



Defining the Collaborative Workplace

Michael Loria
Advanced Collaboration Group
Lotus Software
IBM Software Group

TWENTY YEARS OF



INNOVATION

What is Lotus' Role?

To increase human productivity and improve the way people work together.



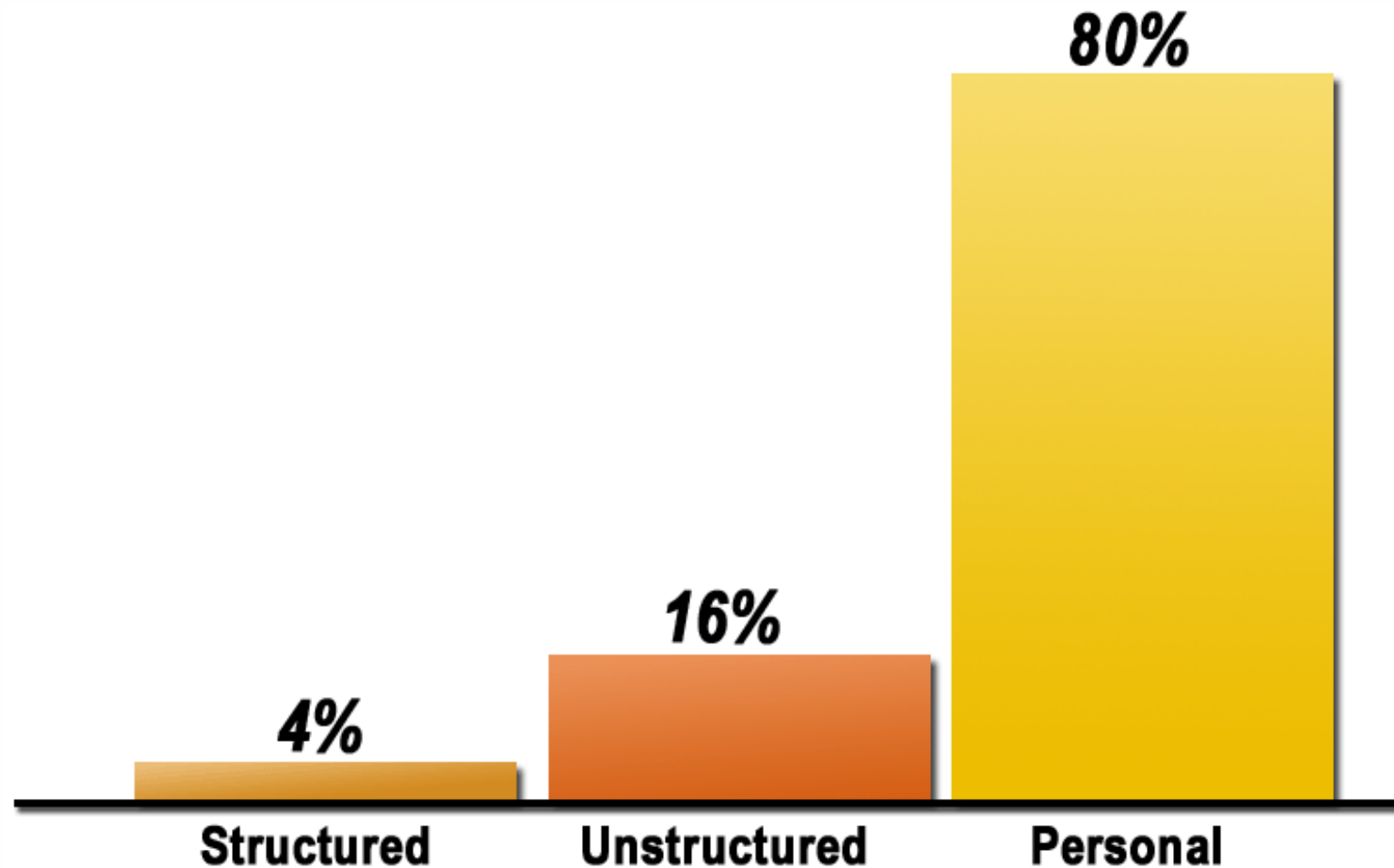
To continue to innovate and broaden our leadership.

To leverage IBM middleware, including portals and e-utilities.



