

Real-time collaboration solutions

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Lotus software

Introducing IBM Lotus Sametime 7.5 software.

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Introduction

Every day, millions of people use instant messaging (IM) and Web conferencing to make critical business decisions. They share ideas, find answers and make connections. This real-time technology has helped flatten the world, eliminating the barriers of time and space that previously separated people. And already, something else is changing. Companies that started out thinking they were simply using a real-time communication tool have discovered that they are now transforming themselves into real-time businesses. This technology – and the power of collaborative knowledge – has profoundly changed how we all do business.

Becoming a real-time business does not happen by bending people to fit the technology; instead, it is the result of embracing the social, creative and entrepreneurial nature of people, and extending it. Humans are social creatures. And in business, as much as anywhere, the social behavior of people is the fabric of any organization.

Significantly extending the capabilities of the award-winning IBM Lotus® Sametime® real-time collaboration software, the soon-to-be-released Sametime 7.5 application is not only designed to provide for a best-in-class instant messaging and Web conferencing user experience but also to introduce new and creative methods for connecting with people, forming communities and sharing information. With technology that dovetails with how your business runs, you will be able to communicate with colleagues and customers in real time, in a natural and easy way. Perceived geographical distances, as well as the time needed to complete critical tasks, will be greatly diminished.

Highlights

Lotus Sametime 7.5 software represents a significant upgrade in real-time collaboration capabilities, with over 100 new and enhanced features.

With more than 100 new and enhanced features, Lotus Sametime 7.5 software will represent a significant upgrade in real-time collaboration capabilities, including a new IM client, a completely redesigned Web conferencing user experience, federation with public IM networks, integration with leading telephony and desktop video providers and integrated Voice over IP (VoIP). With its open and fully extensible design, it will also transform Lotus Sametime software from a real-time collaboration program to a real-time collaboration *platform*, enabling IBM Business Partners and developers to easily deliver customized real-time business solutions. It will also serve as a foundation for advanced organizational collaboration and social networking tools, allowing you to change the way you do business and making your whole organization faster, more responsive and more productive.

Enhanced instant messaging client

Lotus Sametime 7.5 software will introduce a new, updated IM client, the design of which is based on the best ideas from IBM Research and customer feedback—the same design model that is planned for future releases of IBM Lotus Notes® software.

In addition to the updates in the user interface, the IM client will offer a number of enhancements to the existing Lotus Sametime Connect client experience. It will feature a quick-find capability, allowing you to easily locate the person with whom you want to chat, nested groups for organizing teams and sub-teams, and a business-card view that displays essential contact information—pulled directly from your corporate directory—when you hover over a contact's name.

Highlights

The new quick-find capability will let you easily find contacts, and even exchange instant messages with people without having to add them to your contact list.

With innovations like location awareness and an embedded resource area for custom applications, Lotus Sametime software is extending beyond just presence awareness and IM.



The Lotus Sametime 7.5 Connect client will feature location awareness and an embedded resource area for custom applications.

Highlights

Strong administration- and policy-based settings will provide you with the controls you need to manage the needs of different user communities.

The enhanced IM client will also introduce capabilities that advance beyond what IM clients have traditionally been able to offer. Lotus Sametime 7.5 software is expected to be the first enterprise IM solution to announce capabilities like location awareness, which enables the display of a user's physical location. It will also feature a resource area that can be customized for any number of purposes, including running custom applications directly in the Sametime Connect client itself.

This resource area, and the extensible nature of Lotus Sametime 7.5 software in general, is powered by the open Eclipse framework upon which the software is being built. This framework will give Lotus Sametime users a plug-in model that will enable third parties, and businesses themselves, to easily customize their Sametime environment and add new functionality. And, since the needs of every business—and even groups of users within a business—will vary, Lotus Sametime 7.5 software will also have strong administration- and policy-based settings to control the specific features and capabilities that are available for different user communities.

