


IBM Advanced Collaboration & Exceptional Web Experiences

Alistair Rennie | General Manager, Lotus Software and WebSphere Portal
August 2010

The Value of **Smart Work** – IBM's Answer to Achieving Agility in the New Environment – is Enabled Through **Collaboration**




NEW INTELLIGENCE

Making better decisions 




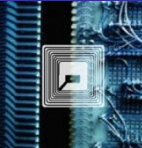
GREEN AND BEYOND

Doing more with less 




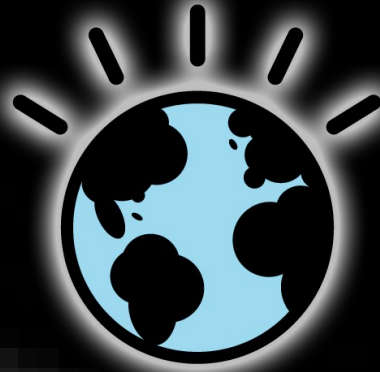
SMART WORK

Responding to new behaviors 



DYNAMIC INFRASTRUCTURE

Increasing agility 



Enterprise Transformation

New Way of Working

Accelerating Integration of Acquisition Workforce
Expertise to Complete More Complex Processes
Efficient Teaming and Delegation
Talent Retention and Knowledge Capture
Accelerating New Employee Productivity
Tracking Success

Place Independent Working

Working Where Your Customers & Partners Are
Working from Home
Working from Any Device
Enabling Choice across Devices

Customer Service and Intimacy

From “The Bank” to “Your Bank”
Improving Customer Care and Insight
Increasing Time Dedicated to Customers

Companies who **outperformed** their industry are more than...

3X as likely to have **adopted Smarter Work** practices

Dynamic

2.6X as likely to be able to quickly build skills to new markets

2.4X more likely to identify people with needed skills



Collaborative

3.3X as likely to gain insights and solve problems by rating and commenting

Connected

3.5X as likely to integrate and deliver data from multiple sources

Rapid growth and expansion of our innovative collaboration portfolio

growing

- Notes & Domino – dynamically adaptive desktop **18,378 new customers** since ND 8 launched
- Lotus Connections is the **fastest growing software** product in Lotus history
- IDC ranked IBM as the 2009 **worldwide marketshare leader** in the Social Platform market*
- WebSphere Portal has been **#1 in Worldwide** revenue from 2001 to 2009**
- **13M** downloads of Lotus Symphony

innovating

- LotusLive: delivering the **richest and most flexible collaboration** platform in the cloud
- IBM Project Vulcan: A blueprint for the future of collaboration
- IBM Project Northstar: IBM's **vision** for exceptional web experiences
- Lotus Symphony: **award winning** office productivity suite with over 13M downloads



winning

- Lotus Notes/Domino winner vs Microsoft
- **More than Half** of Fortune Global 100 Now use Lotus Notes/Domino
- LotusLive is the Enterprise 2.0 “**Smackdown in the Cloud**” Winner vs Google
- **145M** entitled SameTime users
- 30% of new customers are MS Outlook/Exchange users



partnering

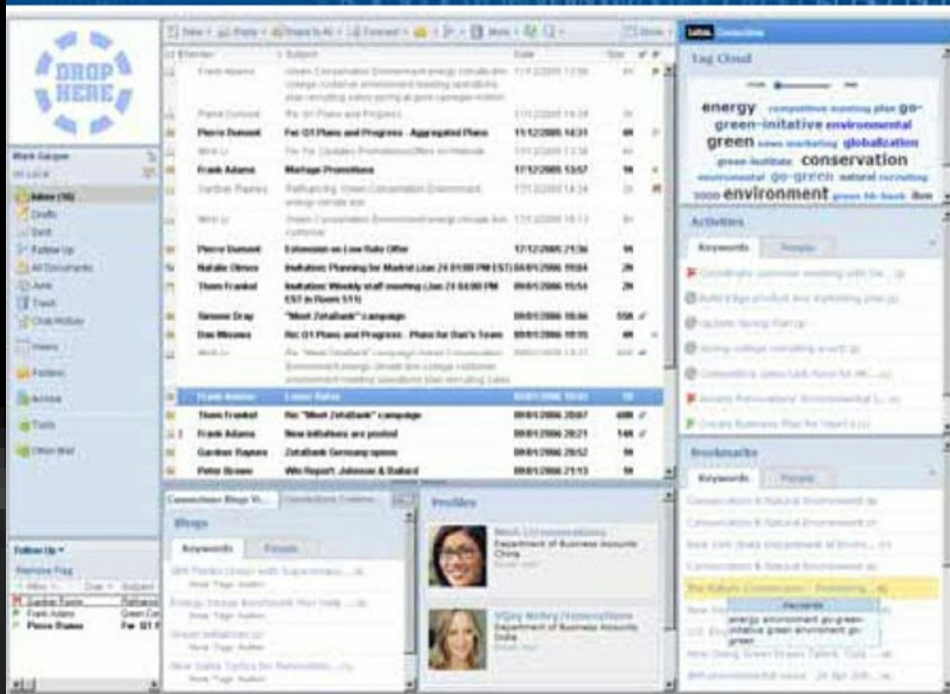
- 10,000+ Notes & Domino Business Partners and growing
- LotusLive extension to over **400 million people**
- \$1B+ investment in Linux development
- 10s of Millions of domino applications in use today



Gartner on the future of E-Mail

Analyst Matt Cain's presentation on e-mail at Gartner's 2009 Portal and Collaboration conference

E-Mail Becomes the Collaboration Console: The Future of E-Mail Is...Gasp...Lotus Notes?



