portal ever is based upon WebSphere Portal

Banking

- WebSphere Portal is used by 9 out of the Top 10 Global Banks
- 9 out of the Top 10 US Banks
- 7 out of the Top 10 European Banks
- 29 out of the Top 50 Global Banks
- 24 out of the Top 50 US Banks
- 8 out of the Top 10 Asia Pacific Banks

Healthcare

- WebSphere Portal is used by 4 of the top 5 US healthcare insurance companies
- and over 30 hospitals, clinics, and delivery networks around the world
- WebSphere Portal supports more than 12 online healthcare provider sites that service more than 20K users each, including major 2 sites servicing over 5M users each
- Two major healthcare information system providers OEM WebSphere Portal

Retail

- WebSphere Portal is used by 8 out of the Top 10 Global retailers
- 9 out of the Top 10 US Retailers

OCBC Bank ROI from Portal & Forms

OCBC is one of Asia's leading financial services groups with a network of more than 460 branches and representative offices in 15 countries and territories including Singapore, Malaysia, Indonesia, Thailand, Vietnam, China, Hong Kong SAR, Taiwan, Brunei, Myanmar, Japan, Korea, Australia, UK and USA

Portal Initiative **-** Live March 2005 (currently on Portal 6.0)

- Portal implemented across Siebel, Oracle, Sharepoint, Mainframe (8+ backend systems)
- Delivered via 5 Portal channels eg. Retail, Advisers (4,000), Internal
- Common SOA framework

- **Result: Met business case within 3 years**
  - All previous web interfaces have been decommissioned. All UI through a portletised model. (e.g. upgrade of Siebel to v8 will be "vanilla" as Websphere Portal is the sole UI)

Forms Initiative **-** Live April 2007 on 3.0

- Lotus Forms integrated with Portal replacing Adobe AND Siebel Forms

- **Result: Met business case in under 10 months**
  - 70+% of all converted transactions/forms are now completed electronically. Expected 3 year adoption rate was met in 3 months.
  - 15% of all transactions use "electronic" signatures
  - Intelligent documents are up to 34 pages in length with 11 overlapping signatures

Physician / Clinician Portal: Catholic Healthcare West

Catholic Healthcare West
CHW

CHW Connect

Goals

- Areas of focus, resources, tools & applications, training & development
- Personal user preferences – role & facility
- Online community integration
- Integrated search and web content mgt
- 5,000+ users (CHW is the 7th largest healthcare provider in the US, with 40 hospitals)

Business Drivers

- Better recruit and retain clinicians and physicians
- Provide a comprehensive and efficient channel for distributing standard information

Home Depot Integration & Branding Requirements

- 2004
  - 1900 Stores (US, CA, MX, PR)
  - 325K Associates
- Different Branded Stores
  - Home Depot
  - Expo Design Center
  - Home Depot Supply
  - Georgia Lights, Landscape Supply, etc.
- B2E & B2B Portals
  - Internal Employee Portal (325K)
  - External Supplier Portal (40K)

Supplier Center - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address https://suppliercenter.homedepot.com/wps/portal
Go
Google
Home Depot Supplier Portal
Back Search Favorites Media
Supplier Center
HOME
SUPPLIER INFORMATION
.homedepot.com/wps/portal
Merchandise Supplier - Domestic
Merchandise Supplier - Import
Logistics - Domestic
Logistics - Import
Non-Merchandise Suppliers
Service Providers
Special Order Suppliers
Financial Institutions
You are here: Home
EXPO
SUPPLY
LANDSCAPE SUPPLY
The Home Depot
ABOUT
What is the Supplier Center?
How Can I Become a Supplier With The Home Depot?
What's New
Tier 2 Supplier Partnerships Merchandising & Marketing Meetings (09/19/05)
Merchandising & Marketing Supplier Partnership Workshops (09/19/05)
Postal Deliveries Affected by Hurricane Katrina (09/09/05)
Prior Announcements
What's Going On At The Home Depot
Events
> Merchandising & Marketing Supplier Partnership Workshops
> Events Calendar
Initiatives
> Shipping Platform Guidelines
> Global Data Synchronization
>Back End Automation Re-engineering (BEAR)
ALERTS
Hurricane Update (10/06/05)
Tier 2 Merchandising & Marketing Meetings (09/19/05)
Merchandising & Marketing Supplier Partnership Workshops (09/19/05)
Give Us Feedback (Survey)
Education Center
Online Webinars
Helpful Links
THD Corporate News
Routing Guide
THD Store Finder
Scorecard
Scorecard Pilot Program
Supplier Scorecard Pilot Program
Supplier Scorecard FAQs
(Updated Weekly)
https://suppliercenter.homedepot.com/wps/portal/!ut/p/.cmd/cs/.ce/7_0_A/.s/7_0_R4/_s.7_0_A/7_0_R4
Internet

Summary

- IBM has invested heavily the past 8 years in Portal Capabilities
- Investing for the future, responding to new customer buying trends
- Introducing accelerators addressing specific business problems
- Strengthening core portal with Web 2.0, easy, fast, flexible
- Long Term Partner through all the market shakeouts, technology shifts and changes to protect customers investment

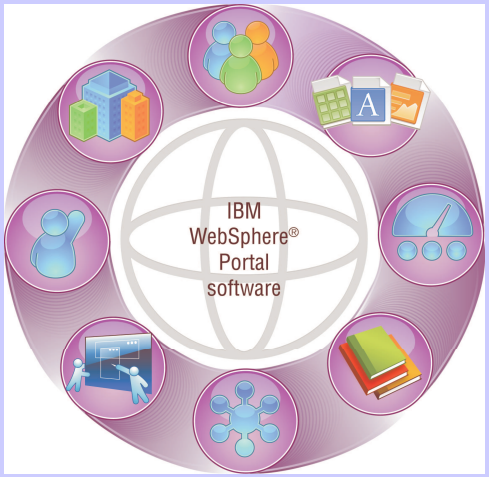
Goals for the future

- Be second to none in mission critical portal attributes
- IBM Portal customers ROI 2x better than alternatives
- Highest Portal customer satisfaction as indicated by repeat business
- Have simplicity and ease be attributes customers use to describe WebSphere Portal
- Continue to grow rich ecosystem of partners to help serve our customers
- Move from Leadership position to Dominance position in the portal market

IBM Software Group

The Business Value of WebSphere Portal

Take a Look at IBM



© IBM Corporation

The On Demand Workplace is transforming the way employees work at IBM …

- *Providing* "one place" with personalized access to IBM resources
  - 2.8 million page views per business day
  - 130 million hits per week
  - 80% of IBMers visit w3 ODW at least once per day
- *Integrating* content, learning, expertise, collaboration and business applications
  - 380k internal users, 200k concurrent users
  - 6M messages/day
  - IM second behind Mail in use
  - 217,000 e meetings/year
- *Enabling* increased productivity through role-based delivery of resources
  - *Productivity savings estimate of $80.6 million*
- *Reducing* development & deployment costs
  - *Millions in savings from site consolidation from hosting charges to content management*
  - *IBM.com 100% up time since 2001, last outage was 5 min*

http://w3.ibm.com/jct03001pt/wps/myportal

Edit profile | Sign out

Christopher C. Crummey's On Demand Workplace

w3 Home | BluePages | HelpNow | Feedback

Home | Work | Career and life | Crummey's Tab

Edit tab | Add new tab | Show layout tools | Help

What's new

Edit

Currently, there are no new items.

