



Business. Made Social.

Business Gets Social **2012**IBM Software Roadshow

ibm.com/socialbusiness/events





5.500 Partecipanti

1 K Livecast viewer

7 Giornalisti

7 1 Analisti

281 Sessioni

38 Customer Stories

14k Tweets



The case studies from notable organizations such as TD Bank, Children's Hospital and Caterpillar were compelling.

Some implementations were further along than others, but all of the speakers spoke enthusiastically about the promise of social that ignited their projects and the subsequent benefits they are receiving.

Carol Rozwell, VP Distinguished Analyst – Gartner

http://blogs.gartner.com/carol_rozwell/2012/01/20/lotusphere-learnings/



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Carol Rozwell, VP Distinguished Analyst – Gartner

http://blogs.gartner.com/carol_rozwell/2012/01/20/lotusphere-learnings/

Dr Jeffery Burns of Children's Hospital Boston provided the best example of the power of the social web that I've heard: a community of experts scattered around the globe, with a method to provide real time collaboration for dealing with unique illnesses and a way to collect content for reuse by other physicians for learning new techniques for treating their patients. The real time community links doctors and hospitals around the world and makes the "right" expertise available at the right place and time, virtually. The end result, saving children's lives by sharing knowledge and skill through community.

Michael Fauscette, Software Business Solutions Group Leader - IDC

http://www.mfauscette.com/software_technology_partn/2012/01/lotusphere-2012.html



It was actually one of the best events of its kind I've attended in years — and I've attended loads. IBM expanded the focus well beyond the "legacy" Lotus brand. In fact, this was a social business event from start to finish, with IBM linking its much broader social computing portfolio to business process improvement and value creation.

Michael Barnes, Vice President, Research Director – Forrester

http://blogs.forrester.com/michael_barnes/12-02-01-ibm_lotusphere_2012_whats_in_a_name



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http://blogs.forrester.com/michael_barnes/12-02-01-ibm_lotusphere_2012_whats_in_a_name

Existing users of IBM Lotus software should be aggressive in their adoption of IBM's enterprise social software, as Ovum believes it can be used to competitive advantage in a business world that is currently dominated by out-of-date, less capable offerings. Organizations that are considering alternatives to Microsoft's collaboration stack should take a good look at IBM's business social software, as it integrates well with Microsoft Office/SharePoint and offers empowering social analytics capabilities. Smaller businesses and institutions should consider IBM SmartCloud for Social Business as its pricing is competitive and its functionality is excellent.

Richard Edwards, Principal Analyst - Ovum





I cambiamenti che stiamo vivendo

Come acquisto

Interagendo con altre persone, scambiando feedback e privilegiando un rapporto diretto con le aziende di cui sono cliente



Come lavoro

Collaborando con altri colleghi, dovunque mi trovi, in qualsiasi momento e da una molteplicità di strumenti.

Come mi relaziono

Restando in costante contatto con amici ed interlocutori, capitalizzando i loro suggerimenti, condividendo idee ed iniziative



I cambiamenti che stiamo vivendo

Reperimento e condivisione istantanea delle informazioni



- 155 milioni di messaggi spediti via Twitter ogni giorno
- Più di sette milioni di oggetti condivisi in Facebook ogni settimana

Source: Facebook, 2011

Source: Nielsenwire, 6/1/2010, Morgan Stanley Source: Forrester: Forrsights Workforce Survey 2011 Crescita esponenziale dei Social Network e dei device mobili



- Il 22% del tempo in cui si è collegati in rete viene passato sui social network
- Le consegne di tablet e smartphone hanno superato quelle dei PC

Ingresso dei social network all'interno nelle aziende



- Il 37% dei lavoratori americani ha portato in azienda strumenti che utilizzava in casa
- II 64% dei lavoratori della GenY scarica almeno una volta alla settimana applicazioni senza autorizzazione



L'impatto sulle organizzazioni aziendali

Dipendenti

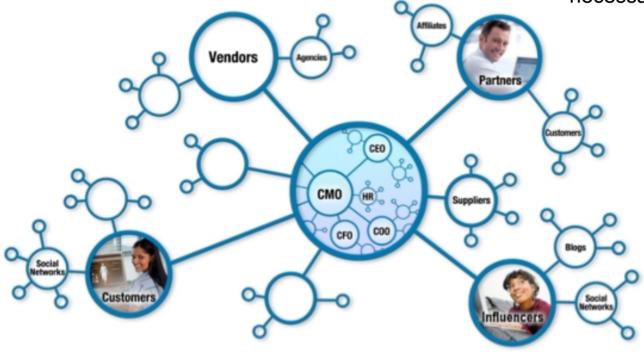
Si organizzano in modo organico in team e community che operano su attività in continua evoluzione

Clienti

assumono un ruolo centrale nel posizionamento dei brand sul mercato

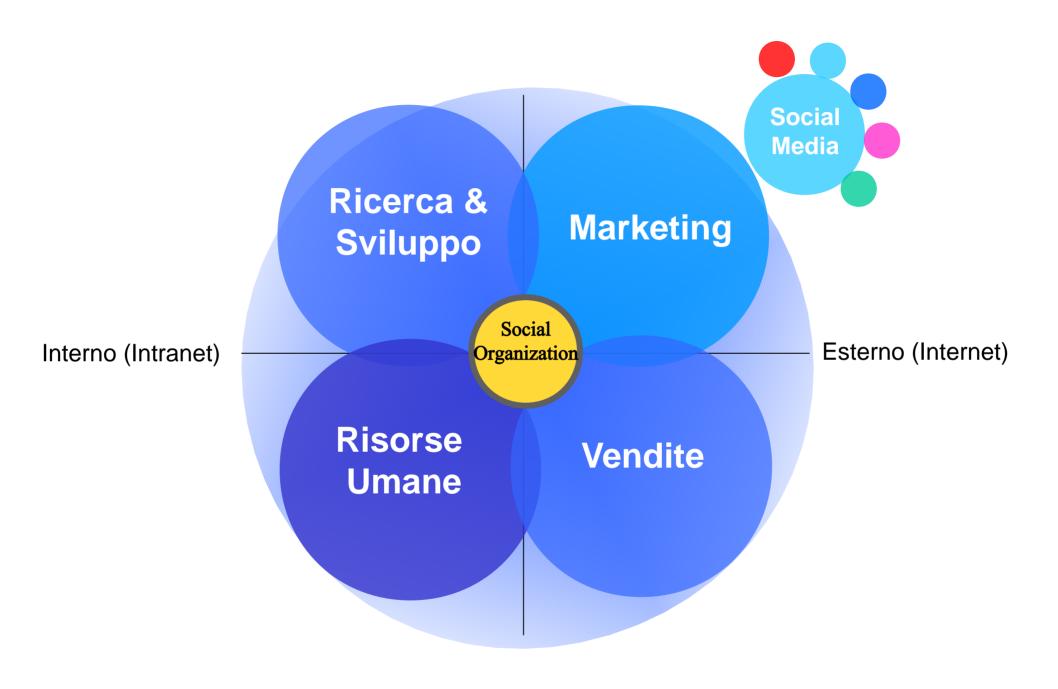
Fornitori

diventano parte integrante della struttura aziendale, attivati a richiesta quando necessario

