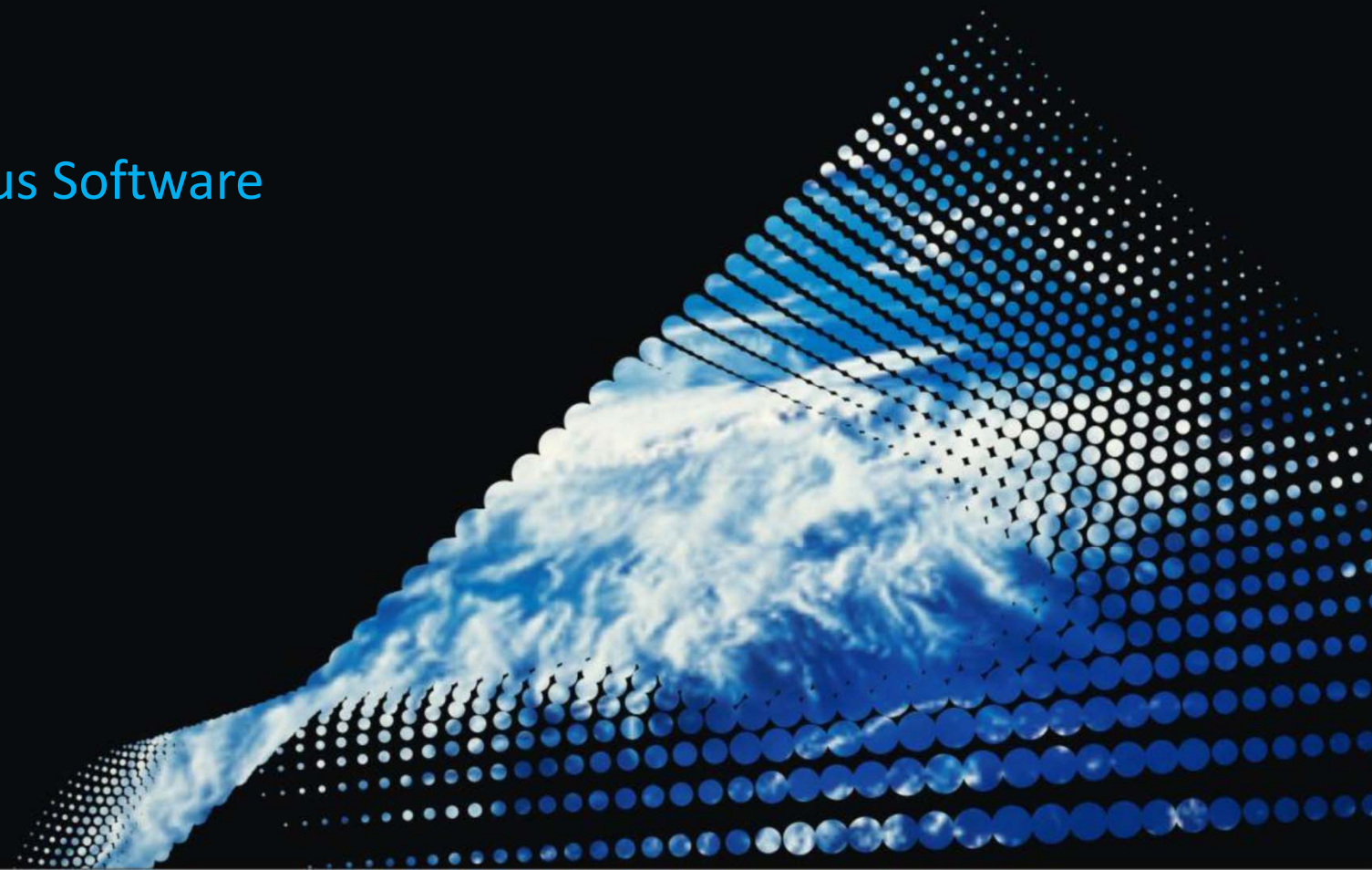**IBM Software Universe**

Smarter Businesses, Smarter Industries.