- Eclipse-based
- Sidebar paradigm
- Mashup architecture
- Third-party platform
- Whither Microsoft?

E-mail needs a plug-in architecture to survive generational change.

Gartner.

change

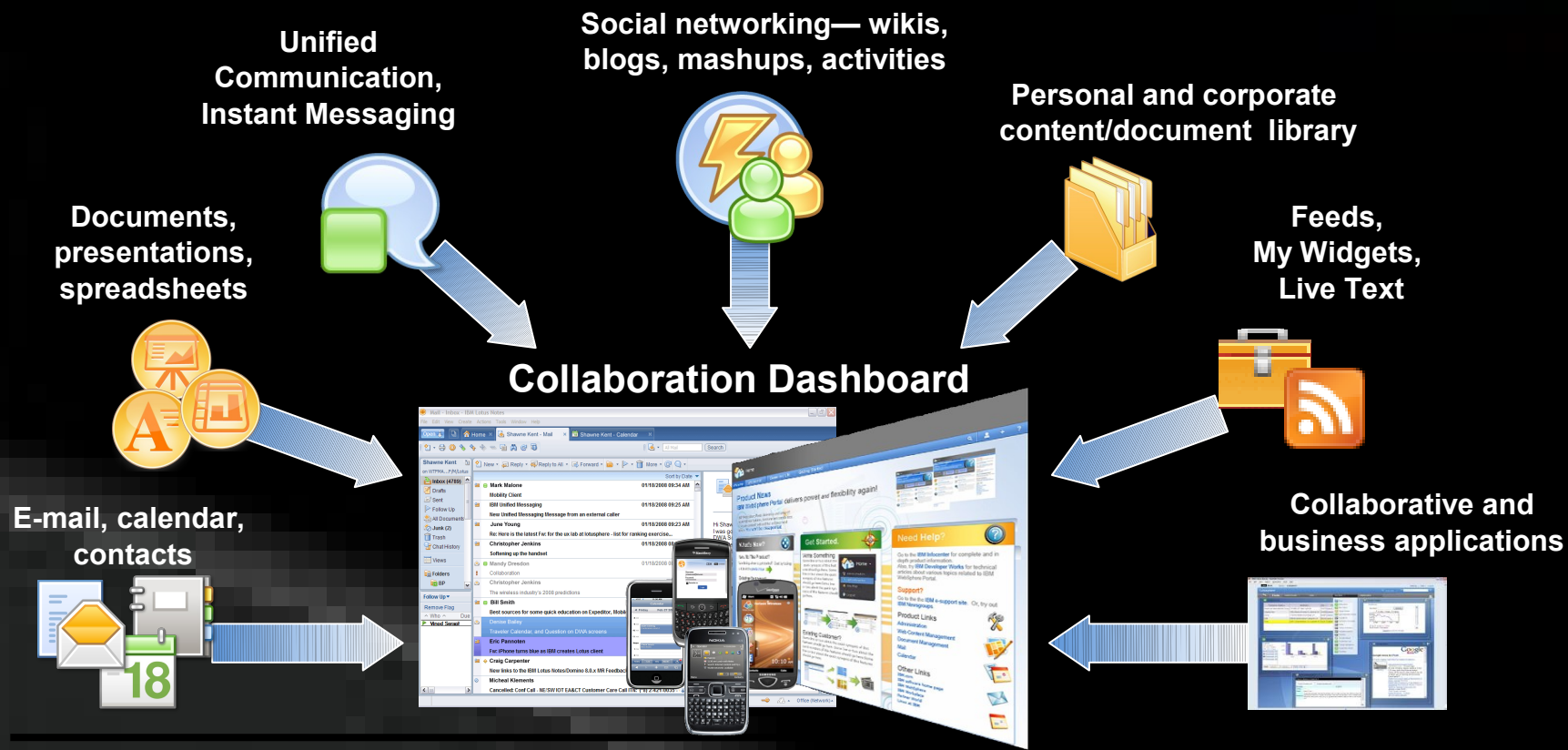
E-mail needs a plug-in architecture to survive generational

Gartner



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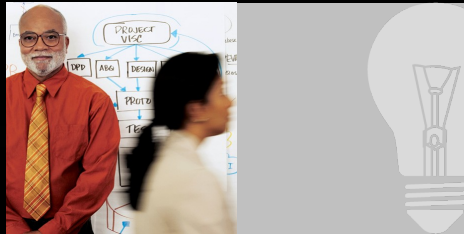
Collaborate in context from a single, unified view



Leverage and accelerate



The Lotus Business Platform



Knowledge Worker



Informational Worker (Boundary)



