



Improve Virtual Team Sharing And Collaboration

Trademarks and Disclaimers

© Copyright International Business Machines Corporation 1994-2009. All rights reserved.

References in this document to IBM products or services do not imply that IBM intends to make them available in every country.

The following terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

IBM	ActiveInsight	Foundations	Lotus	POWER5	Cognos	iNotes	Lotus Foundations	Notes
IBM (logo)	Lotus Notes	i5/OS	iSeries	LotusScript	Passport Advantage		WebDialogs	
AIX	Domino	OS/400	WebSphere	Z/OS	Many Eyes	Mobile Notes	Nitix	
POWER	POWER6	Power Series	Power Systems	Quicr	Sametime	Smarter Planet	Software as Services	
Symphony	System i	System p	System z	System z10	Unyte	UC2	z9	

Linux is a trademark of Linus Torvalds in the United States, other countries, or both.

Solaris, Java, J2EE, JavaScript, and all Java-based trademarks are trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.

Microsoft, the Microsoft logo, Active Directory, InfoPath, Office logo, Outlook, .NET logo, PowerPoint, SharePoint, Visual Basic, Visual Studio, Windows, Windows Mobile, Windows NT, Windows Server, and the Windows logo are either trademarks or registered trademarks of Microsoft Corporation in the United States, other countries, or both.

Intel is a registered trademark of Intel Corporation in the United States, other countries, or both.

PeopleSoft is a trademark of PeopleSoft, Inc. in the United States, other countries, or both.

Mozilla is a trademark of Netscape Communications Corporation in the United States, other countries, or both.

Other company, product and service names may be trademarks or service marks of others.

This information is provided "as is" without warranty of any kind, express or implied, and is based on IBM's current product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this document. Nothing contained in this document is intended to, nor shall have the effect of, creating any warranties or representations from IBM (or its suppliers or licensors), or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. Actual environmental costs and performance characteristics may vary by customer.

Information in this presentation concerning non-IBM products was obtained from a supplier of these products, published announcement material, or other publicly available sources and does not constitute an endorsement of such products by IBM. Sources for non-IBM list prices and performance numbers are taken from publicly available information, including vendor announcements and vendor worldwide homepages. IBM has not tested these products and cannot confirm the accuracy of performance, capability, or any other claims related to non-IBM products. Questions on the capability of non-IBM products should be addressed to the supplier of those products.

All statements regarding IBM future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only. Contact your local IBM office or IBM authorized reseller for the full text of the specific Statement of Direction.

Some information in this presentation addresses anticipated future capabilities. Such information is not intended as a definitive statement of a commitment to specific levels of performance, function or delivery schedules with respect to any future products. Such commitments are only made in IBM product announcements. The information is presented here to communicate IBM's current investment and development activities as a good faith effort to help with our customers' future planning.

Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. The actual throughput or performance that any user will experience will vary depending upon considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve throughput or performance improvements equivalent to the ratios stated here.

Note to U.S. Government Users - Documentation related to restricted rights-Use, duplication, or disclosure is subject to restrictions set forth in GSA ADP Schedule Contract and IBM Corp.

