

# LotusLive Messaging and Collaboration in the Cloud with IBM Lotus Software

Cees van der Woude – Client Technical Professional

date



# Ondernemen.

Home Gwen Jansen Colofon Volg Ondernemenblog op Twitter

Ads door Google [Ziekte Werknemer](#) [Belastingdienst](#) [Wave](#)

## Rood licht voor Google Wave



Google heeft Google Wave stopgezet. Via Google Wave kon je real-time met elkaar online communiceren en bijvoorbeeld tegelijkertijd met elkaar aan projecten werken.

Nog maar pas geleden geïntroduceerd (en sinds september 2009 voor de consument beschikbaar). Het marktsucces bleef echter uit. Het is nu gemakkelijk om te zeggen dat dit dus ee

File Edit View Create Layout Table Tools Help

			Affiliates
USA	EPA-1234	Pending House Committee approval	ABC Corpora

Cost savings from removing physical servers can add up quickly - up to \$1,200

✓ Done

Energy efficiency savings can add up. A watt saved in data center power consumption saves at least a

For most CEOs, whose sights are firmly fixed on business growth and expansion, energy consumption and environmental concerns can take on a whole new meaning when they begin to impede the company's growth. Corporate data centers are well known as significant power users. If the company's data center cannot accommodate new servers or storage because of power availability or infrastructure constraints, bringing capabilities online can become a major challenge in terms of both time and money.

For CIOs, that translates into finding ways to expand the capacity of data operations to meet the growth requirements of the business. A growing number of CIOs are realizing that environmental concern and energy efficiency—and that a green, or environmentally friendly, data center may actually be a cost-effective way to accommodate growth and make a positive impact on their business's bottom line.

Heather Reeds  
Heather Reeds edited in the document

Soon available: LotusLive web editing  
The next Wave of on-line collaboration  
Here to stay!

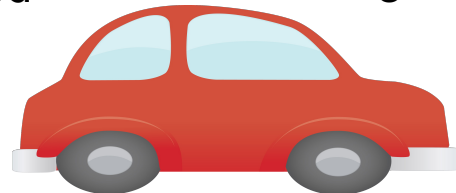


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# Consider the following scenario:



- You need to work on a services agreement
- You need to work on this with the customer and a partner
- Customer and partner need secure access to the latest versions of the documents
- You need to meet with them to discuss and agree on content
- There may be follow-up actions that need to be tracked
- The agreement needs to be signed by all parties
- Office tools
- Email attachments to different parties
- Version control, security?
- Drive 2 hours, meet 30 minutes, drive 2 hours
- Email? Phone?
- Print, sign, post, archive ?