Essential links

Edit

- About IBM
- About w3
- AIM sales and support intranet
- Americas Sales Support
- Assets & Expenses
- Beat BEA campaign
- Collaboration Central
- Competitive Information Portal
- Competitive Information
- Customer Reference Materials
- Employee Purchase Program
- Employee Purchase Program
- Global Technical Sales Support
- Globalization Central
- IBM Americas Intranet
- IBM Enterprise Library
- IBM Global Campus
- IBM Market Intelligence
- IBM Middleware Solutions for Banking
- IBM Middleware Solutions for Financial Markets
- IBM On Demand Community
- IBM SiteSery
- IBM Standard Software Installer

News

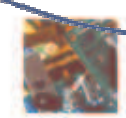
Top stories

Past 7 days >

The CEO agenda

Do the results of the Global 2006 CEO Study hold the key to IBM's future? [Profiled for all IBM]

What makes you special?
Get an early look at IBM's new corporate advertising. [Profiled for all IBM]



Chock full of chips
New video podcast features client products containing IBM chips. [Profiled for all IBM]

Sales survey: Do initiatives help?
Sales Value Survey replaces Sales Face Time. [Profiled for Sales]

Profit matters
Why it's key to the 2006 incentives plan. [Americas S&D]

IBM is just what the doctor ordered
Medical University of South Carolina chooses IBM to heal their pain. [Profiled for Americas S&D]

February sales round up
IBM's scientific prowess and business expertise are critical to bringing in the wins. [Profiled for all IBM]

Be in the know
IBM executives offer their views on everything from employee morale to client satisfaction. [Profiled for all IBM]

In the news

Past 7 days >

IBM says big business is readying for change
CEOs are preparing for big changes in their companies in the next two years, according to an IBM study. [c/net]

Media Snapshot - March 1
IBM Adds New RFID Services And Software To Its RFID Portfolio. Dell takes

Search

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BluePages

Search type

Name

Search for

GO

Advanced search

Other searches

- w3 intranet
- IBM discussion forums
- IBM news articles
- ibm.com Internet
- IBM Learning (site search)

GO

Advanced search

Market report

Edit

Quoted at 4:08 PM EST on 2 Mar. Refresh

Symbol	Current	+/-
IBM	79.94	0.04
SEBL	10.61	-0.03
T	28.28	0.19
SAP	51.66	-0.21
PLMO	42.16	-0.84
LU	2.81	-0.06
MSFT	26.97	-0.17
ORCL	12.80	0.00
BEAS	11.70	0.46

Done | 1 chris.crummey | Now: Cloudy, 28°F | Fri: 30°F | Sat: 33°F | Sun: 35°F | Mon: 39°F

On Demand Workplace | Home - Microsoft Internet Explorer

ファイル(F) 編集(E) 表示(V) お気に入り(A) ツール(T) ヘルプ(H)

戻る 検索 お気に入り メディア

アドレス(D) https://w3-06.ibm.com/wps/myportal/!ut/p/kcxml/04_Sj9SPykssy0xPLMnMz0vM0Y_QjzKLN4h38wPJgFjGpvqRqCKOcAFfj_zcVH1v_QD9etzQiHJHRUUAsXNT-w!

移動 リンク

Edit profile | Sign out

IBM.

w3 Kaname Tsukadaさんの On Demand Workplace

w3 Home | BluePages | HelpNow | Feedback

Home | Work | Career and life

タブの編集 | 新規タブの追加 | レイアウト・ツールの表示 | ヘルプ

What's new

Edit

現在、新しい項目はありません

Essential links

Edit

- About IBM
- About w3
- BCS Learning & Knowledge
- Business Performance Transformation Services
- Buy on demand
- Collaboration Central
- Customer Reference Materials
- Expense Accounts - Worldwide
- Expense Reimbursement
- Find WPLC Software in XL
- Globalization Central
- IBM Benchmarking Program
- IBM Club
- IBM On Demand Community
- IBM SiteServ
- IBM Standard Software Installer
- IBM ThinkPlace
- IBM Travel
- IT Help Central
- IT Security
- IT Security

News

Top stories 過去７日間 >

The CEO agenda

Do the results of the Global 2006 CEO Study hold the key to IBM's future? [Profiled for all IBM]

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AP GLBT networking call
Providing a workplace where employees feel valued. [Profiled for AP]

COSCON's SOA solution
Chinese shipping company steamlined its business, increased efficiency and enhanced collaboration. [Profiled for SWG]

Information on Demand
Listen as Steve Mills explains IBM's opportunity in this hot new market. [Profiled for SWG]

【渡辺さんレター】BladeCenter、3年連続のシェアNo.1を達成
BladeCenterは2005年第4四半期および2005年の出荷台数と出荷金額、共に、国内でシェアNo.1を獲得、3年連続シェアNo.1という素晴らしい成果を収めました。[日本IBMグループ向け]

TeamBlade 20000、キャッチ・コピーの決定とポータル・サイトのオープン
まずはお客様に製品を見ていただきたいという理由で「百聞は一見にしかず」が決定されました。また、「TeamBlade 20000ポータル・サイト」がオープンし、「TeamBlade 20000 WAR Room」が利用できます。[日本IBMグループ向け]

PLM joins SWG
Selling complete solutions now a bit easier. [Profiled for SWG]

In the news 過去７日間 >

Search

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BluePages

検索タイプ

名前

検索キーワード

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詳細検索

その他の検索

- (•) w3 intranet
- ( ) IBM discussion forums
- ( ) IBM news articles
- ( ) ibm.com Internet
- ( ) IBM Learning (site search)

GO

詳細検索

Market report

Edit

取引値 7:08 AM EST オン 2 Mar. 最新表示

シンボル	現在	+/-
IBM	79.94	0.04
T	28.28	0.19
SAP	51.66	-0.21
ACN	32.60	-0.03
MSFT	26.97	-0.17