Enterprise Businesses – Roadmap For Smarter Collaboration

Free editors
Open source software
Open standards based

Reduce
Desktop
Costs

Reduce storage needs
Consolidate servers

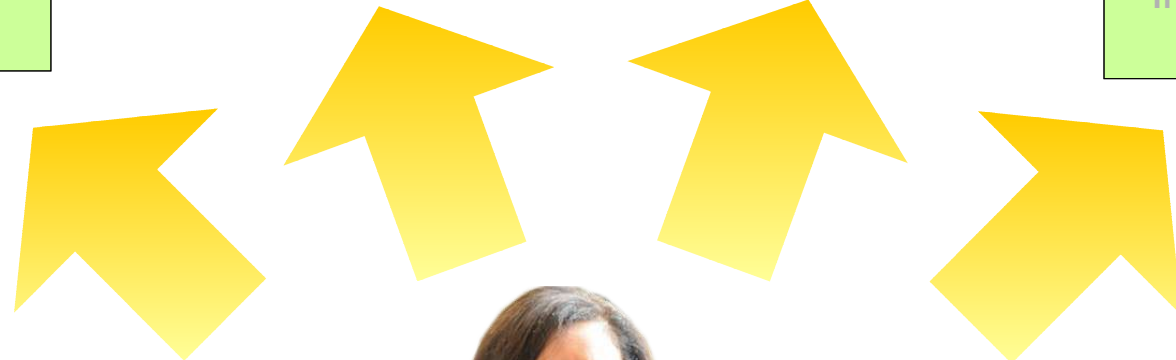
Reduce
Infrastructure
Costs

Access people anywhere
Share content easier
Reduce travel costs

Support
Virtual
Teams

Capture knowledge
Innovate faster
Reduce search times

Spur
Innovation



We often form work teams
to solve business
problems...



We need to implement “smart cards” to reduce fraud.

This is high priority.

Please get this program going quickly...

I will pull together a cross-company virtual team that can plan and oversee the project...



**Service Oriented Finance
CEO**



**Service Oriented Finance
Vice President, Strategy**

The “smart card” virtual team faces several challenges...



**Service Oriented Finance
Vice President, Strategy**

- Cross-department team
 - ▶ Strategy, Marketing, Operations...
- Geographically dispersed
 - ▶ No budget money available for team travel
- Will need to communicate quickly to speed program implementation
 - ▶ Can't afford to miss calls
 - ▶ Will need to continue to collaborate on the project even while on-the-go

Virtual Teams Are Becoming Increasingly Prevalent In Business

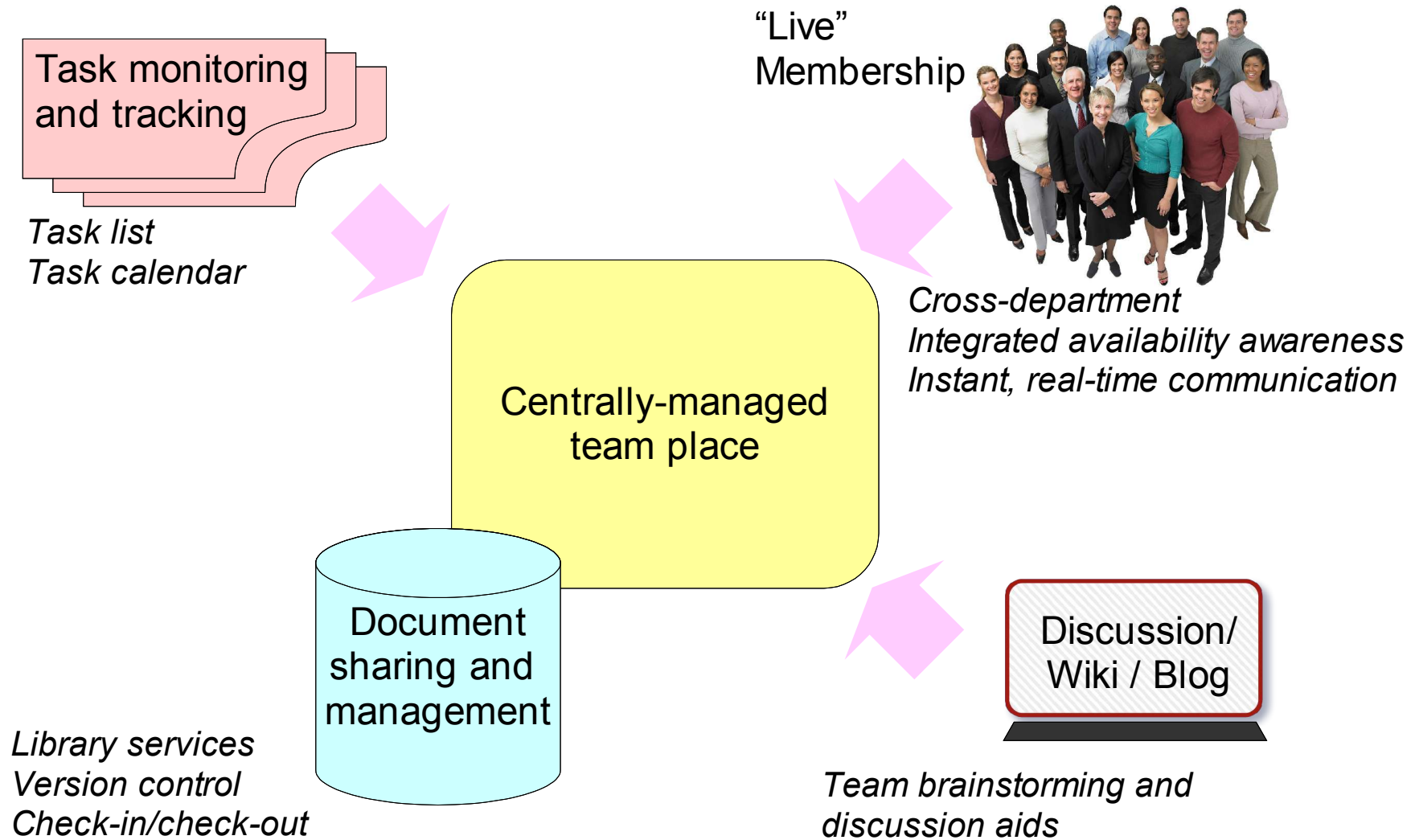
- Virtual Teams are...
 - ▶ Teams of individuals who work across time zones, geographies
 - ▶ Across organizational boundaries (cross-department)
 - ▶ Not permanent – ebb and flow as business changes
- Workplaces are becoming more virtual
 - ▶ 90% of employees work in locations other than corporate HQ
 - ▶ Between 60-70% of employees work in different locations from their bosses
 - ▶ Many employees don't work from a desk in an office
 - ▶ Travel money is restricted



