



IBM COLLABORATION SUMMIT

Barcelona, 3 de octubre
Madrid, 10 de octubre



Colaboración contextual y escritorios de trabajo

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Lotus Sales

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Colaboración contextual

- Surge como necesidad en un **proceso de trabajo** concreto
- Las herramientas están integradas **con** la propia **aplicación de negocio** del usuario
- Es un modelo **formalizado**



General Manager

DENBY AUTO

- Home**
- Mail
- Calendar
- Address Book
- Sales
- Service
- Parts
- Financing
- Workplace Designer

Business Processes

- Launch
- Edit
- Create Exception
- Delete
- My Tasks

Business Processes for Lew Gould

+ Financing Approval (3)

+ Inventory Tracking (21)

- Receiving A Car (5)

	Stock#	Description	Contact	Status
<input type="checkbox"/>	2466D	2004 GC - White	█ Mke Hugo	PDI Started
<input type="checkbox"/>	2445A	2004 GC - Red	█ Bob O'Hara	Inventory Updated
<input type="checkbox"/>	4567K	2004 Laredo - Blue	█ Bob O'Hara	Inventory Updated
<input type="checkbox"/>	6335P	2004 GC - Granite	█ Bob O'Hara	PDI Started
<input checked="" type="checkbox"/>	New	2004 Laredo - Red	█ Paul Jones	Awaiting Arrival



+ Selling A Car (8)

+ Servicing A Car (6)

+ Exceptions (0)

My Buddies

- Actions

- Work (3)**
 - █ Linda Anderson
 - ◆ Max Higham
 - █ Lisa Weler
- Finance Team (6)**
- Parts Team (8)**
- Sales Team (10)**
- Service Team (4)**

News & Alerts

- 06/23/2003 [Cars arriving today](#) █ **Sarah Wall**
Folders are in the billing office
- 06/23/2003 [Recall on 2002 Jeep Cherokee](#) █ **Sarah Wall**
- 06/23/2003 [Weekly Sales Meeting at 10:00 AM](#) █ **Bob O'Hara**
- 06/23/2003 [New Inventory List Available](#) █ **Sarah Wall**
- 06/23/2003 [New Order Tracking System](#) █ **Lisa Reyno**



Welcome Lew Gould! June 23, 2003 I am available Edit My Profile ? Logout

General Manager

Home Mail Calendar Address Book

Business Processes

Launch Edit Create Exception

Business Processes for Lew Gould

- Financing Approval (3)
- Inventory Tracking (21)
- Receiving A

Stock#	Description	Assigned To	Status	
2466D	2004 Laredo - Blue	Bob O'Hara	Inventory Updated	
2445A	2004 GC - Granite	Bob O'Hara	PDI Started	
4567K	2004 Laredo - Blue	Bob O'Hara	Inventory Updated	
6335P	2004 GC - Granite	Bob O'Hara	PDI Started	
<input checked="" type="checkbox"/>	New	2004 Laredo - Red	Paul Jones	Awaiting

Car Arrival → Stock# Assigned → PDI Started → PDI Completed → Inventory Updated

- Selling A Car (8)
- Servicing A Car (6)
- Exceptions (0)

Work (3)

- Linda Anderson
- Max Higham
- Lisa Weler

Finance Team (6)

Parts Team (8)

Sales Team (10)

Service Team (4)

Wall

06/23/2003 Recall on 2002 Jeep Cherokee Sarah Wall

06/23/2003 Weekly Sales Meeting at 10:00 AM Bob O'Hara

06/23/2003 New Inventory List Available Sarah Wall

06/23/2003 New Order Tracking System Lisa Reyno

Los servicios de colaboración:
control de presencia y notificaciones
están integrados en la
aplicación de negocio del usuario

El proceso se enriquece y se
acelera, al integrar presencia y
comunicación en tiempo real

La selección de noticias y alertas está
integrada en la operación del usuario



Ventajas respecto a otros modelos

- Aumenta la productividad del usuario
- Acelera y optimiza el proceso de trabajo
- Incrementa el valor de las inversiones realizadas

Por otro lado

- Por si sólo, ahoga la creatividad de los usuarios
- Es Imposible formalizar la variedad de tareas diarias



Hacia la colaboración contextual

- Quedarse hasta el final de esta presentación
- La colaboración debe ser planificada y diseñada en paralelo a la solución de negocio
- Requiere una sensibilidad para comprender las relaciones profesionales entre las personas
 - Nuevos roles, nuevos costes. Quizás pero...
 - El potencial de la colaboración es enorme



Ingredientes



Open

Agent Workplace

Customer Session

Customer Information



Customer Number : 365 8666 9512



Contact Information

Mr. Isidre Garriga Oliveras

Av. Diagonal 571, Edifici Oliveras, 2-3
08029, Barcelona

Spain

Spouse : Maria Garriga

34-93-401-8245

02223

isidre_garriga@es.ibm.com

View Signature

View Business Card

Bank Representative : John Smith

Recent Communications

Details	Date	Time	Activity
	09/11/2005	15:45	Expressed concern about funding for kids' education. Discu
	11/10/2005	09:55	Inquiry regarding mutual fund investments
	10/09/2005	16:55	daughter just departed college. Looking into ways to ease fi

Customer Insight



Launch:

- Search Customer
- End Customer session
- Intranet
- Customer Information
- Documents
- Assisted Processes
- Other Applications
- Loans
- Todo
- Monitoring
- Transactions
- Sales
- Online admin
- Collaboration Tools
- Samples

Customer Cash Counters

CRM Products

Products Management

Product Agreements

Branch/Customer id.	Risk Category		Investment Period					Status
	BL	Type	Balance	Cur...	Limit/Total	Int...	Payable	
111/365 8666 9512	00	Personal Account	189.811,00	EUR	0,00	2,00	10.250,00	Op 11/03/94
111/365 8666 9512	02	Credit Account	230,00-	EUR	6.000,00	0,00	0	Op 27/06/02
111/365 8666 9512	03	Credit Account	129,00-	EUR	1.000,00	0,00	0	Op 27/06/02
111/365 8666 9512	04	Personal Account	137,00-	USD	0,00	1,00	5.658,00	Op 11/06/03

Partner information

Partner since 11/13/90

Aplicaciones compuestas

Assets

Status	Category	Name	Benefits	Organization

Comments

Prev.

Next

Close

Notes

Open Account - Lotus Expeditor

Open Agent Workplace Customer Session

Customer Information

Customer Number : 365 8666 9512

Contact Information

Mr. Isidre Garriga Oliveras
 Av. Diagonal 571, Edifici Oliveras, 2-3
 08029, Barcelona
 Spain
 Spouse : Maria Garriga

34.93.401.8245
 52223
 isidre_garriga@es.ibm.com

View Signature
 View Business Card
 Bank Representative : John Smith

Recent Communications

Details	Date	Time	Activity
	09/11/2005	13:45	Expressed concern about funding for kids' education. Disc...
	11/10/2005		Regarding mutual fund investments.
	10/09/2005		Just departed college. Looking into ways to ease fi...

Web Ajax

Customer Insight

Web ActiveX/Applet

Java Swing

Launch:

- Search Customer
- End Customer session
- Intranet
- Customer Information
- Documents
- Assisted Processes
 - Customer details
 - Account Transfer
 - Integrated Open Account
- Other Applications
- Loans
- Todo
- Monitoring
- Transactions
- Sales
- Online admin
- Collaboration Tools

Eclipse SWT

Customer Cash Counters Open Account

```

IBM internal only          EMEA VAMP          TERMINAL= FREK7905/
                          International Applications      VAMP Page 1
                          18:33, WEDNESDAY , JANUARY 17, 2007
APPLNAME STATUS          C | APPLNAME STATUS          C | APPLNAME STATUS          C
-----
IBMNET  ONLINE  13:01 | WWCDDMVS ONLINE  22:50 | CS1                      22:25
ENGINE  ONLINE  12:37 | BH-VAMP  ONLINE  12:47 | CTSO                     ONLINE  13:04
SERVICE ONLINE  12:37 | DK-SMS   ONLINE  11:21 | D-IPS                    ONLINE  22:50
CCDN    ONLINE  13:01 | EG-VAMP  ONLINE  22:25 | DECEVAMP                ONLINE  22:50
ELINK   ONLINE  13:01 |          | DIALO                     ONLINE  12:32
EHONENL ONLINE  13:01 |          | DMA                       22:25
EHONEGB ONLINE  22:50 |          | DRAMMS                   22:25
EMEAVM1 ONLINE  12:33 | BTSO     22:25 | NVE                      ONLINE  23:11
EMEAVM2 ONLINE  12:33 | CAINETV3 22:25 | NVE31                   ONLINE  11:02
EMEAVM2A ONLINE 22:50 | CAIVAMP  22:25 | NVE32                   ONLINE  11:29
EMEAVM3 ONLINE 12:33 | CICSMB   ONLINE  22:50 | DTSO                    22:25
CLAIM   ONLINE 10:55 | CICSRMF  ONLINE  22:50 | EDUCVAMP                22:25
WWCPMA  ONLINE 22:50 | CMATPX   22:25 | EITIRC                   ONLINE  22:50
WWCDMTSO ONLINE 22:50 | CPPSIMS  ONLINE  12:33 | FELTSO                   ONLINE  12:21
  
```

PF1 international APPLS, PF2 NORDIC, PF3 Region NORTH, PF4 Region South
 PF5 Region WEST, PF6 Central Region PF7,8 (scroll), ? or LOGOFF

==> Isidre Garriga Oliveras - Acc Num: 366385307

24/049

Windows

Terminal 3270

Activity Status * Favorites * Customer AL...