On a smarter planet, there must be a smarter way

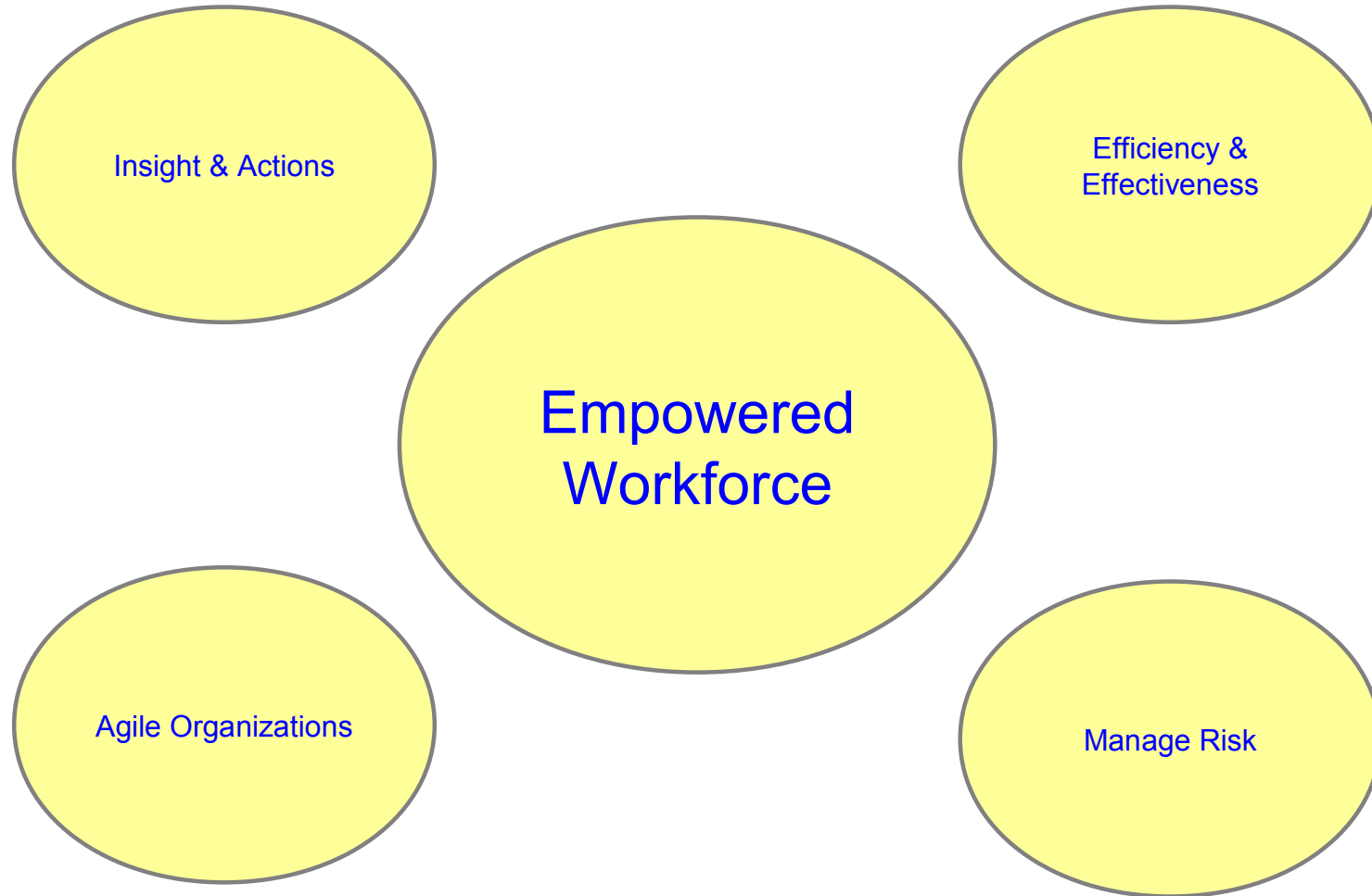


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- Needs and challenges
- How IBM's LotusLive Cloud offerings help you address these needs and challenges
- A summary of IBM LotusLive
  - E-mail
  - Collaboration
- Key Differentiators – Why IBM ?



# 5 Enterprise Needs



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## Doing more with less

Reduce capital expenditures and operational expenses



## Reducing risk

Ensure the right levels of security and resiliency across all business data and processes



## Higher quality services

Improve quality of services and deliver new services that help the business grow and reduce costs



## Breakthrough agility

Increase ability to quickly deliver new services to capitalize on opportunities while containing costs and managing risk

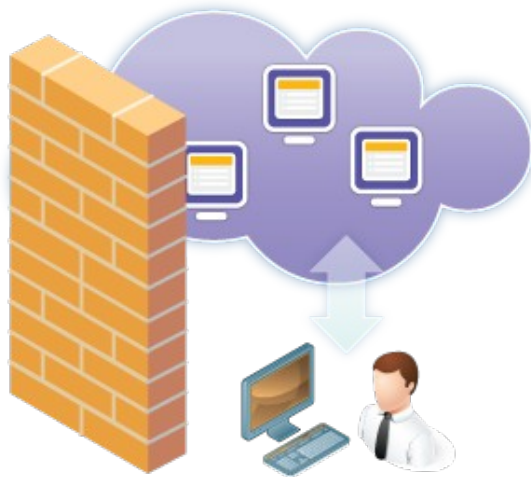
- Cloud is a user experience and a business model
- It is applications, data and IT resources provided as services over the network
- It is an infrastructure that lets you virtualize computing resources over an intranet or the Internet to:
  - Rapidly provision services
  - Deploy with ease of access
  - Operate efficiently with flexible pricing
- It is an acquisition and delivery model that lets you:
  - Standardize offerings
  - Improve business performance
  - Control costs



Ultimately, cloud computing is a means to reduce IT complexity and cost and accelerate business value



# Multiple cloud and hybrid models are emerging



## Private Cloud

IT activities/functions are provided “as a service,” over an intranet, within the enterprise behind the firewall.

Key features include:

- Scalability
- Automatic/rapid provisioning
- Charge back ability
- Widespread virtualization

## Public Cloud

IT activities/functions are provided “as a service,” over the internet.

Key features include:

- Scalability
- Automatic/rapid provisioning
- Standardized offerings
- Consumption-based pricing.
- Multi-tenancy

## Hybrid Implementation

Internal and external service delivery methods are integrated, with activities/functions allocated based on security requirements, criticality, architecture and other established policies.