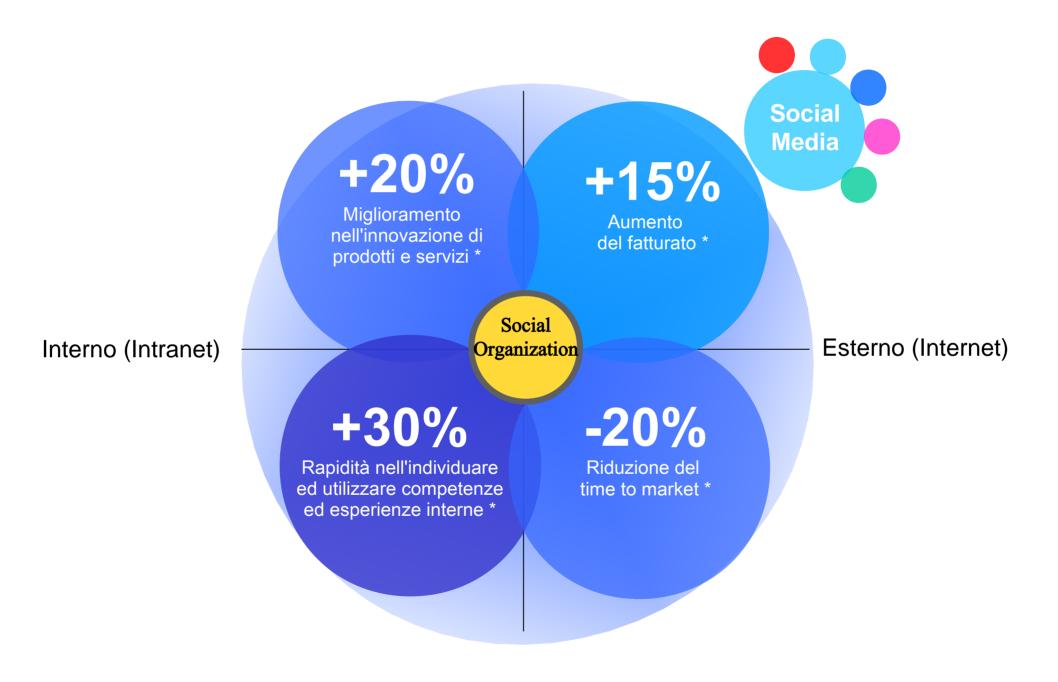


Le organizzazioni social stanno capitalizzando le interazioni sociali, il feedback spontaneo e le competenze distribuite per creare valore ed ottenere un vantaggio competitivo





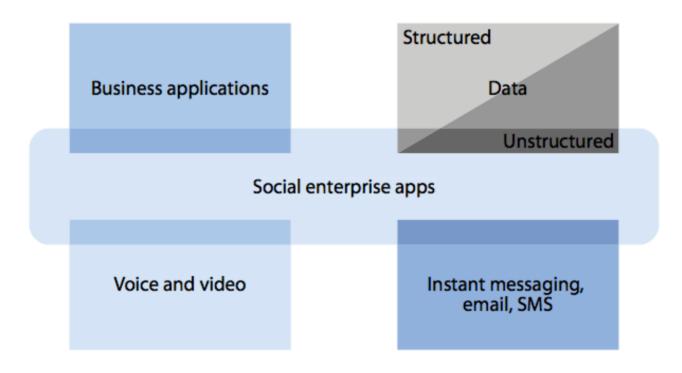






Un nuovo modello per la trasformazione

Figure 3 Social Enterprise Apps Integrate Disjointed Collaboration Approaches



59825 Source: Forrester Research, Inc.





Un nuovo modo di progettare i servizi IT





La piattaforma IBM per il Social Business



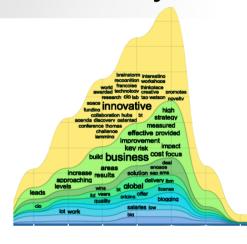




Social Analytics









Process Management & Governance



OPEN STANDARD

Una piattaforma basata su Open Standard

- Completa integrazione con i sistemi esistenti
 - Per capitalizzare investimenti fatti e risorse disponibili
- Massima flessibilità nelle innovative tecnologie
 - Per velocizzarne l'implementazione e il raggiungimento dei benefici di business
- Totale indipendenza da sistemi HW e SW
 - Per garantire totale eterogeneità e libertà di scelta









SAML





























Discover





Reach

Social Networking



Engage

Social Content







Social Analytics









Act

Process Management









Governance and Lifecycle









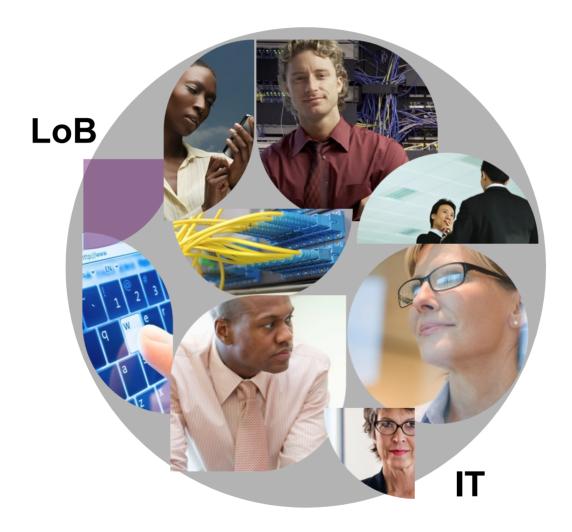
La tecnologia non è la sola cosa importante







La ricetta dei progetti di successo



Business. Made Social.