Activity: Open Account

- Select Account Owner
- Open Account Transfer
- Print Open Account contract
- Print Open Account contract
- Transfer to new Account
- Check cross-sel and up-sell offers

Windows

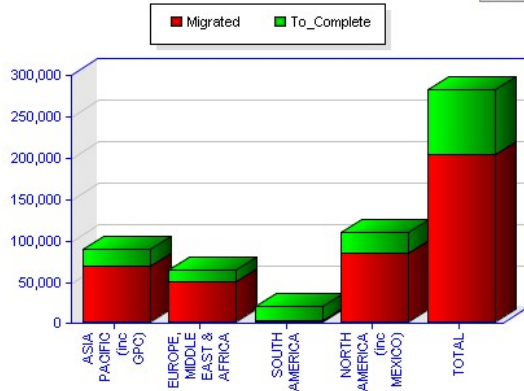
Aplicaciones compuestas

CWD Migrations for Month

Chart Table

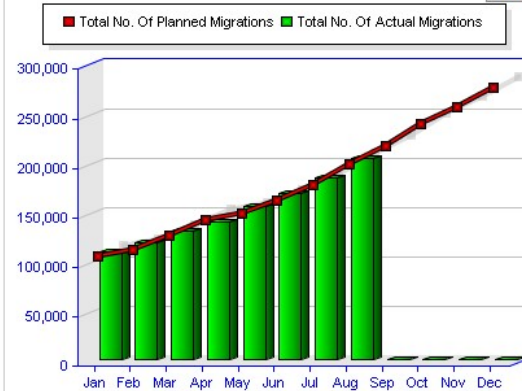
Common Windows Desktop Migrations for Month

Print



Common Windows Desktop Migrations Planned YTD vs YTD - TOTAL

Print

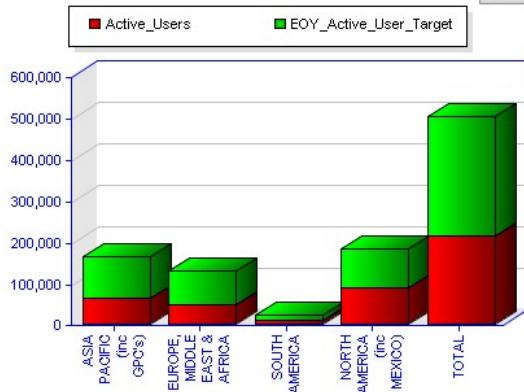


AD Rollouts for Month

Chart Table

Global Active Directory Rollout for Month

Print

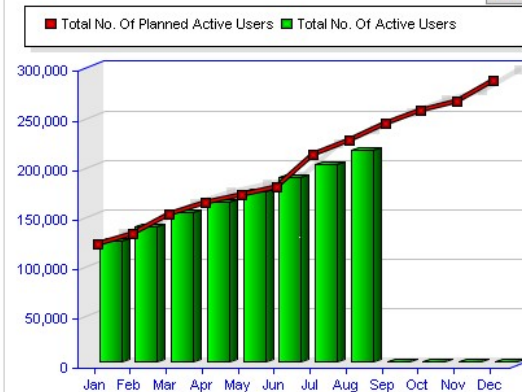


AD Rollout Planned vs YTD

Chart Table

Global Active Directory Rollout Planned vs YTD - TOTAL

Print





Interacción

Customers Orders

Customer Search

Search for a company:
Boston Industries

Browse Companies:

ID	Name
001	Centipede Heavy Industry
002	Moonshot Aviation
003	Construction Zone
004	JK Enterprises
005	Building Supplies
006	Boston Industries
007	Joes Enterprises
008	Contemporary Construction
009	DJE Architecture and Construction
010	NCC Enterprises

1 - 10 of 26

Customer Orders

Customer Info Orders

Order ID	Billing	Date Ordered	Status	Date Shipped
0019	Credit	2006-1-32	Out of stock	

Related Links

- [Send an email](#)
- [Live Chat with Customers](#)
- [Submit a problem](#)
- [Frequently Asked Questions](#)
- [Setup a return](#)
- [Track Shipments](#)



Auto-servicio

Yahoo Flash Map

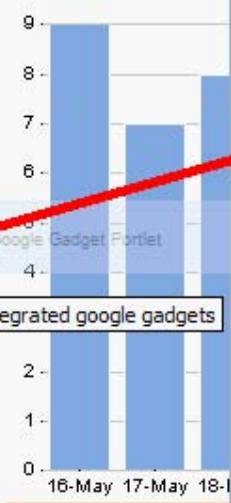


Claims by Region

Unresolved Claims

- [California](#)
- [Iowa](#)
- [Indiana](#)
- [Massachusetts](#)
- [New Hampshire](#)
- [New Mexico](#)
- [New Jersey](#)
- [Ohio](#)
- [Pennsylvania](#)

Previous 7 Days f



Portlets ▾

Search:

- Analytics
- Personal
- Productivity
- Banner Ad
- Bookmarks
- Currency Calculator
- Integrated Google Gadget Portlet**
- My To Dos
- Newsgroups
- QuickLinks
- Reminders

Displays integrated google gadgets

Integrated Google Gadget Portlet

e.g. calendar, Dilbert, Google Map

Please select the Gadget you would like to display in this portlet (1 - 9 of 8667) [more >>](#)

- Popular
- News
- Tools
- Communication
- Fun & Games
- Finance
- Sports
- Lifestyle
- Technology
- New Stuff

Wikipedia

Select Gadget

Date & Time

Select Gadget

Dictionary

Select Gadget

Search YouTube

Select Gadget

Weather Forecasts

Select Gadget

ToDo

Select Gadget

Einstein Quote of the Day

Select Gadget

Local Gas Prices

Select Gadget

Garfield of the day

Select Gadget

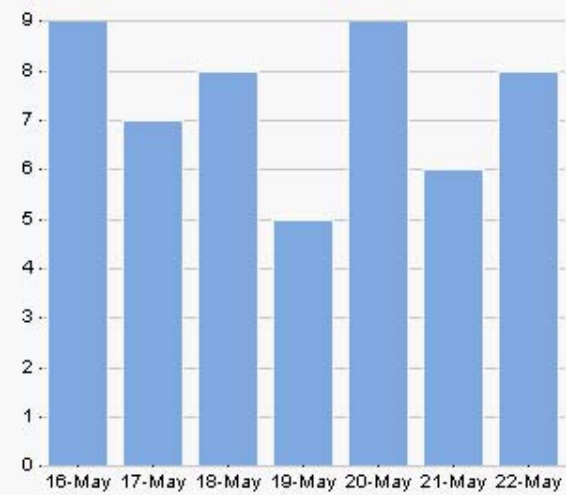
Claims by Region

Unresolved Claims by Region

- California
- Iowa
- Indiana
- Massachusetts
- New Hampshire
- New Mexico
- New Jersey
- Ohio
- Pennsylvania

Mash-ups

Previous 7 Days for State of OH



Selection Location: **Dublin**

Location Details:
Name: Dublin
Longitude: -6.25
Latitude: 53.330002
Timezone: Ireland

Second Clock: Westford
Third Clock: Austin
Fourth Clock: Delhi

World Clocks

Dublin: 11:51 AM
Westford: 9:51 AM
Austin: 5:11 AM
Delhi: 16:21 PM

MindManager Pro 7
The easiest way to organize your ideas and information.
by Google

Gadgets con la tecnología de Google

Mash-ups

Weather Channel Interactive Map

ROAD SATellite

Updated 20 Sept 2007 12:40 pm Local Time

The Weather Channel

Weather Forecasts

Dublin edit WeatherBug

Hi: 59° F
57.2°
Lo: 55° F

Afternoon clouds. Mild, Breezy. Temperature of 59°. [more...](#)

Fri	Sat	Sun	Mon
59°-62°	63°-48°	63°-55°	57°-48°

Try our New Toolbar!