External Partners



Universal Access



Messaging



Communicating



Connecting



Integrating

Lotus®

Open Standards Architecture

Business Applications



Information Management



Lotus® Notes® 8.5

The fastest adopted choice



Strong focus on TCO

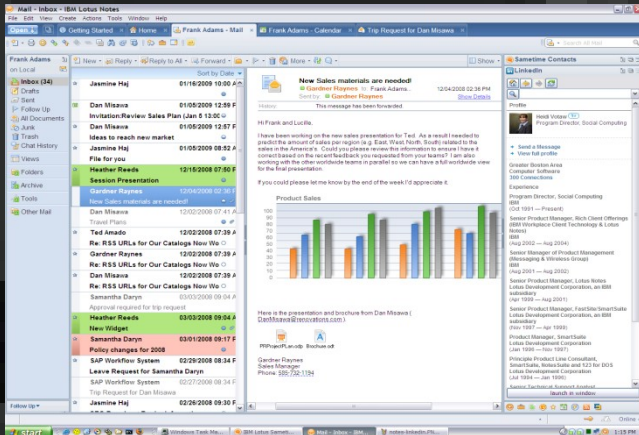
40% Improvement in CPU Efficiency

30% Fewer Servers to Manage

Desktop choice!
MAC, Windows, Linux

>50% Bandwidth reductions

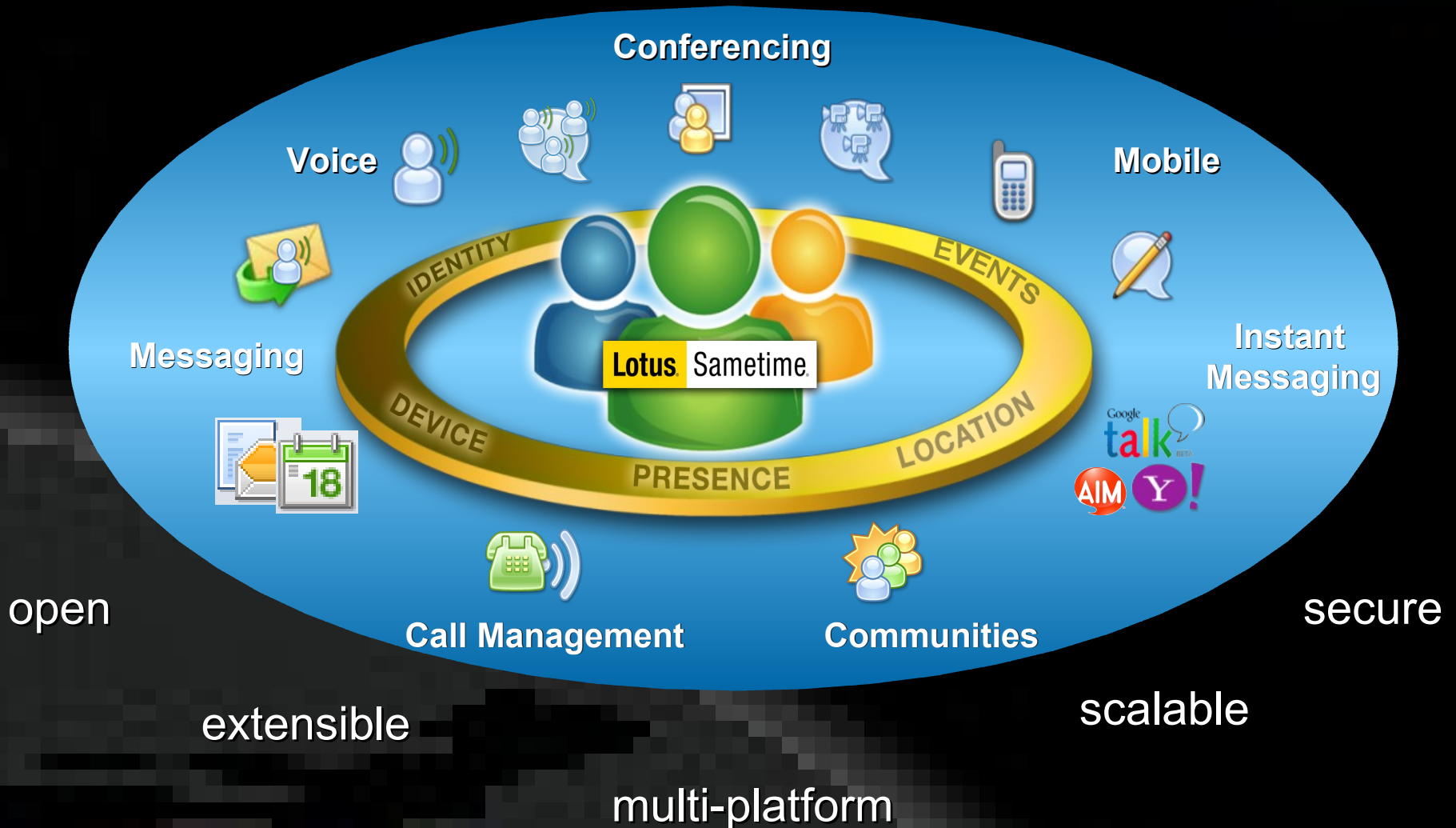
40-60% Disk Savings



Lotus Mobile Solutions



IBM Sametime: IBM's UC² Software Platform



IBM Collaboration Drives Value and Opportunity to Produce Better Outcomes

Customers who have moved to Lotus

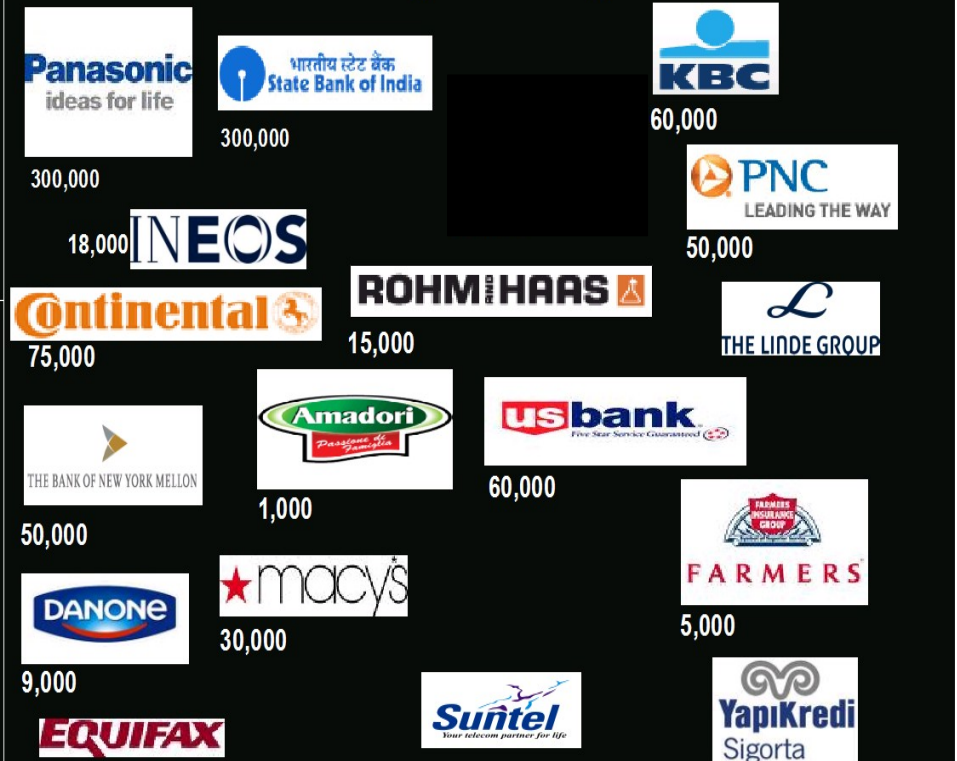