People Hold the Key to Organizational Competitiveness

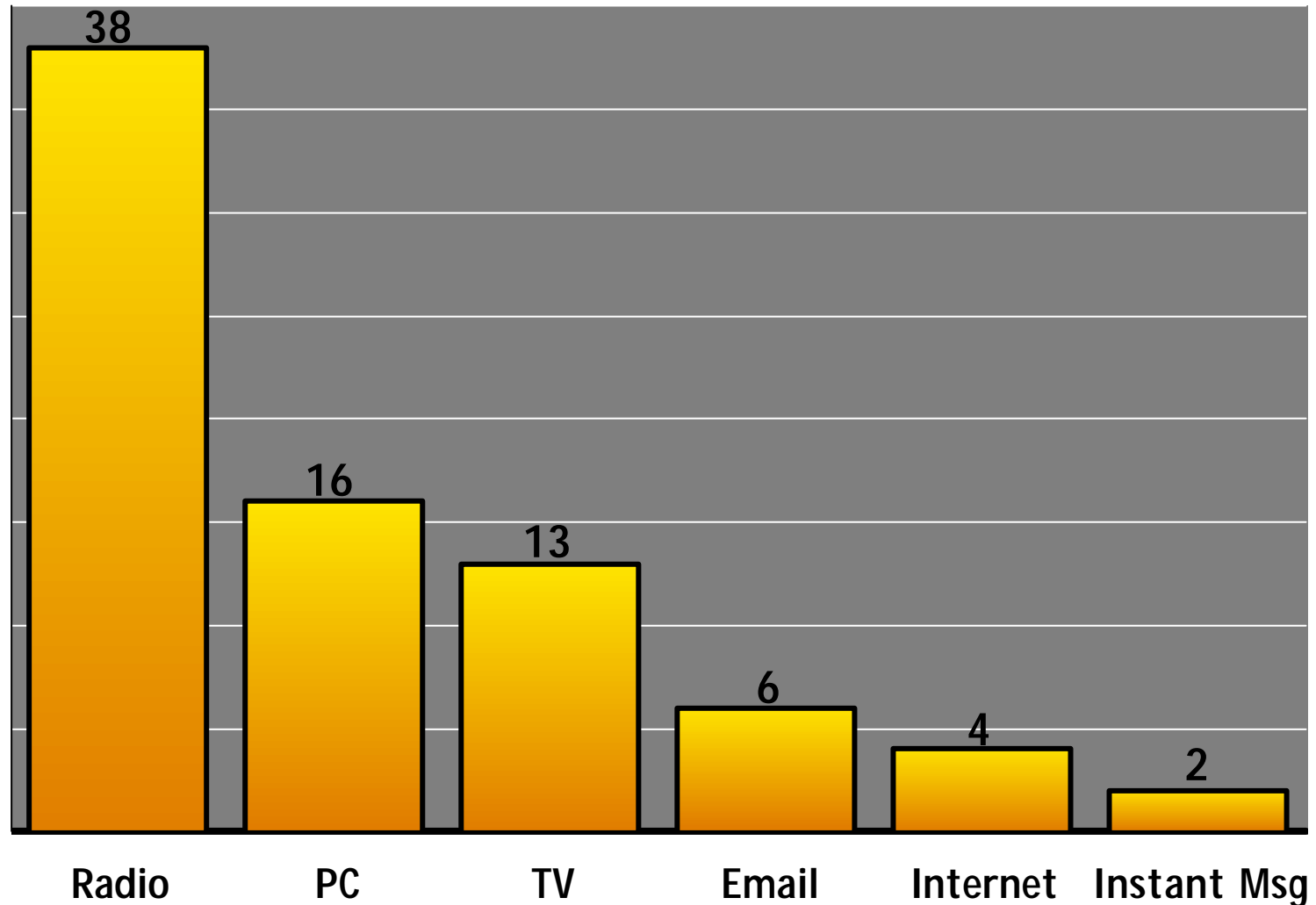
Organizational Knowledge



Rate of Change

Example: Rapid Adoption of Instant Messaging

Number of years to 50 Million Users



Lotus Delivers Products that Enable Collaboration

Lotus software

Advanced Collaboration

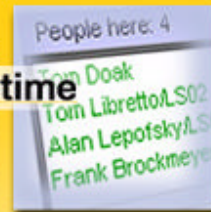
Messaging



Notes and Domino



Sametime

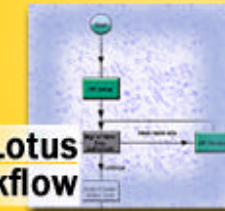


QuickPlace

e-Learning



LearningSpace



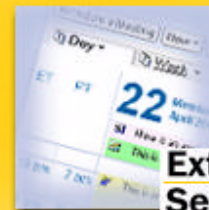
Lotus Workflow



Domino.Doc



Discovery Server



Extended Search

Lotus Software -- Messaging & Collaboration

The Segment Lotus Notes Lotus Domino Lotus Domino Designer
Lotus iNotes Lotus Enterprise Integrator Lotus Domino Everyplace

Market Momentum

- Over 95 million Notes & Domino seats sold
- Lotus is #1 in ICE WW revenue with 49% share (IDC)
- Building business applications costs 44% less & takes 42% less time on Domino than on Exchange (Sytel Inc - Michael Osterman)
- Domino offered lower TCO than Exchange in key areas: downtime, maintenance, installation & acquisition (The Radicati Group)

Customer Examples



* Customers Who Migrated off of Exchange

What's Important to Our Customers?



Today's News: Introducing IBM Lotus Notes & Domino 6

- Reducing TCO
- Intelligent Inbox management and more
- Enhanced spam-filtering
- Continued industry standards support
- Tighter integration with existing infrastructure
- Enhancing time to value



DAIMLERCHRYSLER



SERICOL
More than ink...Solutions:



Deutsche Bank

KAISER PERMANENTE®

Lotus Software -- Advanced Collaboration

The Segment

Lotus QuickPlace **Lotus** Domino.Doc **Lotus** Discovery Server

Lotus Sametime **Lotus** Sametime Everyplace **Lotus** Workflow **WebSphere** Portal

Market Momentum

- Sametime is market leader in Business Instant Messaging
- Sametime Growth >130% in 2Q02 (Year-to-Year)
- Lotus Sametime used by: Nearly 60 of the Global Fortune 100
- Quickplace Growth >150% in 2Q02 (Year-to-Year)
- Lotus QuickPlace listed as a "Leader" in 2002 Gartner Group Team Collaboration Magic Quadrant report
- Websphere Portal Server grew at >400% in 2Q02 (Year-to-Year)
- Over 8M seats of Domino.Doc sold giving industry leading install base of document management systems

Customer Examples



What's Important to Our Customers?



