

Impulsando la innovación con el Software Social

Daniel Olmo
IBM Software Group

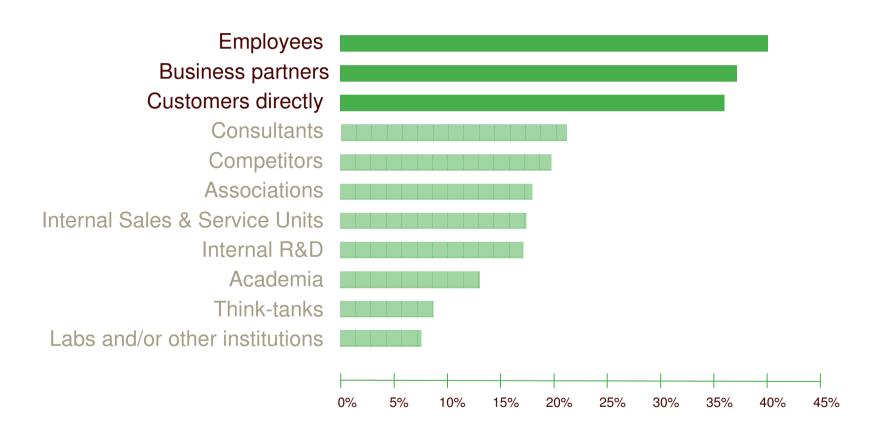








¿De dónde provienen las ideas?



3 © 2008 IBM Corporation



It's time to innovate

products

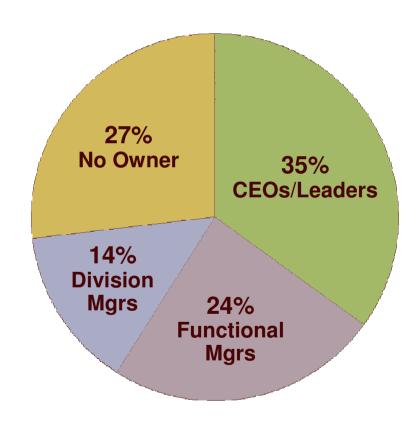
services

business processes

business models

management and culture

policy and society





Desafíos

revenue growth

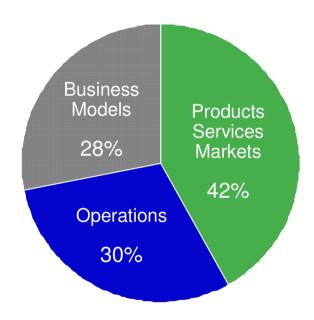
cost reduction

asset utilization

risk management



Áreas de innovación preferentes



- Products/Services/Markets
- Operations
- Business Models

5



Características de una compañía innovadora

Cultura

- Confianza en los programas y esponsorización
- Evaluación del riesgo
- Asignación adecuada del tiempo de los directivos
- Visión contínua de futuro y de la evolución del mercado

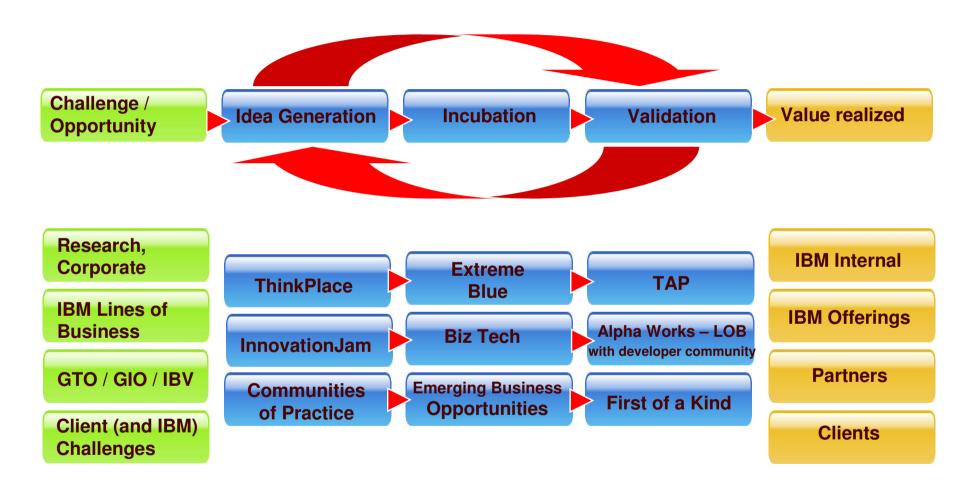
+

Gestión

- Intercambio activo de ideas
- Formalización del ciclo de vida de las ideas
- Procesos concretos para la materialización en la mejora de negocio
- Incorporación de las tareas al trabajo cotidiano y responsabilidad de empleados y directores