Microsoft Exchange customers adding IBM Collaboration



Lotus Notes/Domino customer deciding against Microsoft



Customers who have made large-scale change from Microsoft to Lotus



**Demo:
Collaboration Console & SUT**

“Social” is the new mode of work

“Social” is a software attribute, not one specific application

From	To
Address book / Business Cards	→ Social networks
Personal web sites	→ Blogs and commenting
Publishing	→ Sharing and Linking
Browser bookmarks	→ Social bookmarks
Buying online	→ Buyer reviews, ratings, and feedback
Online training	→ Rich media and immersive worlds
Search Text & Sites	→ Locate Enterprise

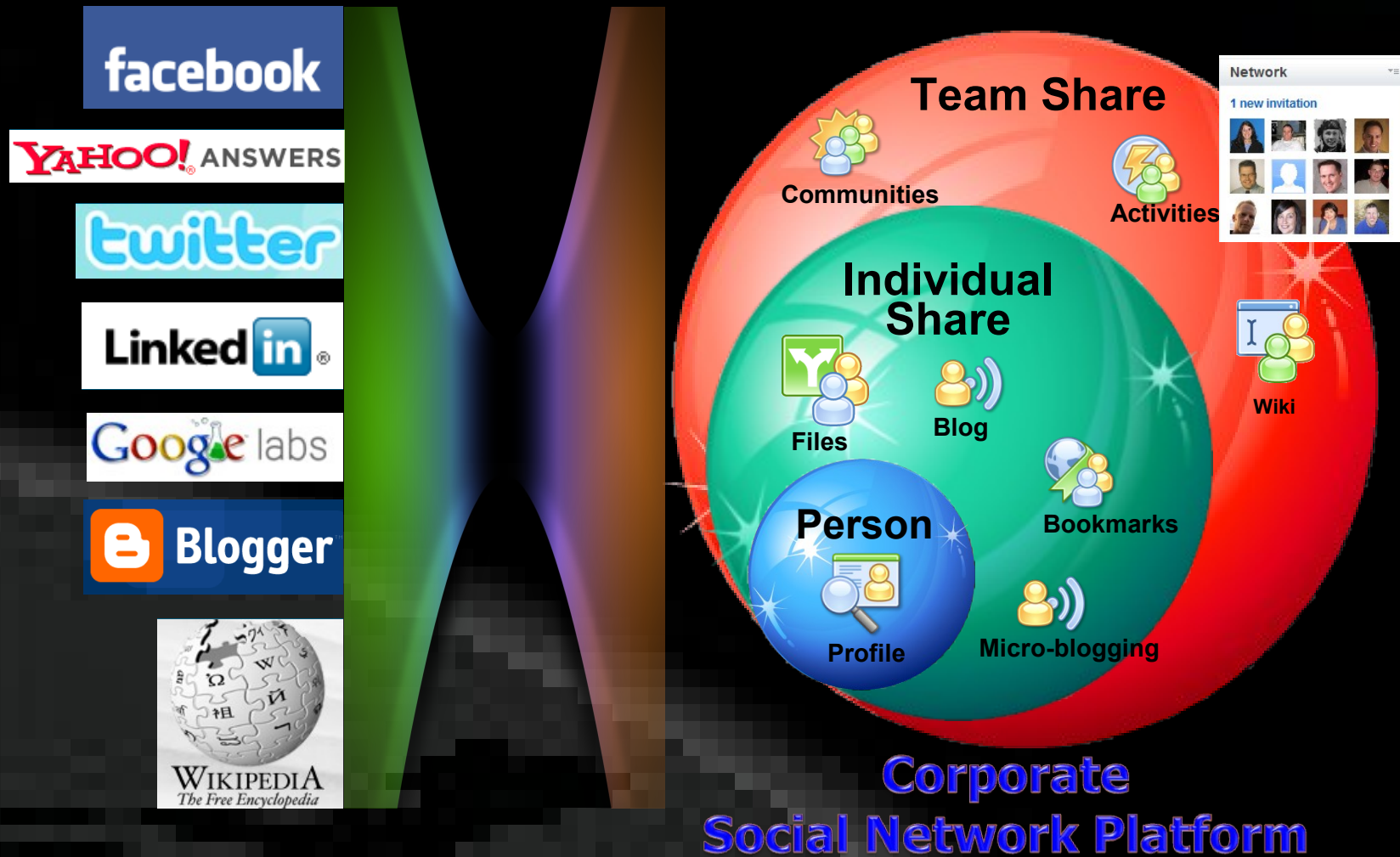
Leading to greater value enabled by the act of participation:

From	To
Managing Risk	→ Leveraging Innovation
Streamlined engineering	→ Mobilizing People
Improved technology	→ Improved Business Process
Business Intelligence	→ Societal Intelligence



Power of Social Networks and Web 2.0

Ready for the Enterprise



Smarter Customer Outcomes



Accelerating Knowledge Sharing and Promoting Innovation

- Improved internal knowledge sharing and collaboration.
- Unified entry point provides latest updates and reducing search time for finding staff expertise.
- Sped the formation of consulting teams for customer engagements, entering new markets, driving opportunities.
- Broke down silos and promoted collaboration.



Enabling Global Collaboration & Real-time Innovation

- Enabled a robust collaborative environment to support business activities & innovation, easily integrated with the company's infrastructure.
- New employees get up to speed faster and are self-sufficient in finding key people within the organization and data relevant to their role
- Help desk employees can locate solutions faster and access knowledgeable staff when needed



Collaborate across a widely dispersed and diverse workforce in difficult post-conflict situations

- Enhance sense of connectedness
- Continue relationships
- Harvest and leverage tacit knowledge
- More integrated and effective organization
- Foster communities of interest

Exceptional Social Experiences



HSBC Home Profiles Communities Blogs Dopear Activities Wikis Files

Jasmine Haj | Help | Logout

Profiles Home My Profile Edit My Profile

Jasmine Haj
 Technical Specialist
 Baking Building 34-5, Floor: 4 West, Office: 3402
 Mexico City, 0550, Mexico
 Phone: (011) (52) 55 15 14 4 8101
 Office e-mail: JasmineHaj@hsbc.com

Local Time: 12:32 PM

Report to chain
 Denis Michard
 Lucille Buzier
 Jasmine Haj
 Full report to chain
 Steve Manager

Colleagues
 Steve
 Willy
 Frank

My Links
 My Facebook
 Flickr Photos
 LinkedIn
 Add link

Send e-mail Download v-Card

Contact Information

Background

About Me
 I have 8 years of experience in computer systems for banking. I have a bachelor's degree in **engineering** and a master's in **marketing**, and I am an active participant in the Centre for Sustainable Design and the Design Council on Product Design. In my role, I create and execute design solutions towards problems of computer systems, marketing, bank experimentation, and user needs.

The Buzz
 Write something...

Jasmine Haj is just getting back from a vacation to Belize. Mon Dec 15 14:14:59 EST 2009

Frank Adams write on Mon Dec 15 09:28:11 EST 2009
 I found your profile and I have some critical data that I need you for your project. Please ping me via Skypeme and I'll give you more details.

Don Misawa write on Mon Dec 15 10:43:35 EST 2009
 Hi. Just wanted to let you know that I changed positions since you got back. My new role is a IT Security Architect. Let's meet next week and I can fill you in.

Tag
 bank
 computer
 finance
 insurance
 lending
 management
 mortgage
 savings

View as [grid](#) | [list](#)



Communicate differently

NEW WHO'S WHO

MY NEWS MY PROFILE MY NETWORK MY POSTS MY BLOG

Danone - Origines
 Danone, Nestlé, Danon-Carusso, Collection Origines, édition limitée, les années-Danone, santé, plaisir, innovation, yaourt, lait, produits-rechers

Danone a 50 ans - Découvrez l'histoire de Danone et la collection limitée Origines

ADMINISTRATORS: Nicolas Rolland Esmannelle Courtois

150

5 last news members
 Nicolas Rolland John Arriet John Jouskion

5 most active members
 John Tilly John Jobis John Jouskion

5 last posts
 John Courtois John Chavanes John Chavanes John Hannah

SEE MY MATCHING COMMUNITIES
 SEE ALL COMMUNITIES

CREATE A COMMUNITY

My communities
 Knowledge Management
 Address Group
 I love Zidane
 Miss address
 Community of Water
 SEE ALL

My connections



Wizard Self Service - Windows Internet Explorer

C:\Documents and Settings\1501698377\My Documents\CommonStyle\Backup\liveResources\themes\html\EcoMasterCard\home

GE Money
 Simplifying money matters

Home My Account Statements Payment Options My Information Services Log Out

Welcome back Fernando Torres.
 You last logged in on Tue, 04 Jul 2009 at 12:34AM AEST.

Stay safe and secure online.
 Click here to find out how

Account Summary Information		My Recent Transactions		
Current Balance:	\$918.65	Date	Description	Amount
Available Credit:	\$2,881.00	22/04/2009	Sony Playstation 3	\$798.00
Credit Limit:	\$3,800.00	22/09/2009	Umbro Football	\$89.99
		22/09/2009	Apple Mac Air	\$2,900.00

Manage my Credit Limit
 What would you like to do?
 Increase my credit limit to \$9000.00
 Increase my credit limit to another amount

Enhanced Security
 Remember my computer
 Choose to have your computer's address linked to your Online Service Centre account. Simply select 'Remember My Computer' if you need to answer your secret question on login.
 Register this device

BPAY
 Did you know you could use BPAY® to pay a bill?
 Who would you like to pay?
 A new biller
 Someone I've paid before

Simple ways to avoid fees
 There are plenty of ways to minimise fees and charges:
 • Change your payment method
 • Always pay on time
 • Stay on top of how much you've spent

BPAY® is a credit facility provided by GE Capital Finance Australia (ABN 42 008 593 588) trading as GE Money, 672 Swan Street, Richmond, Victoria 3121 Australia. Copyright General Electric Company 2009. All information is correct at time of publication but is subject to change.