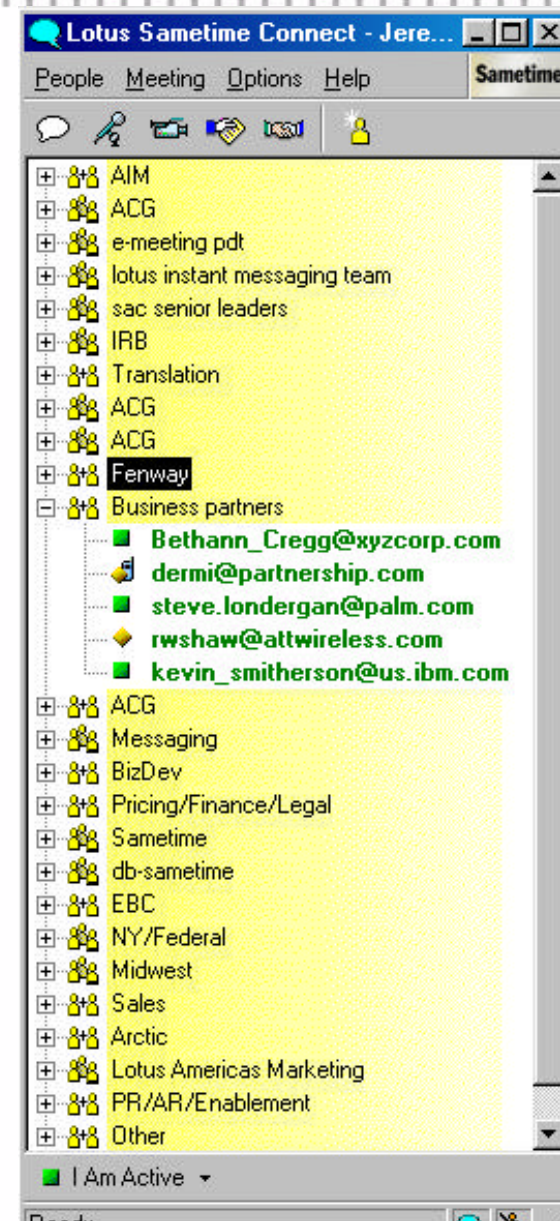
Today's News: Introducing Sametime 3 & QuickPlace 3

- Team workspaces, IM, and webconferencing in single environment
- Integration with Notes and Outlook calendaring
- Embed collaborative components in any application
- Sametime IM Gateway - Universal IM connectivity
- Hosted Web Conferences
- Enterprise Ready
- Single Sign On



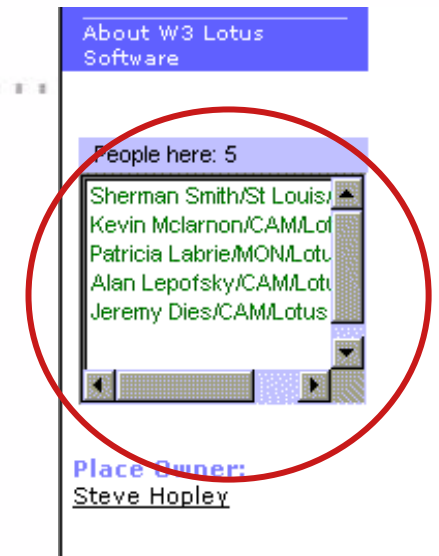
Sametime 3 - Secure, Community-to-Community IM

- Connect IM Communities Securely using the Sametime IM Gateway
 - ▶ First Secure IM Gateway based on SIMPLE standard for interoperability
 - ▶ Create trusted communities of Business IM users
 - ▶ Use corporate directories to authenticate users - not a third party or self registration
- Users can now add "partner@xyz.com" to their buddy list



Embedding Presence Awareness is Easy with Sametime 3

- Presence awareness is the fuel for collaboration
- Presence is expanding beyond a "buddy list"
- Presence applies to people *and* applications
- New Sametime toolkits make it easy
 - ▶ Sametime Links
 - ▶ Sametime COM toolkit
 - ▶ Community Server toolkit

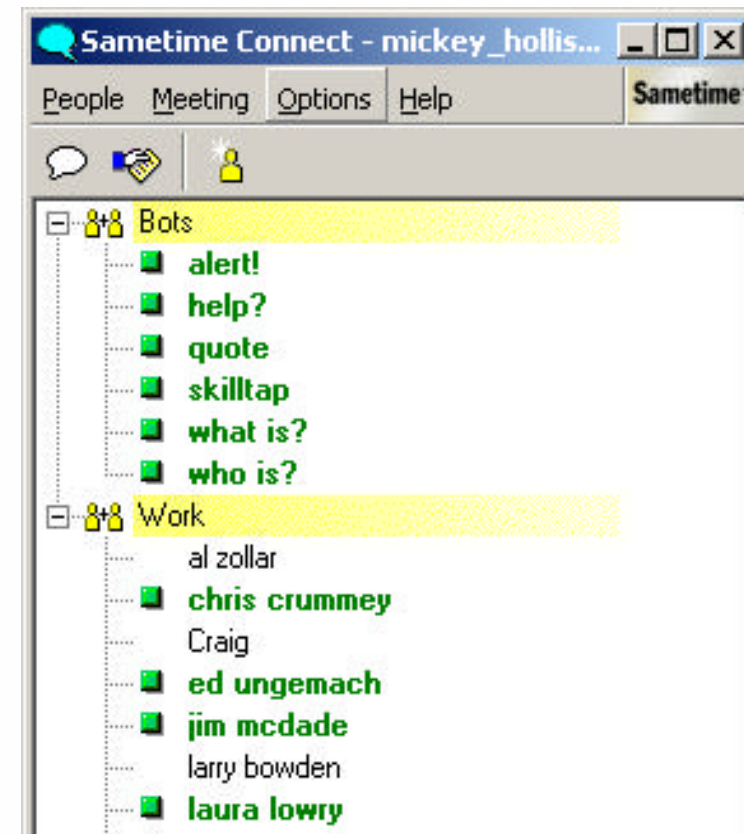


in less than two hours, this inst...

Desjardins realized a large return of business decision making and the Desjardins customer.