Gadgets con la tecnología de Google

[hide/show animation option](#)
use a zipcode for location for more information



Your Support Flashes

Fix patch for Lotus Notes Domino 3.0
Faster run time, continuous updates and RSS integration.

3 new responses in the feedback forum



Bookmarks

Links, RSS Feeds, Saved Searches

- Saved Searches**
 - IBM Lotus Workplace 3.0
 - Tivoli PRISM Solution
 - WebSphere Everyplace Access Client
 - Linux Workplace Client Technology
- Tech Notes**
- Source Code**
- Sample Sites**
 - Support Info World Technology
 - IBM Solutions World
 - Lotusphere Notes and Demos
 - Personal Support Data
 - World Data Clock
 - Technotes.com and more

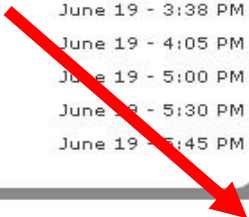
Add Manage Share

What's New?

06 new documents | 02 upcoming events | Past 7 days

Name	Category	Date Posted
IBM Workplace Colla		June 18 - 5:15 PM
Q1 2005 Lotus Prem		June 19 - 2:15 PM
Quickly Create Domi		June 19 - 3:23 PM
New Features in Lotus Premium Support Portal version 1.27	Announcement	June 19 - 3:38 PM
Improvements in Premium Support Version 1.24	Flash Tech Note	June 19 - 4:05 PM
Connecting Lotus Instant Messaging (Sametime) Communities	Article	June 19 - 5:00 PM
Conference call for PSP on June 20 at 2:00 PM EST	Upcoming event	June 19 - 5:30 PM
Video Conference for quarterly announcements on June 21 at 3 PM	Upcoming Event	June 19 - 5:45 PM

Mensajería instantánea



What would you like to do?

- Troubleshoot a problem
- Download a patch or fix
- Check for responses to my forum postings
- Get a new RSS feed
- Open a PMR
- Contact my Support Manager
- Change the content or layout
- Change my password

Chat Central

- My Lotus Support Contacts**
 - Steve Williams
 - Candace Collins
- My Company's Lotus Support Team**
 - James Fry
 - Mary banks
 - Sammy Nguyen
- My Fellow Lotus Customers**
 - Bobby Hill (United Accts)
 - Murray Acheson (International)
 - Kay Truman (JMM Corp)

- Learning@IBM Explorer
- Sales Learning
- Client Business Value Learning Center (CBV)
- IBM Signature Selling Method (SSM)

Updated on 28 Sep 2007
[Learning@IBM Explorer](#) > [Sales Learning](#) >



Global Sales School helps new IBM sellers become more productive more quickly.

We studied IBM's most successful sellers to identify what they did differently. Nineteen critical sales activities emerged from these discussions. Global Sales School focuses on those activities.

Whether you joined IBM immediately upon graduation, from another organization, or have moved to selling from another role in IBM, Global Sales School can help you become an effective IBM seller.

The IBM sales environment is exciting, demanding, and complex. Global Sales School provides an authentic introduction to that environment. You will be using the same sales and collaboration tools IBM sellers use—and facing the same competitive environment they work in.

Your work is divided into a series of [Team Challenges](#) and [PARRs](#): IBM's approach to learning in the workplace. To see a timeline for all your Global Sales School activities whether you are a New Seller or an Experienced Seller, click [here](#).

Like any opportunity, the more you put into Global Sales School, the more you get in return. You need to display initiative—but you are never on your own; you have your [Challenge Team](#). A [Facilitator](#) will guide your Team through the Challenges. Your Manager and Expert Mentor will support your learning in the workplace.

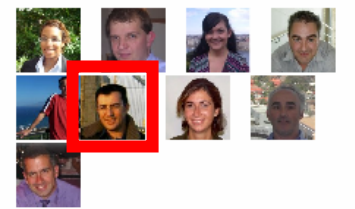
Start by creating your [Personalized Learning Plan](#). It takes only a few minutes. Click [here](#) or click **Your Learning Plan** in the navigation bar on the left.

IBM SmartTips

Move your mouse over any word or phrase like this to reveal a definition. Try it!

Connect with IBMers

Click the Sametime status icon to begin a chat with a recent visitor to this site, or their picture for [BluePages](#) information



Powered by [EXCaliber](#) and [BluePages](#)

Site guide

Global Sales School
 This is the Global Sales School home page, and the page you are reading now.

Your Learning Plan
 This is the site for registration for Global Sales School and for creating your Personalized Learning Plan. Your Learning Plan is a record of all the work you have done. It is your responsibility to keep it up to date.

Challenges
 This is where you can find out about and access the Challenges your Team faces.

PARRs
 This is where you can find out what a PARR is—and where you can access all the PARRs required for Global Sales School.

Your Expert Mentors
 This is where you can find an up-to-date list of the Expert Mentor(s) assigned to PARRs by your Manager. You'll need your w3 ID and password.

Mensajería instantánea

- PARRs
- Your Expert Mentors
- Resources
- FAQs
- Guidance Team
- About GSS
- Other Sales Learning programs
- Other Sales Learning resources
- Contact Sales Learning

Tagging BETA

Add
 e.g., ajax, big_blue

My tags
 You have not tagged this link

Related content
 There is currently no related content

an [Information Discovery](#) innovation

Tag Clouds BETA

less — more

- global_sales_school (1)
- GSS (4) parr (3)
- raleigh (1)
- sales_school (1) std (1)
- teamroom (1)
- telecommunication (1)



Mensajería instantánea

Connect with IBMers

Click the Sametime status icon to begin a chat with a recent visitor to this site, or their picture for BluePages information



admin007@us.i... Thank you for using Expert Tracker! 1:08:23 PM

- You have been chatting with Alejandro García Nieto. 1:08:25 PM
- Please rate how valuable this instant messaging session was to you (1-most valuable, 5-least valuable). 1:08:26 PM

Yo 2 2:14:39 PM

admin007@us.i... The value of your conversation has been recorded as 2 2:14:40 PM

- Can we use the text of your chat as the basis for an FAQ? (We will remove any personal information.) Please answer Yes or No. 2:14:40 PM

Yo yes 2:14:53 PM

admin007@us.i... Your answer has been recorded as "yes" 2:14:53 PM

- Please enter any other comments or suggestions you have regarding this service, and select "Send". Then simply close the chat by selecting "Close" or using the X in the top right corner to close this window. 2:14:53 PM

Yo What I liek most is tbetween usershe automatic selection of people visiting the 2:16:02 PM
page and association

Conocimiento compartido

admin007@us.ibm.com - admin007/ATLANTA/Contr/IBM [started: 1:08:16 PM]

File Edit View Tools Help

Type to find name

admin007 *FUNCTIONAL-ID*

IBM

admin007@us.i... Thank you for using Expert Tracker! 1:08:23 PM

- You have been chatting with Alejandro Garcia Nieto. 1:08:25 PM
- Please rate how valuable this instant messaging session was to you (1-most valuable, 5-least valuable). 1:08:26 PM

Yo 2 2:14:39 PM

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Yo What I liek most is tbetween usershe automatic selection of people visiting the 2:16:02 PM
page and association

Send

QuickCall | Search contact information - Mozilla Firefox

Archivo Editar Ver Ir Marcadores Herramientas Ayuda

http://c2cpilot.sbylab.sby.ibm.com:9080/C2CWeb/search.jsp

W3 QuickCall Search

Please enter the name and click "Go" to find IBMer to be contacted.

Name:

(e.g., smith john)

4 results found, click the name to call the corresponding person via QuickCall.

	Name & employee information	Contact information
	Aguilar Alfaro, Jorge *CONTRACTOR* Select a building	E-mail: jaguilar@cr.ibm.com Notes mail: Jorge Aguilar/Costa Rica/Contr/IBM@IBMCR Sametime status: Sign in to Sametime
	Aguilar Rosas, Jorge Luis MLG Procurement Technical Services	Phone: 52-55-5270-5056 (T/L: 879-5056) Mobile: 52-55-2299-3257 E-mail: jaguila@mx1.ibm.com Notes mail: Jorge L Aguilar R/Mexico/IBM@IBMMX Sametime status: Sign in to Sametime
	Aguilar La Torre, Jorge Alberto 1010 SOP.SVCS.AVAN./IT NCO	Phone: 51-1-625-6114 (T/L: 836-6114) E-mail: jaguilar@pe.ibm.com Notes mail: Jorge Aguilar/Peru/Contr/IBM@IBMPE Sametime status: Sign in to Sametime
	Aquiar Cayetano, Jose Jorge 1 Premium Service Manager	Phone: 34-91-3976611 x51593 (T/L: 60014) Mobile: 34-609 075 872 E-mail: jorge.aguiar@es.ibm.com Notes mail: Jorge Aguiar Cayetano/Spain/IBM@IBMES Sametime status: Sign in to Sametime

Terminado

Click2Call

(e.g., smith john)

4 results found, click the name to call the corresponding person via QuickCall.