8th March 2011, Pan Pacific, Dhaka.
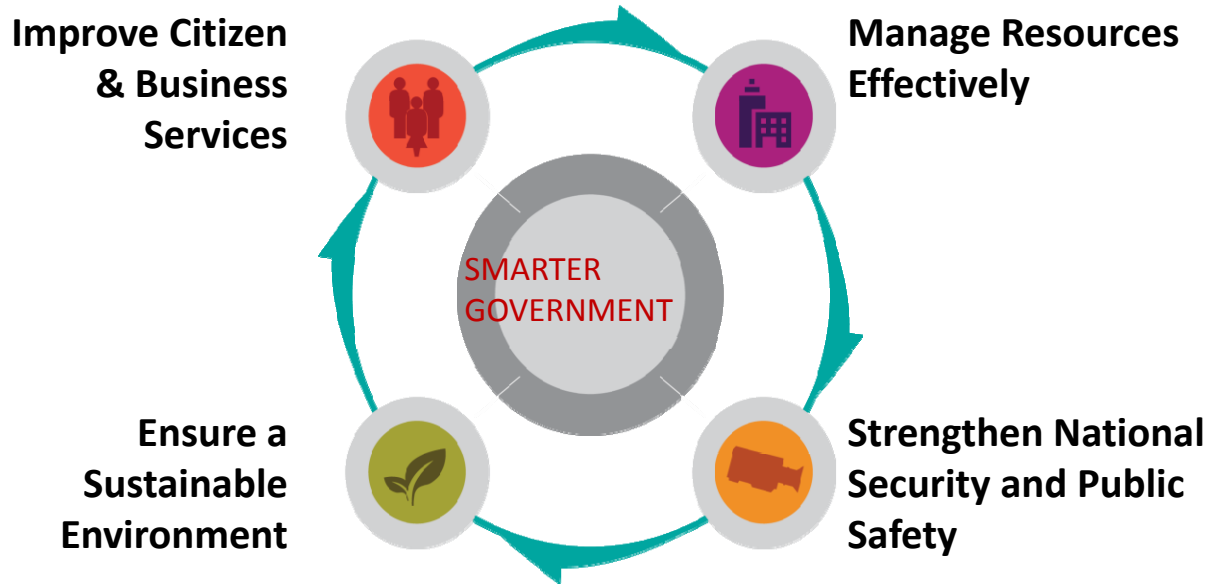
IBM

Connect & Collaborate

Rishab Sharma
Technical Sales, Lotus Software
IBM India/SA

Smarter Cities.......

Improve Citizen & Business Services

Manage Resources Effectively

Ensure a Sustainable Environment

Strengthen National Security and Public Safety
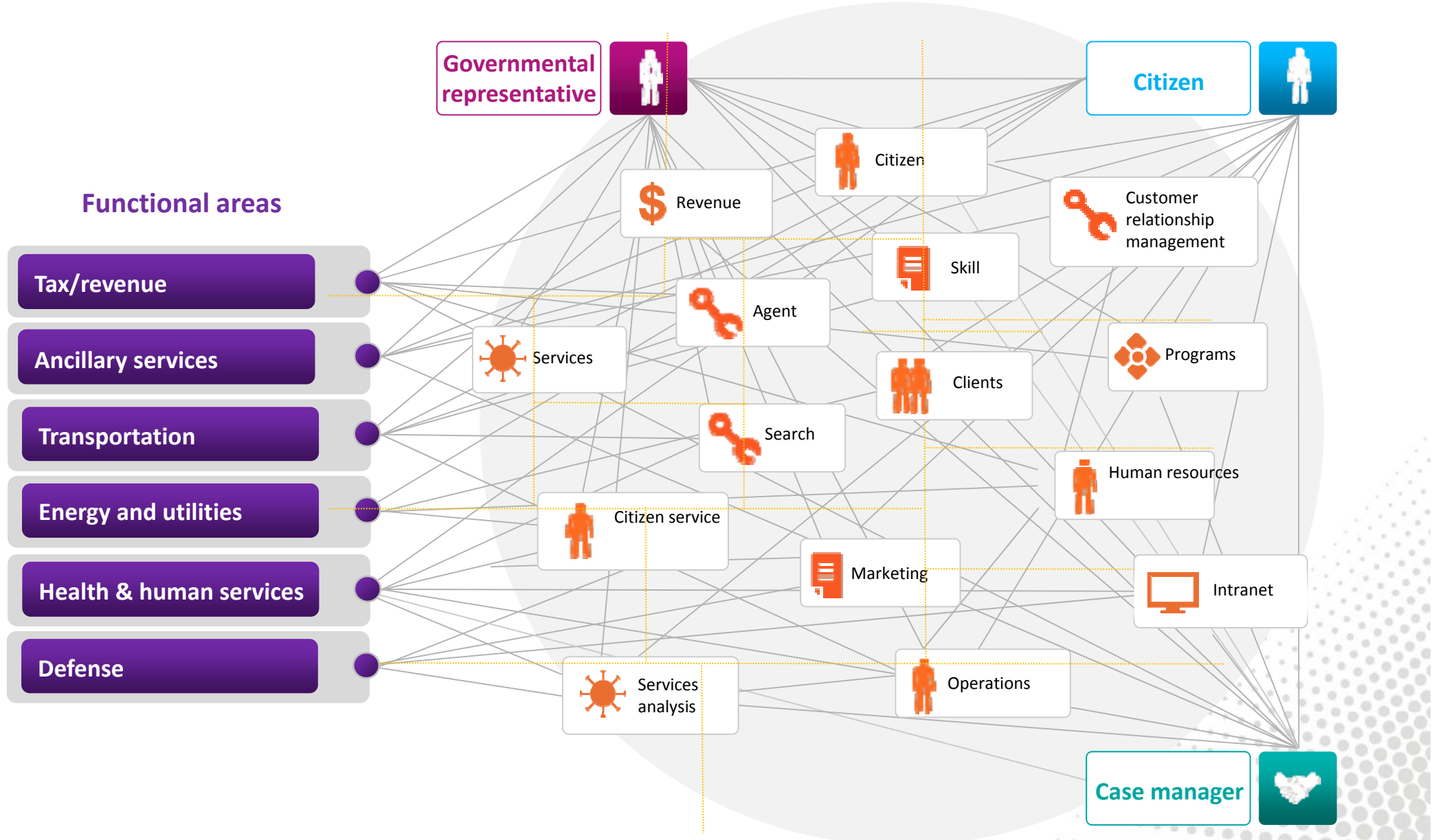
SMARTER GOVERNMENT

- Delivering BI for Business Value

- Advance Case Management

- IBM Industry Solutions: Helping Governments help citizens & businesses

- **Connect & Collaborate**

- Data Reduction and Storage Management Transformation

- Acquiring a Single View of Citizen

- Scalable Application Infrastructure for Citizen Centric Services

- Smarter Governance

Smarter Businesses, Smarter Industries.