Key features include:

- Integration between on-premise and cloud services
- Scalability
- Multi-tenancy
- Extension of existing investments to the cloud

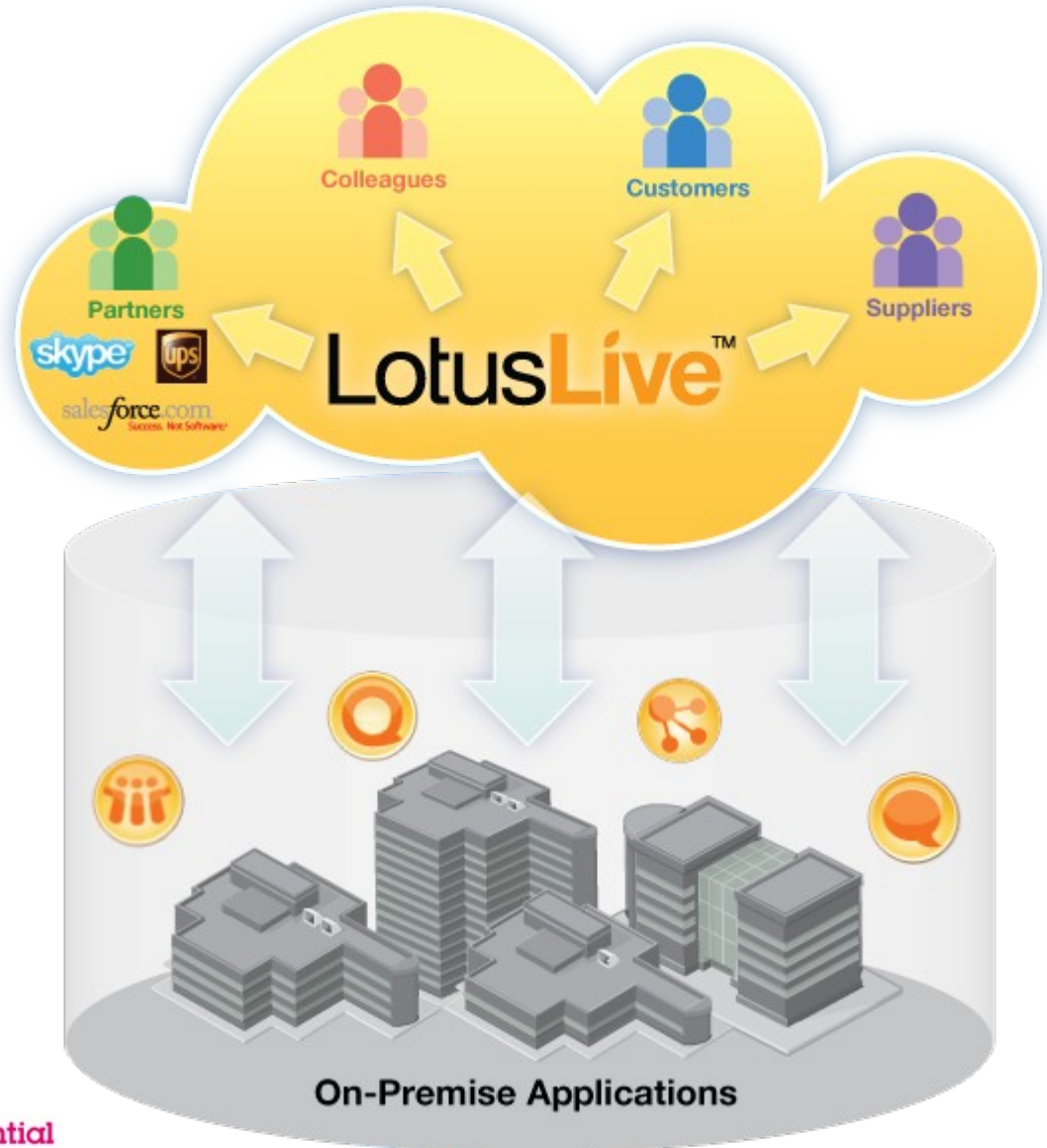
Source: IBM Market Insights, *Cloud Computing Research*, July 2009.