	Name & employee information	Contact information
--	-----------------------------	---------------------



[Aguilar Alfaro, Jorge](#)
CONTRACTOR
Select a building

E-mail: jaguilar@cr.ibm.com
Notes mail: Jorge Aguilar/Costa Rica/Contr/IBM@IBMCR
Sametime status: [Sign in to Sametime](#)



[Aguilar Rosas, Jorge Luis](#)
MLG
Procurement Technical Services

Phone: 52-55-5270-5056 (T/L: 879-5056)
Mobile: 52-55-2299-3257
E-mail: jaguila@mx1.ibm.com
Notes mail: Jorge L Aguilar R/Mexico/IBM@IBMMX
Sametime status: [Sign in to Sametime](#)



[Aguilar La Torre, Jorge Alberto](#)
1010
SOP.SVCS.AVAN./IT NCO

Phone: 51-1-625-6114 (T/L: 836-6114)
E-mail: jaguilar@pe.ibm.com
Notes mail: Jorge Aguilar/Peru/Contr/IBM@IBMPE
Sametime status: [Sign in to Sametime](#)



[Aquiar Cayetano, Jose Jorge](#)
1
Premium Service Manager

Phone: 34-91-3976611 x51593 (T/L: 60014)
Mobile: 34-609 075 872
E-mail: jorge.aguiar@es.ibm.com
Notes mail: Jorge Aguiar Cayetano/Spain/IBM@IBMES
Sametime status: [Sign in to Sametime](#)

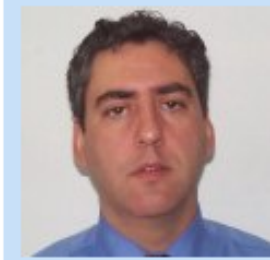


Click2Call



QuickCall

Calls and sets up a voice connection between the two numbers you specify between Voice Client and the number you specify (Call by PC Voice Client)



Aguiar Cayetano, Jose Jorge
1
Premium Service Manager
E-mail: jorge.aguiar@es.ibm.com
Notes mail: Jorge Aguiar Cayetano/Spain/IBM@I
Sametime status: [Sign in to Sametime](#)

Call by phone Call by PC Voice Client

Call **Aguiar Cayetano, Jose Jorge** at:

- Tie line: 60014
- External phone: 34-91-3976611 x51593
- Mobile phone: 34-609 075 872
- Alt. external: 34-91-4180014 x60014
- Other

Call and connect w

- Tie line: 6644
- External phone
- Mobile phone:
- Alt. tieline: 53
- Other

[Show help](#)



QuickCall Status

You can click the 'cancel' link to terminate calling your location. Note: or you will not be able to terminate the call from the web page. Please hang up the call.

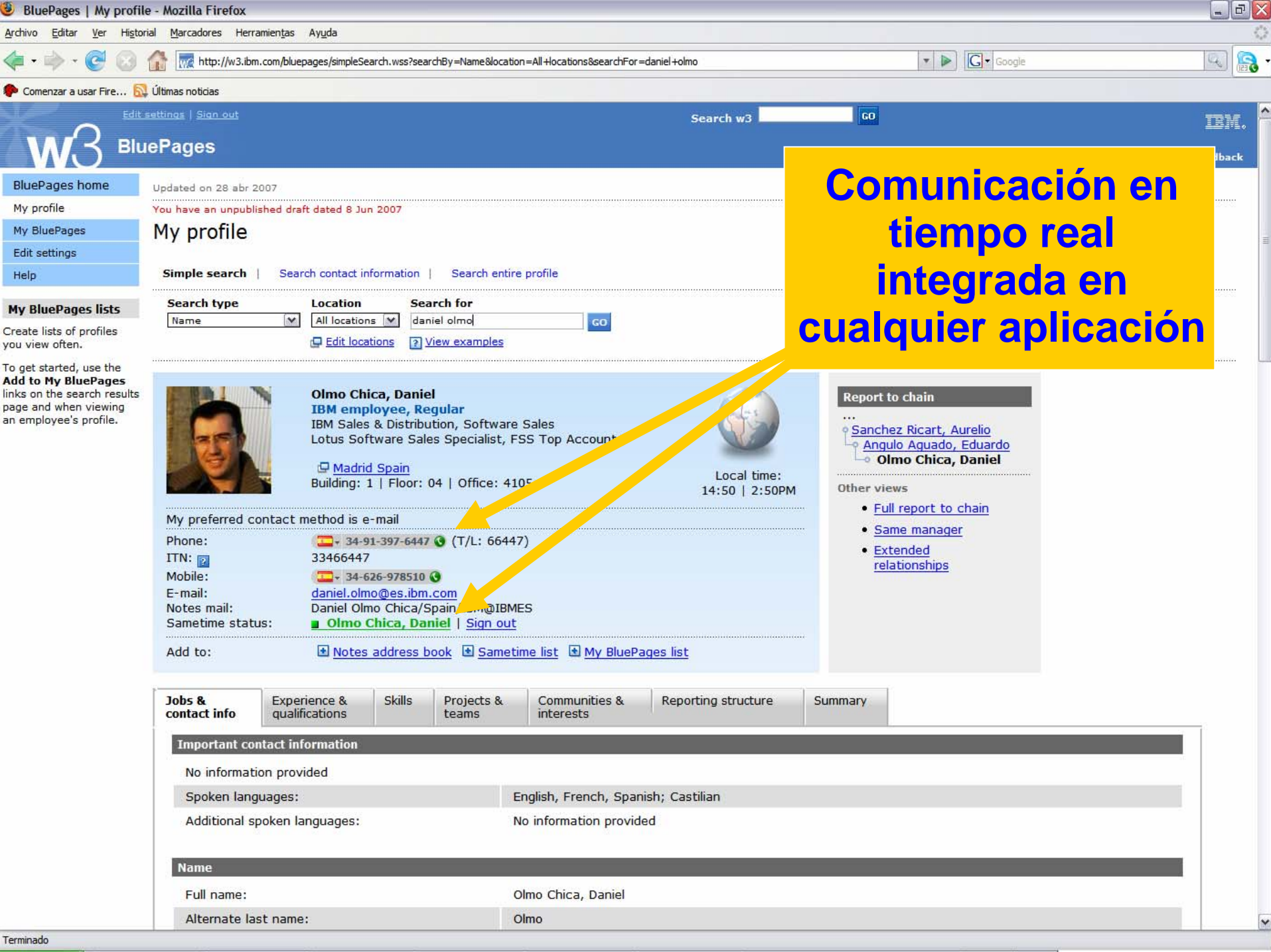
Calling **Aguiar Cayetano, Jose Jorge** at:
Mobile:34-609 075 872

Call from **Olmo Chica, Daniel** at:
Mobile:34-626-978510

- ✓ Requesting service...done
- ✓ Calling your location...connected

Calling Aguiar Cayetano, Jose Jorge...trying

[Cancel](#)



Comunicación en tiempo real integrada en cualquier aplicación

Olmo Chica, Daniel
IBM employee, Regular
 IBM Sales & Distribution, Software Sales
 Lotus Software Sales Specialist, FSS Top Account

[Madrid Spain](#)
 Building: 1 | Floor: 04 | Office: 410F

Local time: 14:50 | 2:50PM

My preferred contact method is e-mail

Phone: [+34-91-397-6447](tel:+34913976447) (T/L: 66447)
 ITN: 33466447
 Mobile: [+34-626-978510](tel:+34626978510)
 E-mail: daniel.olmo@es.ibm.com
 Notes mail: Daniel Olmo Chica/Spain_olmo@IBMES
 Sametime status: [Olmo Chica, Daniel](#) | [Sign out](#)

Add to: [Notes address book](#) [Sametime list](#) [My BluePages list](#)

Report to chain

- Sanchez Ricart, Aurelio
- Angulo Aguado, Eduardo
- Olmo Chica, Daniel**

Other views

- [Full report to chain](#)
- [Same manager](#)
- [Extended relationships](#)

- Jobs & contact info**
- Experience & qualifications
- Skills
- Projects & teams
- Communities & interests
- Reporting structure
- Summary