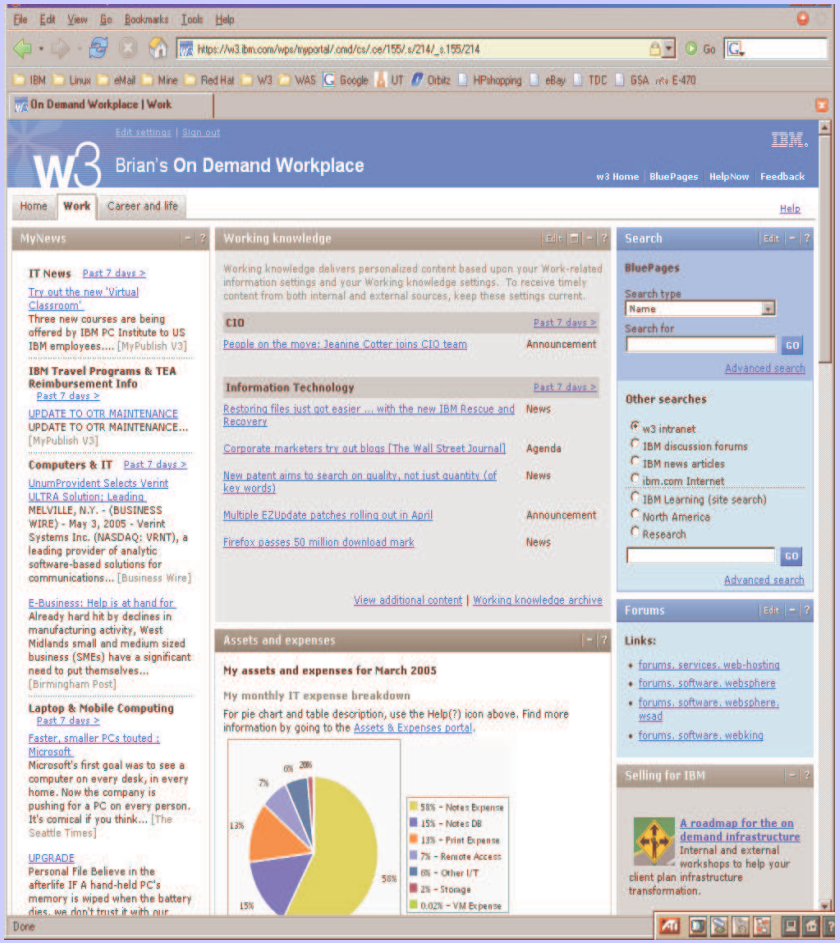
ページが表示されました

イントラネット

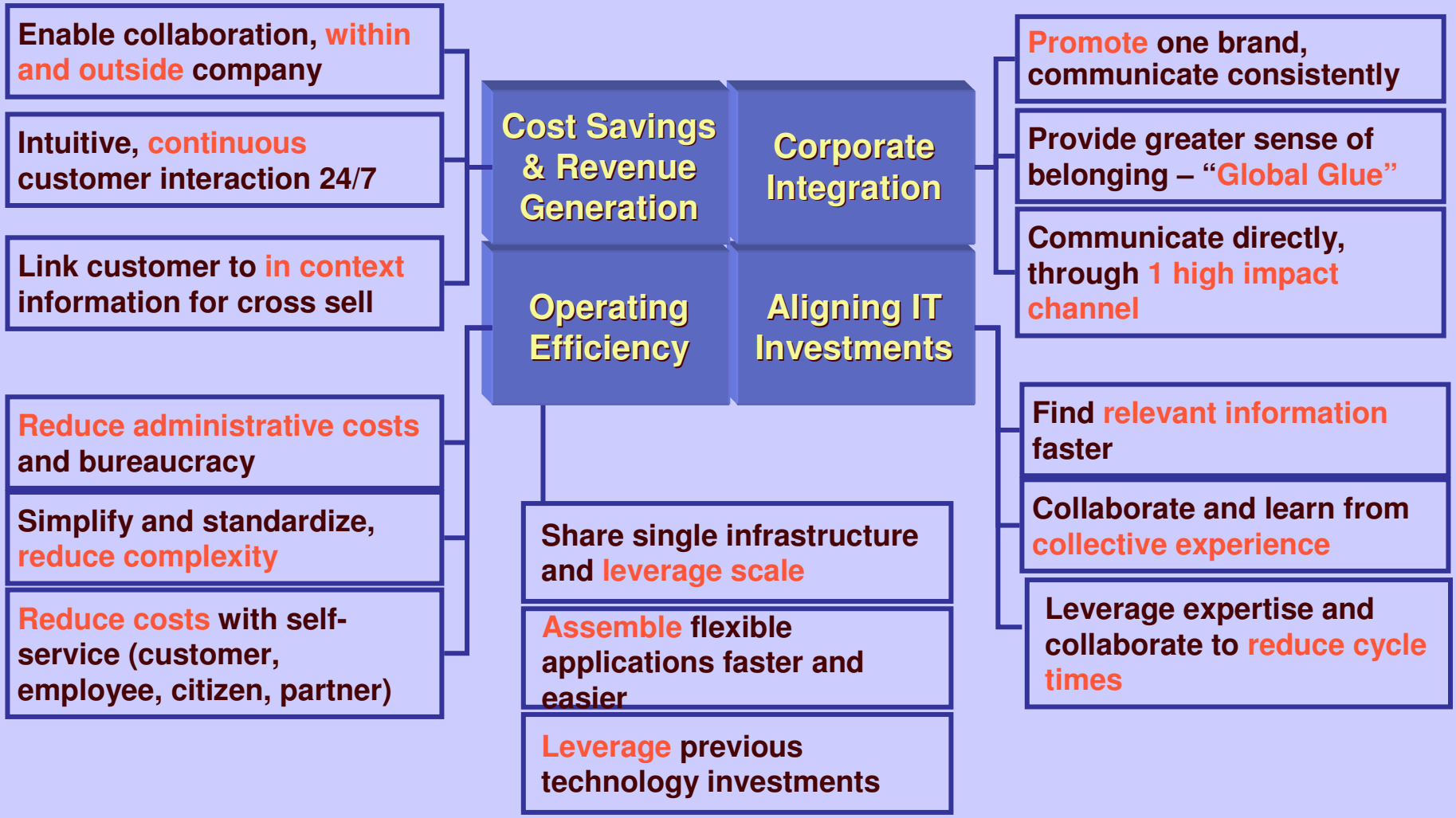
Standardization of common tools and design ensures investment focus is on a single portal access point

- **Standardized on one single portal interface and platform avoiding an average $120M in competing investments.**
- **Created standards for:**
  - Content Management
  - Security /Authentication
  - Data Warehousing
  - Profile Management
  - Search and Taxonomy
  - Enterprise Brand (Look, Feel, Navigation)
  - Metrics / Scorecard

  Central Services
- **Standards have been applied to ensure consistency in content and design processes yielding a 20% reduction in the cost to deploy web applications**



Portal Success is Built Upon Clear Business Objectives



IBM Internal Use of Portal
The On Demand Workplace (ODW) Portal

Cost Savings

Corporate Integration

Operational Efficiency

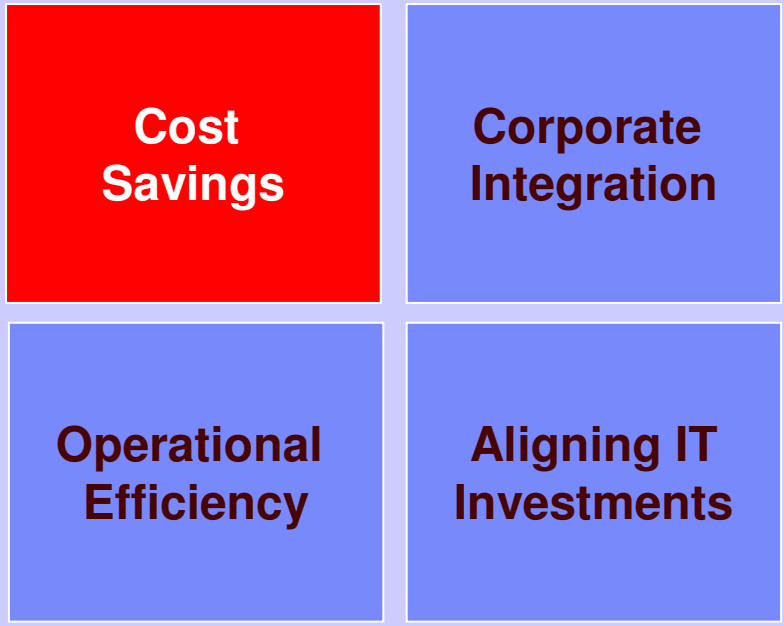
Aligning IT Investments

ODW Reduces the Cost of Delivering Administrative Services and Strategic Processes

- Hard cost savings
- Cost avoidance through standardization
- Headcount realignment
- Productivity improvements

$2B / Year in savings

Real cash the business can use



Cost Savings Attributed to ODW -- Direct and Enabled

	Direct Impact in (000s)	*Enabled by in (000s)*
eLearning	$284,000	$ 0
IT: IBM Standard Software Installer, Virtual Help Desk	$201,000	$ 0
IT: Asset Management Tool, Global Web Architecture	$133,000	$ 0
Human Resources: On-line Expense System	$ 35,826	$ 0
eCollaboration: Web Conferencing, Surveys	$ 11,091	$ 0
Travel: On-line Travel	$ 11,771	$ 0
Human Resources: Employee Self Service	$ 4,022	$243,950
Corporate Communications: News, Licensing	$ 3,000	$ 0
Mobile Workforce: Real Estate Savings	$ 0	$452,600
Procurement: Employee Self Service	$ 0	$450,000
Customer Relationship Management	$ 0	$164,100
Total	$ 683,710	$1,310,650