Communication barriers abound; information overload is rampant

Whether working or serving, building the right relationships can be challenging

Governmental representative

Citizen

Functional areas

- Tax/revenue
- Ancillary services
- Transportation
- Energy and utilities
- Health & human services
- Defense

Citizen

Revenue

Customer relationship management

Skill

Agent

Services

Clients

Programs

Search

Human resources

Citizen service

Marketing

Intranet

Services analysis

Operations

Case manager

How can you help people find Experts, Collaborators & Information?

By adopting a smarter, more integrated collaboration approach
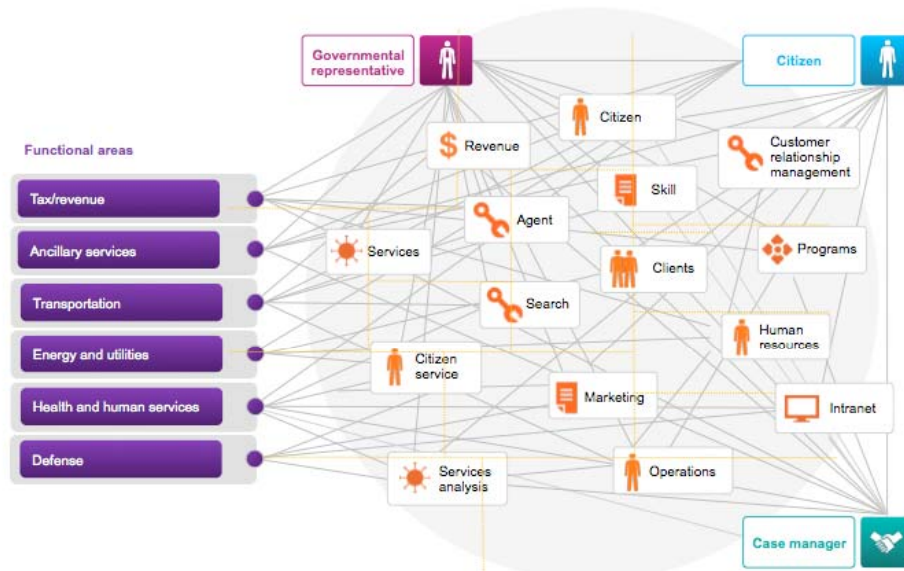
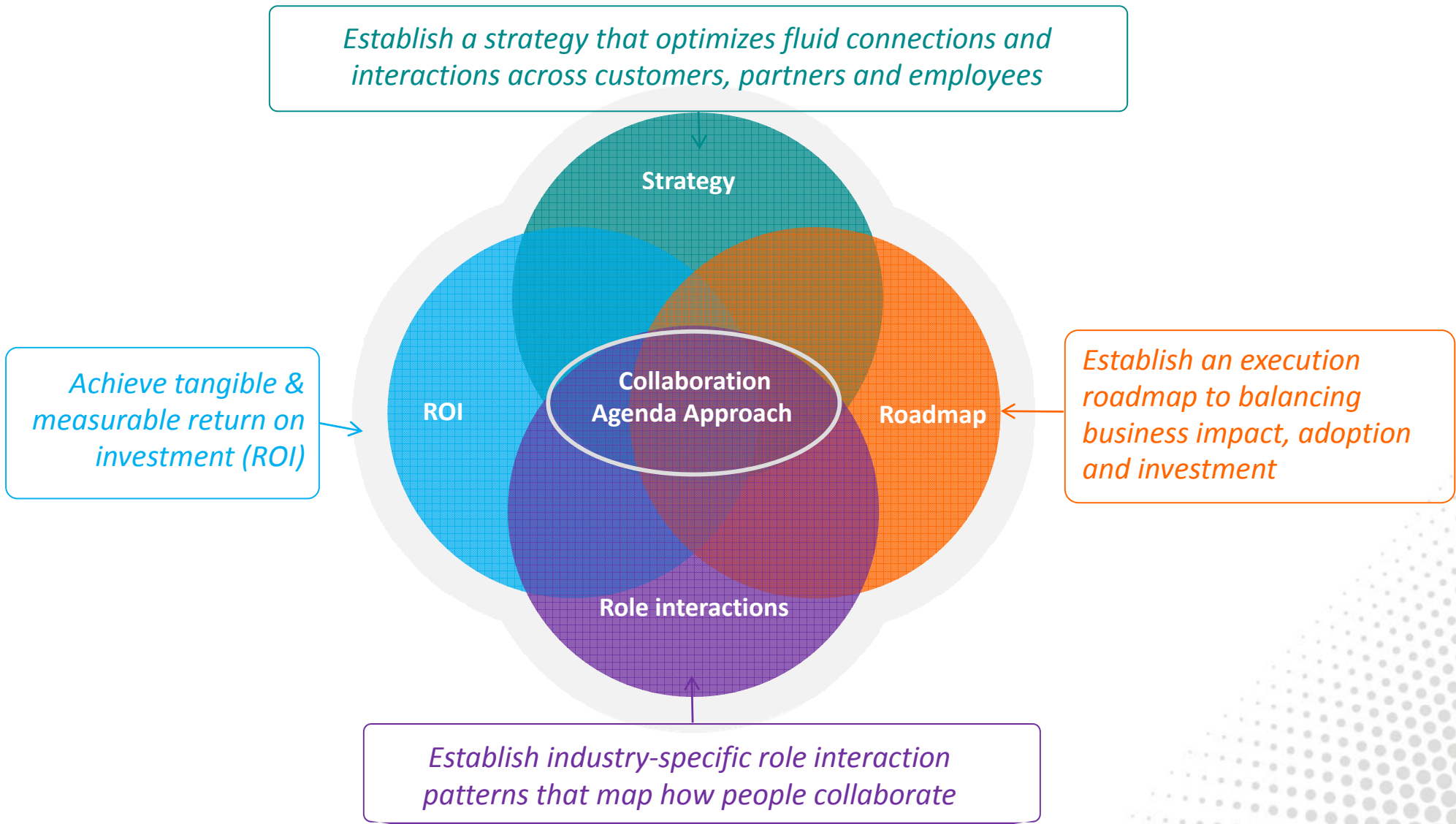**CURRENT STATE**