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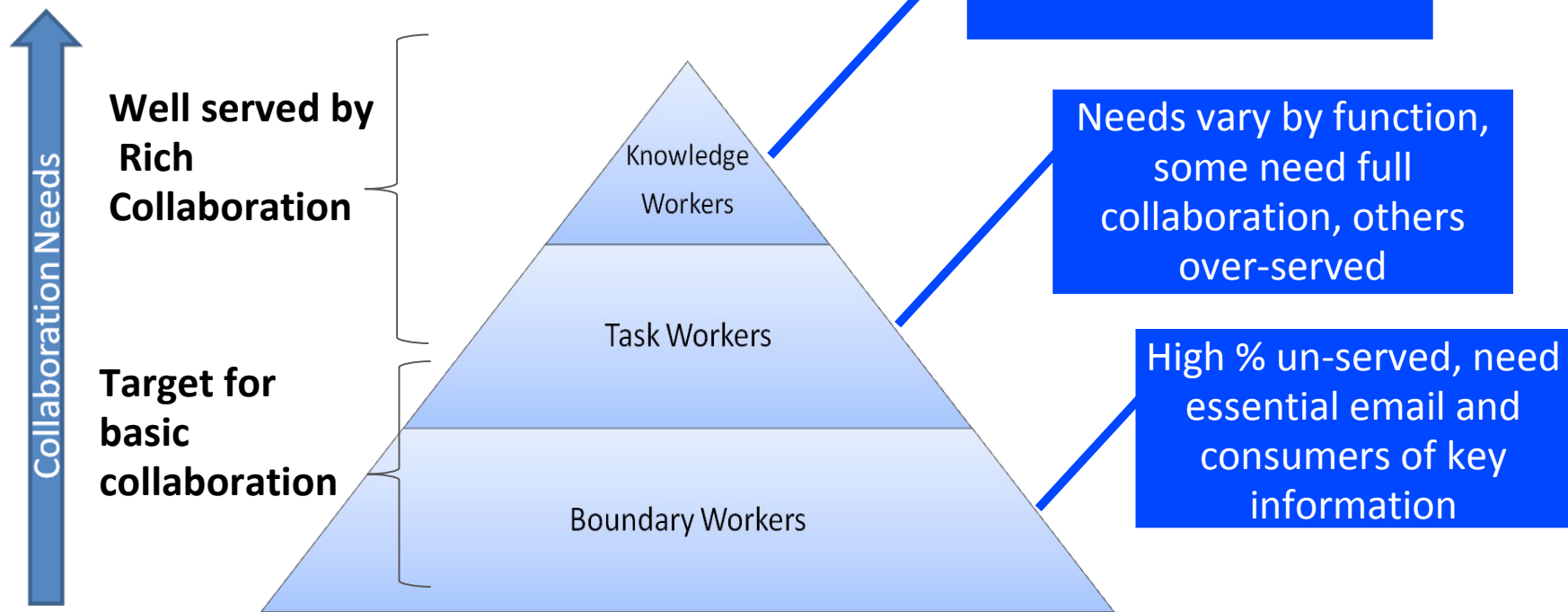
- Delivers instant access via the web to integrated collaboration, social networking and e-mail services
- Extends on-premise investments to the cloud
- Allows collaboration inside and outside the enterprise with ease
- Offers new capabilities quickly and easily directly and through relevant business partners
- One size does NOT fit all!



# One Size does NOT Fit All !



*IBM recognizes that all users are not alike. That's why we've built a portfolio of messaging and collaboration products with each user type in mind. Our approach reduces the Total Cost of Ownership (TCO) for our customers, and makes the most sense for end users.*



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## Web conferencing

### IBM LotusLive Meetings

integrating Web, audio- and video-conferencing

- Pricing starts at \$5/mo/user

### IBM LotusLive Events

helping you create, host and manage online conferences

- Pricing starts at \$5/mo/user

## Bundles

### IBM LotusLive iNotes and LotusLive Connections

integrating Web e-mail and collaboration features

- Pricing starts at \$7/mo/user



## Collaboration

### IBM LotusLive Engage

providing file sharing, Web conferencing, instant messaging, social networking and project management

- Pricing starts at \$8/mo/user

### IBM LotusLive Connections

integrating your business network with file sharing, instant messaging and social networking

- Pricing starts at \$6/mo/user

### IBM LotusLive Notes and LotusLive Engage for Enterprise Deployment

integrating full-feature online e-mail, collaboration, & Web meeting features

- Pricing starts at \$10/mo/user



## Messaging

### IBM LotusLive Notes

providing Lotus Notes software as a hosted service

- Pricing starts at \$5/mo/user

### IBM LotusLive iNotes

providing security-rich, Web-based messaging, calendaring and contact management

- Pricing starts at \$3/mo/user

### IBM LotusLive Notes Step-Up and LotusLive Engage for Enterprise Deployment

integrating full-feature online e-mail, collaboration, Web meeting features

- Pricing starts at \$9/mo/user

Note: All prices are effective monthly rates based on the purchase of an annual commitment



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# Key Feature Comparison LotusLive iNotes and Notes



	LotusLive Notes	LotusLive iNotes
<i>Platform</i>	Domino	Non-Domino based
<i>Primary access method</i>	Notes client or browser client	Webmail, POP, and IMAP
<i>Webmail Experience</i>	Full-featured, consistent with Notes rich client. Supports conversation views, filtering, etc.	Simple, but elegant, with “Web 2.0 features”
<i>Calendar</i>	Supports advanced workflows around delegation, scheduling, meeting recurrence, and free/busy time.	Invite others to meetings and respond to invitations. Free-busy lookup. Overlay of Team & Corporate Calendar.
<i>Contacts</i>	Presence-enabled, with personal and company directory built-in. Intelligent addressing.	Support for personal contact lists and ability to Integrate with LDAP directories via sync or lookup. Requires services.
<i>Mobile Support</i>	Support for BES, Traveler	Support via IMAP IDLE
<i>IM / Presence</i>	Built-in	Not included