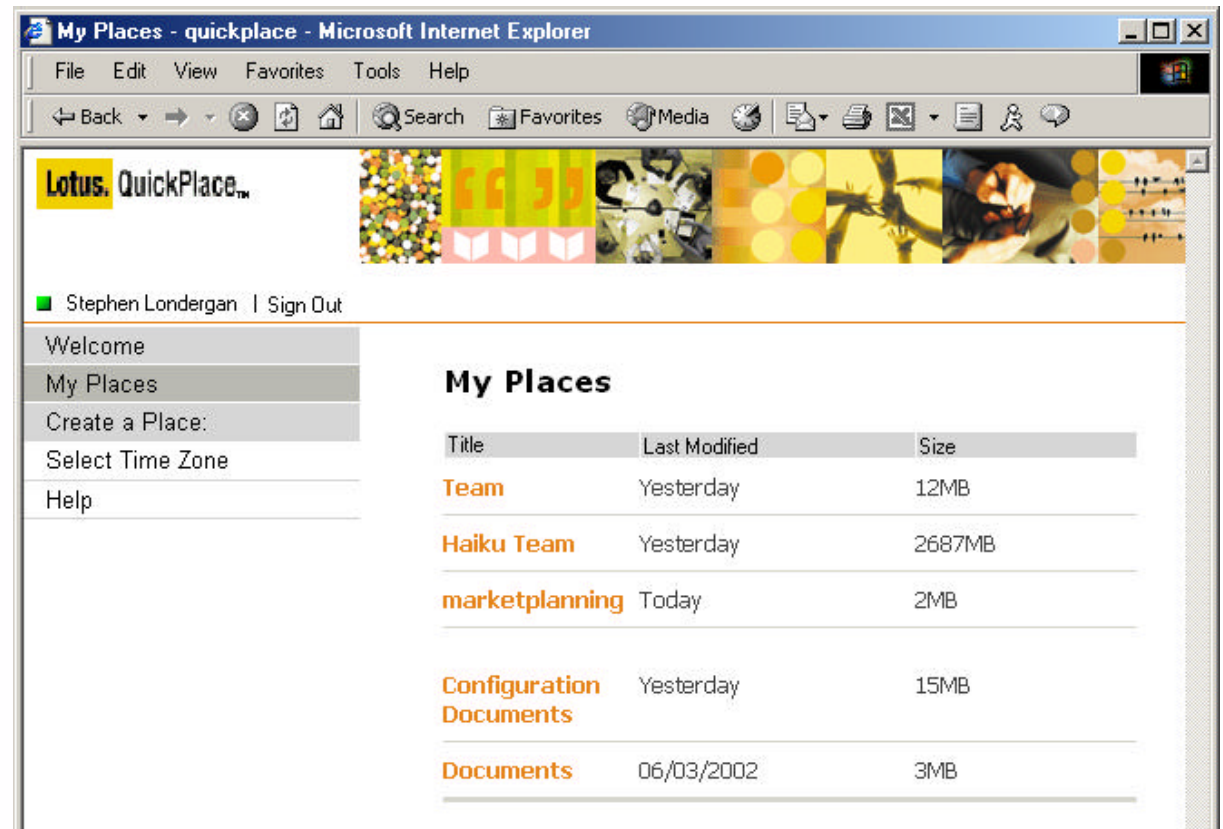
Note: The information contained in the for more information.

Authored by: [Patricia Labrie](#)



Lotus QuickPlace 3 - Easier to Use than Ever Before

- My Places makes it easier for members to move from one Place to another
 - Room maps make it easier to get around in a place
 - New search options make it easier to find information
 - Lotus Sametime integration makes it easier to work with the team in realtime - see Member availability, initiate IM, or schedule or launch a Web conference
-
- Team events also appear in Lotus Notes or Microsoft Outlook calendar



Title	Last Modified	Size
Team	Yesterday	12MB
Haiku Team	Yesterday	2687MB
marketplanning	Today	2MB
Configuration Documents	Yesterday	15MB
Documents	06/03/2002	3MB

GE Capital Sametime & QuickPlace

The screenshot shows the GE Capital website homepage. At the top left is the GE logo and the text "GE Capital". Below this is a navigation bar with a dropdown menu "Go Directly to a GE Capital Business..." and a "GO" button. To the right of the navigation bar are links for "Home", "About GE Capital", "Careers", and "Contact Us".

The main content area is divided into several sections:

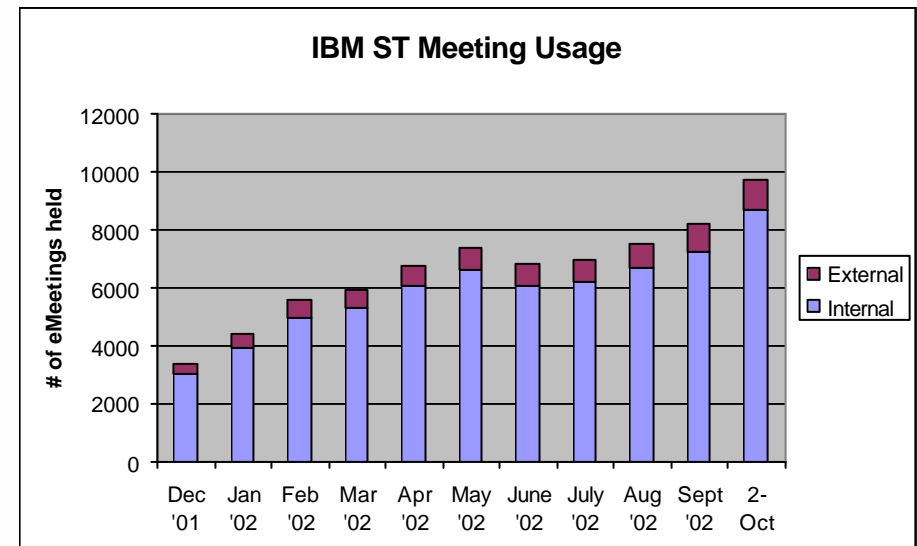
- Business to Business Services In North America:** A vertical list of services including Business Finance, Real Estate Finance, Transportation Financing, Equipment Financing, Institutional Asset Management, Insurance Services, Credit Card Services, Communications and IT, and Small Business Solutions. Each item has a right-pointing arrow.
- Quick Access:** A section for frequently requested information with links to Customer Account Information, Business Productivity Solutions, Off-Lease Equipment for Sale, Six Sigma and GE, and Customer Solution Stories.
- Customer Centricity:** A section with the text "It's listening... It's solving..." and a small image of a woman.
- Welcome to GE Capital:** A large central area with the text "Welcome to GE Capital" and two buttons for "Europe" and "Asia".
- GE Capital Service Finder:** A section with the text "Start here to find the GE Capital Service that best suits your needs." and a "Select a Country" dropdown menu.
- Industry Solutions:** A section with the text "Find services specific to your industry" and a list of industries: Healthcare, Telecom, Retail, Wholesale & Franchises, and Manufacturing.
- Ask GE Capital:** A search box with the text "Enter search word(s)" and a "GO" button. Below it is a link for "Advanced Search".
- Personal Finance:** A section with the text "Enjoy increased savings and security with the GE Financial Network."
- GE Small Business:** A section with the text "Leverage the tools that can give your company a financial advantage."
- Corporate Finance:** A section with the text "Financing solutions for companies with revenues of \$20MM and above."
- GE Trucking Solutions:** A section with the text "GE Trucking Solutions features a comprehensive selection of truck financing and services."
- Careers at GE Capital:** A section with the text "There are no limits to the possibilities and potential of a GE Capital career."