DESIRED STATE

Smarter Businesses, Smarter Industries.

IBM's Collaboration Agenda can

Establish a strategy that optimizes fluid connections and interactions across customers, partners and employees

Achieve tangible & measurable return on investment (ROI)

Establish an execution roadmap to balancing business impact, adoption and investment

Strategy

ROI

Collaboration Agenda Approach

Roadmap

Role interactions

Establish industry-specific role interaction patterns that map how people collaborate

Smarter Businesses, Smarter Industries.

# The Collaboration Agenda feeds key collaborative solution components into the IBM Industry Frameworks

Business Optimization Map identifies repeatable patterns & best practices, leading to…
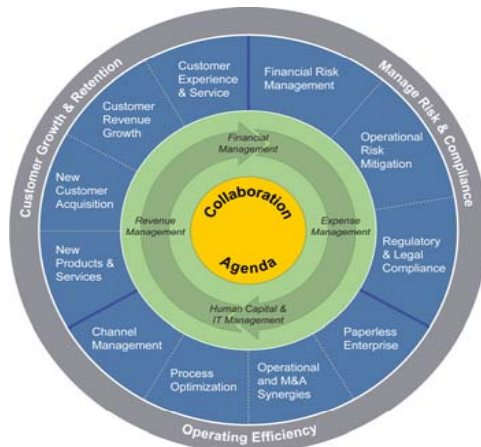
on-ramps for domains & projects included in the appropriate Industry Framework…

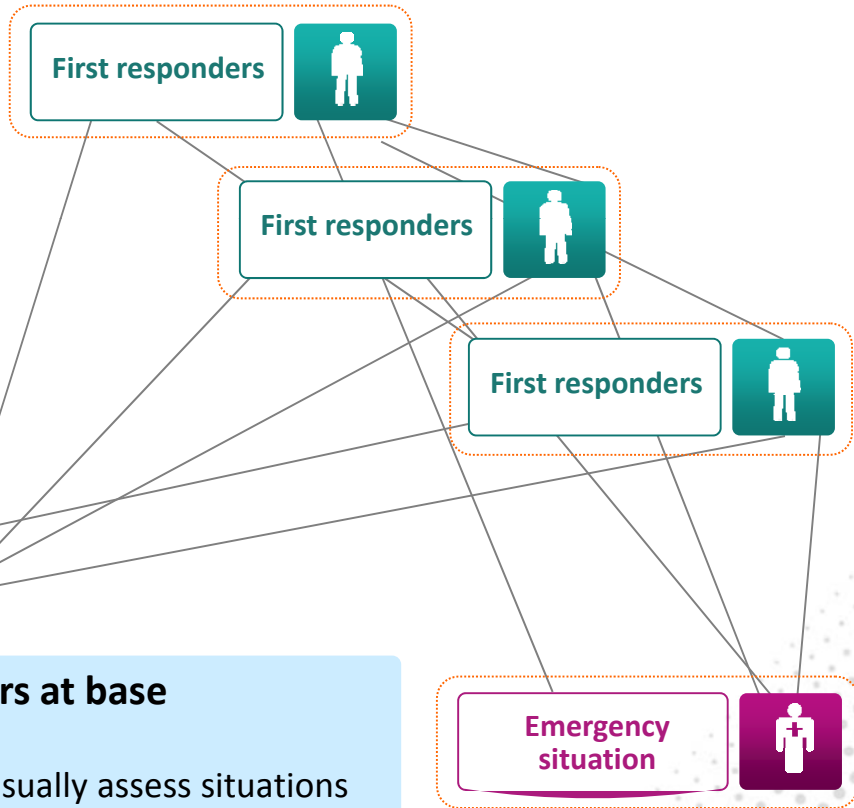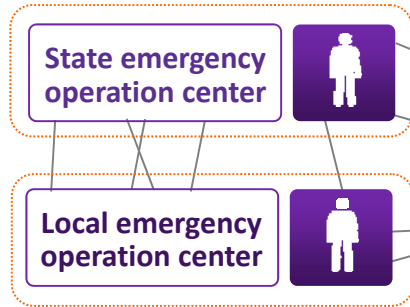which provides a proven set of IBM software solutions to address key vertical business challenges.
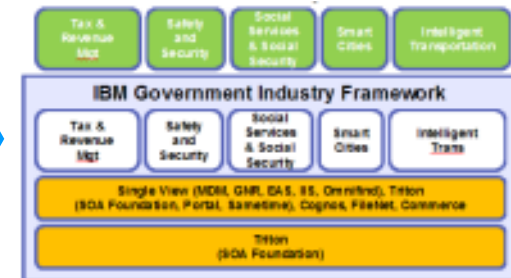
Missouri Office of Homeland Security