## eMail Services

- Single point of access to e-mail, calendars, contacts
- Choice of rich client/web access (rich & light user experience)
- Full Productivity Suite
- 25GB mailbox
- Choice of full offline support for desktop & web client
- Antivirus and anti-spam services
- Integrated platform, process automation & management tools
- Choice of Mobile Devices
- Integrated Presence & Awareness

- 99.9% SLA
- Enterprise-class servers, network, storage & firewall
- Security-rich, reliable and highly available infrastructure
- Integrated platform, process automation & management tools
- Intuitive UI allows teams to be immediately productive

## Collaboration Services



Anytime, anywhere, anyone Web conferencing



File sharing & collaboration



Instant messaging & presence awareness



Team based project management



Profiles/Contacts – expertise location, shared contacts, business networking



Forms / Surveys



Charts for data visualization

### Key Differentiators – At No Cost

- Connect social networks, share files, web conference, create project teams **inside and outside the company** with partners, customers, and vendors
- Invite unlimited number of **guests**
- 5 GB Integrated File/Site Storage
- Seamless integration between on-premise investments and cloud services
- Full productivity suite for reducing license costs



Enterprise-class email with Web conferencing, social networking, IM and file store and share services that simplify and improve daily business interactions with colleagues, customers and partners.



Email



Social Networking



Calendar



File Store & Share



Instant Messaging



Web Conferencing

Learn more: <http://www.lotuslive.com/pricing/collaboration>



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*Ushers in cloud computing with LotusLive™ to connect global workforce*

## The business:

- Panasonic is a market and technology leader in consumer and industrial electronics.

## The challenge:

- Panasonic's vision is to become the #1 Green Innovation Company in the Electronics Industry by 2018. Panasonic will leverage IT innovation to **enable business units globally to operate as "One Panasonic."** As part of its globalization efforts, the company embarked on an information technology (IT) initiative to improve competitive advantage and overall business results by **helping its multiple business units work together** more efficiently.

## Solution:

- Adopt IBM's LotusLive™ cloud collaboration services to enable its workforce to **communicate and collaborate more efficiently with its global network of customers, partners and suppliers.**
  - Adopt LotusLive™ Engage for Web conferencing, online meetings, file sharing, instant messaging and project management.
  - Use LotusLive™ Connections for business social networking between employees, partners and suppliers to find and share the right insight.
  - Migrate employees from Microsoft Exchange or other collaboration software to LotusLive™ Notes and LotusLive™ iNotes for email, calendaring and contacts.

## Benefits:

- **Low cost and rapid deployment** will provide cost savings.
- **Superior extranet capabilities** will allow Panasonic to provide a set of cloud collaboration tools for immediate access across all regions -- connecting global project teams and best practices for product research, development and sales and giving Panasonic an edge over competitors.

**Panasonic**  
ideas for life

"LotusLive is an integral vehicle for our employees to truly function as a globally integrated enterprise. It will allow us to work securely with our extended enterprise of Panasonic partners and customers as if they are all in the same location, bringing the promise of quicker, more efficient teamwork and commerce worldwide."

Mitsuhiro Aoyama, Vice President  
Corporate Information Systems  
Company, Panasonic Corporation



[www.lotuslive.com](http://www.lotuslive.com)

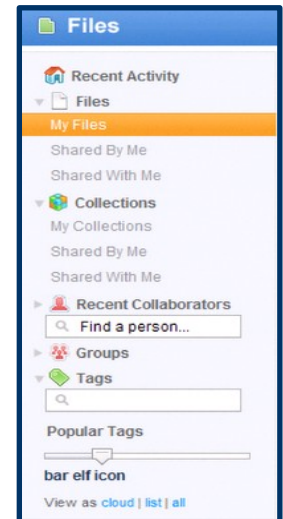
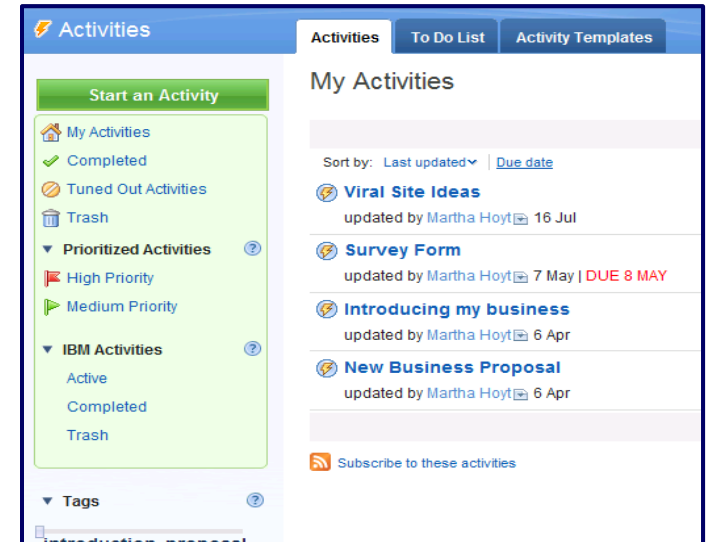
# Key Differentiator – Seamless B2B Collaboration