The Social Business Agenda

Busines Social

- A) Align Organizational Goals & Culture
- **G**) Gain Social Trust
- E Engage through Experiences
- N Network Your Business Processes
- D Design for Reputation & Risk Management
- A) Analyze Your Data

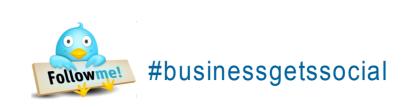














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Business Gets Social **2012**IBM Software Roadshow

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La piattaforma IBM per il Social Business



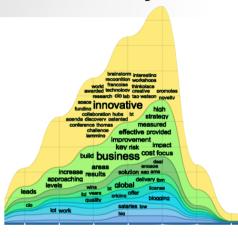




Social Analytics









Process Management & Governance



OPEN STANDARD





IBM Connections



Profiles

Find the people you need



Communities

Work with people who share common roles and expertise



Files

Post, share, and discover documents, presentations, images, and more



Wikis

Create web content together



Activities

Organize your work and tap your professional network



Forums

Exchange ideas with, and benefit from the expertise of others



Media Gallery

Add sizzle by sharing rich media like Photos and Videos



Home page

See what's happening across your social network



Social Analytics

Discover who and what you don't know via recommendations



Micro-blogging

Reach out for help your social network



Bookmarks

Save, share, and discover bookmarks



Blogs

Present your own ideas, and learn from others



Ideation Blogs

Create ideas and leverage the crowd to develop them



Document Libraries

Securely manage and collaborate on business documents





Nuova generazione della piattaforma social

La bacheca di News & Activity Stream consente di visualizzare ed interagire con informazioni e dati di altre applicazioni

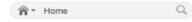
L'eMail diventa social

Uno speciale plugin che consente di integrare lo strato di email e calendario direttamente nel social network (supporta IBM Domino e MS Exchange)

Evoluzione degli strumenti analitici

Monitoring in tempo reale dello stato del social network, delle attività e del grado di adozione realizzato integrando sofisticate tecnologie Cognos.





Customize

What are you working on?

Update

Share something...

Show: All Types ▼ View: Details ▼

Г

Renovations Marketing



Minh Li shared a file in Renovations Community

Business Center Overview.jpg



300K



Gardner Raynes Hey look at this awesome presentation I just uploaded

Renovations Marketing.odp





Minh Li has sent you a Tungle Calendar meeting invite: Let's discuss the updated plans proposals | 1:00pm-2:00pm Tuesday March 8 2011 Created 9:43 AM



Samantha Daryn updated the file The Singularity is coming

Updated 9:15 AM

Samantha Daryn updated a To Do for you: Create Designs for Actions Required Updated 8:48 AM



Frank Adams added you to the community The Loveliest community of

Created 8:32 AM

Recommendations



Interaction Designers

2 contacts are members 12 tags in common

B Designs for the future

1 contact is a member 6 tags in common

66 Temporal Outpost in Nether Regions

8 tags in common

2 contacts commented

Gamers R Us

4 contacts are members 2 contacts have tagged

I... Cooking with Lemon

2 contacts are members 12 tags in common

5 of 12 | Previous | Next

To Do



You created this | Today 10:31 AM

Finish Homework

Update Designs

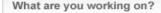
Minh Li assigned this to you | Apr 21 2011

Get milk butter bread

Jeff Bridges assigned this to you Apr 20 2011

View All My To Dos

Customize



Mail

Update

Share something...

Show: All Types ▼ View: Details ▼



Minh Li shared a file in Renovations Community

Business Center Overview.jpg 300K



Gardner Raynes Hey look at this awesome presentation I just uplo

Renovations Marketing.odp Updated 9:48 AM | 3 comments 1.2M Renovations



Minh Li has sent you a Tungle Calendar meeting invite: Let's discus updated plans proposals | 1:00pm-2:00pm Tuesday March 8 2011 Created 9:43 AM



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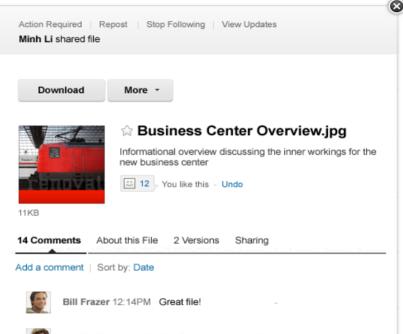
Marketing

Samantha Daryn updated a To Do for you: Create Designs for Actions Required Updated 8:48 AM



Frank Adams added you to the community The Loveliest community of

Created 8:32 AM



Lucille Suarez 11:12 AM Can you take out slide 4

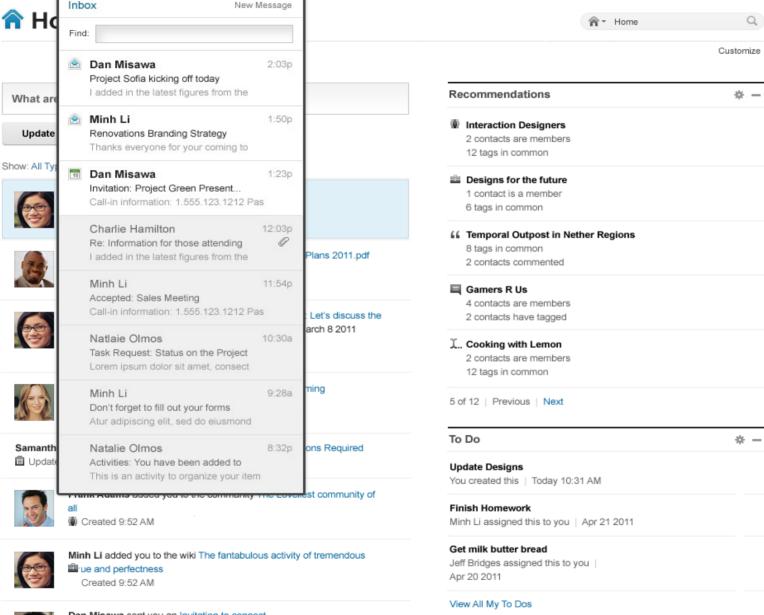


Gardner Raynes 10:30PM Yesterday Please add this text in to slide 12: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas gravida purus erat. In sed orci mauris. In in nunc nec nisi adipiscing luctus. Nunc bibendum lorem eu ligula pharetra sed accumsan sem interdum. Fusce gravida enim a lacus tincidunt dictum. Integer eu tortor turpis.