Challenge: Limited situational awareness, siloed departments

IBM

Before

Limited access to radio communications
- Limited to communicating only oral reports of situations back to base operations
- Limited ability to directly communicate and collaborate with other departments or agencies

First responders

First responders

First responders

State emergency operation center

Local emergency operation center

Base operations

Emergency situation

State & local operation centers required to dial in to conference calls for updates
- Delays in receiving information regarding emergencies
- Limited ability to proactively respond to emergency situations and disasters

Decision makers at base operations
- No ability to visually assess situations
- Limited ability to communicate with a large group of first responders from different departments and agencies
- Difficulty coordinating statewide responses in a timely manner

Smarter Businesses, Smarter Industries.

Missouri Office of Homeland Security

The Solution: Real-time situational awareness improves decisions

IBM

After

Emergency situation

First responders

MERIS now acts as a communications hub for more than 1,200 officials across the state

- Use the portal for videoconferencing, sharing images, instant messaging and chat
- Quickly initiate Web conferences or chat sessions with the right group or department
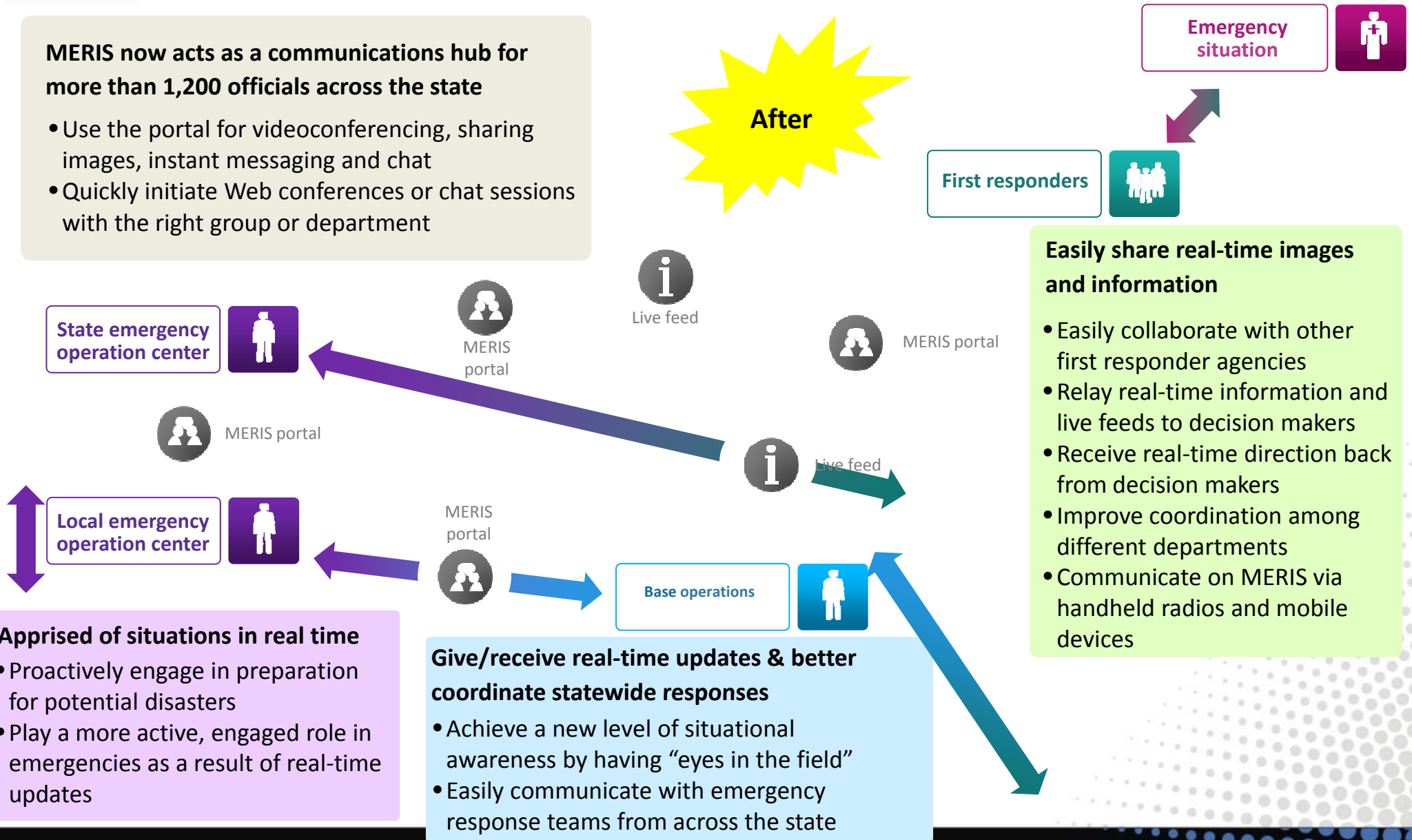
Easily share real-time images and information