*“Share across company boundaries”*

Organize your work, plan next steps, and invite Guest members to collaborate helping execute deliverables, quickly in **real time**.

- Collect your tasks, files and to-dos for any project in a central location
- Get out of your email – start using activities/file sharing
  - Start from a single idea or fragment of an idea in an e-mail.
  - Prioritize and set goals
  - Reuse past successes with activity templates
  - Manage single instance of a file in multiple projects
- Tightly integrated set of services
  - Consistent interface
  - Single point of access via Dashboard
- No need to create sites
  - Simply share files, collections with partners, subsidiaries or individuals
  - Receive notifications of updates
  - Click-to-Cloud
  - Meet-online



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# Key Differentiator - Human Centered Security



- Security that is confusing or not understandable by the average user offers little benefit
- End users make the day to day decisions on what to share and what to protect, based on their best understanding of their responsibilities to their company
- Useful and usable security within the context of working with colleagues, partners, and customers
  - File view provides all sharing and upload information
- Transparent feedback and safe defaults ensure security awareness without intrusiveness
  - Newly uploaded files are private by default
- Control and override of security state ensures business completes in a timely manner



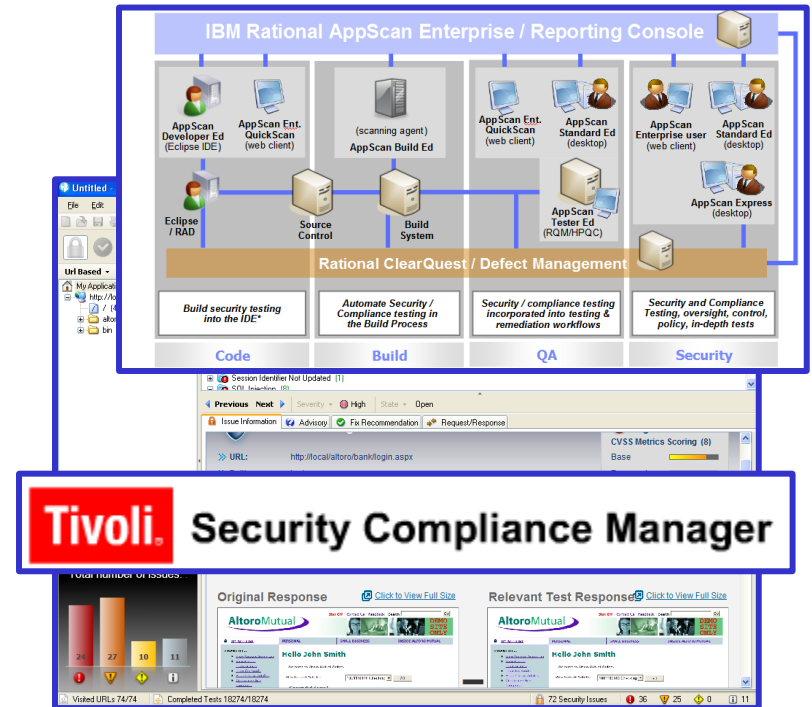
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# Key Differentiator - Security and Compliance



## IBM has deployed Industry Standard Security and Compliance Management practices

- Real Time Antivirus support services with on demand scanning capabilities for the LotusLive environment.
- LotusLive Security Assurance Activities
  - *IBM performs quarterly security configuration reviews of all systems and Infrastructure*
  - *Performs periodic vulnerability scanning of the network and servers*
  - *Periodic independent application and infrastructure reviews.*
- IBM SaaS Dedicated Security Organization
  - *Provides clear security management activities surrounding both the network, infrastructure, applications and supporting services.*
  - *Responsible for the delivery of security capabilities as well as the specification and design of security architecture and compliance management technologies and processes*



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Open systems environment for seamless integration of partner business services into LotusLive – both its services and business network