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Christopher C. Crummey's On Demand Workplace
w3 Home | BluePages | HelpNow | Feedback
Home | Work | Career and life | Crummey's Tab
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IBM Software Group Information Past 7 days >
developerWorks WebSphere News: June 14, 2006
developerWorks WebSphere News... [MyPublish V3]
Announcing an Introduction to IBM's Banking
The Industry Models & Assets lab is pleased to announce that a 2 day Introduction to the Banking Data Warehouse (BDW) for IBM Business Partners will be... [MyPublish V3]
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ThinkPlace Challenge: Challenging Communities of Practice
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Seller's workplace
Please sign in to view your top opportunities, or use the link below to access a full list of opportunities.
Send feedback if you have questions, problems or comments.
View all of my opportunities
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Working knowledge delivers personalized content based upon your w3 profile.
All IBM Past 7 days >
Don't let procrastination lock you out of Notes. Make Notes 7 a priority. Act Now
View additional content | Working knowledge archive
Assets and Expenses
My assets and expenses for April 2006
My monthly IT expense breakdown
For pie chart and table description, use the Help(?) icon above. Find more information by going to the Assets & Expenses portal.
3%
7%
14%
41%
41% - Notes Expense
19% - Other I/T
16% - Telephony
14% - Print Expense
7% - Storage
Search
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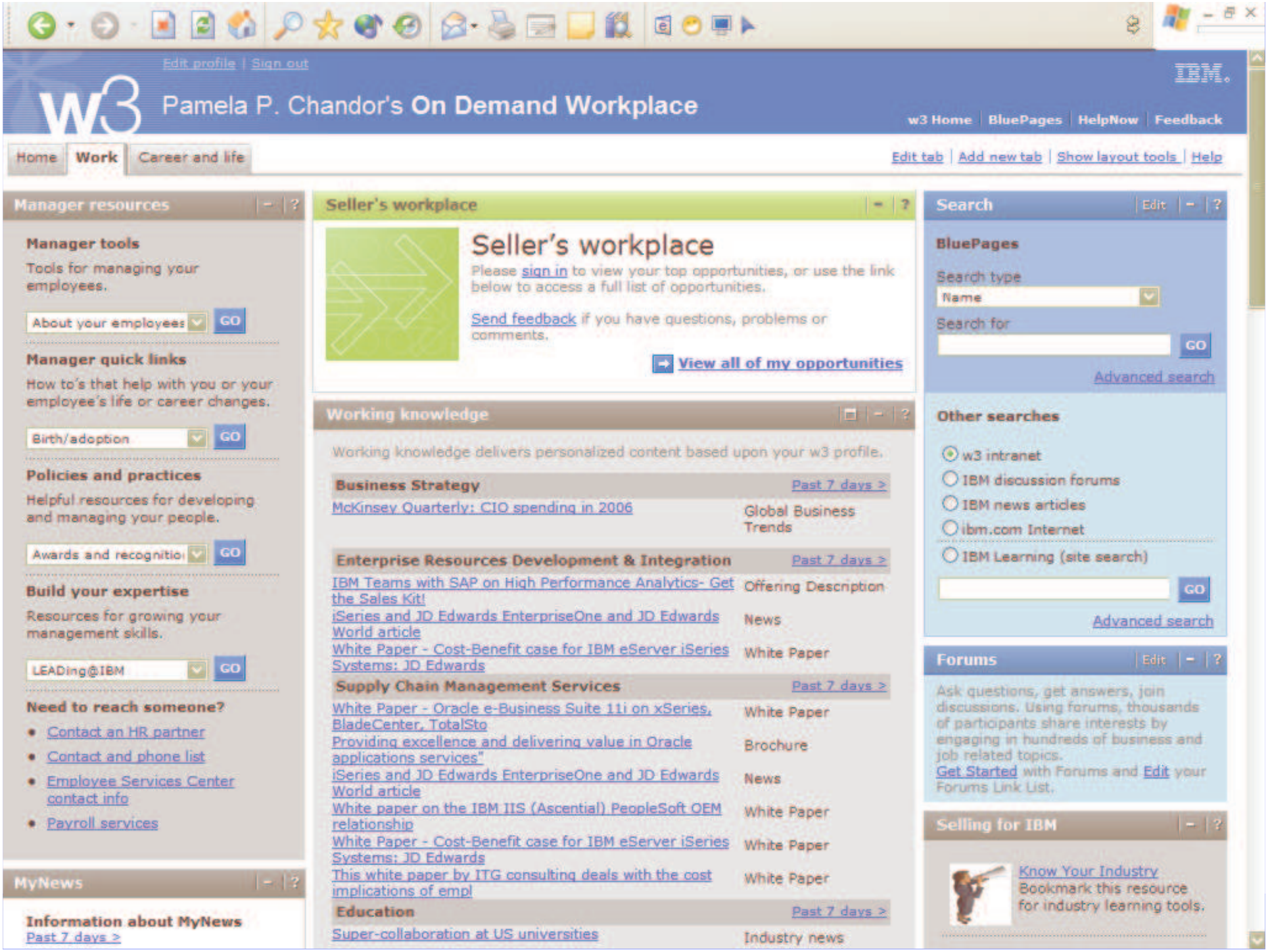
forums.software.lotus.notes.client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IBM.
Pamela P. Chandor's On Demand Workplace
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Home | Work | Career and life
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Manager resources
Manager tools
Tools for managing your employees.
About your employees
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Manager quick links
How to's that help with you or your employee's life or career changes.
Birth/adoption
GO
Policies and practices
Helpful resources for developing and managing your people.
Awards and recognitio
GO
Build your expertise
Resources for growing your management skills.
LEADing@IBM
GO
Need to reach someone?
Contact an HR partner
Contact and phone list
Employee Services Center contact info
Payroll services
MyNews
Information about MyNews
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Seller's workplace
Seller's workplace
Please sign in to view your top opportunities, or use the link below to access a full list of opportunities.
Send feedback if you have questions, problems or comments.
View all of my opportunities
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Working knowledge delivers personalized content based upon your w3 profile.
Business Strategy
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McKinsey Quarterly: CIO spending in 2006
Global Business Trends
Enterprise Resources Development & Integration
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IBM Teams with SAP on High Performance Analytics- Get the Sales Kit!
Offering Description
iSeries and JD Edwards EnterpriseOne and JD Edwards World article
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White Paper - Cost-Benefit case for IBM eServer iSeries Systems: JD Edwards
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White Paper - Oracle e-Business Suite 11i on xSeries, BladeCenter, TotalSto
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ibm.com Internet
IBM Learning (site search)
GO
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Forums
Edit
Ask questions, get answers, join discussions. Using forums, thousands of participants share interests by engaging in hundreds of business and job related topics.
Get Started with Forums and Edit your Forums Link List.
Selling for IBM
Know Your Industry
Bookmark this resource for industry learning tools.

IBM On Demand Workplace: Manager Portal

Seamless Work With Your Employee Tools

Personalized Manager Content

Manager Resources Portlet

Work-embedded Learning

ActNow Calendering Functions

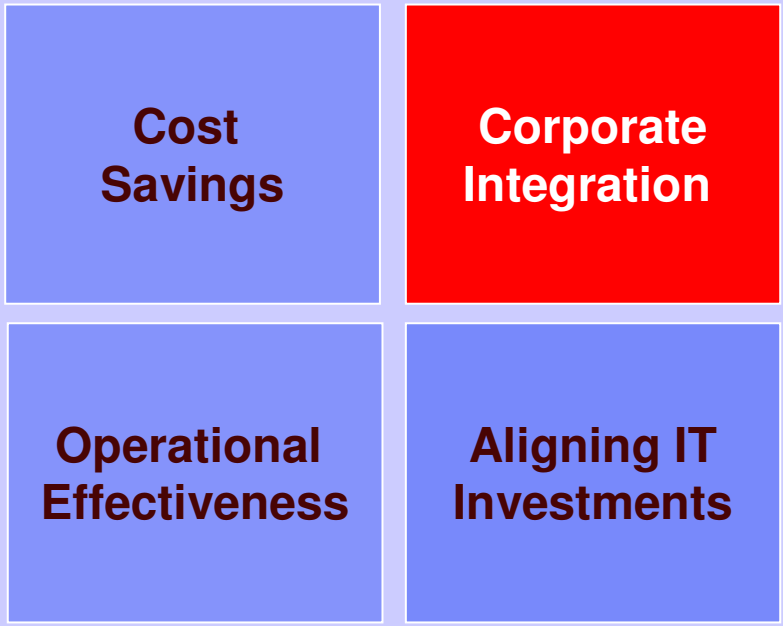
Impact

(2006 – 2008)

- 12 hours annual time saving per manager
- $571 annual savings per manager
- $16M total savings for all Mgrs
- $1.3M hard savings from website reductions

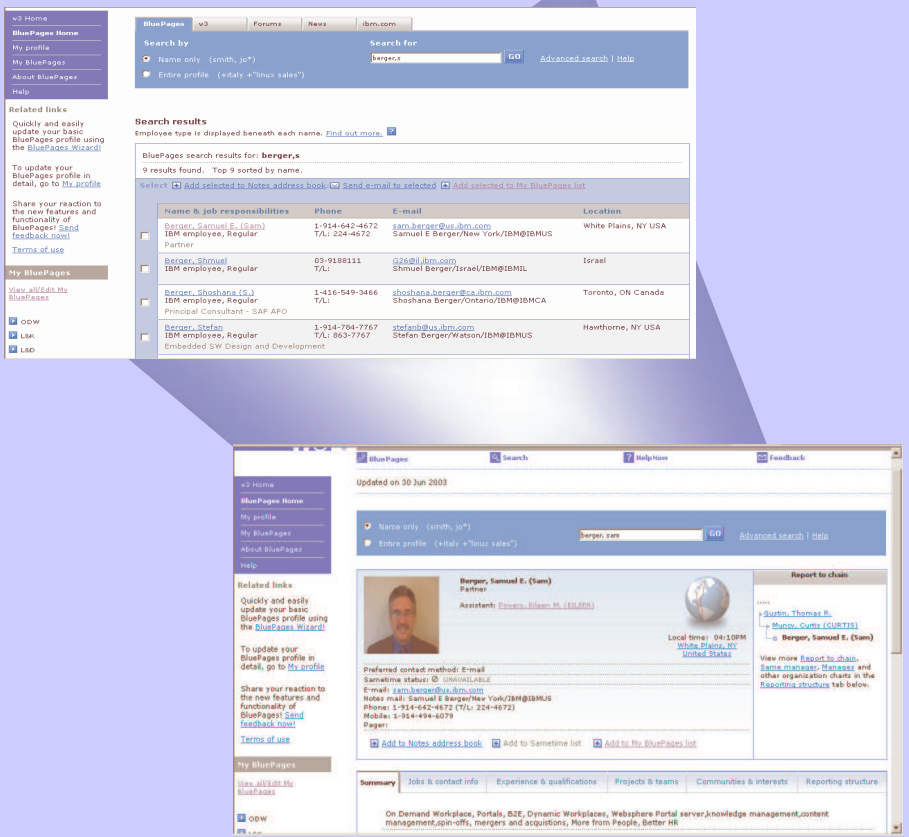
ODW Helps Make IBM the Employer of Choice