Important contact information	
No information provided	
Spoken languages:	English, French, Spanish; Castilian
Additional spoken languages:	No information provided
Name	
Full name:	Olmo Chica, Daniel
Alternate last name:	Olmo

Open Home Daniel Olmo Chica - Mail Replication Daniel Olmo Chica - Cal... COLLABORATION SUM... IBM - Lotus Notes and D... IBM Lotus Mobile and W... New Message

Daniel Olmo Chica on Local

- Inbox (1185)
- Drafts
- Sent
- Follow Up
- All Documents
- Junk (168)
- Trash
- Chat History
- Views
- Folders
- Archive
- Tools
- Other Mail

To Do

- Open
- Item
- Temas pendientes

Search in View 'Inbox' Not indexed

Search for [] Search Search tips More

Sort by default

Francisco Pombo Ramos	19/09/2007 09:48
Re: Agenda BBK viernes	
Eduardo Angulo Aguado	19/09/2007 09:59
Fw: Cobertura Symphony prensa nacional	
Eduardo Angulo Aguado	19/09/2007 10:00
IMPORTANT ANNOUNCEMENTS - Fw: IBM Unveils Next Generation Collaboration Software Suite : Notes Traveller & Saas...are coming	
Jose Garcia Salas	19/09/2007 10:21
UC2 Opportunities List	
Juan P Ferrandiz I	19/09/2007 10:40
Fw: Note	
Rob Janssen	19/09/2007 10:58
WPS en	
Jorge Aguiar Caye	19/09/2007 11:14
Re: Notic	
David Gutierrez Serrano1	19/09/2007 11:34
Re: Fw: WPS en BBVA	
Eduardo Angulo Aguado	19/09/2007 11:51
IMPORTANT INFO - Fw: Overview of Lotus Notes Traveler	
Eduardo Angulo Aguado	19/09/2007 11:51
Chat between daniel.olmo@es.ibm.com and edu@es.ibm.com	
Sonia Andres Magan	19/09/2007 13:26
Campaña Donacion de sangre	
Eduardo Angulo Aguado	19/09/2007 13:47
FYI - Fw: Cobertura IBM Lotus Symphony en medios nacionales	
Valeri Illescas Coca	19/09/2007 14:38
codigo oportunidades	
James R Ringbloom	19/09/2007 15:26
Presentation for Workplace Collaboration Services - Next Steps (Repeat Session)	
Network World	19/09/2007 15:57
Find out how iSCSI fits into your storage strategy.	
Jorge Aguiar Cayetano	19/09/2007 16:15
Fw: RV: "INGINIEROS"	

Sametime Contacts

Activities

Type to find entries

- Portal Recovery Plan SPGIT (11)
- Portal Recovery Plan spreadsheet
- RE: Portal Recovery Plan spreadsheet
- DUE Sep 11 - Please Alberto update your
- DONE - Please Jose Ramon, update your
- DONE - Please Daniel, update your
- DONE - Please Ricardo, update your
- DONE - Please Pantelis, update your
- DUE Sep 11 - Please Dvir update your
- DUE Sep 11 - Please Murat update your
- DONE - Please Isidro update your
- DONE - Please Helena, update your

Open in Web Browser

Wed, Sep 19, 2007

16:00 - 17:00
Workplace Collaboration Services - Next Steps (Session #2)
Claudia Ortali

16:00 - 17:30
Accelerate your Sales! Portal update from Larry Bowden: New Accelerators On-Deck: IBM Content Accelerator, IBM Collaboration Accelerator and

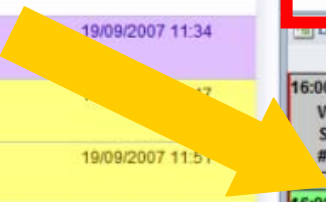
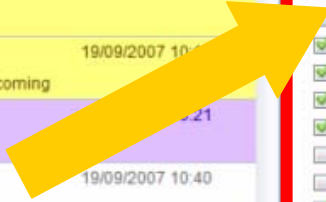
Today Sep 19, 2007

September 2007

S	M	T	W	T	F	S
26	27	28	29	30	31	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	27	28	29
30	1	2	3	4	5	6

Feeds

Colaboración integrada en pestañas desplegadas





- Learning@IBM Explorer
- Sales Learning
- Client Business Value Learning Center (CBV)
- IBM Signature Selling Method (SSM)
- Global Sales School
 - Your Learning Plan
 - Challenges
 - PARRs
 - Your Expert Mentors
 - Resources
 - FAQs
 - Guidance Team
 - About GSS
- Other Sales Learning programs
- Other Sales Learning resources
- Contact Sales Learning

Tagging BETA

Add
e.g., ajax, big_blue

My tags

You have not tagged this link

Related content

There is currently no related content

an [Information Discovery](#) innovation

Tag Clouds BETA

less more

global_sales_school (1)

GSS (4) parr (3)

raleigh (1)

sales_school (1) std (1)

teamroom (1)

telecommunication (1)

Updated on 28 Sep 2007

[Learning@IBM Explorer](#) > [Sales Learning](#) >



Global Sales School helps new IBM sellers become more productive more quickly.

We studied IBM's most successful sellers to identify what they did differently. Nineteen critical sales activities emerged from these discussions. Global Sales School focuses on those activities.

Whether you joined IBM immediately upon graduation, from another organization, or have moved to selling from another role in IBM, Global Sales School can help you become an effective IBM seller.

The IBM sales environment is exciting, demanding, and complex. Global Sales School provides an authentic introduction to that environment. You will be using the same sales and collaboration tools IBM sellers use—and facing the same competitive environment they work in.

Your work is divided into a series of [Team Challenges](#) and [PARRs](#): IBM's approach to learning in the workplace. To see a timeline for all your Global Sales School activities whether you are a New Seller or an Experienced Seller, click [here](#).

Like any opportunity, the more you put into Global Sales School, the more you get in return. You need to display initiative—but you are never on your own; you have your [Challenge Team](#). A [Facilitator](#) will guide your Team through the Challenges. Your Manager and Expert Mentor will support your learning in the workplace.

Start by creating your [Personalized Learning Plan](#). It takes only a few minutes. Click [here](#) or click **Your Learning Plan** in the navigation bar on the left.

IBM SmartTips

Move your mouse over any word or phrase like this to reveal a definition. Try it!

Connect with IBMers

Click the Sametime status icon to begin a chat with a recent visitor to this site, or their picture for [BluePages](#) information



Powered by [EXCaliber](#) and [BluePages](#)

Site guide

Global Sales School
This is the Global Sales School home page, and the page you are reading now.

Your Learning Plan
This is the site for registration for Global Sales School and for creating your Personalized Learning Plan. Your Learning Plan is a record of all the work you have done. It is your responsibility to keep it up to date.

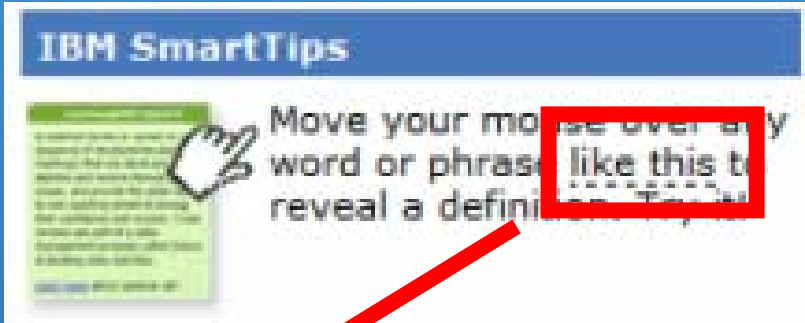
Challenges
This is where you can find out about and access the Challenges your Team faces.

PARRs
This is where you can find out what a PARR is—and where you can access all the PARRs required for Global Sales School.

Your Expert Mentors
This is where you can find an up-to-date list of the Expert Mentor(s) assigned to PARRs by your Manager. You'll need your w3 ID and password.

SmartTips

Web 2.0 Semantic tags



roduction to that environment. You will be using tools IBM sellers use—and facing the same work in.

of Team Challenges and **PARRs**: IBM's

face. To see a timeline for a New Seller or an Experienced Seller

put into Global Sales Success initiative—but you are not alone. A Facilitator will guide you and a Subject Matter Expert Mentor will support you.

This is the site for Global Sales Success your Personal Learning Plan work you have completed.

SmartTip

PARR is IBM's approach to Work Based Learning. PARR helps IBMers maximize the opportunity to learn while they work. A PARR has four steps: Prepare, Act, Reflect and Review.