IBM

Sametime & QuickPlace

- Created a Portal-based environment for Instant Messaging, Web Conferencing, and Team Collaboration
 - ▶ Services Available
 - ▶ Not Required

- The Result
 - ▶ Instant Messaging - 250K Registered Users
 - ▶ Web Conferencings - Over 9,500/Mtggs per Month @ \$5.2M Cost Avoidance
 - ▶ Team Collaboration - Over 6,000 QuickPlaces



Avnet Uses Sametime to Improve Customer Service

■ Challenge

- ▶ Provide better customer support; improve efficiency and increase productivity of geographically dispersed teams

■ Solution

- ▶ Web-accessible help-desk directly connected to Avnet technical support; secure instant messaging and conferencing services; in-office present awareness; all developed on the Lotus Sametime platform

■ Key Business Benefits

- ▶ Better customer service through real-time responses to technical questions; more efficient communications and reduction of unnecessary voice mail and e-mail; lower long-distance telephone charges; better service to incoming callers

Sametime has allowed communication between sales and support groups to reach levels I don't believe Avnet has ever experienced. ...The feature of bringing several individuals into a conversation at once has replaced the long e-mail trails we all have experienced when trying to resolve issues.

Deb Schultz, Vice President of Operations, Avnet, Inc.

Lotus Software -- e-Learning

The Segment	IBM Mindspan Solutions	
Lotus LearningSpace		IBM Learning Services
Market Momentum	<ul style="list-style-type: none">■ IBM Mindspan Solutions is worldwide leader in e-learning solutions<ul style="list-style-type: none">– Performed over 2000 engagements in >55 countries; In 2001 Mindspan engaged over 900 organizations -- an y/y increase of 80%.– Nearly 4M seats of LearningSpace sold, 1.1M in 2001 alone– Increased customer base by 30% in 2002 bringing total to over 1600 customers■ Mindspan Solutions customers include:<ul style="list-style-type: none">– 7 of top 10 US Airlines; 7 of top 10 US Telecom; 6 of top 10 WW commercial banks; 7 of top 10 WW auto mfgers; 4 of top 5 WW diversified financial institutions	
Customer Examples		

What's Important to Our Customers?



Today's News:

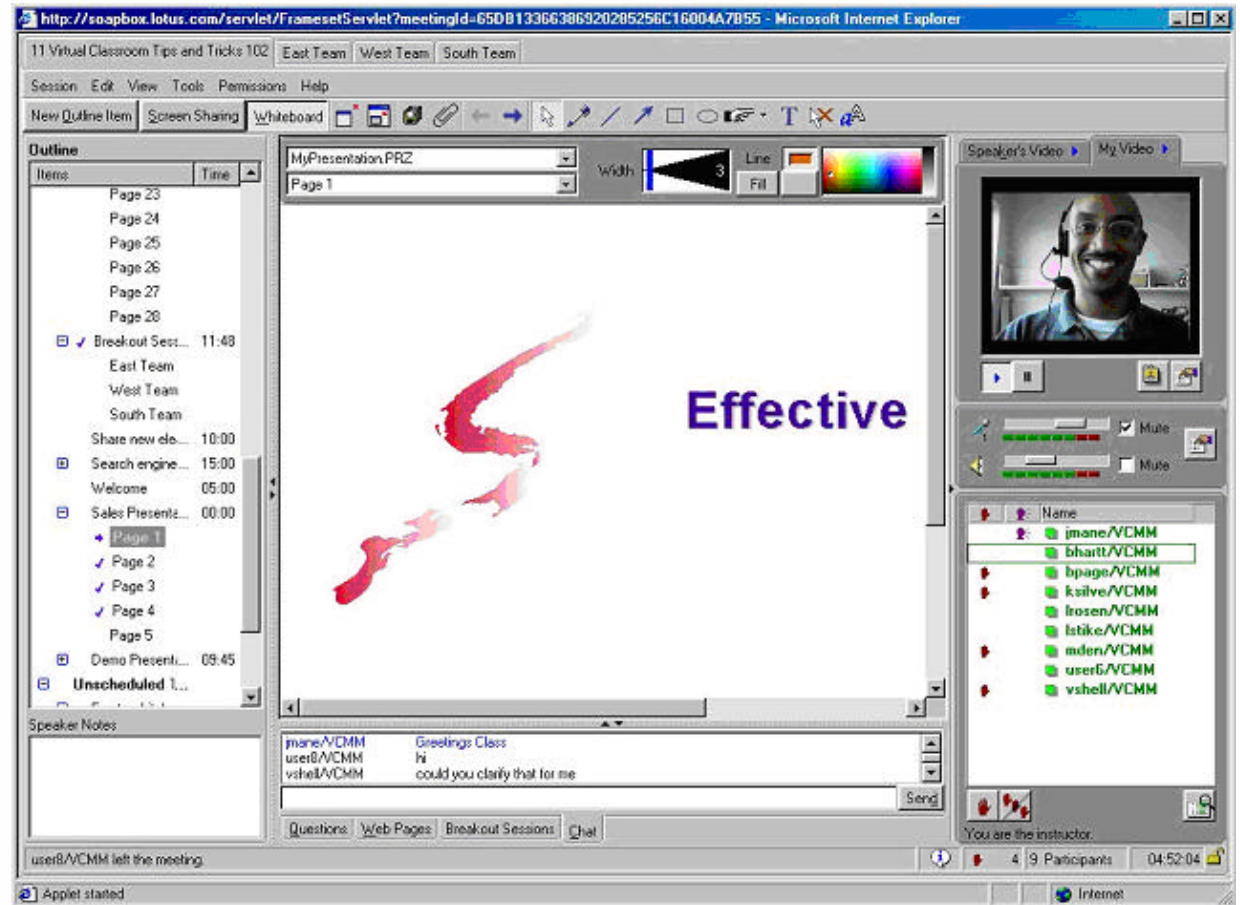
Introducing IBM Lotus LearningSpace - Virtual Classroom