- Understanding IBM's business
- Greater work flexibility
- Innovative learning
- Better work life balance



Connecting and Collaborating

- **BluePages provides access to:**
  - **Contact, skills and experience information**
  - **Network and community affiliations**
  - **Instant message and email**
  - **Search for skills and individuals**



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Search w3
GO
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BluePages
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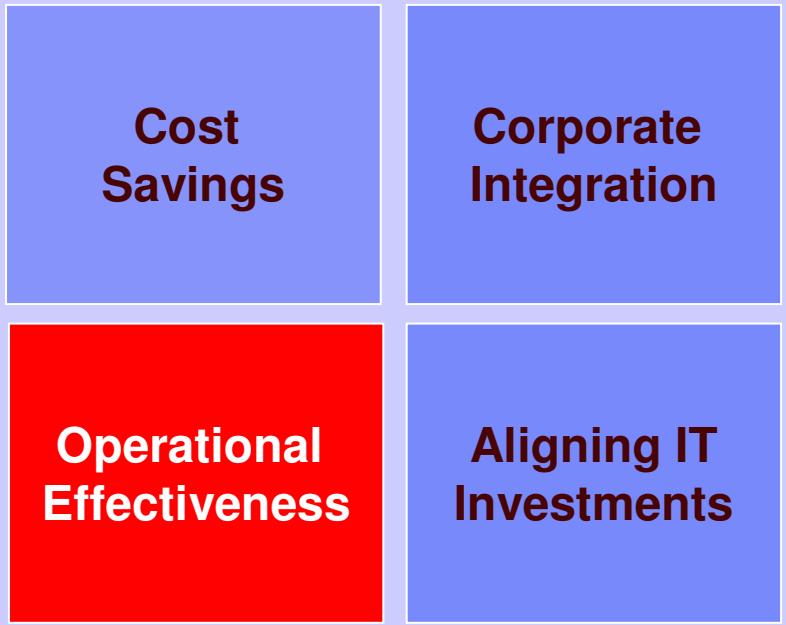
BluePages home
My profile
My BluePages
Edit settings
Help
My BluePages lists
Create lists of profiles you view often.
To get started, use the Add to My BluePages links on the search results page and when viewing an employee's profile.
Updated on 7 Aug 2006
My profile
Edit my profile
BluePages wizard
Simple search | Search contact information | Search entire profile
Search type
Name
Location
All locations
Search for
GO
Edit locations
View examples
Crummey, Christopher C.
Pronunciation
IBM employee, Regular
IBM Software Group, Worldwide Sales
Business Unit Executive - WW Workplace, Portal & Collaboration Software, SWG
Cambridge, MA United States
Building: 1RS | Floor: 4N | Office: 4350
Local time: 10:33 | 10:33AM
My preferred contact method is e-mail
Phone: 1-617-693-0440 (T/L: 693-0440)
ITN: 26930440
Mobile: 1-617-320-1672
E-mail: chris_crummey@us.ibm.com
Notes mail: Chris Crummey/Cambridge/IBM@Lotus
Sametime status: Crummey, Christopher C. | Sign out
Add to: Notes address book Sametime list My BluePages list
Report to chain
Dunderdale, John
Chandor, Pamela (Pam)
Crummey, Christopher C.
Other views
Full report to chain
Same manager
Extended relationships
Jobs & contact info
Experience & qualifications
Projects & teams
Communities & interests
Reporting structure
Summary
Important contact information
No information provided
Name

ODW Improves the Effectiveness of Key Business Processes

- Cycle time savings
- Improved data accuracy
- Improved quality
- Faster merger integration

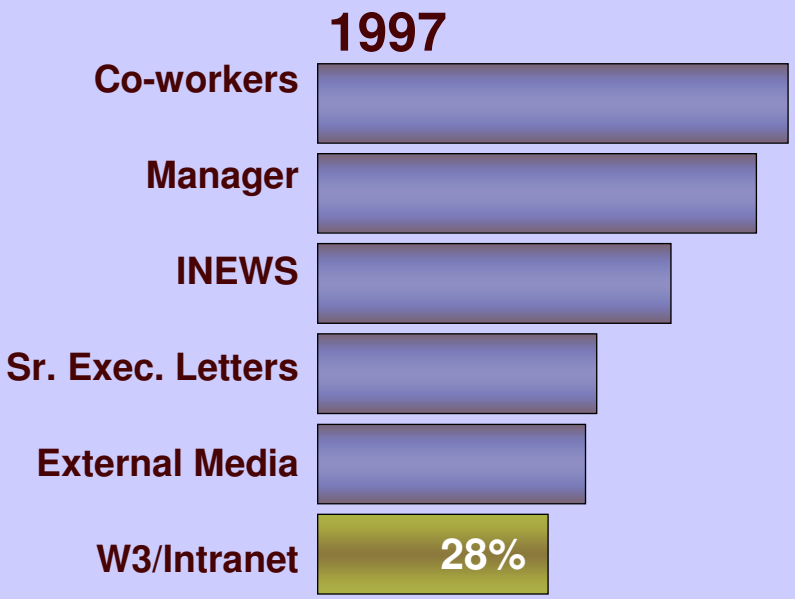
PwC Consulting integrated in less than 8 months

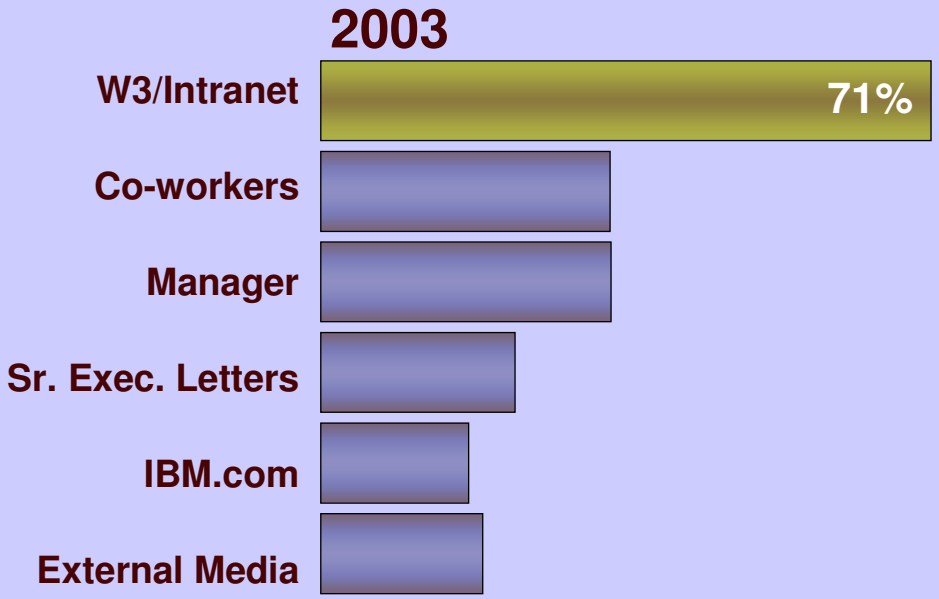
Realizing synergy of faster integrated sales and lower cost structure



Align Strategy and Goals

What are the best, credible, and preferred Sources of Information?