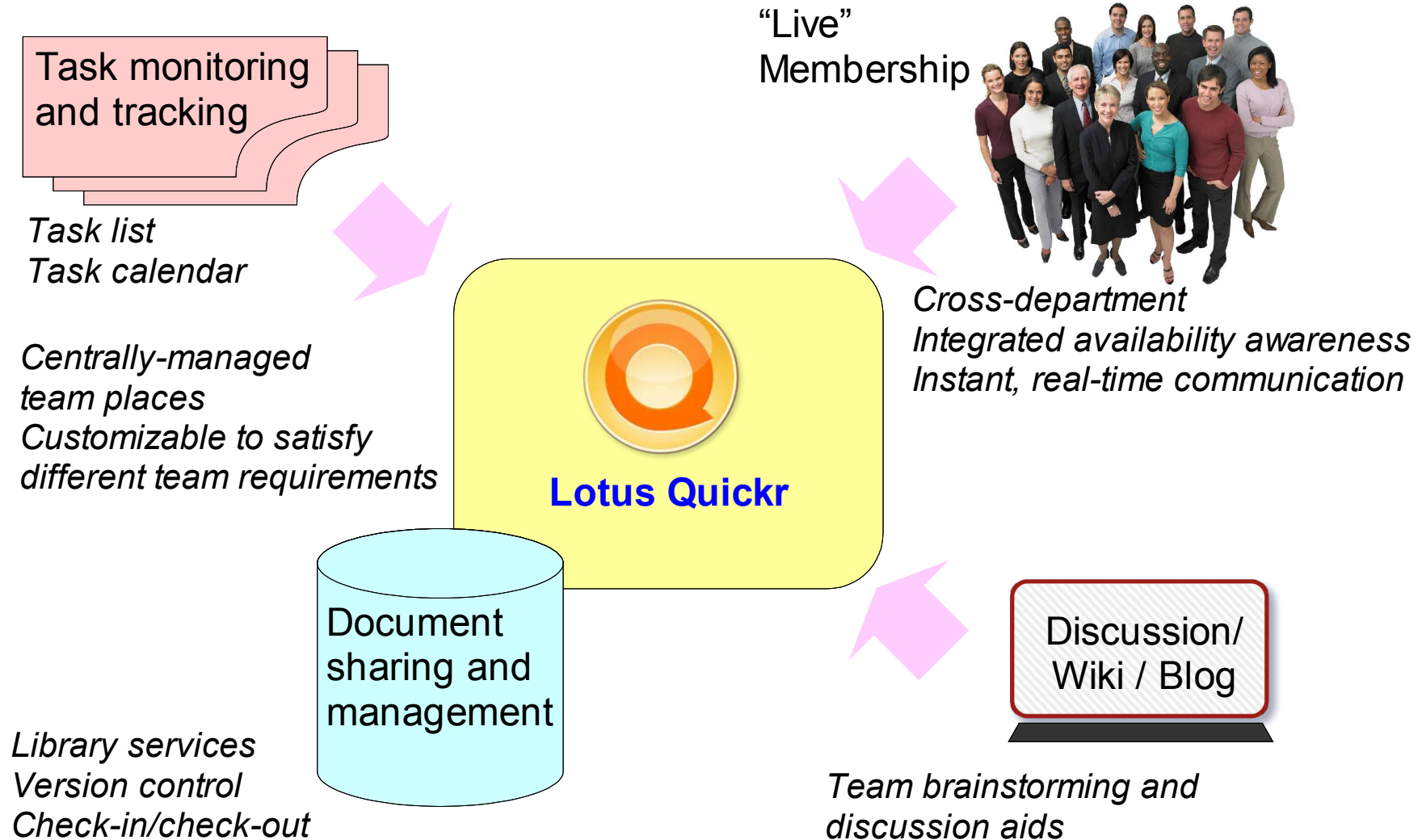
What Do Virtual Teams Need?