IM chat enhancements

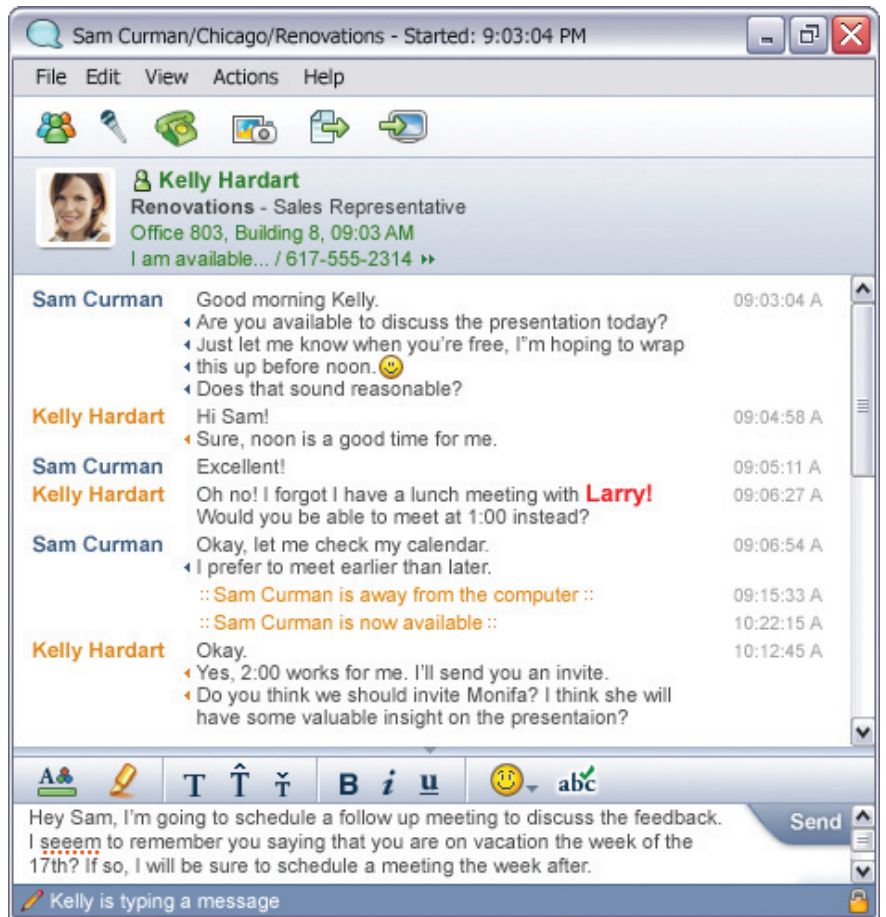
The Lotus Sametime 7.5 chat window is being designed to deliver an experience that will make for an easy transition for anyone familiar with public IM services, while still delivering the capabilities expected from an enterprise-grade IM solution. Lotus Sametime software is being designed to incorporate the following new IM features:

- *Emoticons, rich fonts, time stamps and customizable branding*
- *Real-time spell check of messages before they are sent*
- *Optional automatic saving of chat history on the user's PC*
- *Incorporation of user photos, job titles and contact information*
- *Enhanced privacy and "do not disturb" settings*

Highlights

In-line spell check, rich text and emoticons will make sure your messages are conveyed with their intended meaning.

Enhanced privacy and “do not disturb” settings will let you stay in touch with essential contacts while not being overrun by incoming messages.



The new chat client will feature rich fonts, emoticons, time stamps, contact information and in-line spell check.

Highlights

High quality embedded Voice over IP (VoIP) capabilities will allow you to further reduce communication costs.

The enhancements planned for Lotus Sametime software are not limited to text chat. To bridge the multiple modes of communication involved in real-time collaboration and to help further reduce communication costs, the software will include embedded VoIP capabilities, enabling users to easily start a PC-to-PC “voice chat” with other Lotus Sametime application users. This feature will allow up to five people to participate in the same conversation, furthering their ability to collaborate in real time.

Web conferencing enhancements

IBM Lotus Sametime 7.5 software is expected to bring a number of enhancements to the Web conferencing user experience, providing a simpler, more intuitive user interface and making it easier than ever to join a meeting.

The Lotus Sametime meeting room client is being completely redesigned, offering improvements in navigation and in access to Web conference tools. The Lotus Sametime 7.5 application will also feature a new welcome page and enhancements to application sharing and whiteboard performance, with particular attention given to how files are uploaded and displayed during meetings.

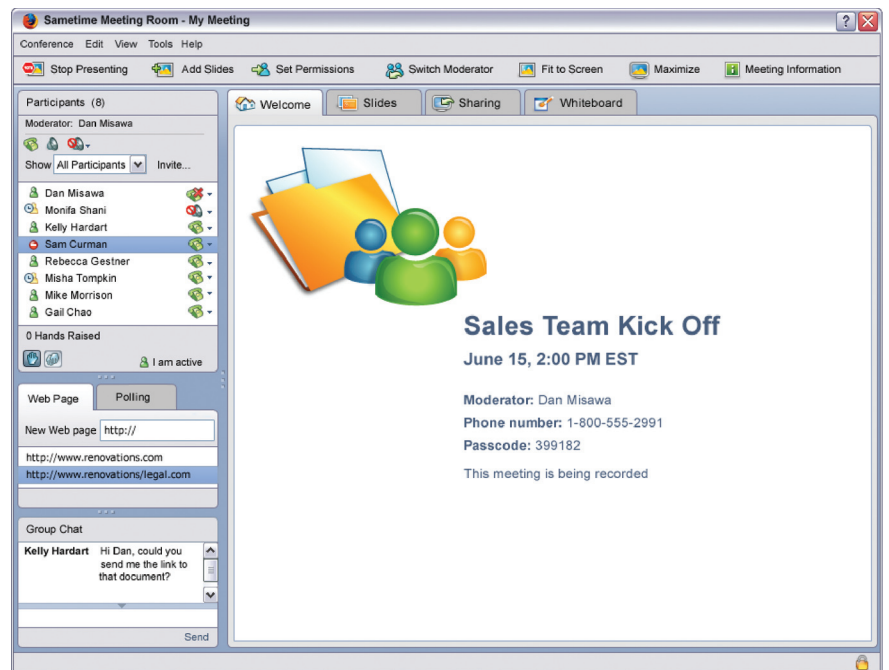
Equally important are the steps being taken to give all participants the ability to quickly and easily schedule a Web conference or join an online meeting. With this in mind, Lotus Sametime 7.5 software will feature a streamlined