- [Learn more](#)

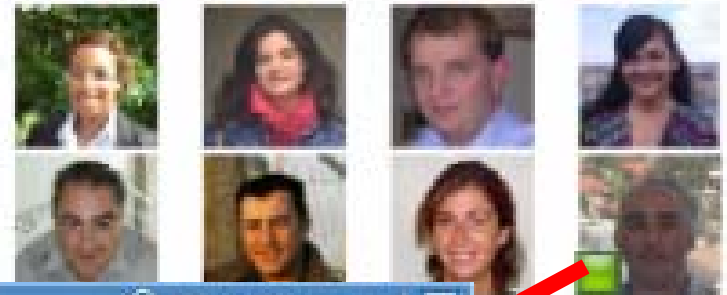
powered by IBM On Demand Learning

BlueCards

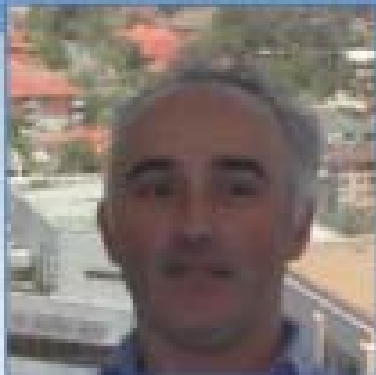
Web 2.0 Semantic tags

Connect with IBMers

Click the Sametime status icon to begin a chat with a recent visitor to this site, or their picture for BluePages information



IBM Bluecard



[Smith, Greg J.](#)

IBM Sales & Distribution, Software Sales
AP SW Renewals Business

[ST LEONARDS, NSW Australia](#)

Building: NH | Floor: 09 | Office: NH09

Phone:

612-9478-8395 (T/L: 70-88395)

Mobile:

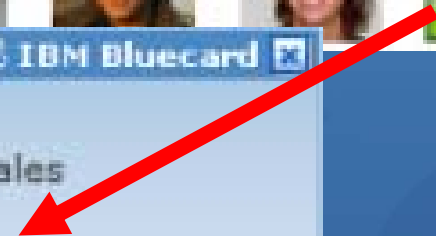
61-412-482-252

E-mail:

GREGJSM@au1.ibm.com

Notes mail:

Greg J Smith/Australia/IBM@IBMAU





Tagging BETA

Add

e.g., ajax, big_blue

▼ My tags

You have not tagged this link

▼ Related content

There is currently no related content

[an Information Discovery innovation](#)

Tag Clouds BETA

less more

global_sales_school (1)

gss (3) parr (3)

raleigh (1)

sales_school (1) std (1)

teamroom (1)

Web 2.0 Tagging



Move your mouse over any word or phrase like this to reveal a definition. Try it!

Connect with IBMers

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M sellers become more productive more quickly.

M sellers to identify what they did differently. merged from these discussions. Global Sales s.

ely upon graduation, from another selling from another role in IBM, Global Sales effective IBM seller.

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of Team Challenges and PARRs: IBM's place. To see a timeline for all your Global Sales a New Seller or an Experienced Seller, click

ou put into Global Sales School, the more you initiative—but you are never on your own; Facilitator will guide your Team through the bert Mentor will support your learning in the

ed Learning Plan. It takes only a few minutes. **Plan** in the navigation bar on the left.

Web 2.0 Arrastrar y soltar

Order Details

Boston Industries

Order ID 0019
Billing Credit
Date Ordered 2006-1-31
Status Out of stock
Date Shipped



Item Number	Description	Quantity	Unit Price	Price
14	POWER500 Single Sprocket	2	\$179.00	\$358.00
Subtotal				\$358.00
Discount				\$0.00
Tax				\$21.48
Total				\$379.48

Catalog Search

Product Catalog

Search for an item:
Search type: Description

Product Categories:

- All Products
- Components
- BuildingProducts

Name	Description
POWER200 Steel Spur Gear	Steel 6P 20T-141PA
POWER500 Steel Spur Gear	Steel 6P 20T-20PA
POWER200 Bevel Gear	141 STD Backing 6PX2 Long
POWER500 Bevel Gear	20 STD Width 6PX6 Long
POWER200 Worm Gear	Cast Iron 6P 60T Right Hand



Web 2.0 Software social



AutoSearch

w3 Home | BluePages | HelpNow | Feedback

- Welcome, Daniel [Sign Out]
- My History
- My Profile
- Zeitgeist
- Advanced Search
- Report Bugs
- About Fringe (Bluepages+1)

IBMers tagged with 'collaboration' | Showing results 1-20 of 288... prev | next | show all

Bizcards Geography Network



Showing: 1-10 of 20 Prev Next

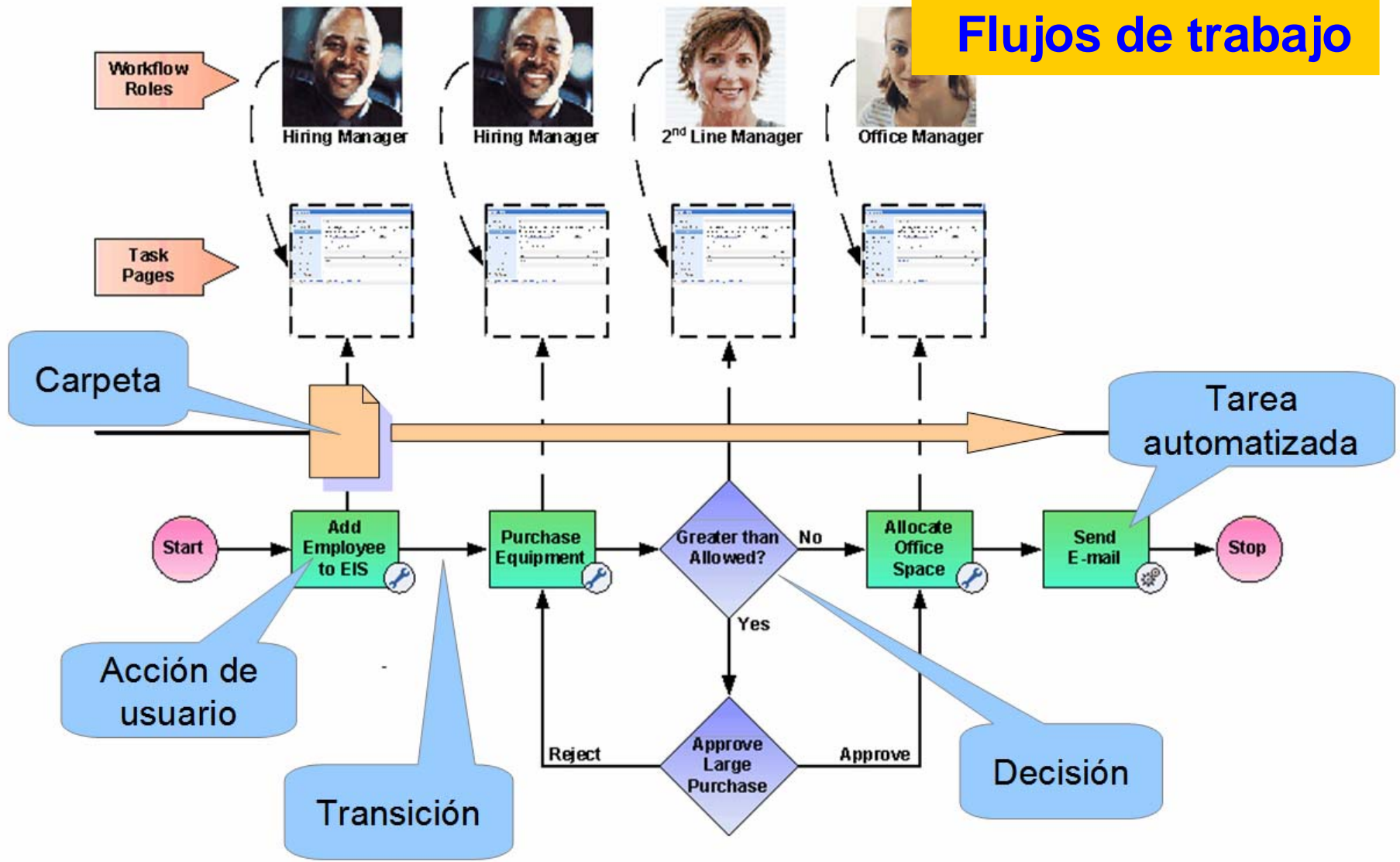
- 650 3RD AVE. SOUTH**
 MINNEAPOLIS, MN, US
Gia Lyons
 Lotus Connections Technical Ev...
- Thomas Erickson**
 RSM: The design of novel forms...
- 4205 S MIAMI BLVD**
 DURHAM, NC, US
Carol Jones
 IBM Fellow (and e-goddess)
- Frank Jania**
 Problem Solver; Technical Evan...
- LOTUS DEVELOPMENT**
 ONE ROGERS ST, CAMBRIDGE, MA, US
Scott J Smith
 Partner, GBS FS Portals and Co...
- Dave Newbold**
 BT/IT Technology and Innovatio...
- THE CAUSEWAY**