- Construct and deliver courses in a matter of hours not days
- Create once, present multiple times for consistent learning delivery... across the organization, around the world
- Modular design meets needs now and in future
- Simplified registration and directory integration
- Improves training effectiveness with enhanced options for blended learning



Virtual Classroom

- *whiteboard*
- *application sharing*
- *web-follow-me*
- *awareness and chat*
- *record and playback*
- *audio/video*
- questions and polls
- catalog
- enrollment
- course builder
- materials repository
- class outlines
- breakout sessions
- preload applets
- no client download



Global Campus, Basic Blue

IBM e-Learning

- \$350M saved annually
- 30,000 course titles

Basic Blue ROI

- \$88M in savings for 1 manager course involving 6400 people over 3 years
- 25% less learning time
- 5 times more content able to be covered in 12 month self-paced course than in traditional classroom
- Payback period was 5 months = 2284% ROI

IBM Global Campus | Welcome - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address <https://w3.education.ibm.com/>

w3 IBM Global Campus

[BluePages](#) [Search](#) [HelpNow](#) [Feedback](#)

June 10, 2002

Welcome to IBM Global Campus

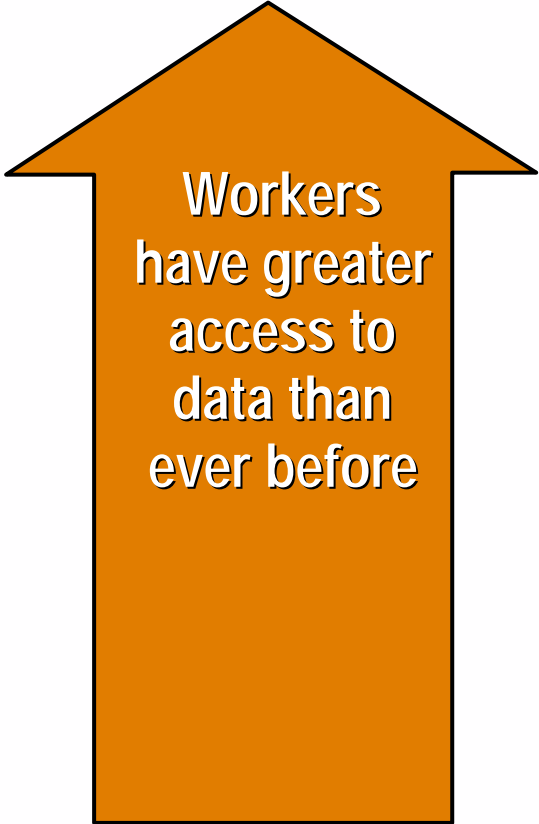
IBM Global Campus offers you access to thousands of classroom and e-learning courses. You can browse the catalog and enroll in your favorite course. To read more about IBM Global Campus functions, go to [Frequently Asked Questions](#). To manage your courses, including cancellations, go to [My Courses and Profile](#).

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Welcome
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Namaste
[Tervetuloa](#)
欢迎
[Yin Doe Ton Rub](#)
Bienvenue

ILS introduces the Worldwide Course Code
[+ READ](#)