- Easily collaborate with other first responder agencies
- Relay real-time information and live feeds to decision makers
- Receive real-time direction back from decision makers
- Improve coordination among different departments
- Communicate on MERIS via handheld radios and mobile devices

Live feed

MERIS portal

MERIS portal

State emergency operation center

MERIS portal

Live feed

Local emergency operation center

MERIS portal

Base operations

Apprised of situations in real time

- Proactively engage in preparation for potential disasters
- Play a more active, engaged role in emergencies as a result of real-time updates

Give/receive real-time updates & better coordinate statewide responses

- Achieve a new level of situational awareness by having "eyes in the field"
- Easily communicate with emergency response teams from across the state

Smarter Businesses, Smarter Industries.
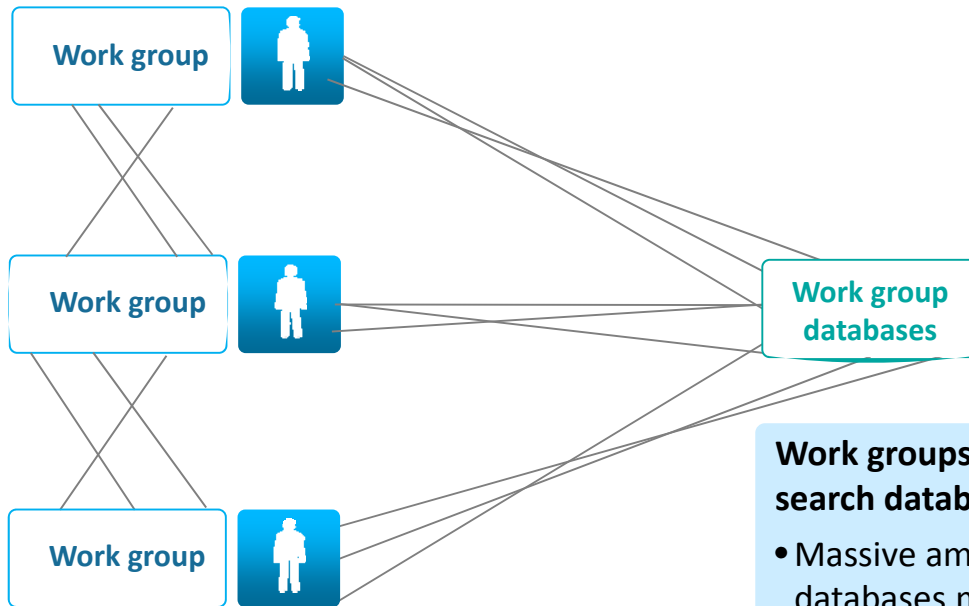
Missouri Office of Homeland Security

Benefits: Similar to process re-engineering, evaluating roles and their interaction patterns leads to a wide range of benefits

Role interaction	Enabling components	Increased situational awareness	Cross-department collaboration	Faster, better decision making	More coordinated response to emergencies
First responders ↔ Decision makers	• MERIS (IBM WebSphere® Portal, IBM WebSphere Portal Server and IBM WebSphere Application Server software) • IBM Lotus® Sametime®	HIGH		HIGH	HIGH
Decision makers ↔ Emergency situation	• MERIS (WebSphere Portal, WebSphere Portal Server and WebSphere Application Server software) • Lotus Sametime	HIGH	MEDIUM	HIGH	HIGH
First responders ↔ First responders	• MERIS (WebSphere Portal, WebSphere Portal Server and WebSphere Application Server software) • Lotus Sametime		HIGH	MEDIUM	HIGH
Emergency operation centers ↔ Home office	• MERIS (WebSphere Portal, WebSphere Portal Server and WebSphere Application Server software) • Lotus Sametime		MEDIUM	HIGH	HIGH

"We're getting fantastic response times—about four times faster than we were getting on Microsoft® SQL implementations."

—David Finch, special assistant, Missouri Office of Homeland Security

Smarter Businesses, Smarter Industries.

Australian Bureau of Statistics

Challenge: Heavily siloed, fragmented and inefficient databases

Before

Work group

Work group

Work group

Work group databases

The user interface is not optimized for employees

- Employees waste valuable time and effort struggling to work with multiple independent applications that aren't truly integrated
- Employees require a long time to get up to speed with new technology because they lack an effective training resource

ABS employee

User interface
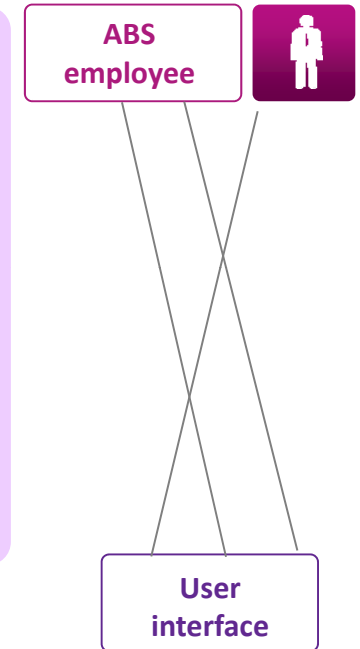
Work groups are limited in their ability to access & search databases

- Massive amounts of data stored over thousands of databases make it nearly impossible for employees to find data unless they know which specific database contains the information
- Collaboration is difficult and inefficient because corporate databases are not integrated with existing collaboration tools

Smarter Businesses, Smarter Industries.