Modelo de innovación de IBM





Jams: Generación social de ideas

- Evento puntual, intensivo y online de participación masiva
- Focalizado en una agenda estratégica y temática sobre la que la audiencia debe focalizarse
- Los participantes exponen, discuten, maduran y valoran ideas, experiencias, puntos de vista y opiniones
- Uso sistemático de las herramientas colaborativas, de la comunicación en tiempo real y de la interacción social
- Acceso universal no jerarquizado, no anónimo
- Moderadores, facilitadores y usuarios
- Análisis, valoración de ideas e identificación de iniciativas
- Es una herramienta de comunicación estratégica bidireccional
- Permite acelerar la ínformación ejecutiva
- Barómetro del cambio cultural

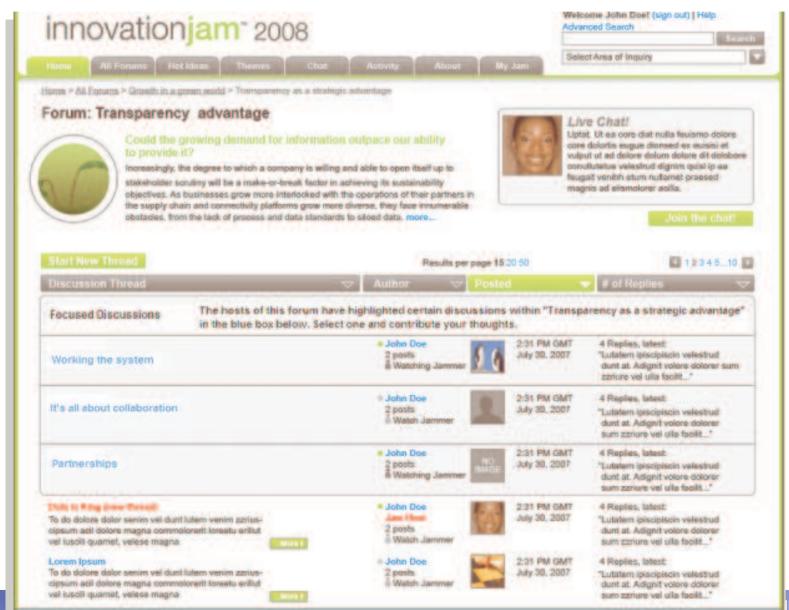


Jams: Eventos de generación social de ideas





Jams: Eventos de generación social de ideas





Jams: Eventos de generación social de ideas



Ciclo de vida de las ideas



ThinkPlace Programs

Search ThinkPlace

w3 Home BluePages HelpNow



Innovation through collaboration

with ThinkPlace programs

Together, IBM ThinkPlace and BizTech Teams provide support to document ideas, collaborate with IBM colleagues worldwide to refine ideas, and prototype innovative solutions to determine their viability for implementation. ThinkPlace program services are open to all regular IBM employees and can be used in conjunction with other IBM innovation resources.

At a glance

ThinkPlace

The innovation lifecycle starts with needs, ideas, and community collaboration in ThinkPlace.

Have an idea for growing our business, a solution for critical client needs, or a new way to address an existing problem? ThinkPlace is where IBMers around the world go to collaborate. Post your best, most innovative ideas and see what happens!



BizTech Teams

The innovation lifecycle continues with bringing promising ideas to life. BizTech Teams prototype and pilot ideas to build the business case and grow the sponsorship needed to progress new

solutions. BizTech Teams offer IBM employees the opportunity to enhance their careers by participating in innovative cross-unit projects sponsored by executives and led by recognized technical and business leaders.

Find out more at ThinkPlace Find out more at BizTech



What's new in ThinkPlace?



New features now available on Thinkplace make it easier to find and collaborate on newly submitted ideas through rating and tagging. Find out more.

View all news

What's new in BizTech?