Jeff Bridges assigned this to you Apr 20 2011

View All My To Dos

OULTHINK PULLUT PICUL





Dan Misawa sent you an Invitation to connect

♦ Created 9:52 AM

Apps



Overview

Members

Board

Discussions

Activities

► Files

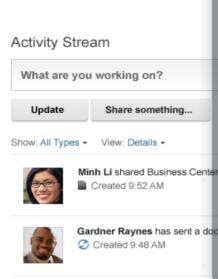
Blogs

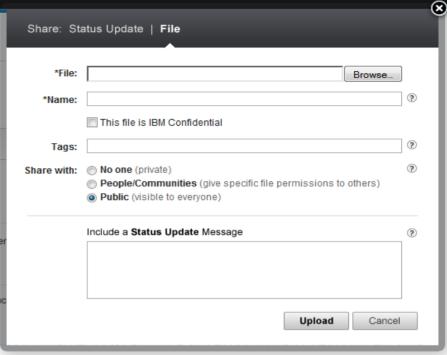
Wikis

Tags

Design

Development







Minh Li has sent you a Tungle Calendar meeting invite: Let's discuss the updated plans proposals | 1:00pm-2:00pm Tuesday March 8 2011 Created 9:43 AM



Samantha Daryn updated the file The Singularity is coming

Updated 9:15 AM

You updated a To Do for you: Create Designs for Actions Required Updated 8:48 AM



Frank Adams added you to the community The Loveliest community them all

Created 8:32 AM



Minh Li added you to the wiki The fantabulous activity of tremendous ue and perfectness Created 8:24 AM

Tomorrow 11:00 AM **Executive Panel** April 22 **Briefing and Reception Party** April 23

Sales Strategy Presentation

Video Group Chat Hour

Upcoming Events

Today 11:00 AM

45: -





IBM Docs

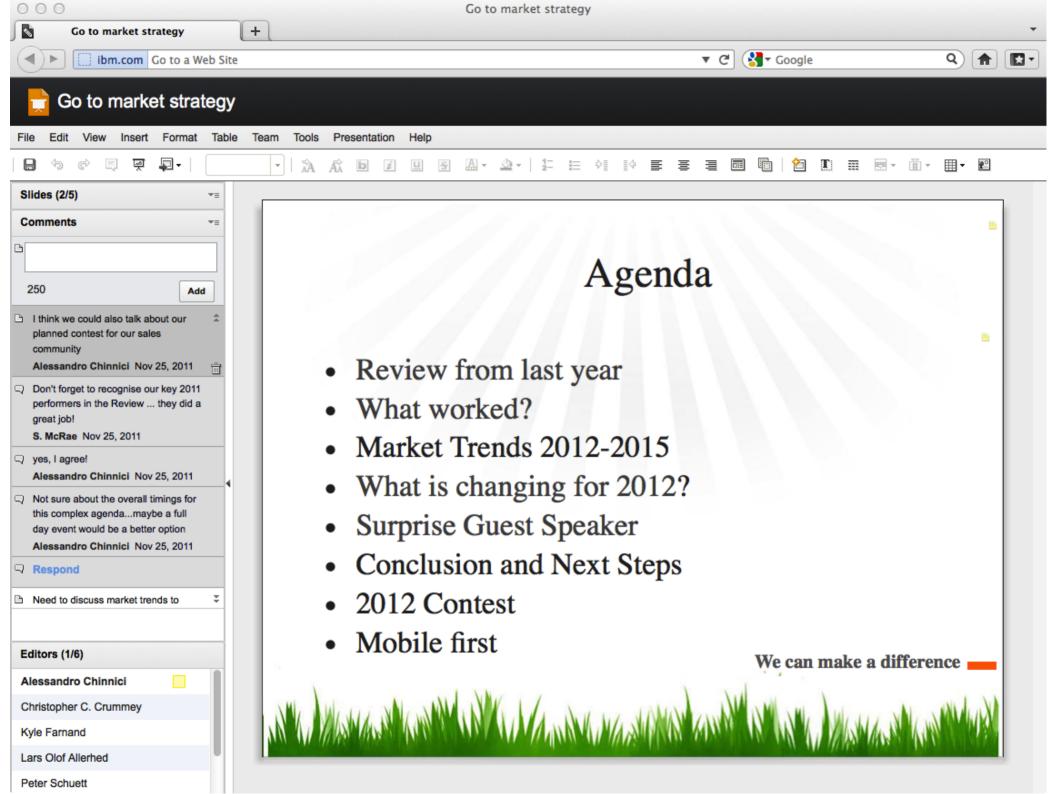
Strumenti innovativi web 2.0 utilizzabili per creare, condividere e modificare in modo collaborativo documenti, fogli elettronici, presentazioni.



Molto più di semplici editor via web

- Estendono le funzionalità di social file sharing di IBM
- Multi-user editing in real time
- Notifica della presenza dei vari autori
- Sezioni definibili ed assegnabili
- Commenti e discussioni
- Gestione dei task e dei to-do
- Gestione delle revisioni multiple
- Sistema automatico di notifiche

Progettato per supportare sia il modello SmartCloud che implementazioni private all'interno di una intranet aziendale.