Australian Bureau of Statistics

Solution: Optimized knowledge management, intuitive interfaces

After

Work group

Work group

Work group

Knowledge management

Knowledge management

Knowledge management

Work group databases

User interface

Interface toolbar button

Optimized user interface

ABS employee

User interfaces are optimized to better support the way employees work

- Multiple applications are now easily accessible from one intuitive user interface
- Users now have instant access to work group databases, training resources and the latest company updates from their user interfaces

Work groups can easily and quickly access the data they need

- Employees are able to instantaneously search thousands of databases to find the exact piece of data they need, regardless of which database contains the information
- Corporate databases are fully integrated with collaboration tools, enabling and simplifying communication across the organization

Smarter Businesses, Smarter Industries.

Australian Bureau of Statistics
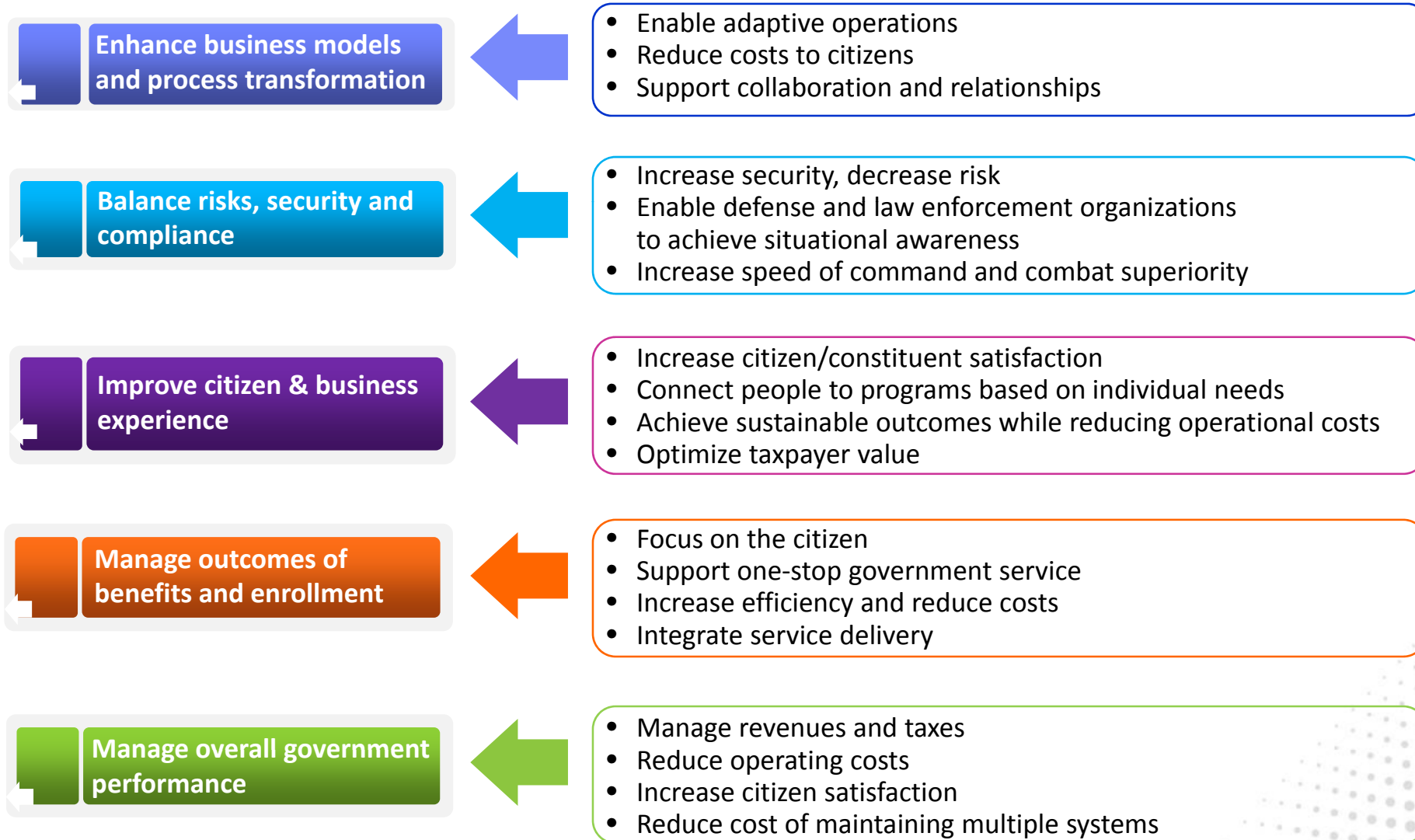## Benefits: An optimized interface resulting in greater productivity