- Creates ecosystem of business services and business networks
- Brings people and the business services they use together without traditional barriers
- Delivers improvements in efficiency and productivity
- Simplifies work flows and team collaboration



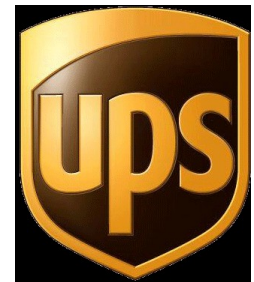
Easily launch into conversations with your contacts right from LotusLive



Automate collaborating and recording interactions with your customers



Make the process of creating, revising and signing documents simple and easy



Seamlessly weaving logistics and shipping into the way you work





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# Let's get connected in LotusLive: [woudec@nl.ibm.com](mailto:woudec@nl.ibm.com)

- For a demo or no-cost trial, go to [www.lotuslive.com](http://www.lotuslive.com)

IBM LotusLive™ English [ change ]

Compare Services | Contact Sales | Tell a friend | Join Meeting | Log in

## Save Time & Cut Travel Meet Online

Online collaboration has never been more important! Meet online, share large files, chat and collaborate with anyone, anytime, anywhere.

Learn More | Watch the Demo

### Try LotusLive for 30 days

Get started now with a no-cost, 30-day trial. Choose the LotusLive collaboration service that is right for you.

Try LotusLive Now

LotusLive Overview | Stay Connected with E-mail | **Save Time & Cut Travel Meet Online** | Build Your Business Network | Work with Remote Teams | Collaborate & Share Online

News: IBM announces global availability of LotusLive services in 10 languages.

#### LotusLive Services

- LotusLive Engage
- LotusLive Connections
- LotusLive Meetings
- LotusLive Events
- LotusLive iNotes
- LotusLive Notes

Cloud Advantage Podcasts | Join a Live Demo | LotusLive on Twitter | LotusLive Mobile Beta

# Create contract and upload to LotusLive



The screenshot shows the Lotus Symphony application window titled "ContractABC.odt - Document - IBM Lotus Symphony". The document content includes a logo for "GreenLeaf Software" (a green leaf) and the word "CONTRACT" in large letters. Below it is a paragraph of placeholder text: "Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et iusto duo dolores et ea rebum. Stet clita kasd uberaren."

A yellow arrow points from the LotusLive Files sidebar to the document area, with the text "Save or Open files directly to/from LotusLive". The sidebar shows a file tree structure under "LotusLive! Files", including folders like "EDF Organization", "CWLotusLive", "ISV Lotuslive", "AgriRetail", "Getting Started with Blue", and "woudec@nl.ibm.com's file". The "woudec@nl.ibm.com's file" folder contains the "ContractABC.odt" file.



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# Securely share contract with others



The screenshot displays the LotusLive Files web interface in a Mozilla Firefox browser. The page title is "LotusLive - Files - Mozilla Firefox: IBM Edition". The address bar shows the URL "https://apps.lotuslive.com/files/filer2/home.do#files.do". The interface includes a navigation bar with "IBM", "My Dashboard", "My Mail", "My Network", "My Services", "LotusLive Labs", "Support", "My Account", "Invite Guest", and "Log Out". The main content area is titled "Files" and shows a list of files under "My Files". A yellow callout box points to the "ContractABC.odt" file with the text: "Right-click on file in LotusLive to share, present, sign, create new version, etc.". A context menu is open over the file, listing actions: Share, Add to Collection, Stop Sharing, Upload New Version, Present in a Meeting, Sign Document, Suspend New Versions, Delete, Encrypt, and Download. The file list table has columns for Name, Date Modified, Downloads, Size, and Privacy. The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the date and time (12:25 maandag 30-8-2010).

Name	Date Modified	Downloads	Size	Privacy
ContractABC.odt	Aug 25, 2010	0	59 KB	Green lock icon
LLEngage_Overview_v1.pdf	010	1	1 MB	Green lock icon
Document 3 Org A.odt	010	0	7 KB	Green lock icon
Document 2 Org B.odt	010	1	7 KB	Green lock icon
Document 2 Org A.odt	010	1	7 KB	Green lock icon
Document 3 Org A.odt	010	3	7 KB	Green lock icon
capbudg.xls	010	0	27 KB	Red lock icon
Lorem Ipsum.pdf	010	2	43 KB	Green lock icon
Vondle Live and Vondle Live Viewers	10	-	49 B	Green lock icon
LotusLive Introductory Presentation.odp	Jul 12, 2010	6	2 MB	Green lock icon
ContractABC.pdf	Jul 9, 2010	3	89 KB	Green lock icon
LotusLive_EuroClear.odp	Jul 5, 2010	5	8 MB	Green lock icon
smartworkItems.txt	Jul 1, 2010	1	1 KB	Red lock icon
SmartWork Survey	Jun 30, 2010	1	16 B	Green lock icon
Survey Results for SmartWork Survey	Jun 30, 2010	1	16 B	Red lock icon



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## Share

**Item(s):** ContractABC.odt

**Share with: \***

- People or Groups** (give specific file permissions to others)
- My Company** (visible to everyone in my company)
- Public** (visible to anyone)

**Permissions:** Type a LotusLive person or group, or any external e-mail address.

**Readers**

**Authors**

**Message: (optional)** [Customize message](#)

\* Any file sharing may be monitored by your company.