- A centralized place to share content, track team tasks and brainstorm together
 - ▶ Lotus Quickr

Virtual Teams Need A Place To Share Work

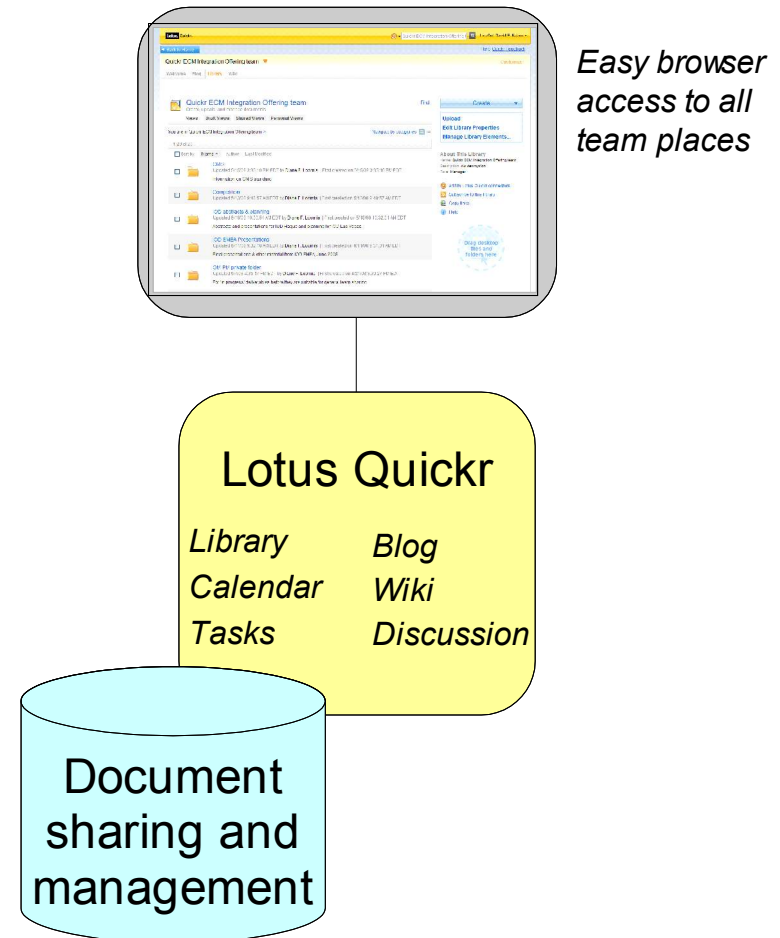


Lotus Quickr Is Designed To Address The Needs Of Virtual Teams



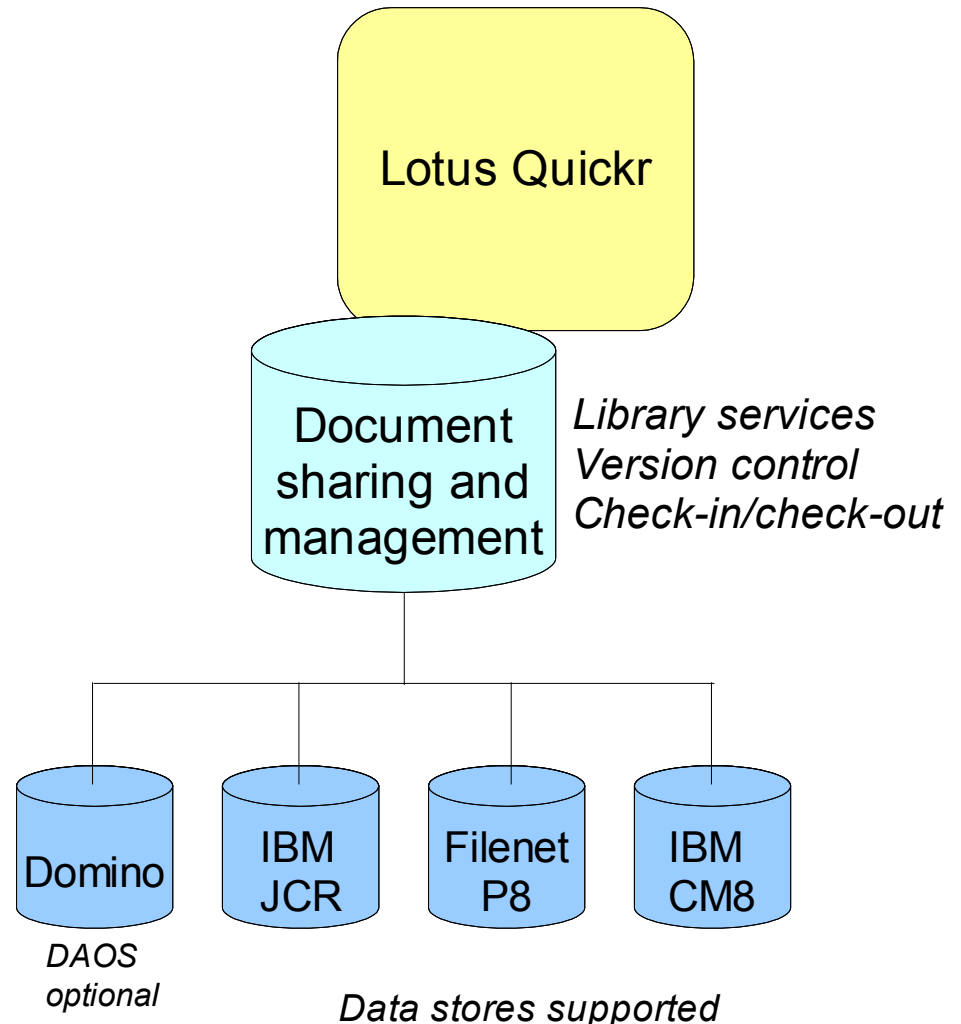
Lotus Quickr Provides Places For Team Collaboration And Information Sharing

- Centralized, shared team places for virtual team collaboration
 - ▶ Share and manage team documents
 - ▶ Monitor and track team tasks using task lists and calendars
 - ▶ Discuss topics and brainstorm using team discussion rooms, blogs, and wikis
- Dashboard allows viewing and searching across all team places