- Filter
- My contacts
 - I've tagged "collaboration"
- 4 Related Tags
- blogger communitybuilder domino innovation kcblue km knowledgemanagement lotus portal research sametime secondlife sna social-computing socialnetworkanalysis socialnetworking swg web20 web20forbiz wplc
- Showing 20 of 923 »

Related Bookmarks
News | Taking collaboration to Terminado



Flujos de trabajo



Escritorio 2.0

- Integrar aplicaciones y herramientas en procesos comunes
- Reutilizar las aplicaciones existentes y dejar espacio para nueva tecnología
- Optimizar la experiencia de trabajo de los usuarios
- Minimizar las dependencias del sistema operativo y del hardware
- Eliminar costes de despliegue y mantenimiento
- Independizar el canal de negocio de los sistemas informáticos



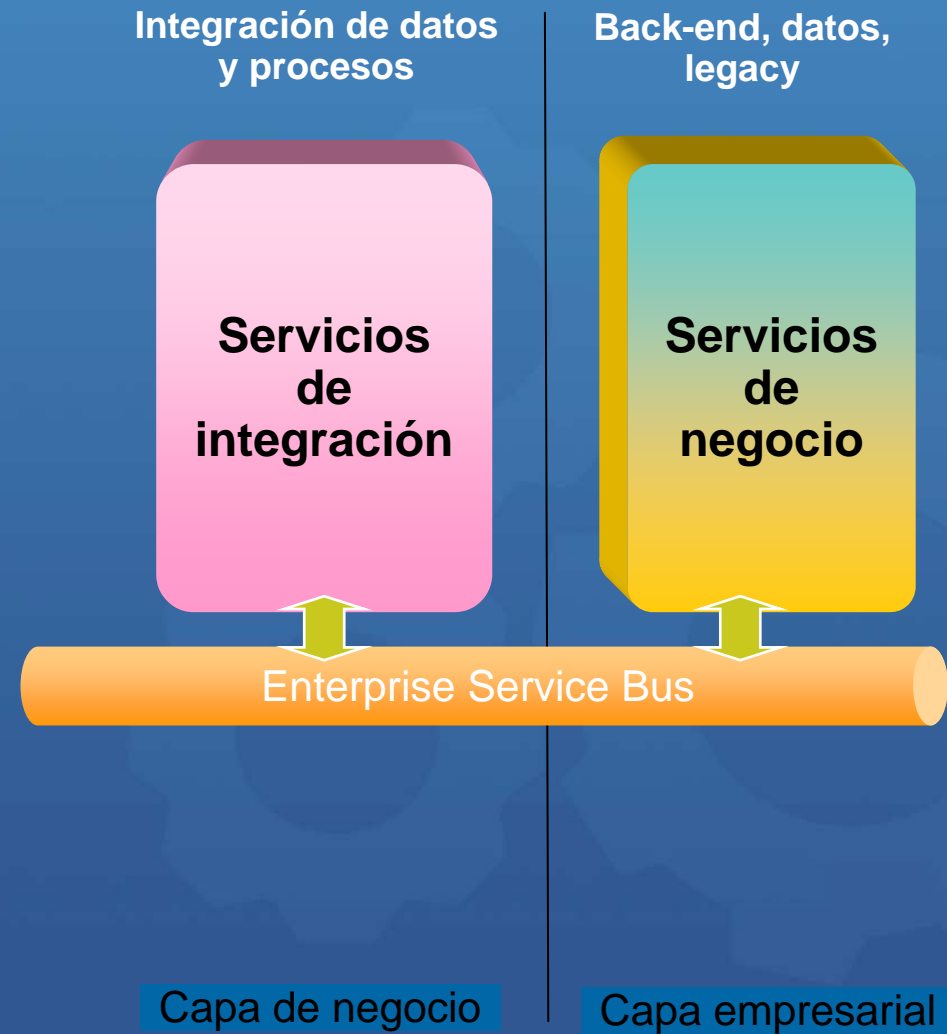
Modelo de arquitectura multicanal

Back-end, datos,
legacy

**Servicios
de
negocio**



Modelo de arquitectura multicanal



Modelo de arquitectura multicanal

Channels (Banking Example)

Internet

Branch
Front
Office

ATM
Kiosk

Desktop
PDA

Call
Centre

Other

Integración de datos
y procesos

Servicios
de
integración

Back-end, datos,
legacy

Servicios
de
negocio

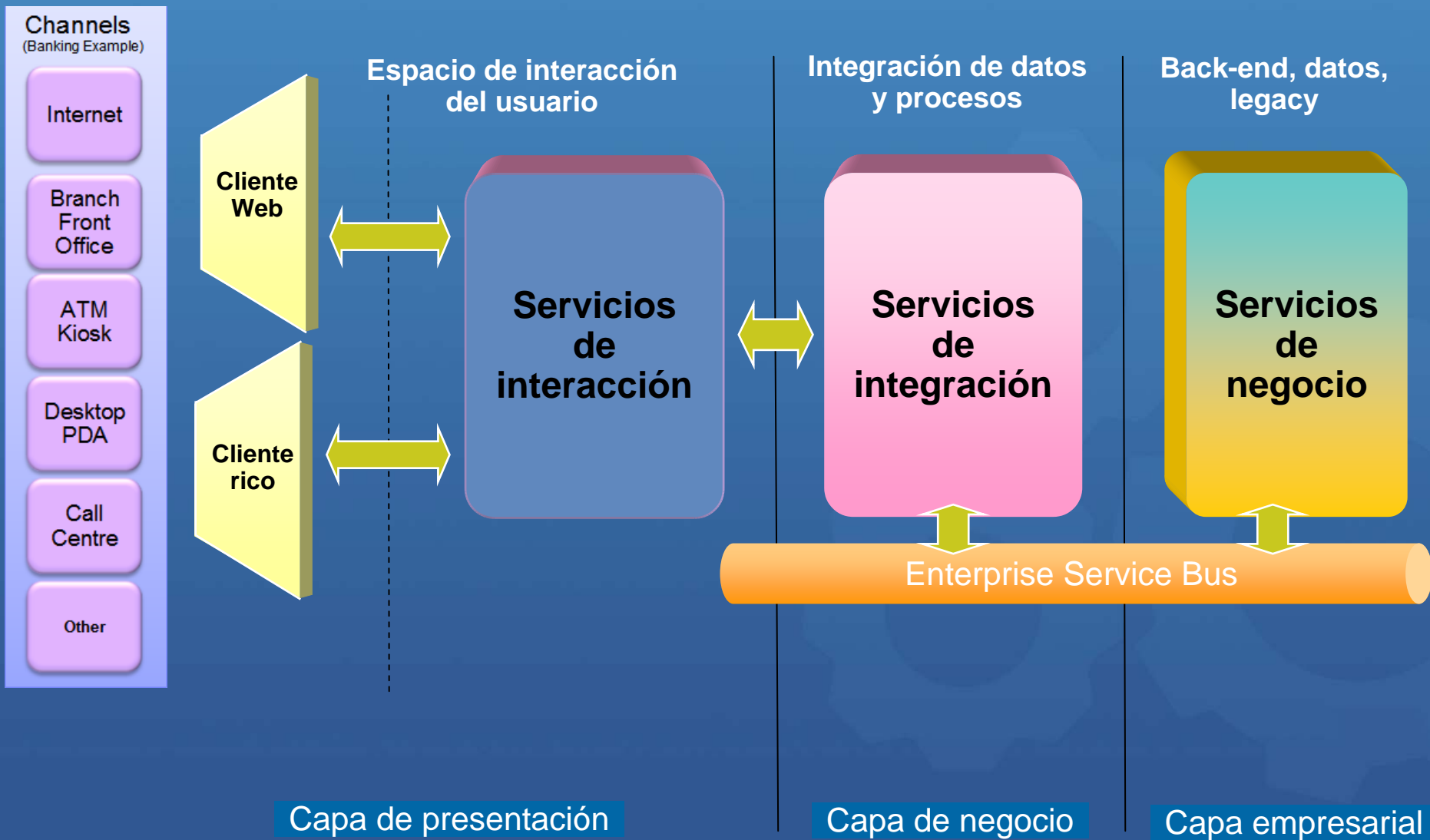
Enterprise Service Bus

Capa de negocio

Capa empresarial



Modelo de arquitectura multicanal



Cliente ligero (*navegador*)