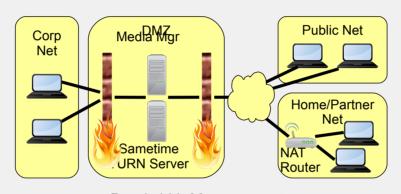


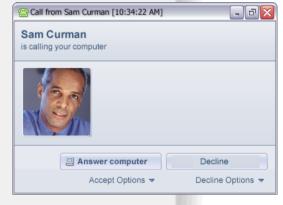


IBM Sametime

Enhanced Voice & Video in Sametime







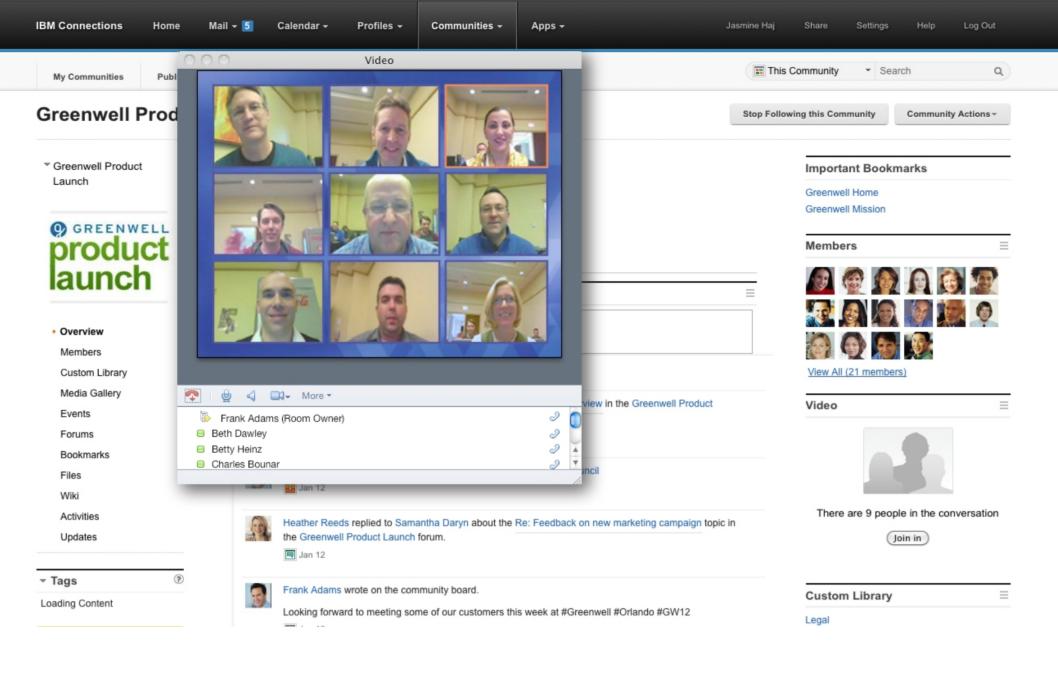
Browser-based AV Meetings

Bandwidth Management, Firewall & NAT Traversal

SUT & SUT Lite

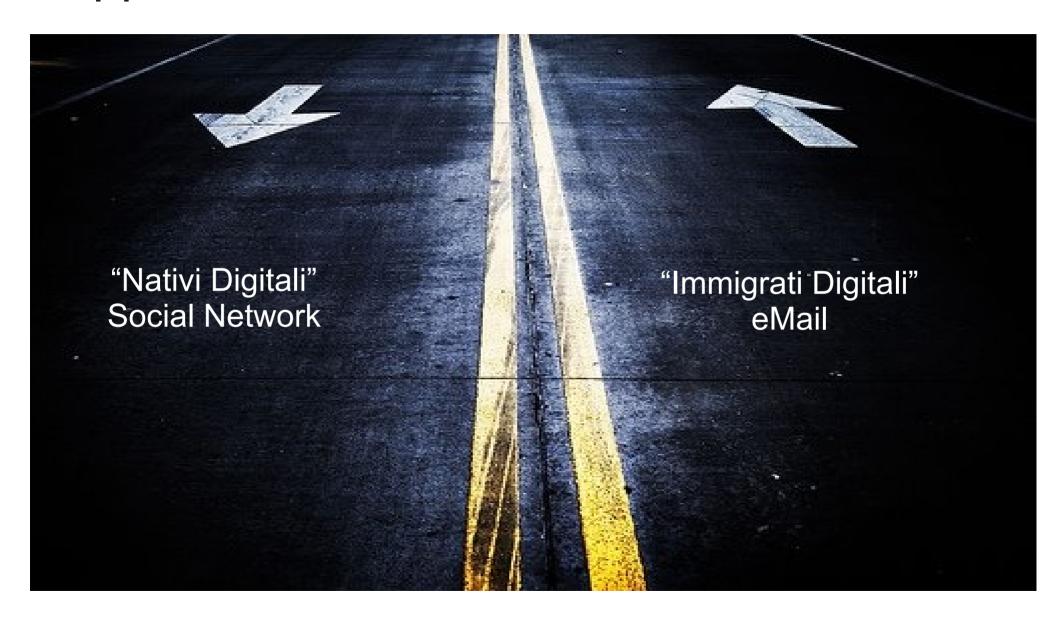
Future

- High quality, low bandwidth video
- Standards-based H.264 SVC
- Mobile audio & video
- Enhanced browser-based video



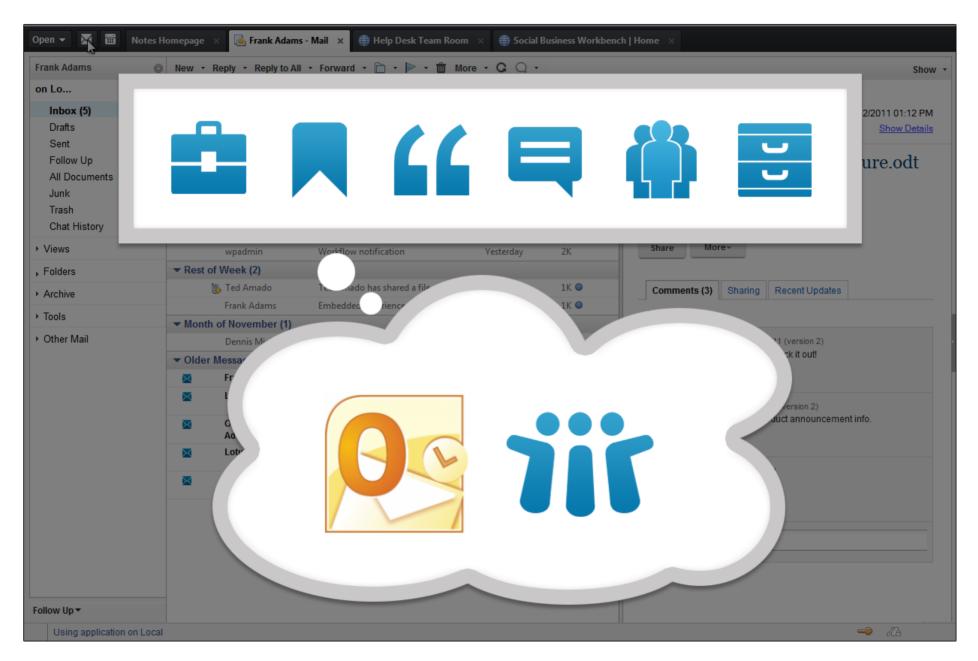


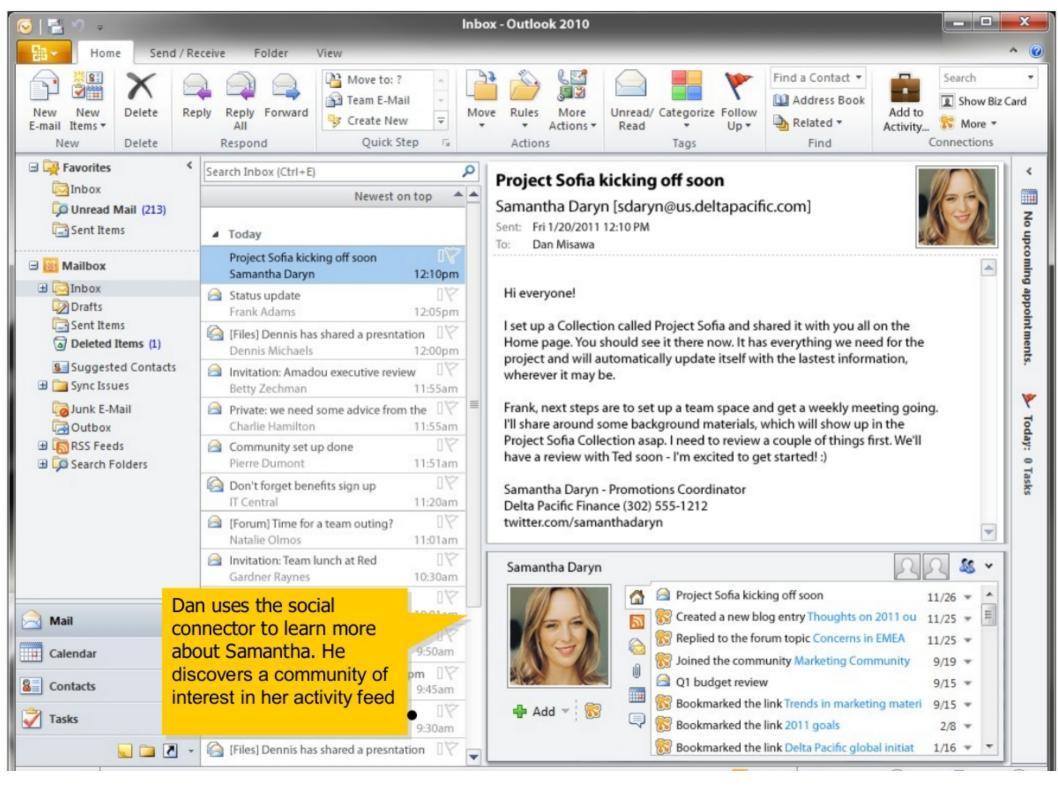
Supportare i differenti modelli di utilizzo