Lotus Connections



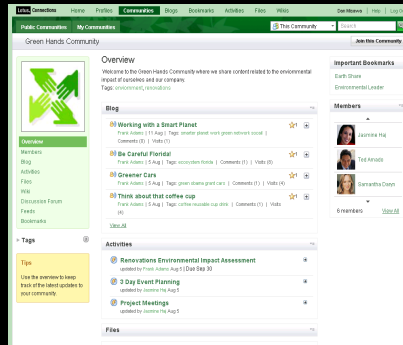
Profiles and Homepage

Profiles

Share who you are, show your network and find who you need

Homepage

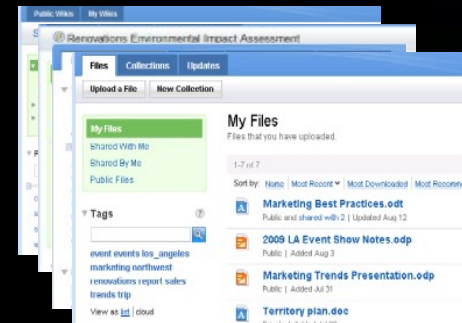
Stay current with your network, what people are reading and sharing, current events and more



Communities

Communities

Provide a place to find, join and collaborate with people who share a common interest, business objectives, responsibility, or area of expertise.



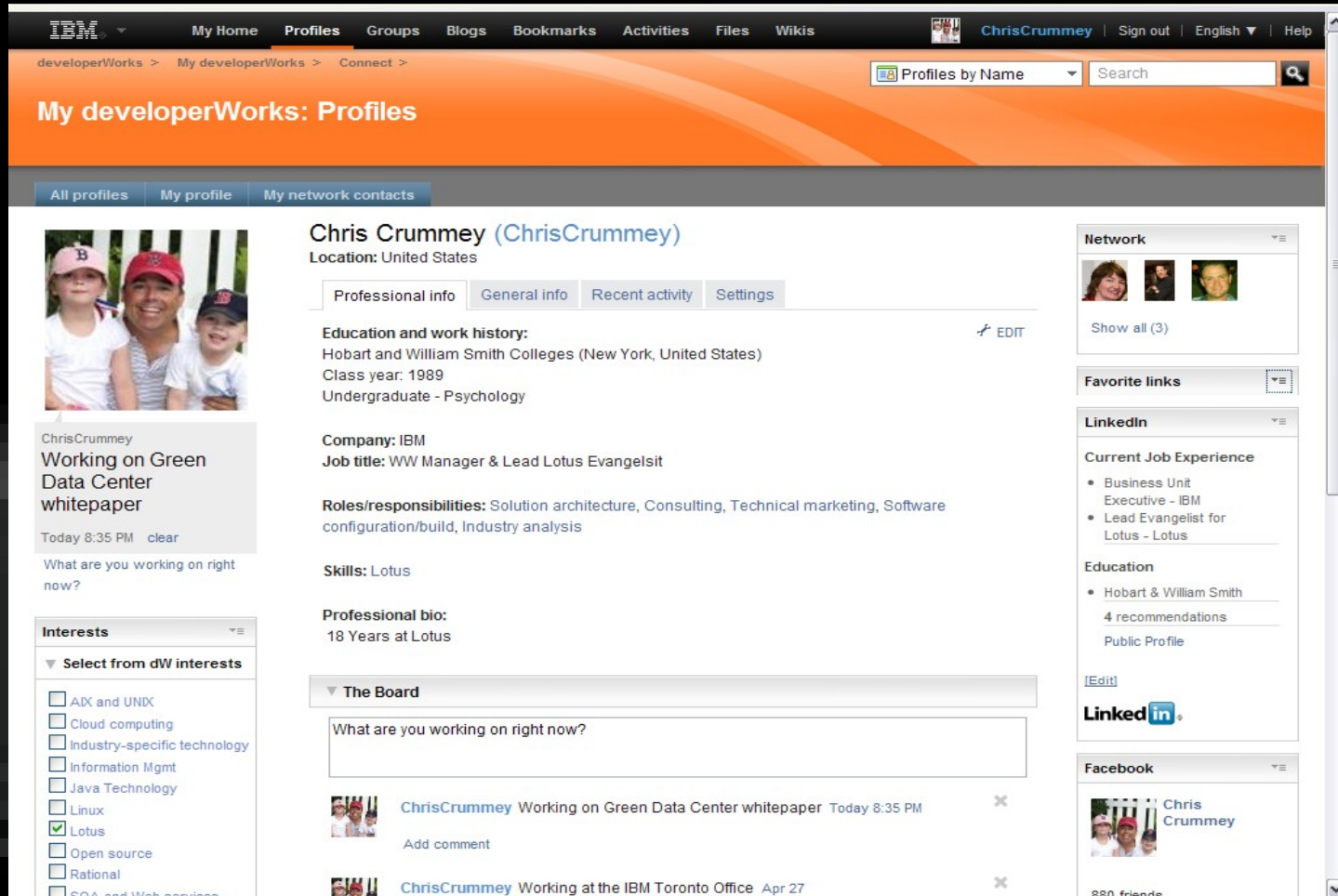
Social Applications

Activities, Blogs, Bookmarks, Wikis and Files

A suite of integrated social applications centered around sharing your thoughts and what you know, Leverage what others know Manage and do your work more effectively and collaboratively

