

Advertising/Marketing
Aerospace
Application Solution Providers
Automotive
Communications
Consulting
Consumer Goods
Consumer/Leisure
Cross Industry
Customer Service
Distribution
Education
Financial Services
Government
Health and Human Services
Information Technology
Insurance
IS Help Desk
Law and Justice
Life Sciences
Manufacturing
Medical
Mutual Funds
Not-for-Profit
Pharmaceuticals
Public Safety
Public Sector
Real Estate
Retail
Services
Sports/Entertainment
Technical Support Help Desk
Technology
Telco
Telecommunications
Transportation
Travel
Utilities

Solution Offerings from IBM Business Partners

IBM Business Partners have experience in implementing a wide variety of solutions based on IBM Pervasive Computing middleware. If you see a solution here that might address challenges your company faces, and you would like to learn more, send an e-mail with the solution name to flennon@us.ibm.com, and you will receive a list of one or more IBM Business Partners who offer that solution. In addition to your name and contact information, please include your company name and address.

#

- *401(K) Loan Modeling*
- *401(K) Plan Inquiry, Management*
- *529 College Savings Plans*

A

- *Absentee Reporting*
- *Account Balance*
- *Account Information*
- *Address Change*
- *Agent Provider Information*
- *Alerts and Notifications:*
- *Annuities Quotes*
- *Appliance Repair Request System*
- *Apply for Loan*
- *Asset Management*
- *ATM, Debit and Credit Card Accounts Access*
- *ATM/Branch Locator*
- *Automated Plan Swap*
- *Automated Rate and Delivery Quotes*

B

- *Balance and Payment Due Dates*
- *Banking Applications*
- *Banking Inquiries, Transactions*
- *Banking PIN Management*
- *Bill Payment Processing*
- *Bonus Fulfillment*

C

- *Call Center Assessments*
- *Call Center Reporting Assessment*
- *Call Flow/IVR Re-engineering*
- *Call, Buy and Sell Stocks, Bonds, Mutual Funds*
- *Care Eligibility*
- *Case Worker Management*
- *Catalog Order Entry and Status*
- *Certificate of Deposit*
- *Change of Address*
- *Change Orders*
- *Claims Agent*
- *Claims Status*
- *Clinical Trial Recruitment*

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- *Collections Applications*
- *Collections Management*
- *Complaint Book*
- *Contact Management*
- *Contractor Application*
- *Credit Card Activation*
- *Credit Card Applications*
- *Credit Card Authorization*
- *Credit Card Validation*
- *CRM Access*
- *CTI/IVR Business Case Analysis*
- *Customer Loyalty Portal*
- *Customer Retention*
- *Customer Segmentation*

D

- *Data Collection and Synchronization*
- *Defined Benefit Plans*
- *Dept of Human Services Applications*
- *Dept of Labor Applications*
- *Dept of Motor Vehicles Applications*
- *Digger Alert System*
- *Directions*
- *Directory Assistance*
- *Directory Call Forwarding*
- *Directory Dialer*
- *Distributed Field Office*
- *Documentation Fulfillment*
- *Dropped Call Credit*

E

- *Electronic Time Sheets*
- *Employee Information*
- *Employee Shift Swap*
- *Energy Savings Information*
- *Equal Payment Plan Enrollment*
- *Event Details*
- *Events Calendar*

F

- *FAQs*
- *Fax Attendant and Forms Retrieval*
- *Field Force Automation*
- *Field Service*
- *Field Staff Automation*
- *Flight Arrival and Departure*
- *Flight Status Alert*
- *Follow-up Communication*
- *Frequently Asked Questions*

H

- *Healthcare*
- *Help Desk Applications*
- *Homework Hotline*
- *Hotel Location Finder*
- *HR 401K Plan Servicing*
- *HR Benefit Election changes*
- *HR Benefits Eligibility*
- *HR Benefits Information*
- *HR Benefits Line*
- *HR Disability Inquiries*

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- *HR Employee Benefit enrollment*
- *HR Flexible Spending Accounts*
- *HR Group Insurance Enrollment*

I

- *ID Card Replacement*
- *Incoming Call Management*
- *Insurance Claims*
- *Insurance pre-qualification - Life, Dental, or Auto*
- *Intelligent Call Routing*
- *IS Administrative Functions*
- *IS Help Desk*
- *IVR Services Management*

L

- *Life Insurance Application*
- *Loan Applications*
- *Loan Status*

M

- *Manufacturing Services*
- *Materials Management RFQs*
- *Meter Reading Request*
- *Mobile Sales*
- *Mobile Warehouse Management*
- *Mortgage Application*
- *Mortgage Center Applications*
- *Multiple Listing Service*
- *Mutual Fund Inquiry and Transactions*
- *Mutual Fund Statement Reorders*
- *Mutual Fund Watch Lists*

O

- *Office Locator*
- *Open Educational, Rollover, Traditional, and Roth IRAs*
- *Order Entry*
- *Order Status*
- *Outage Claim Report*
- *Outage Routing Management*
- *Outbound Appointment Scheduling and Confirmation*
- *Outbound Calling Alert*
- *Outbound Calling Applications*
- *Outbound Voice Alerts for Shipment Delivery*

P

- *Password Reset Management*
- *Pay Bills*
- *Payment Processing*
- *Payroll Deduction Changes*
- *Payroll Information Capture*
- *Personal Assistant*
- *Police Data Radio*
- *Policy Statements*
- *Portfolio Access*
- *Portfolio Information*
- *Prescription Refill*
- *Product Finder*
- *Product Promotion*
- *Product Shopper*
- *Proof of Delivery*
- *Property Tax Applications*
- *Provider Locator Service*

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Q

- *Quality Survey*
- *Quick Pay*

R

- *Rental Car Applications*
- *Reporting No Water, Heat, or Hot Water*
- *Request Catalog*
- *Request Shares of IPOs*
- *Reservations*
- *Retirement Accounts and 401(K) management*
- *Return Hotline*
- *RIM Blackberry Communications*
- *Road and Weather Conditions*
- *Rx Ordering (Physicians)*
- *Rx Refill (Patients)*

S

- *Sales Force Automation*
- *Schedule Check*
- *Schedule Questions*
- *Security*
- *Service Coverage*
- *Speaker Authentication*
- *Status of Refunds*
- *Stock and Fund Trading*
- *Store Locator*
- *Survey Applications*

T

- *Technology RFP Management*
- *Telebanking*
- *Telecommunications Services*
- *Telephone Activation*
- *Text-to-Speech*
- *Ticket Reservation*
- *Time Tracking*
- *Time, Expense Reporting*
- *Track Freight, Vehicles, and Equipment*
- *Track Packages*
- *Transcription Services*
- *Transfer Funds*
- *Transportation Rerouting*
- *Travel Bookings*
- *Travel Itineraries*
- *Troubleshooting*

U

- *Upcoming Events*
- *Upgrade Confirmation*

V

- *Voice Activated Call Routing*
- *Voice Activated Dialing*
- *Voice and Web Surveys*
- *Voice Recognition*

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W

- *Warehouse Automation*
- *Weather Hotline*
- *WebSphere Translation Server for Adobe PDF*
- *WebSphere Translation Server for Domino, Notes, and Sametime*
- *WebSphere Translation Server for MS Office*
- *WebSphere Translation Server Gist in Time*
- *WebSphere Translation Server Hosting (ASP)*
- *WebSphere Translation Server Integration in Application Platforms*
- *WebSphere Translation Server Third Party Language Integration*
- *WebSphere Translation Server User Dictionary Creation*
- *Wholesaler/Broker Applications*
- *Wireless Applications*
- *Workforce Management*