The Information Paradox

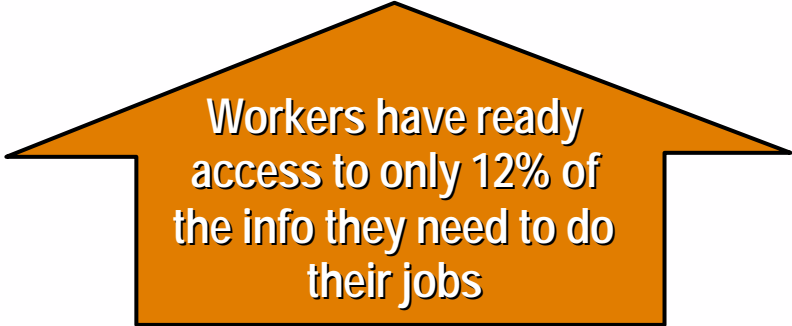
3 exabytes of data
generated in 2000



Workers
have greater
access to
data than
ever before

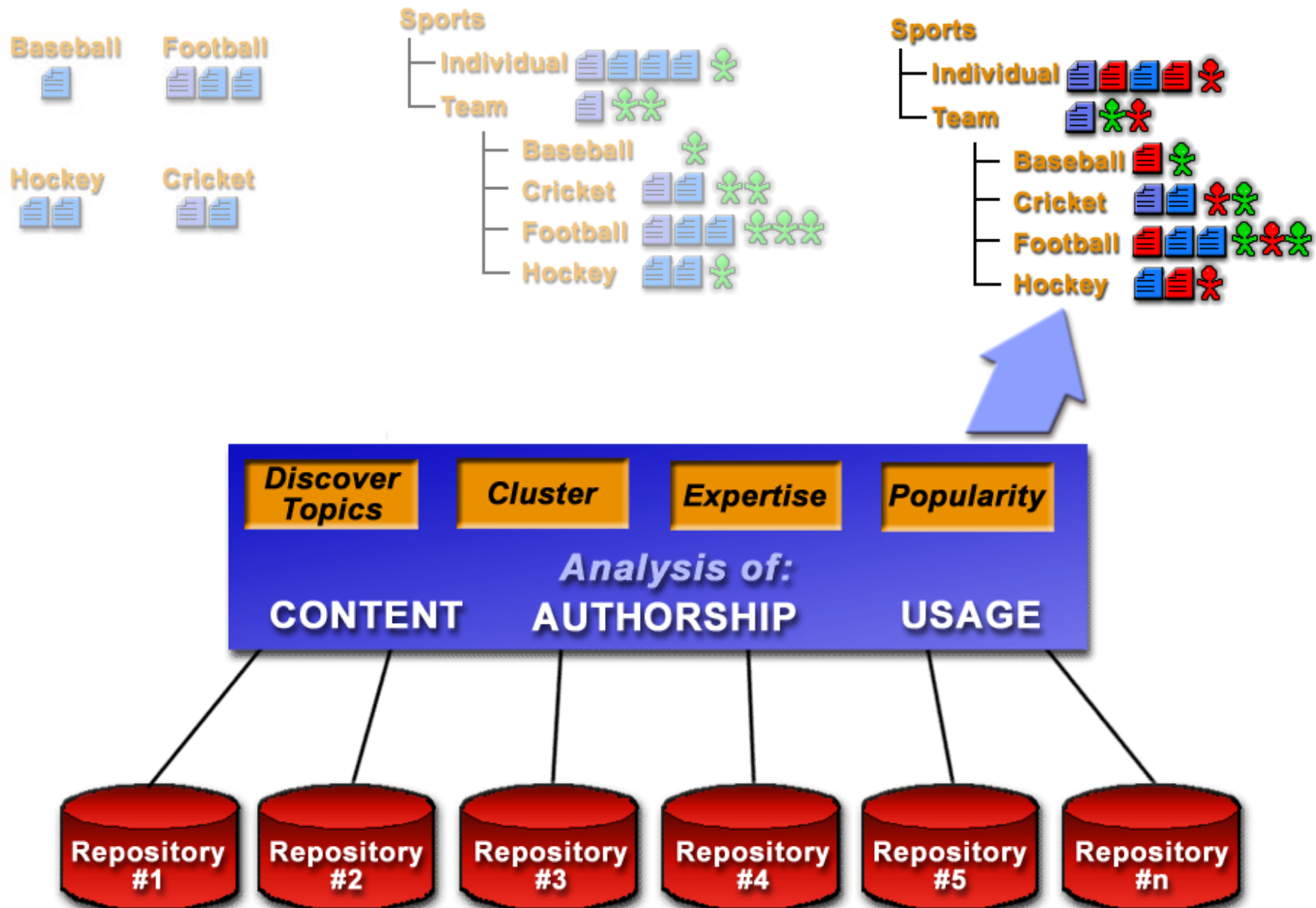
If you stored that 3 exabytes
on floppies ... the stack would
be 6 million miles high ...
enough to reach to the moon
and back about 12 times.

Search usefulness ceiling



Workers have ready
access to only 12% of
the info they need to do
their jobs

Knowledge Discovery



Knowledge Map

Browse & Search

Search Results

Actions Help

Categories

out

Lotus Discovery Server

within this category

Go

Browse: Home > Knowledge Discovery

Subcategories

- Domino Extended Search
- Domino.Doc
- Installation Issues
- Lotus Discovery Server
- Lotus Web Content Management System
- Lotus Workflow
- Press
- Sage
- Search
- Taxonomy
- Thesaurus
- KM Competitive
- Lotus Discovery Server Offerings

Document Summary

A closer look at SOAP, RPC, and RMI (Response to: "a closer look at SOAP")

Good article on automatic classification tools (with product comparison chart)

Coalition accepts Microsoft-based "metadata" standard

look at this

Priority switch from CD to electronic product distribution

Updated Web Spider Instructions (Response to: "Web Spider Instructions")

Lotusphere 2002 Opening General Session Transcript

Signed applet will be downloaded once (Response to: "I asked some friends in App Dev why customers might be averse to Java. Here's one answer.")

Document Popularity

15	Jaye Fitzgerald/Iris
14	Marianne White/CAM/Lotus
2	Joel Demay/Cambridge/IBM
1	Paul Contreras/TYO/Lotus
1	Jan Kenney/Iris
1	Julia Nizhegorodova/CAM/Lotus
0	Sean Loiselle/Singapore/IBM
0	Jaye Fitzgerald/Iris