- *Can be extended to external collaboration with clients and partners*
Leading support for compliance and archive

8 Million people collaborating



The screenshot shows the IBM My developerWorks Profiles page for Chris Crumme. The page features a navigation bar with links to My Home, Profiles, Groups, Blogs, Bookmarks, Activities, Files, and Wikis. The user is logged in as Chris Crumme. The main content area displays the user's profile, including a photo of Chris Crumme and two children, and a post titled "Working on Green Data Center whitepaper" from today at 8:35 PM. The profile includes sections for Education and work history (Hobart and William Smith Colleges, Class year: 1989, Undergraduate - Psychology), Company (IBM, Job title: WW Manager & Lead Lotus Evangelist), Roles/responsibilities (Solution architecture, Consulting, Technical marketing, Software configuration/build, Industry analysis), Skills (Lotus), and Professional bio (18 Years at Lotus). The right sidebar shows the user's Network (3 connections), Favorite links, LinkedIn profile (Current Job Experience: Business Unit Executive - IBM, Lead Evangelist for Lotus - Lotus; Education: Hobart & William Smith, 4 recommendations, Public Profile), and Facebook profile (880 friends).

On Premise , In the Cloud and Hybrid

Messaging & Productivity



Unified Communications



Social & Team Collaboration



Portals, Content, & Dashboards



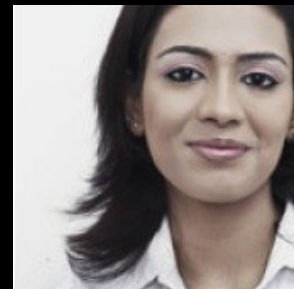
LotusLive beats Google at Enterprise 2.0 Conference – Buyers' Choice Award “LotusLive wins by a landslide”



Cloud / Online



On Premise / Appliance

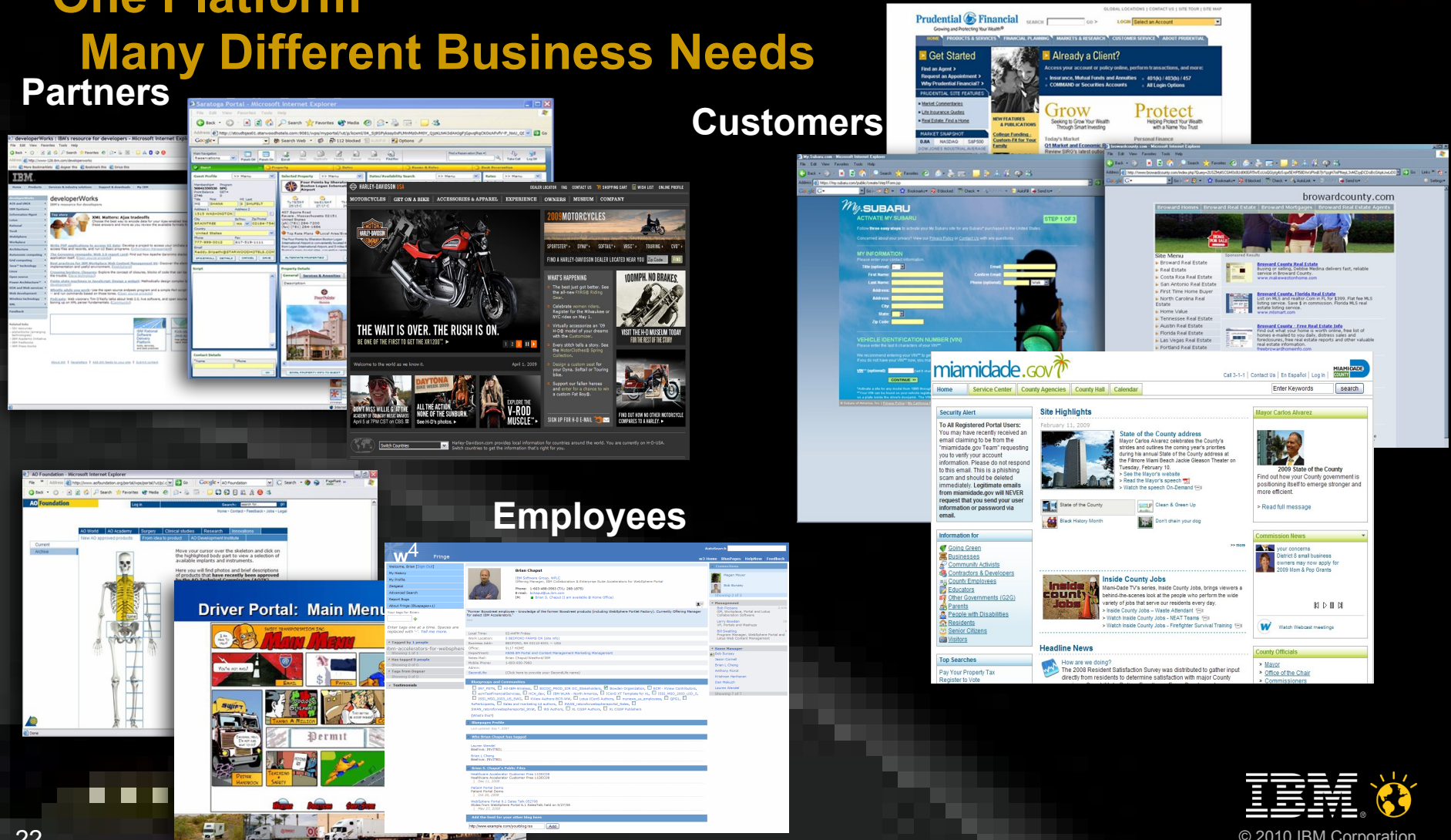


Demo: Collaboration In/Outside the Firewall

WebSphere Portal

Exceptional Web Experiences

One Platform
Many Different Business Needs
Partners
Customers



Employees

Reach



Engage



Create



Target



Socialize



Optimize



Realize

Integrate



Applications



Content



Processes

WebSphere Portal

Exceptional Web Experience Foundation

GE Capital – Australia/ New Zealand

University of London

UNIVERSITY OF LONDON
External System

Welcome | E-mail | LSE e-Learning | My Profile | **Current students** | Student network | Blogs | Contact