The BizTech alumni mentor program ramped up this year and as new projects begin, participants have the opportunity to select a mentor who will serve as a resource for lessons learned and networking during the duration of their BizTech project. Learn more

Innovation lifecycle

get involved at any step...

generate & post the IDEAS

Post an idea in ThinkPlace View "Request for ideas" Best practices: winning ideas

explore & collaborate with COMMUNITIES

Explore and collaborate in ThinkPla Participate in the ideas of others Global Innovation Community TAP Community page

champion & mentor as a CATALYST

Become a ThinkPlace Catalyst ThinkPlace Catalyst wiki Innovation Circle tips and tools

prototype & present a SOLUTION

Sponsor or submit a BizTech project View projects currently staffing Submit an offering to TAP

implement an INNOVATION

ThinkPlace success stories View completed BizTech projects BizTech program metrics TAP type stories

12 © 2008 IBM Corporation



ThinkPlace Momentum

Over 18,000 ideas and 500 "wins"

Participation

- Half of the IBM population
- 18,000+ ideas

Collaboration

- Community-focused activities drive adoption of ideas
- More than 1000 IBMers are "Innovation Catalysts" who help idea submitters make the connections across the IBM company to get their ideas implemented
- "Leader board" feature on ThinkPlace homepage allows users to quickly see which ideas need collaboration from IBM colleagues
- "Tagging" capability to find ideas of interest

Wins

 More than 500 "wins" since program inception in 2005; leading to the recognition of hundreds of IBM employees as "innovators" and millions in cost and productivity impact





ThinkPlace Ideas #71108: Sales Prospecting w/Connections Tool (July 2008)

Description: Increase both revenue opportunities and productivity by using a "cookbook" method describing how Lotus Connections social software can dramatically improve the sales follow-up process.

Impact:

Revenue impact from better lead follow up Productivity savings from more efficient process

Submitter:

Jeannette Browning (S&D, Dallas)

Collaborators:

David Leip (ibm.com, Somers)
Luis Suarez (GTS, Netherlands)
Martha Mealy (SWG, Beaverton)
Lisa McMath (S&D, Atlanta)
Jay Crawford (S&D, RTP)
Gerard Clancy (S&D, Ireland)
Pam Coyne (S&D, Atlanta)





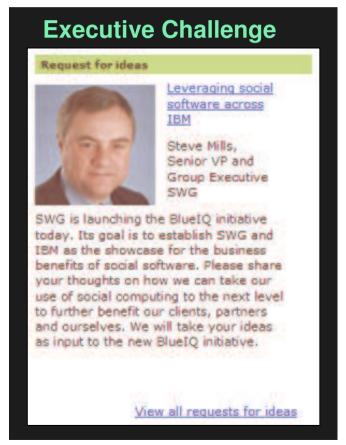














ThinkPlace Idea #49458: Reduction/elimination of administrative-related bottlenecks

Opportunity: On-boarding of new employees, interns, and co-ops requires managers to fill out multiple overlapping forms and can take up to 6 weeks (half the time of a summer co-op).

Solution: Wrangle all stakeholders to merge all on-boarding processes, use 1 form for managers, and complete all on-boarding within 1 week.

Impact: Big productivity savings for managers from pilot on first 25 new employees on-boarded. Will be rolled out as official on-boarding process for all of IDS. IDS team also working to encourage larger spread across other parts of IBM.

Note: idea was submitted in response to Jerry Keesee's "time buster" radical simplification Executive Challenge in February 2007

Submitter: Carla Wilcox/Las Vegas/IBM (SWG)

Catalyst: Nicholas Geib/Lenexa/IBM (SWG/IDS)

Implementer: Mukta Singh/Lenexa/IBM (SWG/IDS)







Kerry McGuire

William M. McCook

Brian O'Donovan

cdavid@ca.ibm.com

James Taylor

Brian Olore

Today 15:44:21

Today 15:39:30

Today 15:34:27

Today 15:25:40

Today 15:24:59

Today 15:14:00

0

0

0

0

0

W.