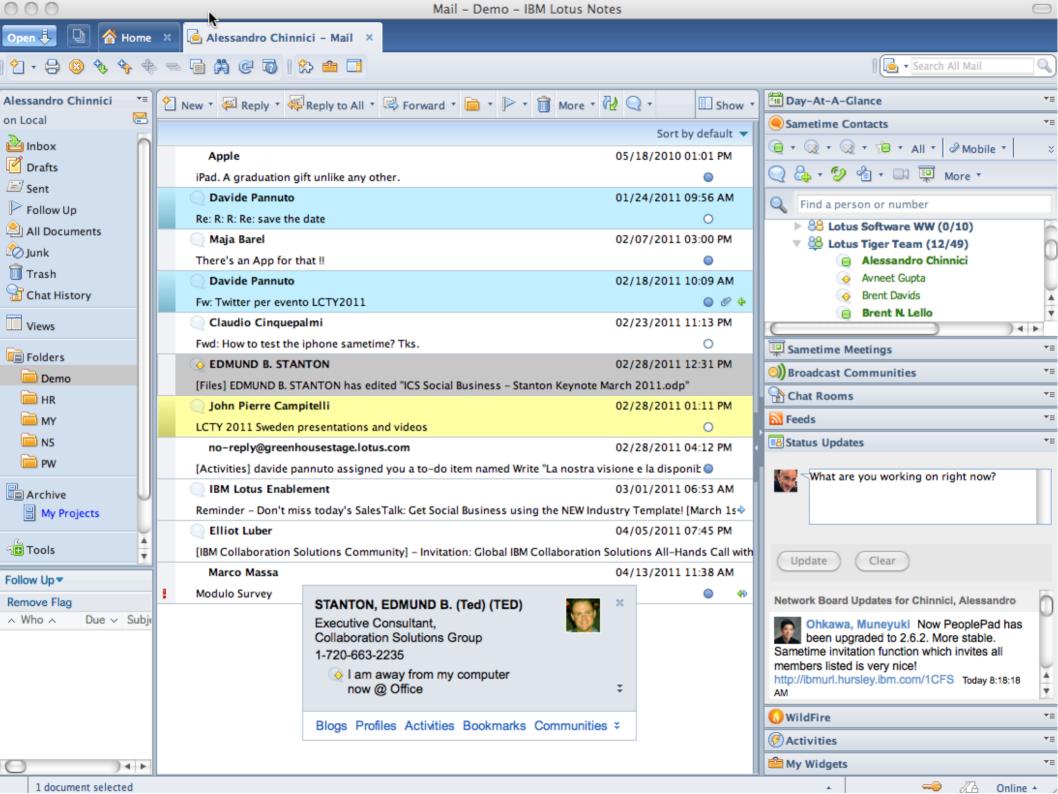




"Social enabled" eMail



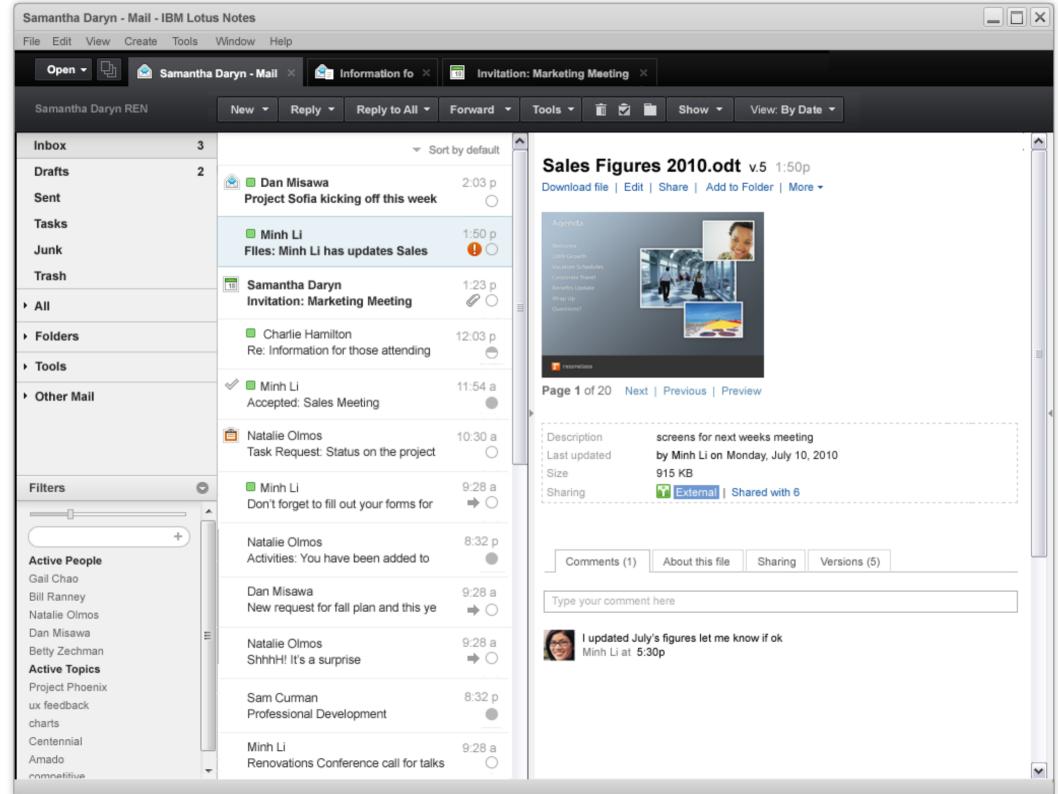


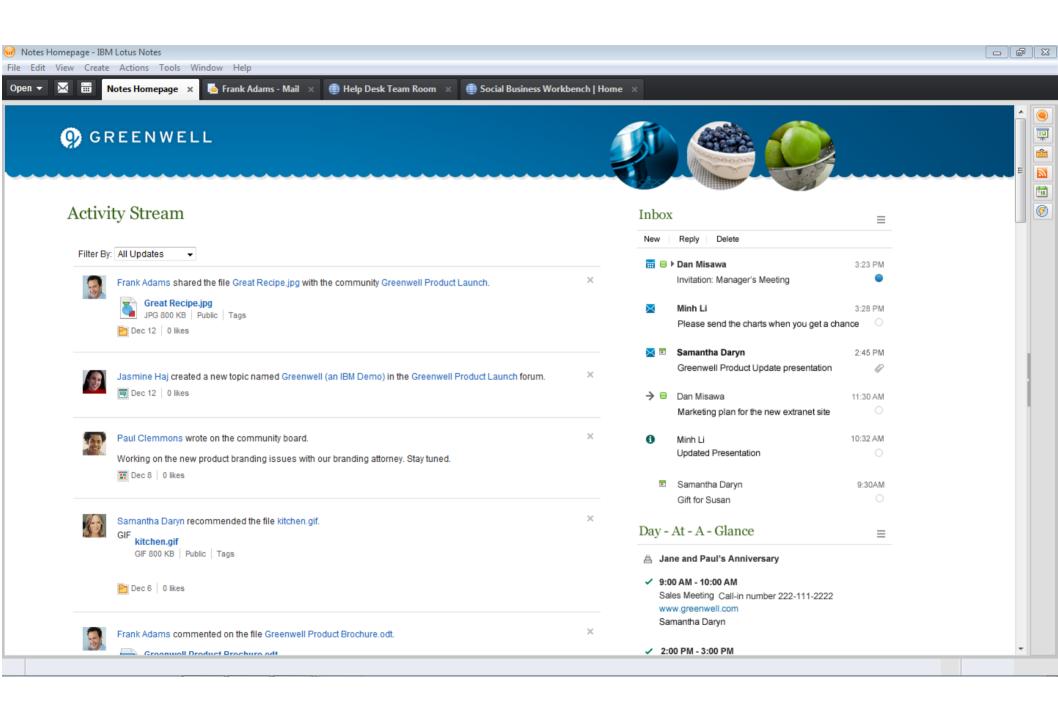






- La naturale evoluzione social dell'email
 - ➤ La inbox diventa il *contenitore* di tutti servizi collaborativi e di social networking
 - Lo standard OpenSocial permette di integrare nel client Notes un ricco set di "gadget" prodotti da IBM e da terze parti
 - Le funzionalità di "Embedded Experiences" consentono di contestualizzare istantaneamente le singole funzionalità collaborative in completa integrazione tra prodotti e servizi differenti