Share with your company or people/groups even outside your organization



# Present or share in instant e-meeting room



LotusLive - Meetings - Mozilla Firefox: IBM Edition

International Business Machines Corporation (US) https://apps.lotuslive.com/meetings/host?fileId=46899050B05111DFA1D01D480A050301&fileName=ContractABC.odt&fileMime=application%2Fvnd.oasis.opendocument.text

Lock Conference Publish Sharing Polling Previous Next Pointer Highlighter Erase Sign Out

**Present Files**

Add File Stop Presenting

Click a file to present it.

ContractABC.odt

**Invitations**

Enter recipients and an optional, custom message.

Browse Contacts

Enter e-mail addresses, names, or groups...

Customize Message

Send Invites

**Feedback Survey**

Send post-meeting feedback survey to meeting participants

Start Survey

**To Do Items**

All to do items are saved to a new activity after the meeting.

To do:

Assigned to:

Enter a name...

Meeting ID: 335-095

Conference is started

Done

**Video**

Video streaming

Stop Video

**Participants**

2 0

Participants

Hide List | Sort List

All Participants

Cees van der Woude

Steve Williams

Participant list

CONTRACT

GreenLeaf Software

or sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

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maoreet dolore magna aliquam erat volutpat.

vq hdiuqw diuqw hd

PARTIJ A PARTIJ B



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# Prepare document for signing – Silanis



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# Parties can now securely sign – Silanis



Silanis e-SignLive™ - Mozilla Firefox: IBM Edition

File Edit View History Bookmarks Tools Help

Silanis Technology Inc. (CA) https://www.e-signdoc.com/processes/P38lk6trBaf-KgvSBLkZokgDBfw=/documents/46B99050B05111DFA1D01D480A050301

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IBM North America Software Client Technic... Silanis e-SignLive™ LotusLive Collaboration suite TechSmith | Snagit, screen capture sof...

IBM Back to LotusLive My Mail My Network My Services LotusLive Labs Support My Account Invite Guest Exit e-SignRoom

Deactivate

ContractABC.odt  
ContractABC.odt

My Signed Documents: 1  
My Signatures: 1  
All Signers: 2

You completed signing this document

accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

Duis autem vel eum iriure hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum zzril delenit augue dui dolore te feugait nulla facilisi. Lorem ipsum dolor sit amet, consetetur adipiscing elit, sed diam nonumy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.

U dwqih diuwqhduiwq hdiuqw diuqw hd

PARTIJ A  
E-SIGNED Aug 30, 2010 by  
Cees van der Woude

PARTIJ B

Sign the document simply by clicking

Keep track of status

Powered by e-SignLive™ | ©Copyright 2001-2010 Silanis Technology Inc | Read the Terms of Use

Done

start

Status Updates (Ope... Silanis e-SignLive™ - ... Downloads MeetIBM LotusLive\_MeetIBM2... LotusLive - Meetings ...

NL 96% 12:49 maandag 30-8-2010



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# Parties can now securely sign – Silanis



Silanis e-SignLive™ - Windows Internet Explorer

https://www.e-signdoc.com/processes/P38K6trBaf-Kgv58LkZoKgDBfw=/documents/46899050805111DFA ID0 ID480A050301

Silanis Technology Inc. [CA]

Renovations Inc Back to LotusLive My Mail My Network My Services LotusLive Labs Support Administration Invite Guest Exit e-SignRoom

ContractABC.odt

ContractABC.odt

My Signed Documents: 1  
My Signatures: 1  
All Signers: 2

0 of 1 Signatures Completed.

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PARTIJ A  
E-SIGNED Aug 30, 2010 by  
Cees van der Woude

PARTIJ B  
Click to Sign

Other party logs into LotusLive and can also sign the document

Powered by e-SignLive™ | ©Copyright 2001-2010 Silanis Technology Inc | Read the Terms of Use

start

Status Updates (Ope... LotusLive - My Dashb... Downloads MeetIBM LotusLive\_MeetIBM... Silanis e-SignLive™ - ...

Internet 100%

NL 96% 12:53 maandag 30-8-2010



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# Receive email with link to contract



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