Role interaction	Enabling components	Improved knowledge management	Ability to easily search multiple databases	Increased collaboration across workgroups	Improved personal productivity
Employees ↔ Databases	• Lotus Notes	HIGH	HIGH	MEDIUM	HIGH
Mobile workers ↔ Home office	• Lotus Notes • Lotus Sametime	MEDIUM	MEDIUM	HIGH	HIGH
Employees ↔ Employees	• Lotus Notes • Lotus Sametime	HIGH		HIGH	MEDIUM
Employees ↔ Lotus Notes interface	• Lotus Notes • Lotus Sametime	HIGH	HIGH	MEDIUM	HIGH

"With Lotus solutions, we're able to tailor the functionality to perfectly complement the way we work as a team." —Mark Sawade, Australian Bureau of Statistics

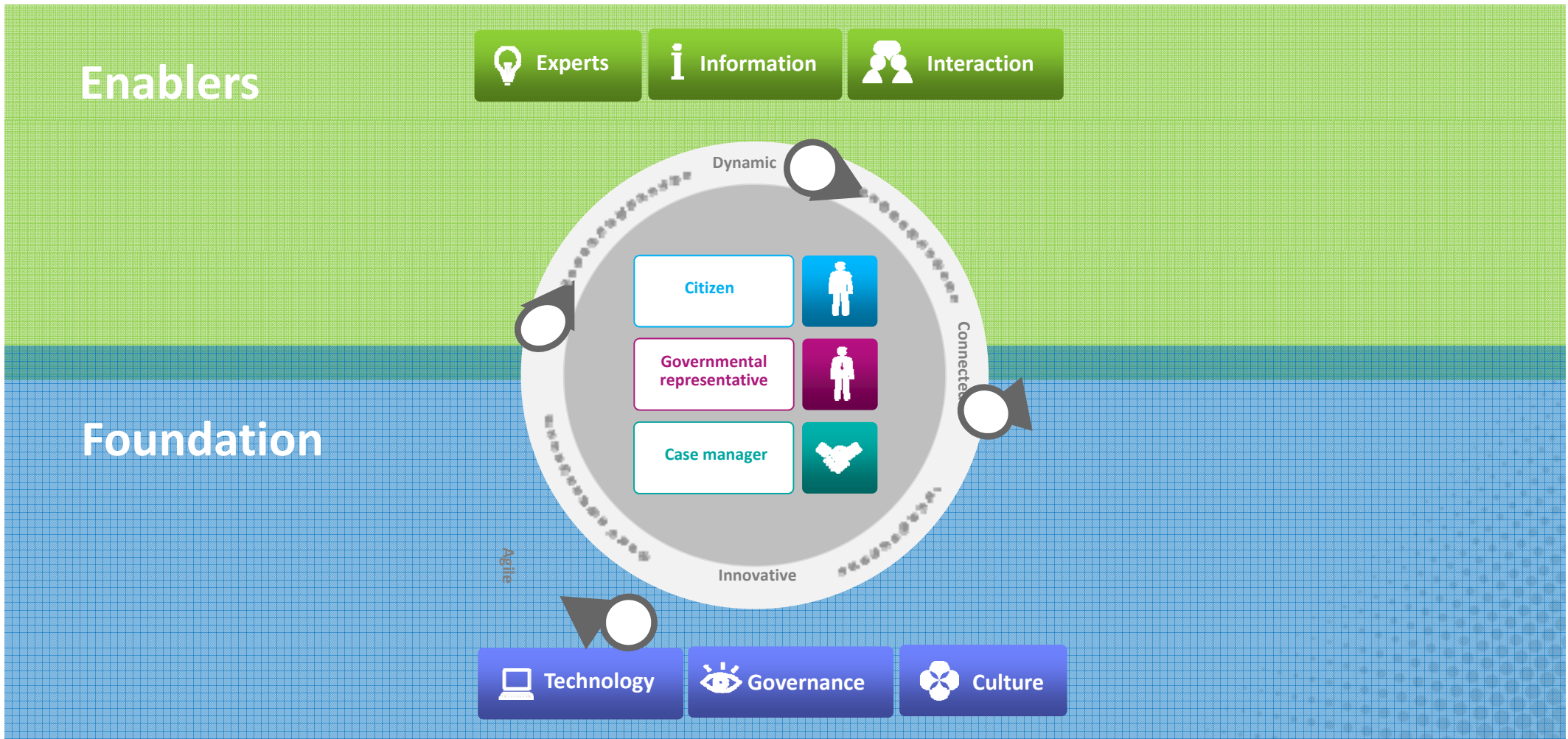Smarter Businesses, Smarter Industries.

The Government Mandates & Collaboration

Seeing the connections and benefits

Enhance business models and process transformation

- Enable adaptive operations
- Reduce costs to citizens
- Support collaboration and relationships

Balance risks, security and compliance

- Increase security, decrease risk
- Enable defense and law enforcement organizations to achieve situational awareness
- Increase speed of command and combat superiority

Improve citizen & business experience

- Increase citizen/constituent satisfaction
- Connect people to programs based on individual needs
- Achieve sustainable outcomes while reducing operational costs
- Optimize taxpayer value

Manage outcomes of benefits and enrollment

- Focus on the citizen
- Support one-stop government service
- Increase efficiency and reduce costs
- Integrate service delivery

Manage overall government performance

- Manage revenues and taxes
- Reduce operating costs
- Increase citizen satisfaction
- Reduce cost of maintaining multiple systems

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How do you achieve value?

The elements comprising Collaboration Agenda