Today more than 80% of IBM employees access On Demand Workplace daily

Enabling IBM's Sales Organization

- **Single point of access for sales force enablement**
- **Ensures consistent brand image from IBM**
- **Delivers content and selling resources in context of IBM strategy**

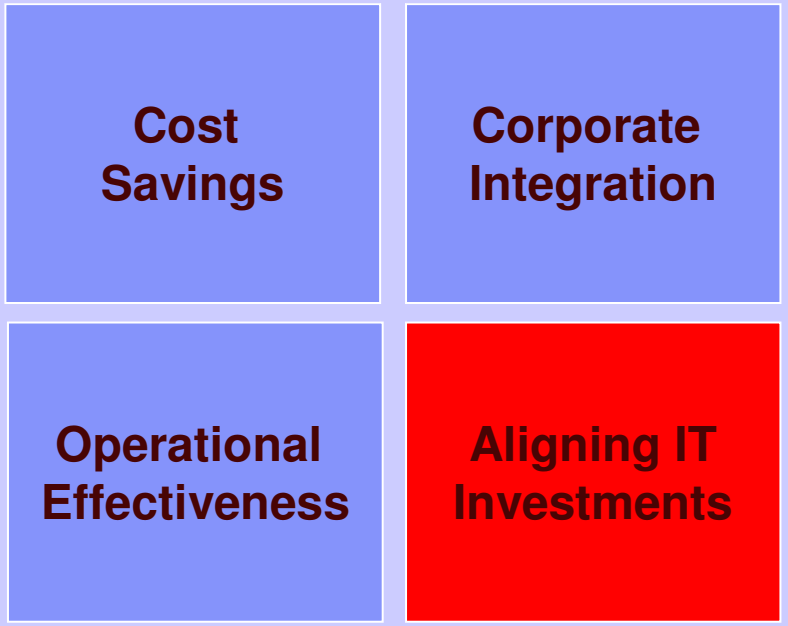
Seller's role based Workplace

- **Access to cadence reports from Sales System**
- **Support with embedded learning**
  - **Context sensitive to task being performed or opportunity selected**
- **Access to Working Knowledge portlets**
  - **Internal/external papers, client cases, competitive reports based on individual's profile**

ODW Helps Eliminate Web Chaos and Delivers Greater Value

- IT standards
- Infrastructure consolidation
- Skills consolidation
- Website reduction

$294,000,000 savings from consolidation and standards



W3 Operation Efficiency: Delivering Administrative Services and Strategic Processes

- -Hard cost savings
- -Cost avoidance through standardization
- -Headcount realignment
- -Productivity improvements

	10 years ago	today
CIOs	128	1
Host Data Centers	155	10
Web Hosting Centers	80	7
Network	31	1
Applications	16,000	4,839

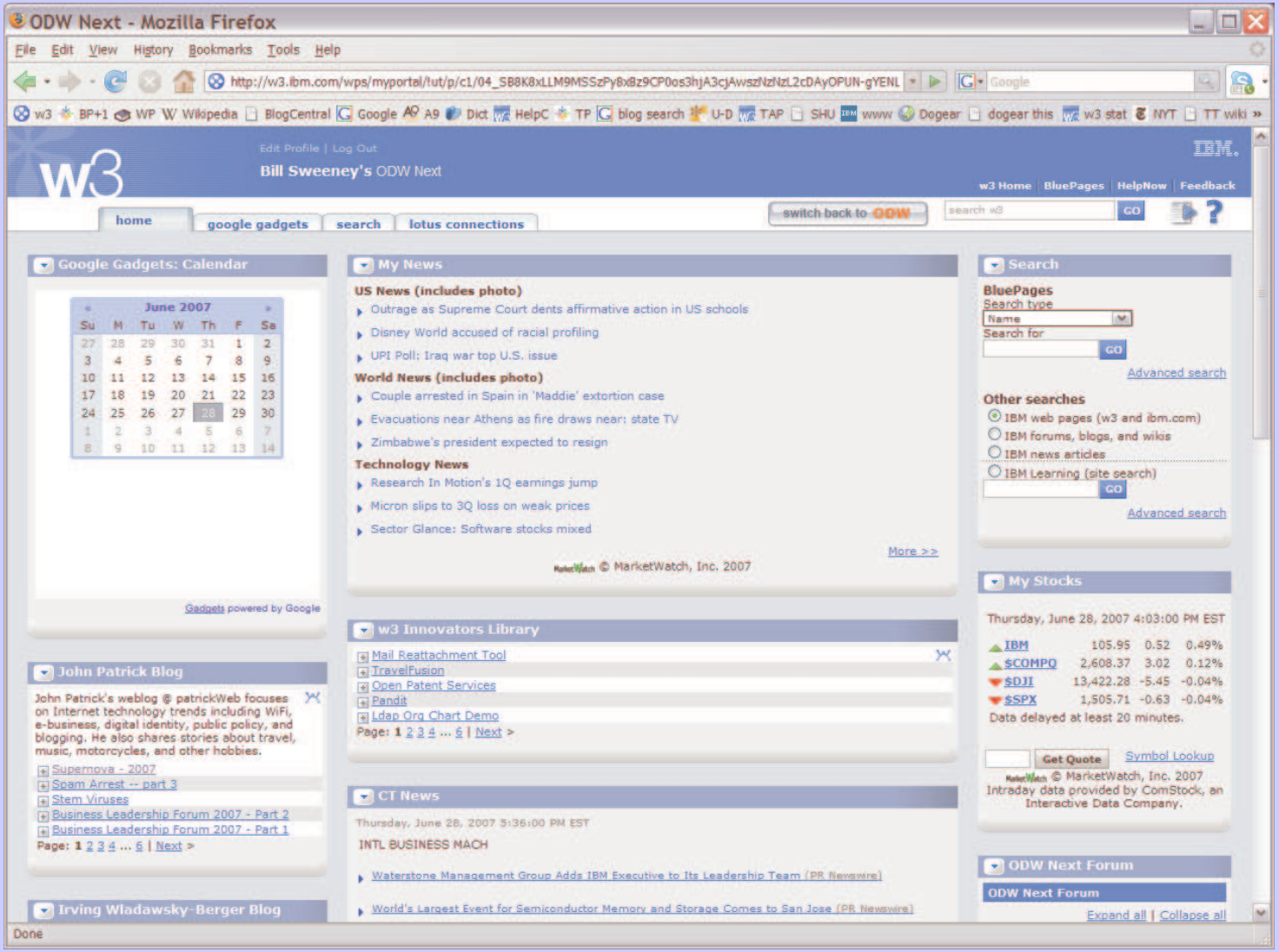
$294M / Year in savings

The Value of On Demand Workplace Portal

- Shapes a unifying culture, aligning workforce with strategy
- Delivers enhanced employee services at lower cost
- Creates a dynamic platform for work that can respond rapidly to new marketplace realities and requirements

ODW Next

- Perpetual Beta
- Dynamic switching between ODW and ODW Next
- Enables integrated innovation
- Built on Portal 6
- Web 2.0
- Google Gadgets
- New model for self deployment
- Remote portlets



On Demand Workplace | Home - Mozilla Firefox

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IBM.

Christopher C. Crummey's On Demand Workplace

Dbgear BlogCentral WikiCentral ThinkPlace BP+1 HelpNow Feedback

Home | Work | Career and life | SWG Development | Crummey's Tab | Seller

Edit tab | Add new tab | Show layout tools | Help

What's new

Edit

Currently, there are no new items

Essential links

Edit

- Notes Launcher
- XL - Lotus Brand
- About IBM
- About w3
- AIM sales and support intranet
- Americas Sales Support
- Assets & Expenses
- Collaboration Central
- Competitive Information Portal
- Competitive Information
- Customer Reference Materials
- Employee Purchase Program
- Global Technical Sales Support
- Globalization Central
- IBM Americas Intranet
- IBM Enterprise Library
- IBM Global Campus
- IBM Market Intelligence
- IBM Middleware Solutions for Banking
- IBM Middleware Solutions for Financial Markets
- IBM On Demand Community
- IBM SiteServ

IT tools and support

- IBM Travel
- Industrial Sector
- IT Tools
- Presentation Central
- Sales Profession Learning Center

News

Top stories Past 7 days >

What makes Russia special?