Highlights

Enhancements in Lotus Sametime 7.5 Web conferencing will make it easy for anyone to join a meeting, whether they are inside or outside the firewall.

Federation with public instant messaging networks will be available to Lotus Sametime 7.5 users with no additional purchase required.

meeting reservation process and will allow anyone to join a meeting, regardless of whether attendees are inside or outside the firewall and without requiring any extra measures to handle browser pop-up blockers.



The redesigned Lotus Sametime meeting room will allow even first-time meeting attendees to join and participate in Web conferences with ease.

Public IM federation

In addition to collaborating with your colleagues through instant messaging, there may be many times where you will need to reach out to clients or partners who have access to IM only over a public network. To make sure that Lotus Sametime software can meet this critical need, IBM is working with leaders in the public instant messaging market to help Lotus Sametime users connect with those communities, with no additional purchase required.

Highlights

Integrate Lotus Sametime software with leading telephony and desktop video providers to take advantage of converged capabilities.

IBM has entered into agreements with America Online (AOL) and Yahoo! to enable Lotus Sametime users to connect with users of AOL AIM, ICQ, Apple iChat and Yahoo! Messenger. Building on their existing relationship, IBM and Google have also announced their intention to enable standards-based interoperability between the IBM Lotus Sametime enterprise IM community and the Google Talk public IM network.

IBM will enable this connectivity through a new, open-standards-based real-time collaboration gateway, currently planned to be available later in 2006. This same gateway will also allow for enhanced enterprise-to-enterprise instant messaging connectivity.

Telephony and video integration

While the integrated VoIP capabilities of the Lotus Sametime application will meet many requirements for voice conversations, additional benefits will potentially be realized by integrating the software with your enterprise telephony or desktop video solution. IBM is working with the leading providers of telephony and video solutions to allow you to take advantage of converged audio, video and PC-based collaboration capabilities. Supporting IBM in this area are a number of industry leaders, including Avaya, Nortel, Polycom, Premiere Global Services, Siemens and Tandberg.

The integration of leading telephony capabilities with the collaboration solutions IBM offers will enable you to “click-to-call” instant messaging contacts, instantly placing a telephone call or starting a conference call from your IM client. It will also provide a unified interface to telephony and Web conferencing, allowing you to dial out from a Web conference, see who is speaking and

Highlights

Find experts and share and retain real-time information with advanced organizational collaboration and social networking tools.

mute individual participants with the click of the mouse.* Similarly, the integration of video capabilities will enable you to embed business-quality video into your existing Web conferencing and instant messaging infrastructure, helping you further enhance communications and augment existing investments.

Advanced organizational collaboration and social networking

Even though the vast majority of IT spending goes to support business processes, the greatest part of employees' time is spent handling exceptions to those processes. Social networking and advanced organizational collaboration tools allow businesses to seize competitive advantage by drastically reducing the costs and response times associated with resolving those exceptions.

In a follow-on release to Lotus Sametime 7.5 software, IBM plans to enhance the application with advanced organizational collaboration and social networking capabilities that will allow users to tap into the collective knowledge base of an internal user community. They will be able to quickly have questions answered, conduct instant polls, discuss topics in open real-time forums and automate the creation of knowledge databases of best practices and FAQs that can be searched for future reference.

These collaboration tools will help to advance organizational productivity in a variety of ways, including reducing help desk costs, improving process efficiency and decreasing knowledge leakage.

Highlights

Over 15 million users are using Lotus Sametime software today to transform their companies into real-time businesses.

The road to real-time business

IBM Lotus Sametime software has become a market leader in real-time collaboration because of IBM's ongoing focus on providing security-rich, scalable, reliable solutions. Already in the hands of more than 15 million users, the Lotus Sametime application has proven to be an invaluable collaboration tool. The enhancements that will be available soon in Lotus Sametime 7.5 software will help you take that next step, from using real-time collaboration as a tactical tool to becoming a real-time business.

For more information

To learn more about IBM Lotus Sametime 7.5 software, visit:

ibm.com/lotus/sametime



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* To integrate with IBM Lotus Notes software, users must be licensed for IBM Lotus Sametime software. No additional purchase is required with IBM Lotus Sametime software. Payment for the audio components and usage portions of these capabilities is arranged separately with the audio provider.