Reduce Risk And Maintain Control Over All Team Documents

- Central shared repository
 - ▶ Libraries services for document and content management
 - ▶ Check-in/check-out to avoid editing collisions
 - ▶ Version control to track changes
- Supports variety of enterprise systems depending on business need



Quickr Places Are Customizable To Meet Needs Of Different Teams And Businesses

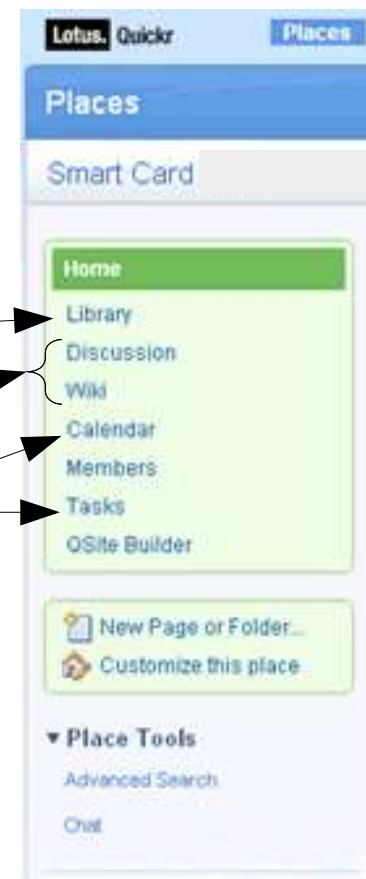
- Out-of-the-box templates help jump start productivity
 - ▶ Examples:
Project template,
Presentation Place
template
- Customize team work spaces to meet specific team requirements
- Create new templates to capture best practices or to make a project's team place reusable