Hundreds of executives will meet in St. Petersburg for the IBM Business Leadership Forum next month. Find out why Russia is an ideal host. **Translations available.** [Profiled for all IBM]

Taking midmarket clients inside their industries
New study resources are now available. [Profiled for SMB, GBS and industries]

Inducted into the Hall of Fame
Industry group honors IBM for excellence in customer support [Profiled for STG, Support, Computer Services]

IBM at SIFMA Tech, 19 - 21 June
Bill Zeitler speaking on "Emerging technologies poised to revolutionize the financial markets", IBM VP of Deep Computing Dave Turek hosting work session with Los Alamos Labs on "The new era of supercomputing." [Profiled for financial markets]

This is where I work: ISS
It's a beautiful day in Atlanta, so take a fun photo tour of IBM Internet Security Systems (ISS). [Profiled for Americas S&D, GTS U.S., ISS]

Maximizing software assets
Rational Asset Manager improves ROI [Profiled for Rational, Developers, SOA]

SOA IMPACT
IBM raises the bar with a new SOA lineup [Profiled for SWG, GBS, various audiences]

The fastest chip in the world
You won't believe what IBM's newest chip can do [Profiled for STG, various audiences]

In the news Past 7 days >

Search

Edit

BluePages

Search type: Name

Search for

Advanced search GO

Other searches

- IBM web pages (w3 and ibm.com)
- IBM forums, blogs, and wikis
- IBM news articles
- WebSphere Portal on XL
- IBM Learning (site search)
- IBM World Wide Q&A

GO

Advanced search

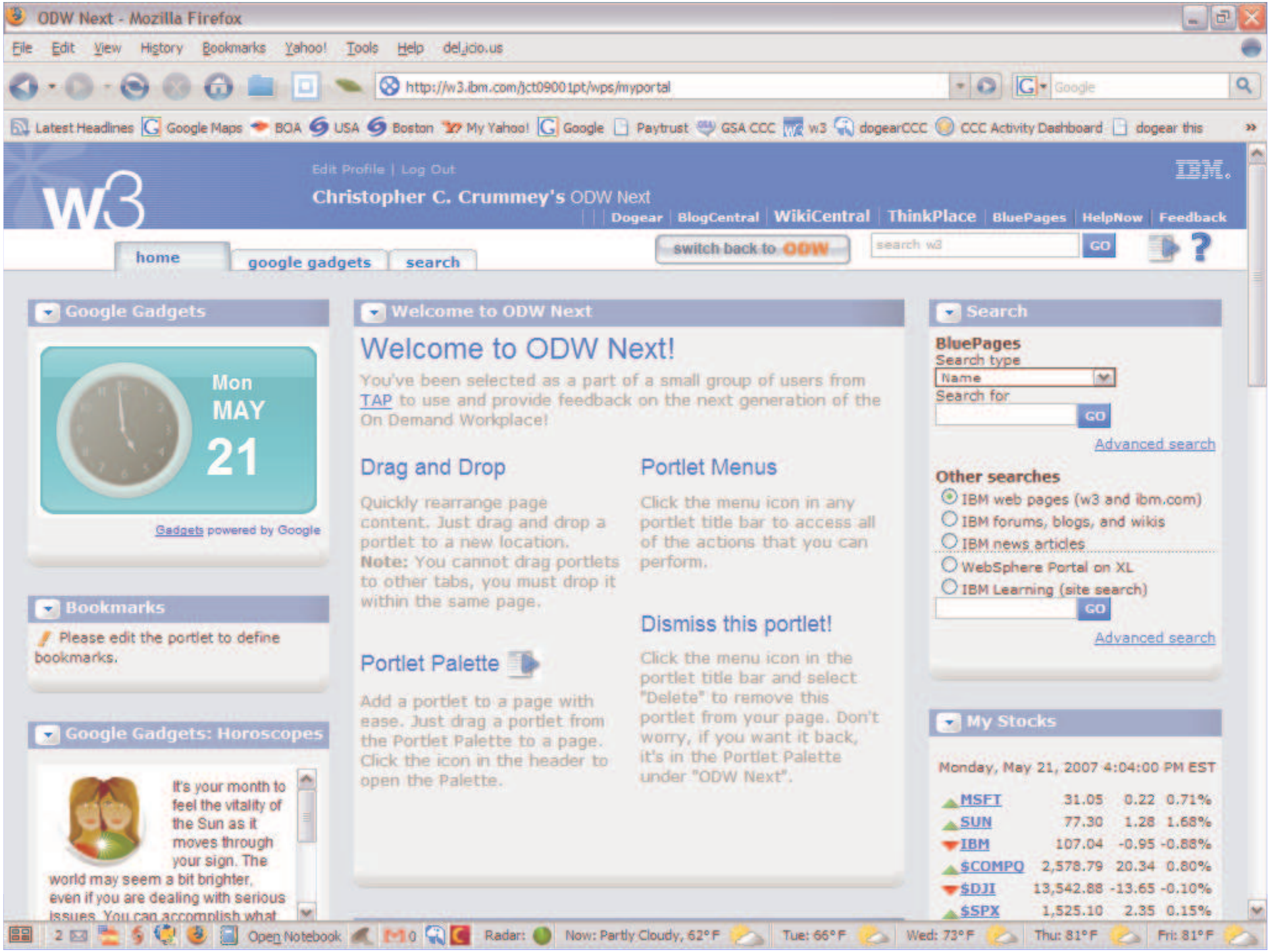
Market Report

Edit

Quoted at 4:08 PM EDT on 23 May. Refresh

Symbol	Current	+/-
IBM	105.58	-1.12
T	40.41	-0.03
BEAS	12.19	0.03
LU	2.55	-0.02
MSFT	30.58	-0.11
ORCL	19.16	-0.21
PALM	16.38	-0.31