Un ampio portfolio di apps native









IBM Lotus Notes

IBM Sametime

IBM Connections

IBM Symphony







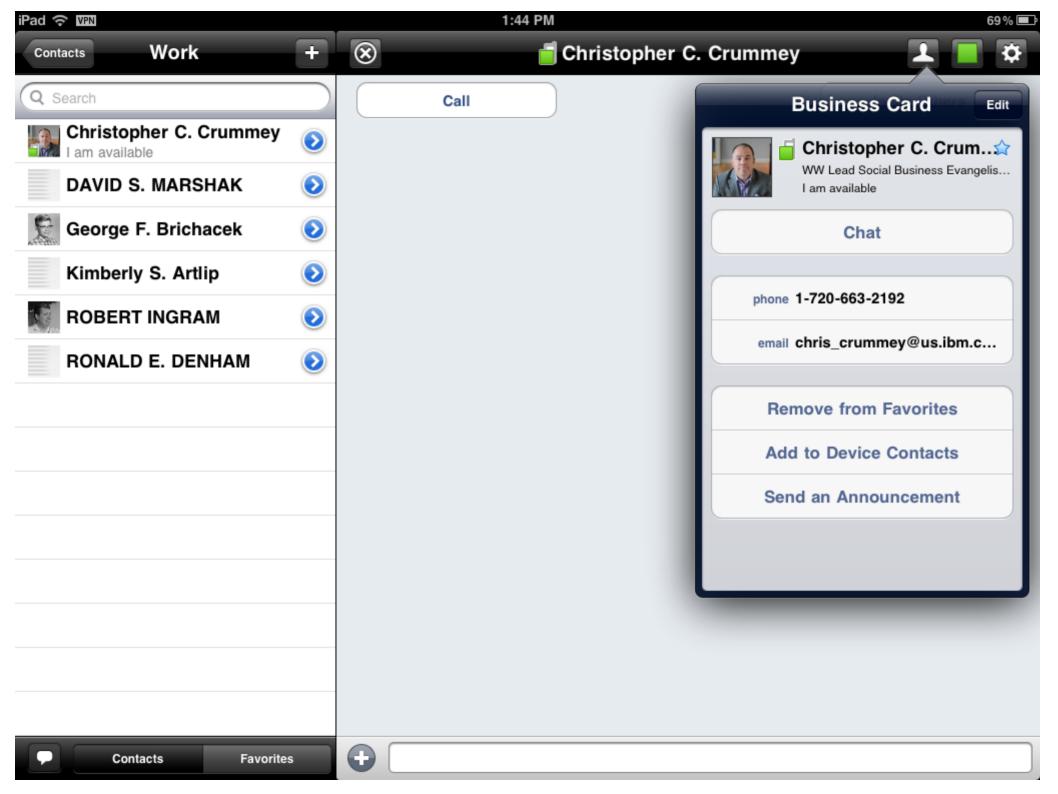


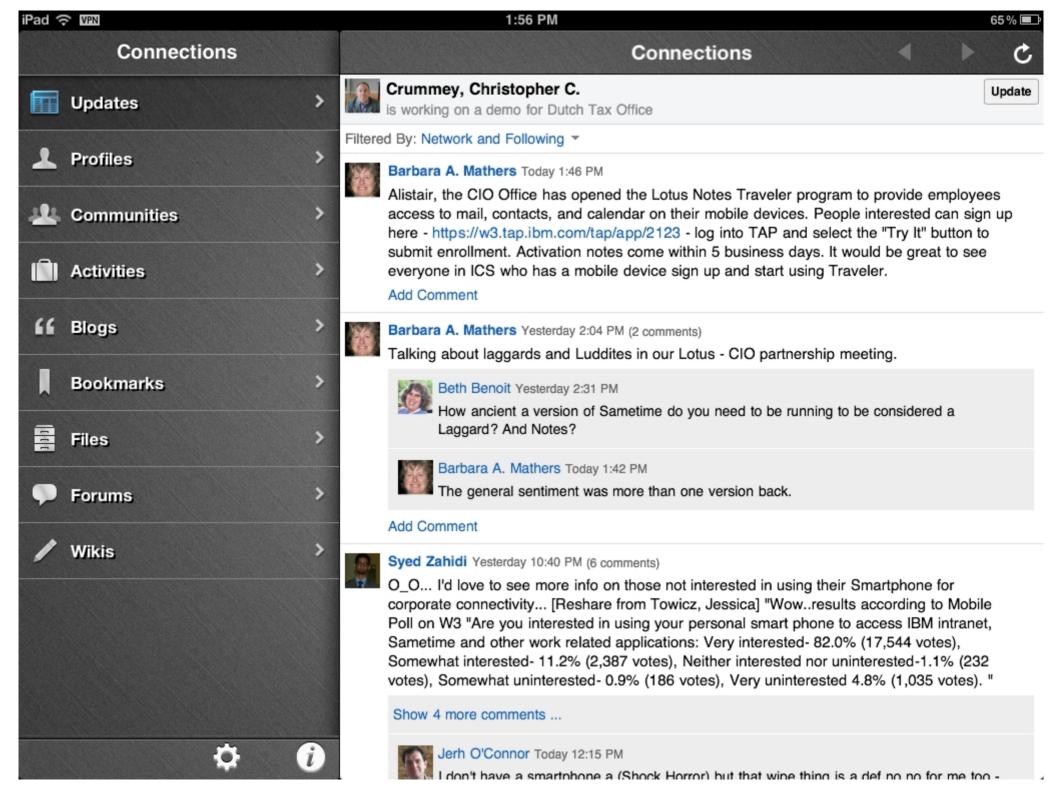
Apple® iOS

Android™

Blackberry[®]

Windows® Phone









YouTube Videos:

- 1. Social Business Integration with Connections http://youtu.be/4h60-pmqMlo
- 2. Ad Hoc and Web Meeting http://youtu.be/X4pMNmpPofU
- 3. SUT Lite http://youtu.be/yNxozljyOJk



Le soluzioni IBM per il mondo mobile





Installable Mobile Applications





Social Business Applications













Mobile Web Applications

XPages, Portlets, Mail, Calendar, Contacts, Chat...

Mobile Sites

Multiple Applications
Content Mgmt

- Security
- Personalization
- Customization

Developer Tools Domino Designer, Web Experience Factory, Rational, **Worklight**Social Business Toolkit, Mobile Technology Preview

Device Management Connectivity, Management, Security

IBM Lotus Notes Traveler, IBM Lotus Mobile Connect, IBM Tivoli MDM, partners

BlackBerry Enterprise Server

Device Platforms

Android

Apple

Windows Phone

BlackBerry



Anche la presenza web diventa social



Community Actions ▼



Home Merchandising

Finance

Logistics

Vendor Maintainance

Renovations

A This Community

Home

Members

News

Work

Leam

Talk

Welcome to the Renovations Community!

Overview

Renovations is a community that is facilitated and moderated by VT Living Inc.

Owned and moderated by: Dan Misawa

Leave this Community

Community Updates

Share something.



Bill Ranney marked a task complete in New Products Activity

Add product description

Due date: March 1

10:33 AM Comment More Actions



Betty Zachman shared a file



New Products Updates and Catalog Descriptions

2.8 MB

Comment Recommend More Actions



Amadou Alain created a blog post in the Community Blog

Upcoming events for supply chain managers

I'd like to add you to my network contact list

9:45 AM Comment Recommend More Actions

View All

Members



View All (23)

Follow this Community