育

常

市

17 Jan 16 Comments



Commission Plan 2008, aka, The Great Pay Cut of '0... **Daniel Rabinovitz** 10 Jan

4 Comments 10

Still here. Still blogging!

re: Integrating with Confluence

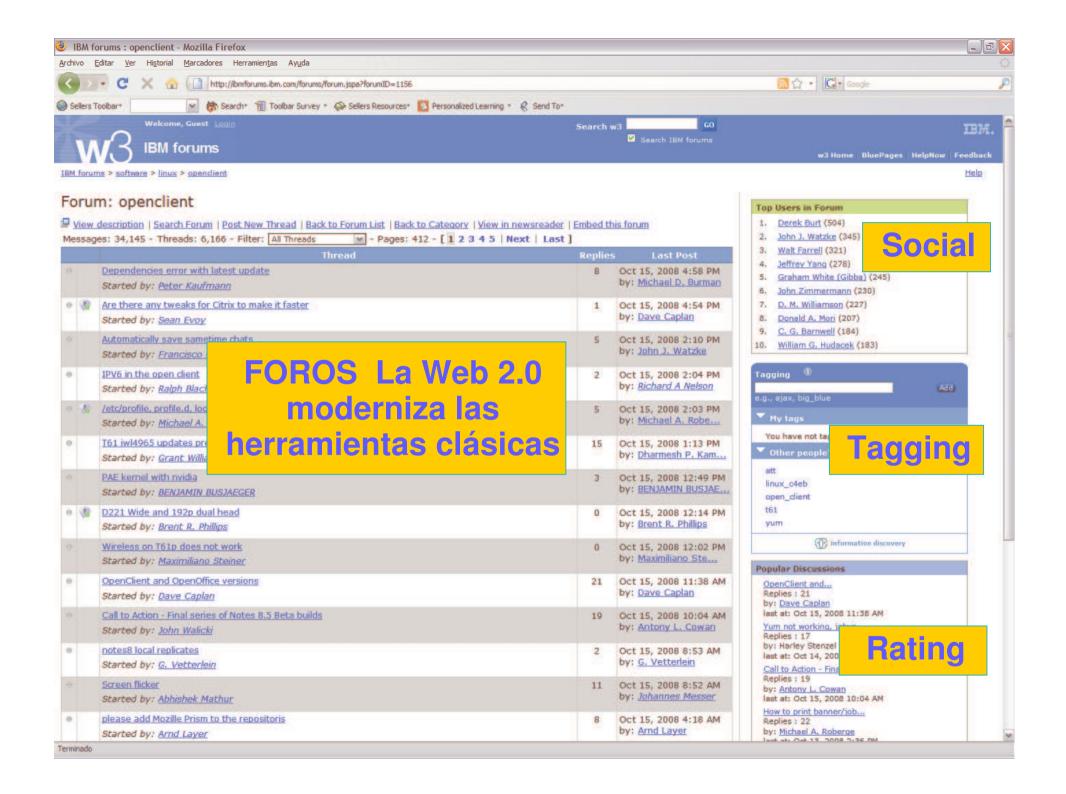
Social software & learning lunch and learn for...

Customer/partner inputs on certification exam comp...

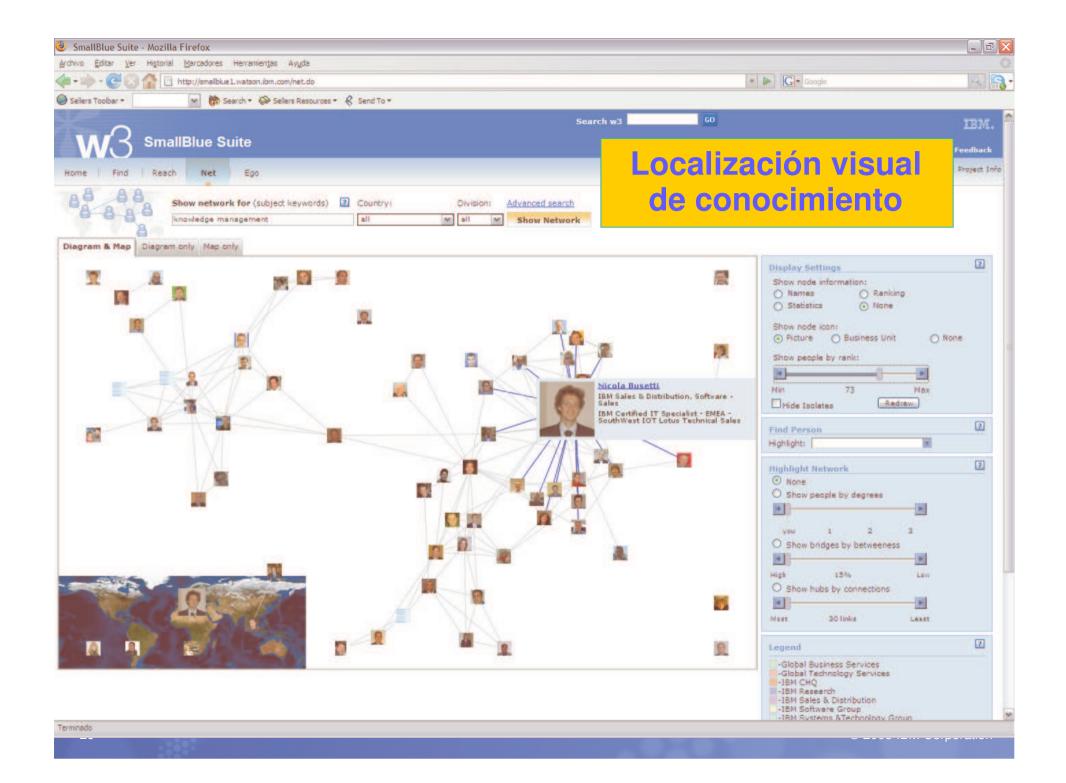
Spectacular Google Gadget now available on ODW Nex...