Awarness/IM

Documents Disp

Affinity Rank

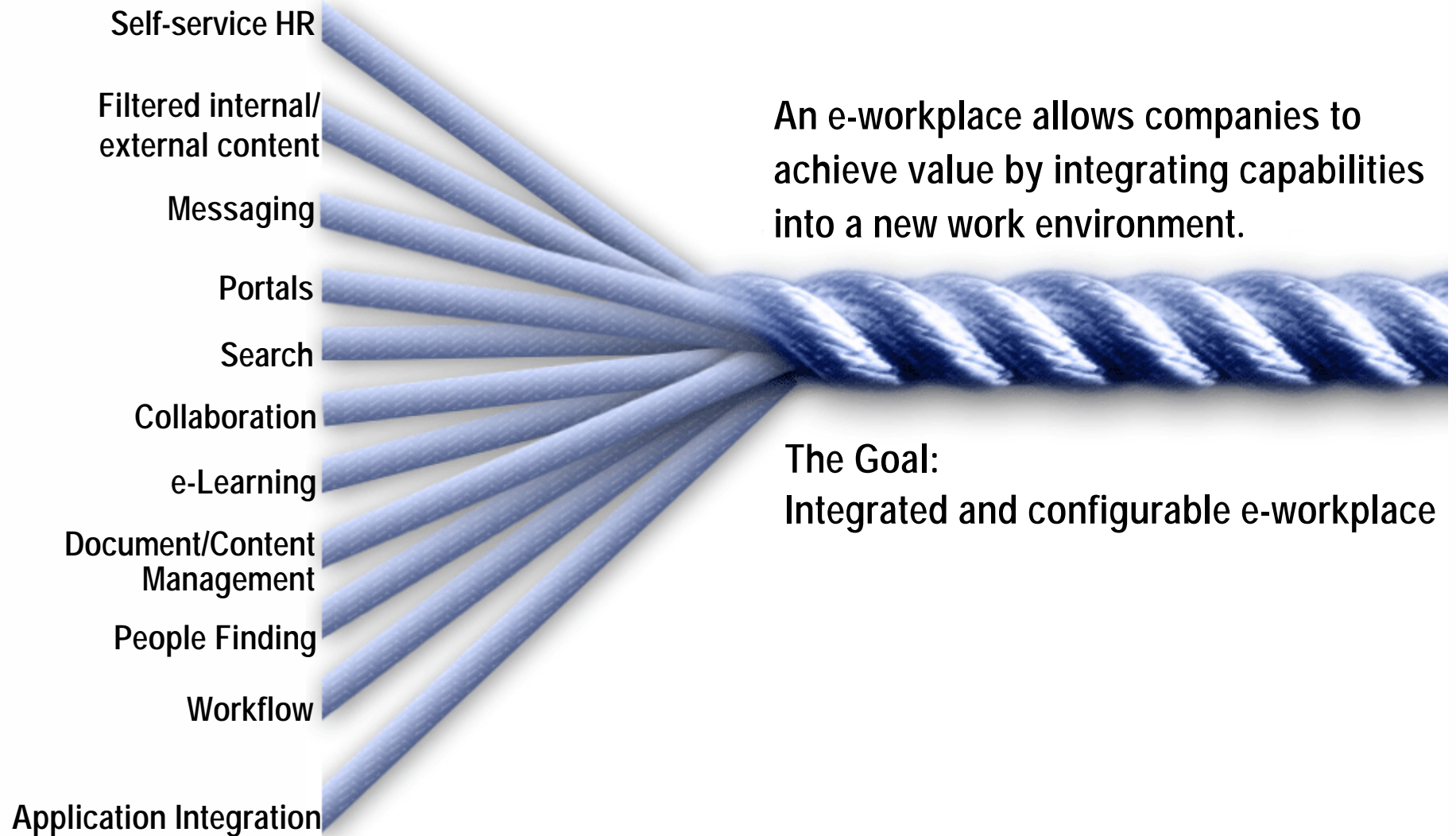
People Who Know About (28)

- Joel Waterman/France/IBM
- Dave Newbold/Westford/IBM
- Terry Accola/Cambridge/IBM
- Cheryl Spera/Westford/IBM
- Cynthia Regnante/Westford/IBM
- Andy Schirmer/Westford/IBM
- Wendi Pohs/Westford/IBM
- Scott Eliot/Cambridge/IBM
- Joel Demay/Cambridge/IBM
- David Kajmo/Westford/IBM

Affinity	Job Title
100	Advanced Collaboration Sales Executive EMEA for QP, ST, E
67	Distinguished Engineer, Discovery Systems
22	MARKETING MANAGER
20	SENIOR PROGRAMMER MANAGER
19	Product Designer
19	KM Lead Product Designer
19	
19	
15	
15	

Collaboration for the Enterprise

IBM Dynamic Workplaces™



IBM's Dynamic Workplace tomorrow - collaborative capabilities fully integrated

The screenshot displays the IBM Dynamic Workplace interface for user Lee Dierdorff on June 5, 2002. The interface is divided into several sections:

- Header:** Greeting "Hello, Lee Dierdorff" with date and time, and navigation links for "Homepage settings", "my Profile", and "Sign-out".
- Navigation:** "BluePages", "Search", "e-Learning", and "Feedback" links are visible.
- Left Sidebar:**
 - w3 Home:** Includes "News", "Sam's w3 Pages", and "Lou's w3 Pages".
 - Links to Applications you use most:** A callout box pointing to a section with "ESSENTIAL LINKS" such as "Travel", "Team Rooms", and "Communities".
 - Virtual Teamrooms:** A callout box pointing to "Team Rooms" with links like "BTE QuicePlace" and "Corp Function QP".
 - Awareness:** A callout box pointing to the "BUDDY LIST" section, which lists "My Team" members: Bob D'Errico and Simon Cooper.
- Main Content Area:**
 - Home:** A callout box pointing to the "Home" navigation tab.
 - NEWS:** A callout box "Tailored News and Content" points to the "Top Stories" section, featuring articles like "Technology Group announces realignment" and "John Kelly, Linda Sanford and John Joyce discuss recent".
 - Expertise Location:** A callout box points to the "SEARCH EXPERTS" section, showing a search for "Luis H Rodriguez" and a "SkillTap Channel" dropdown.
 - Document Library:** A callout box points to the "MY DOCUMENTS" section, which shows a tree view of folders like "Shared-Folders", "Horizon-3", "Presentations", "Project-Prioritization", "Research-Reports", "Financial-Analyses", and "e-Workplace".
 - Tailored News and Content:** A second callout box points to the "MyNews" section, listing items like "IBM U.S. News Bulletins" and "IBM Travel Programs & TEA Reimbursement Info".
- Right Sidebar:**
 - EMAIL/CALENDAR:** A callout box "Messaging & Calendar" points to this section, which includes "Read email", "Send email", "Notes Address Book", "Calendar", and "Schedule Meeting".
 - Calendar:** A callout box "Webconferences" points to a calendar view for April 2001, with a specific date (the 8th) highlighted.
 - Webconferences:** A callout box points to a list of upcoming events, including "Web/Tele Conference" with sub-items like "Dynamic Workplace" and "DB2 ODC Validation".

In Summary...

- Lotus continues to build on 20 years of innovation and success
- The market for collaborative solutions continues to grow
- We are uniquely positioned to lead this market
 - Lotus Notes and Domino 6
 - Lotus Sametime 3
 - Lotus QuickPlace 3
 - Lotus LearningSpace - Virtual Classroom
- IBM's broad portfolio of services and solutions will enable us to add the "dynamic" to tomorrow's workplace and define the workplace of the future



Thank You