Home » Current students

Current students

- General resources
- Programme resources
- VLE resources

CURRENT STUDENTS

Welcome to this area of our website, intended for students with System.

In this area of our website we currently provide certain online publications and resources... for example, Student Handbooks and Regulations, Advance Timetables, FAQs (Frequently / at, and buy UoL Merchandise and find details about contacting us. In addition to these general Virtual Learning Environment's (VLE's) - these are available to students registered on speed to enable them to access these areas. We provide a number general VLE help pages; how administrator.

Please note: Current and past external students can obtain official copies of their transcript letter which confirms your award.

LONDON CONNECTION STUDENT NEWSLETTER

Sign up to receive the newsletter by email.

Issue 8: Spring 2008 [pdf: NaNKB]
Issue 7: Autumn 2007 [pdf: NaNKB]
Issue 6: Spring 2007 [pdf: NaNKB]
Issue 5: Winter 2006 [pdf: NaNKB]

imagination at work
Australia

home | our company | news | careers | contact us | directory

Power of flight

GE's next generation aircraft engine, the GENx delivers improved fuel consumption with fewer emissions and will be the quietest commercial engine ever produced. [Learn more ->](#)

Ecomagination Challenge
GE is awarding \$200 million toward ideas that transform the power grid. ->

Jenbacher power
Anglo Coal is taking waste coal mining gas and turning it into electricity ->

Latest News | More News

16/07/2010
Second Quarter Earnings

16/04/2010
First Quarter Earnings

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Be inSPired

YOU WANT CAN
Achieve@SP
We want, we can @ SP

News

Trailblazing
It's out of the comfort zone and into the jungle for SPA camp 2009! 23-Feb-2009

No PC? No problem!
IT students show off their skills at the SP-Fuji Xerox Singapore Competition. 19-Feb-2009

Today, I work
Thoughts on part-time jobs, the economy and working life from an SP student (and intern at Today). 18-Feb-2009

Upcoming Events

We're on TV!
Let our DMAT students entertain you as Madhatter invades Channel 5's Live 'N' Loaded. 02-Mar-2009

Fish for life
Students in Free Enterprise (SIFE) is back in action and getting their feet wet in Batam. 17-Feb-2009

NJSSC 2009
Build your own mini solar car and race it against those of other secondary school students in the National Junior Solar Sprint Competition. Register here! 24-Mar-2009

Advanced advantage
New course to train kindergarten teachers

IBM Project Vulcan

A blueprint for the future of collaboration

Continuity

- Roadmap starts today with current Lotus products
- Apps run unmodified

Convergence

- Hybrid deployments
- Consistent system, loosely coupled
- Mobile, browser and Notes experiences

Innovation

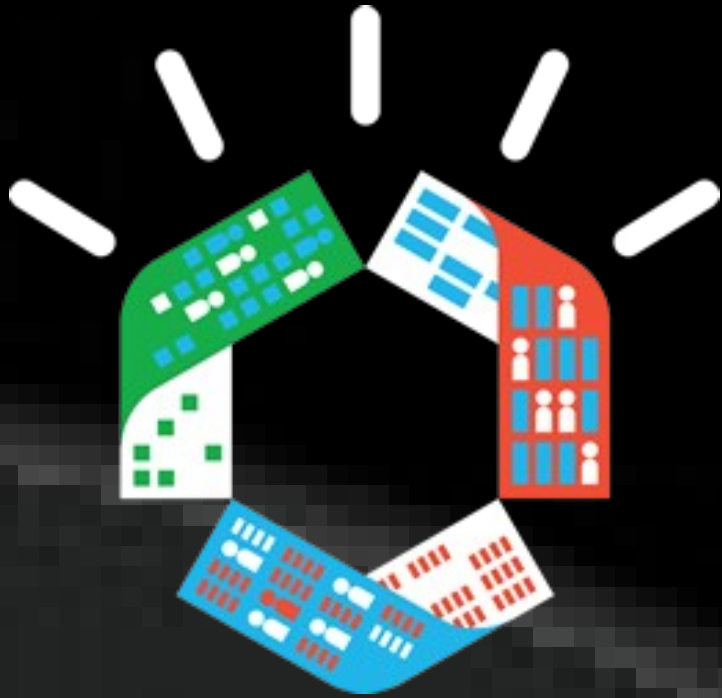
- Continuing innovation across the portfolio
- New productivity at the suite level: analytics, co-editing, etc.

Opportunity

- New applications integrating collaboration and processes
- Open programming model

**Demo:
IBM Lotus Futures**

Leverage new styles of collaboration, access and intelligence



Connect globally with employees, customers and partners to build strong relationships that drive results

Collaborate from anywhere to become a more agile, adaptable organization

Innovate to leverage the power of participation and generate new ideas

Optimize the cost of enabling people

Lotus Knows customers value collaboration

Visit → LotusKnows.com.au



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