Lotusphere 2008 - what can I tell you that hasn't ...





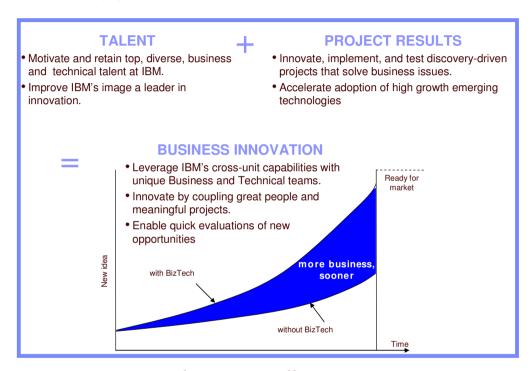






BizTech Teams: Develop Prototypes & Validate Ideas

- Employees from across the company gain opportunity to work on innovative projects one day per week for 6-8 months
- Senior business and technical leaders serve as project mentors
- Projects sponsored by business unit managers and Executives for a fixed cost



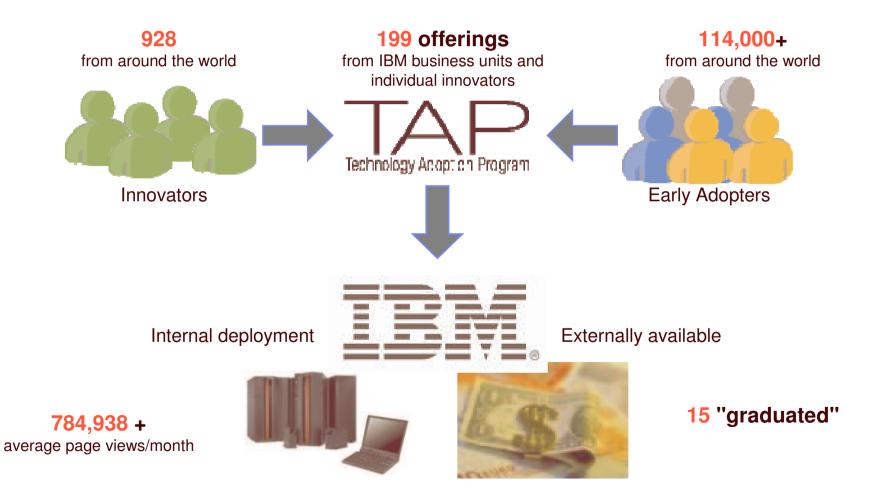
- Measurable results presented at Showcase event twice annually
- Win-win: Low risk for project sponsor, multi-disciplinary skills for project, career/skill revitalization for employee

21 © 2008 IBM Corporation



Technology Adoption Program

distribution channel for innovation



22



ThinkBox

Downleads & Support

Validación de ideas y prototipos.

About this offering



utilizing various techniques to determine which words are important, it provides the most relevant search results possible.