Most Active Discussions

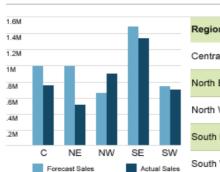


Sort by: Relevance ▼

- What is Electronic Data Interchance or EDI? (2 replies) 10:13am
- Implementing EDI in a Retail Supply Chain Environment (5 replies) 9:13am
- Advantages of EDI (1 reply) Yesterday 4:25pm
- Questions to ask an EDI vendor? (3 replies) Jan 27

View All

Scorecard



Region	Forecast Sales	Actual Sales	Percentage
Central	\$1,000,000	\$755,346	75.63%
North East	\$1,000,000	\$514,500	51.45%
North West	\$670,000	\$897,653	133.98%
South East	\$1,500,000	\$1,345,000	89.67%
South West	\$750,000	\$708,764	94.50%

Upcoming Events





EDI demo and tutorial

Learn about EDI from Renovations experts Posted by Glen Cloud Feb 1 Share

Supply Chain and Logistics 2011

Annual Trade Conference in Orlando, FL Posted by Glen Cloud Feb 1 Share



New Store Launch - Little Rock, AK Grand opening of new modern store

Posted by Glen Cloud Feb 1 Share



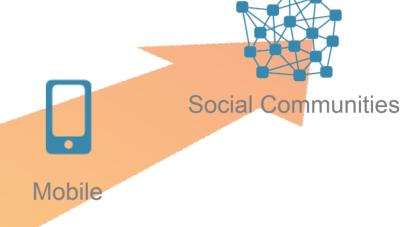
Exceptional Web Experience



















Exceptional Web Experience







IBM Customer Experience Suite



Portal + Community Pages



Web Content Manager



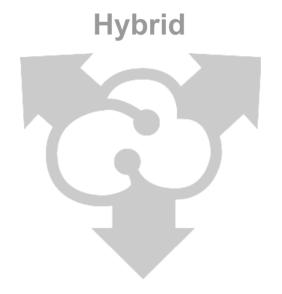
Web Experience Factory



Flessibilità nei modelli di delivery



Public Cloud







Dedicated Cloud

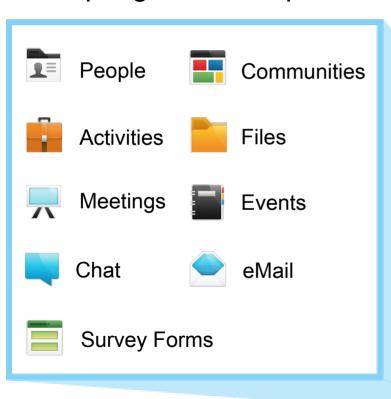




IBM SmartCloud for Social Business NEXT

- Servizi di Email e Social collaboration progettati per le Aziende
- Massima sicurezza e livelli di integrazione

Ampia gamma di opzioni client: mobile, browser, tablet, rich client





Social Business IBMSmart Cloud

Contact Sales

60 Day Trial

Sign In

Overview

What Can I Do?

Customers

Partners

Plans & Pricing

Support



Become a social business in the cloud

Enterprise-grade file sharing, communities, web meetings, mail and calendar for any organization: starting at \$10 USD per user, per month with unlimited guest access.

Start a Trial

View plans

ibmcloud.com/social









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