4. El código HTML final se transmite al navegador para hacer el rendering

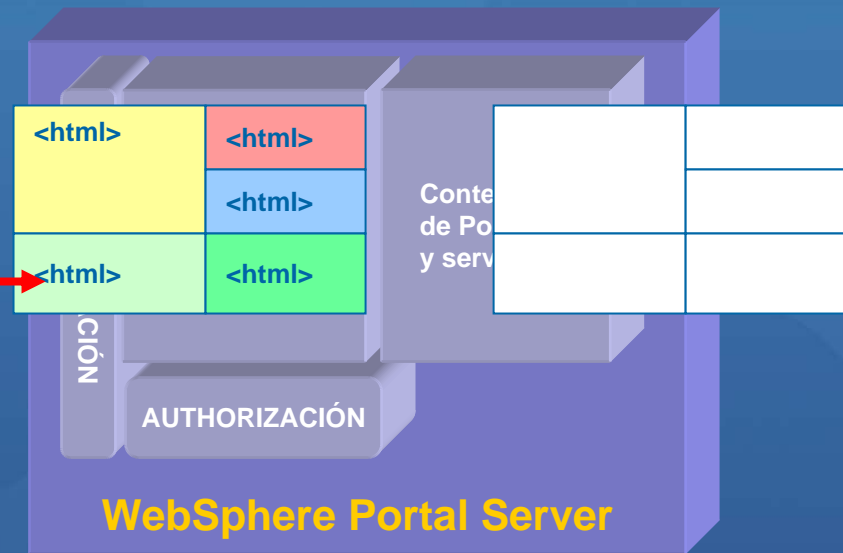


Navegador

1. Logon



3. La página se construye agregando portlets como HTML



2. El modelo de la página se define a partir del rol y perfil del usuario

My quota

FMS
FMS Achievement Reports
Global Incentives

Dashboards

Mis favoritos

Financial Services Sector

- About w3
- About IBM
- Buy on demand
- Collaboration Central
- Customer Reference Materials
- Find WPLC Software in XL
- IBM On Demand Community

IT tools and support

- IBM ThinkPlace
- IBM Training
- Learning@IBM
- Our Values at Work
- Presentation Central
- Microsoft competitive portlet
- Xtreme Leverage
- Innovation and On Demand
- OurSpace wiki
- Technology Adoption Program
- IBM SiteServ
- Sam's w3 page
- Corporate strategy
- Innovation and On Demand Business
- w3 Media Library
- Client Reference Program
- Client Reference Database
- Concerns & Appeals

Intranet links

My opportunities

[View all of my opportunities](#)

My top opportunities

View by: Total revenue GO

CRM

Data is updated once per day and is current as of **28 sep 2007**.
Total revenue displayed as **US dollars**.

Note: All links in the table below will open in a new browser window.

Opportunity	Customer	Total revenue
PROYECTOS SW 2007 12KY-P82EN9		\$1,710,000
Escritorio y Terminal Financiero 12KY-OMNxEV		\$838,000
SW SVCS: Escrito integrado Nuevo Terminal Financiero 12KX-JVKWOQ		\$300,000
SW Lotus: Expedito para Nuevo Escritorio 12KY-QA9WUJ		\$200,000
WebSphere Portal 12KY-S9CLJ4		\$200,000
Nuevo Escritorio de Oficinas 12KY-R51FB3		\$100,000
Sametime 12KY-PMHBA5		\$90,000
Proyecto Sametime 12KY-QJPPII		\$85,000
Reinstatement Lotus de 12KY-O14035		\$80,000
Regularizaci-n de licencias Lotus en empresas de Espa-a 12KY-OP0NWR		\$40,000

Top 10 of 16 opportunities [View all of my opportunities](#)

My accounts

Search across all accounts to which you have access.

Search by:
Top account name of hierarchy

Search for:

GO

[View my accounts](#)
[Browse all accounts](#)

Domino

Search

BluePages

Search type
Name

Search for:

GO

[Advanced search](#)

Other searches

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

GO

[Advanced search](#)

Omnifind

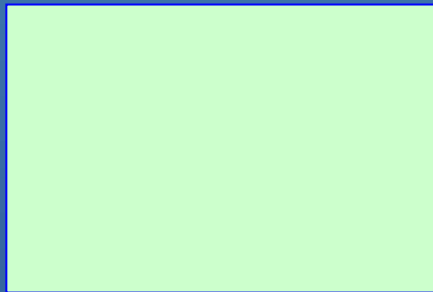
My prospects

Business Intelligence

Use the drop-downs below to use [OnTARGET](#) to find prospects within a brand by sales play, or to open a saved targeting list. Required fields are marked with an asterisk (*) and must be filled in to complete the form.

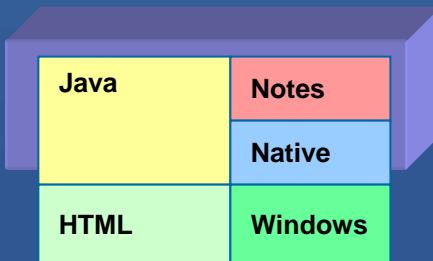
Cliente rico

4. El documento XML se transmite al cliente



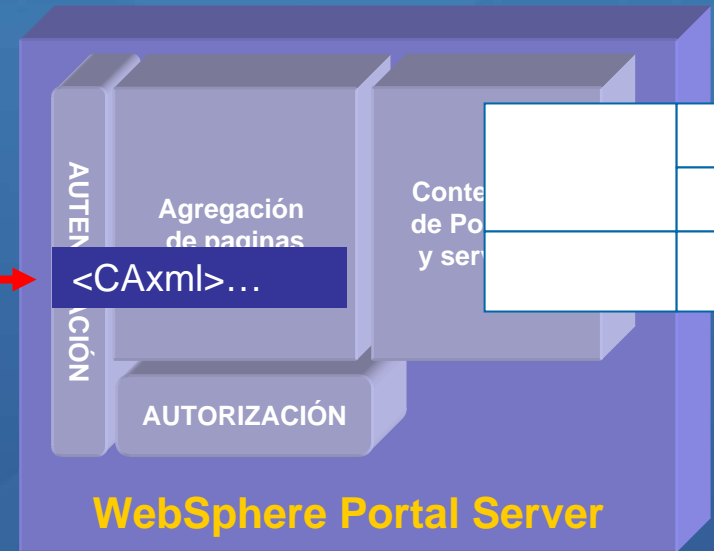
1. Logon

**Lotus
Expeditor**



5. El cliente construye la página a partir de descripción del XML

3. Se crea un documento XML que describe el contenido de la página



2. El modelo de la página se define a partir del rol y perfil del usuario





Agent Control

Agent Status - Ready



Native

Interaction Status - Online



Online Hold

Mute Transf.

Confer. Wrap up

Hang up Callback

SSA Global Customer Profile Contact History Offers Interactive Scripting

Score Bonus Description

- 20% \$45.00 Home Equity Line of Credit
- 2% \$0.99 Debit Card Reward Points
- 10% \$9.99 Unsecured Debt
- 10% \$12.99 Overdraft Credit L
- 10% \$19.99 Visa Overdraft Protection

Status

Not Offered

Not Offered

d

d

Not Offered

Submit

Java Swing

View Detail

View Detail

View Detail

View Detail

View Detail

Refine Offers

Select...

Refine Offers

Home Equity Line of Credit

Home Equity Line of Credit with interest rates as low as 6.50%

Prev Next



Menu CRM Orders

Contact Information Scorecard

Call Type

Type INBOUND

Details

Support

Eclipse SWT

Call details



Details (CTRL + D)

Add

Orders Management

Search for...

User-ID Order Status
YHY007 New

Period

[] S
[] S

Back

Search

Branch Num.	Date/Time	Type	Group	Status	User-ID
615/0300681	08.02.2005, 18...	Other	Default	New	YHY007
615/0300681	11.02.2005, 14...	Authorization cance...	Partner	New	YHY007
615/0300681	11.02.2005, 18...	Other	Credit	New	YHY007
615/0300681	15.02.2005, 13...	Other	Homebanking	New	YHY007
615/0300681	15.02.2005, 13...	Other	Homebanking	New	YHY007
615/0300681	15.02.2005, 16...	Other	Complaint	New	YHY007

Web Portlet

Details



Un único modelo de programación
multicanal, multiciente

WebSphere®

Portal

Lotus®

Expeditor



IBM COLLABORATION SUMMIT

Barcelona, 3 de octubre
Madrid, 10 de octubre





IBM COLLABORATION SUMMIT

Barcelona, 3 de octubre
Madrid, 10 de octubre