View full market report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Google Gadgets: Horoscopes
It's your month to feel the vitality of the Sun as it moves through your sign. The world may seem a bit brighter, even if you are dealing with serious issues. You can accomplish what
Welcome to ODW Next
Welcome to ODW Next!
You've been selected as a part of a small group of users from TAP to use and provide feedback on the next generation of the On Demand Workplace!
Drag and Drop
Quickly rearrange page content. Just drag and drop a portlet to a new location. Note: You cannot drag portlets to other tabs, you must drop it within the same page.
Portlet Menus
Click the menu icon in any portlet title bar to access all of the actions that you can perform.
Portlet Palette
Add a portlet to a page with ease. Just drag a portlet from the Portlet Palette to a page. Click the icon in the header to open the Palette.
Dismiss this portlet!
Click the menu icon in the portlet title bar and select "Delete" to remove this portlet from your page. Don't worry, if you want it back, it's in the Portlet Palette under "ODW Next".
Search
BluePages
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Name
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Other searches
IBM web pages (w3 and ibm.com)
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IBM news articles
WebSphere Portal on XL
IBM Learning (site search)
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My Stocks
Monday, May 21, 2007 4:04:00 PM EST
MSFT 31.05 0.22 0.71%
SUN 77.30 1.28 1.68%
IBM 107.04 -0.95 -0.88%
$COMPQ 2,578.79 20.34 0.80%
$DJI 13,542.88 -13.65 -0.10%
$SPX 1,525.10 2.35 0.15%
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Radar:
Now: Partly Cloudy, 62°F
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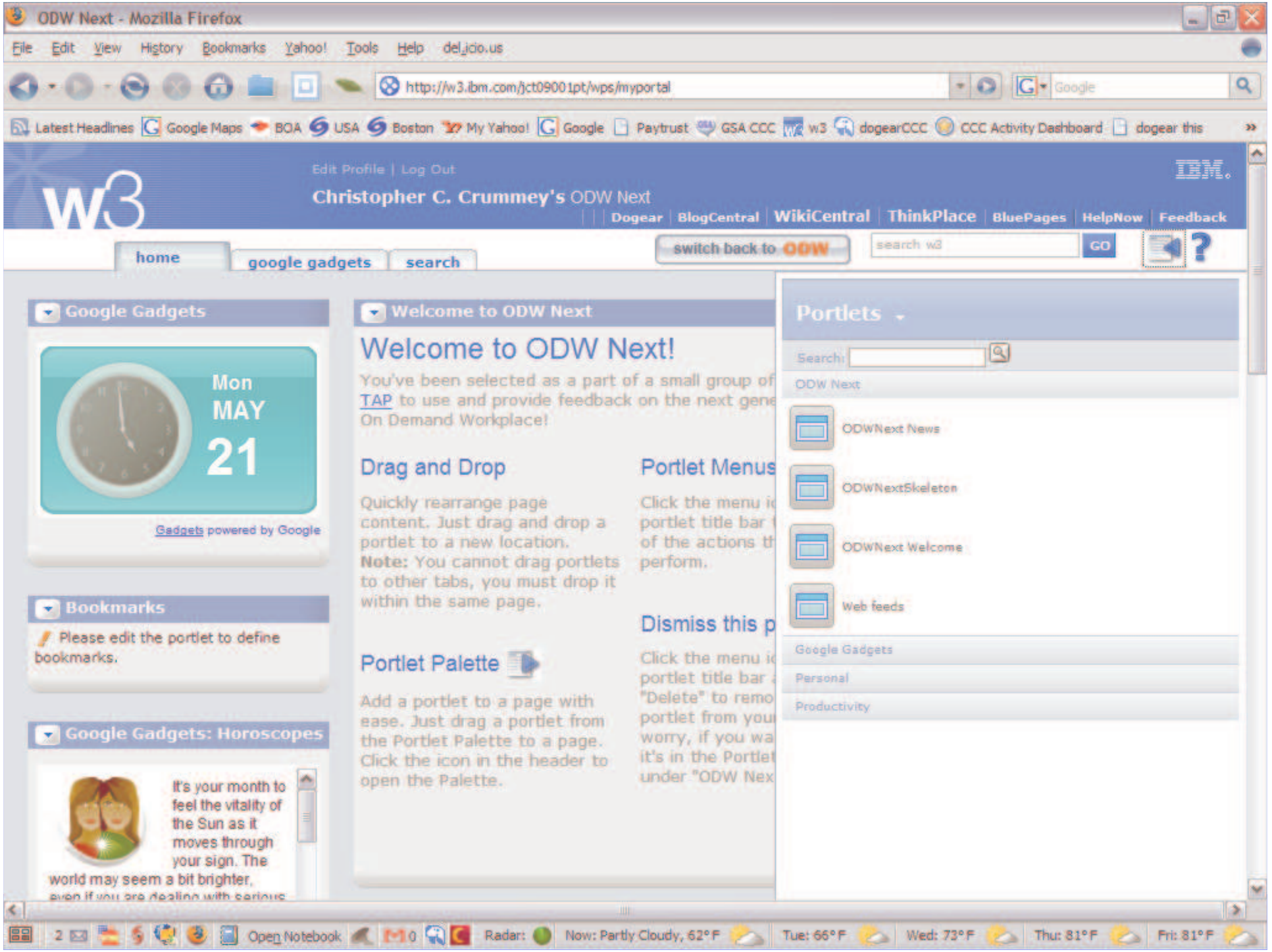
Wed: 73°F
Thu: 81°F
Fri: 81°F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Google Gadgets: Horoscopes
It's your month to feel the vitality of the Sun as it moves through your sign. The world may seem a bit brighter,
Welcome to ODW Next
Welcome to ODW Next!
You've been selected as a part of a small group of
TAP to use and provide feedback on the next gene
On Demand Workplace!
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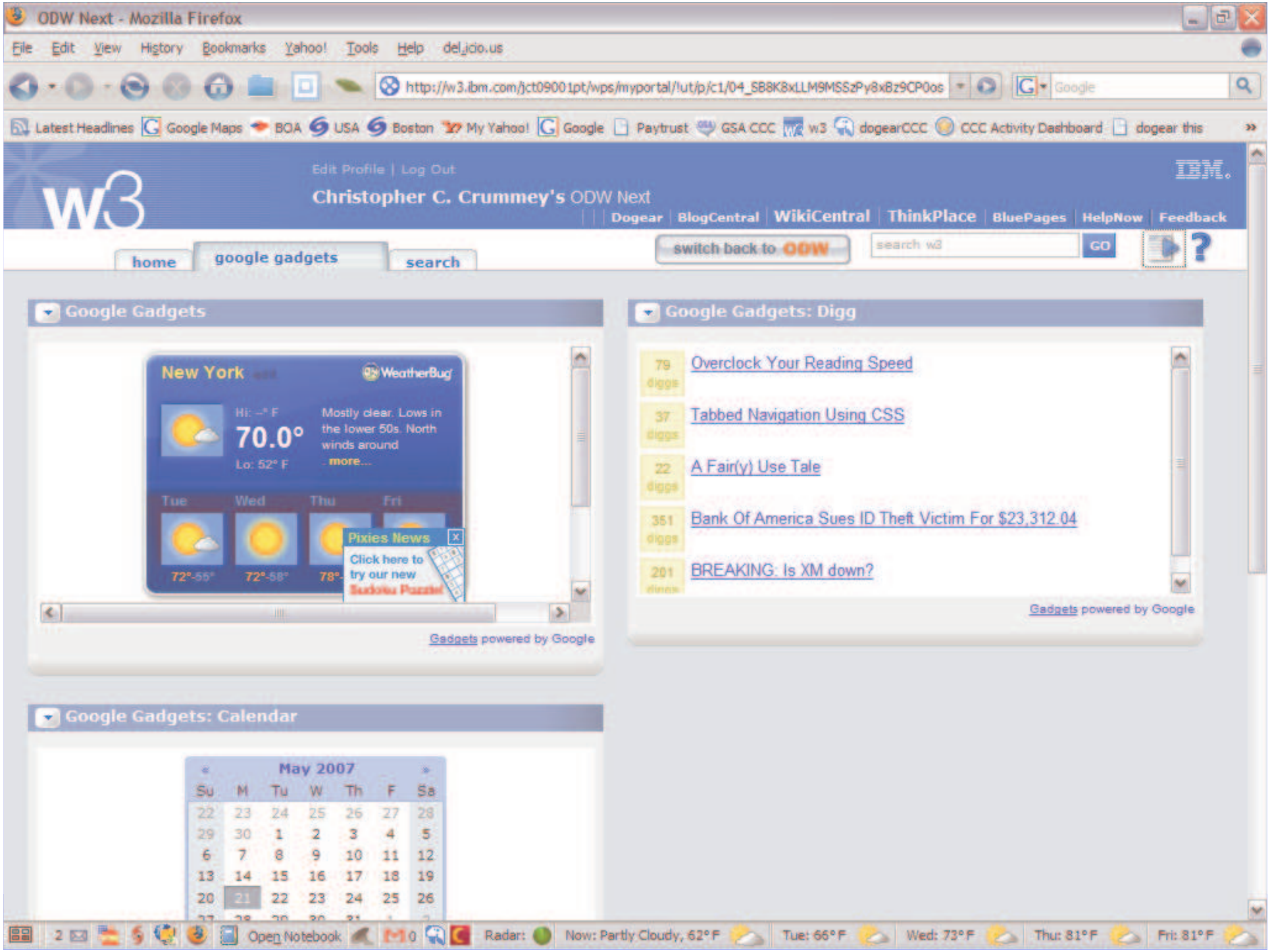
Fri: 81°F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Lo: 52° F
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37 diggs Tabbed Navigation Using CSS
22 diggs A Fair(y) Use Tale
351 diggs Bank Of America Sues ID Theft Victim For $23,312.04
201 diggs BREAKING: Is XM down?
Gadgets powered by Google
Google Gadgets: Calendar
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29 30 1 2 3 4 5
6 7 8 9 10 11 12
13 14 15 16 17 18 19
20 21 22 23 24 25 26
Open Notebook
Radar:
Now: Partly Cloudy, 62°F
Tue: 66°F
Wed: 73°F
Thu: 81°F
Fri: 81°F

Why WebSphere Portal?

- **Broadest, most comprehensive vision**
- **Proven Ability to execute on that Vision**
- **WebSphere Portal lowers development costs and improves time to market over "build it yourself" strategy (*IDC Portal Buy v. Build, Dec 2007*)**
- **Choice and Flexibility**
  - **Standards based implementation**
  - **Wide choice of WCM, document mgt, security, dev tools, etc**
  - **Worldwide Customer and Market experience**
    - **Translated and supported worldwide**
- **Portal Accelerators**
  - **Collection of line of business oriented solutions speed time to value**
  - **Intellectual Property from thousands of customer engagements help you solve your business needs faster**
- **We have the deepest and widest services capability – ISSL, GBS/GTS, Partners – of any portal vendor in the business.**
  - **This intellectual property cannot be matched.**

BACKUP