For example, if you get an instant message from John Doe, ThinkBox will display John's contact information, blog entries, emails, and Dogear bookmarks as well as results based on the topic of the chat message. These will come from the various sources that ThinkBox currently utilizes which include Enterprise Directory, BlogCentral, Dogear, CPS, Fringe, Tamnoon and Google Desktop.



The goal of ThinkBox is to put contextually relevant information at your fingertips with minimal interaction, so that you can reap the benefits of the information without compromising your work routine.

ThinkBox is available as an ICT and Sametime 7.5 plugin. Please follow the links to the right to install.

ThinkBox now working with Beta4

Latest notes & news

ThinkBox 1.1.0.2 has been released & is updated to work with ST7.5 Beta 4. Please note that this version will not work on prior betas. Wed Jul 26 10:28:57 EDT 2006

ThinkBox 1.1 released for Sametime 7.51

We have now released the Sametime 7.5 version 1.1 of Thinkbox. This version will look very familiar to those who have installed the ICT plugin with a few Sametime 7.5 specific modifications. I'd like to thank the team for working so hard on this release and we look forward to delivering new & exciting features via the Automatic Updates in the near future. Thu Jun 22 09:02:57 EOT 2006

ThinkBox 1.0 released for ICT!

We have now released the ICT version 1.0 of Thinkbox. This version represents significant updates to the UI and context algorithms. The Personal section has been reorganized and there are new Blog Central and Dogear context sections as well as several updates to the program settings dialogs. Fri Apr 14 11:08:56 EDT 2006









See more info >



AlphaWorks - Speeding IBM Emerging Technologies to the outside early-adopter community

- Promising software programs in research not yet commercialized.
- Outside companies and developers contribute valuable ideas about bringing them to market.
- First-cut versions of research technology available for free trial attracting thousands of early adopters, innovators, and entrepreneurs to site.
- 40% of technologies on the site graduate into IBM products or industry standards.





First of a Kind (FOAK) Program Partnering with customers to accelerate delivery of new solutions, technology

- A Collaboration among Research, Sales & Distribution, Clients and Partners
- Experimental technology-based solutions engagements
- Testing tomorrow's innovations on real business problems and new growth opportunities
- Yielding prototype solutions across a range of industries
- Clarifies client requirements and tests market readiness
- Established in 1995
 - 20 25 projects funded each year
 - 70% successfully transfer assets for reuse
 - 75% drive or influence additional business



BPI for Core Insurance

- 50%-60% reduction in work effort
- 55%-65% reduction in project duration



Smart Surveillance for Intelligent Oil Fields

- Breakthrough in discovery of anomalous patterns
- Accurately demonstrated sand production prediction 23 days in advance during trial



Customer Lifetime Equity

- Reduced marketing costs by 20%
- Improved response rates by 10%
- Improved customer sat by 10%

25



IBM Idea Factory for Collaborative Innovation



Addressing barriers to innovation

- Improves team coordination
 - Web 2.0 collaboration tools
- Helps select the right ideas
 - Co-creation with customers and partners
- Shortens development cycles
 - Product trial site creation by business users

Employees



Customers



Business Partners





IBM Idea Factory



Enabling Technology "Menu"

- Forms-based portal creation
- SOA architecture
- Web 2.0 collaboration, including blogs, wikis
- Social tagging
- Feeds
- Surveys
- Polling
- Search, information discovery
- Services catalogs

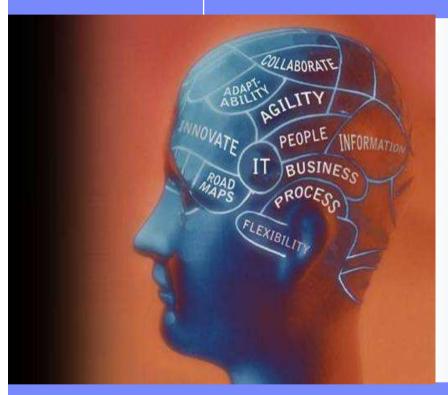
Business benefits

- Expands sources of innovation
- Builds loyalty
- Grows partner solutions
- Reduces cycle times, expenses for incubation
- Accelerates time to market

Lotus.
WebSphere.
Information Management



Innovation That Matters



Impulsando la innovación con el Software Social

Daniel Olmo
IBM Software Group