“Smart Card” Team chooses capabilities that will help them with their specific business need

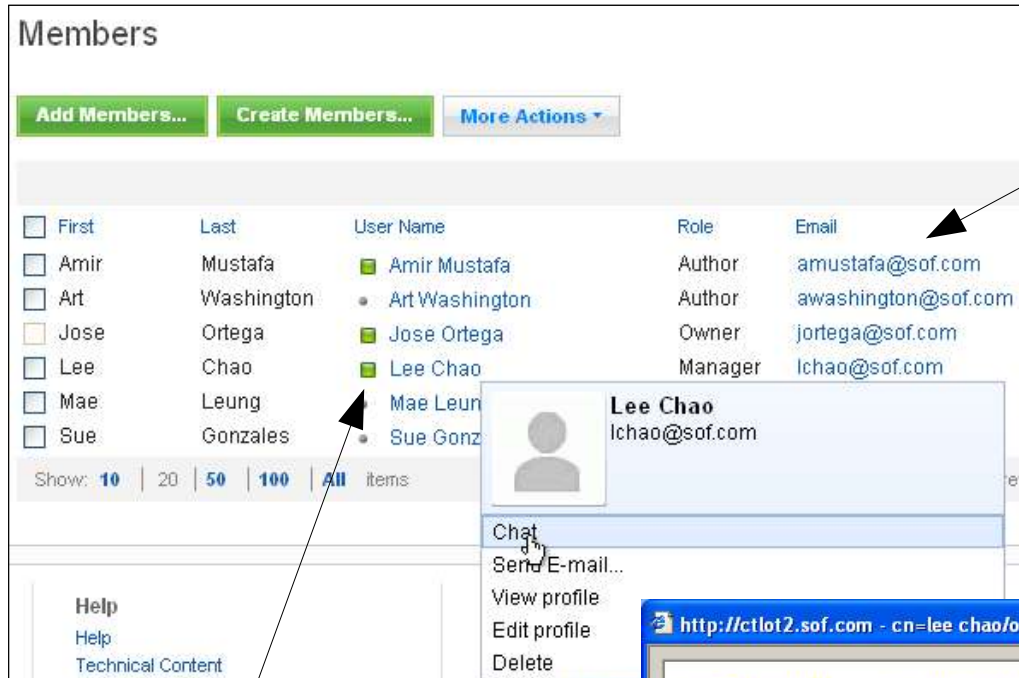
For storage and management of team documents

For team discussion and brainstorming

For management of team tasks and to dos



Always Know Colleague Availability And Get Questions Answered Instantly

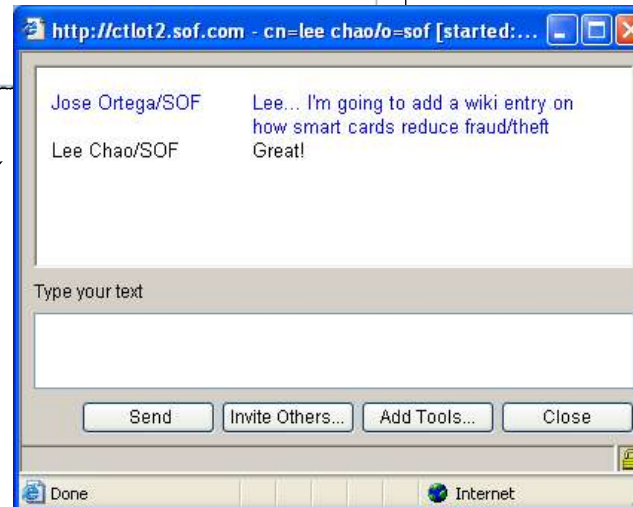


Team members span across many departments

Designed to support workers who belong to multiple virtual teams

*Instantly recognize if colleagues are available
Quick click to start a chat*

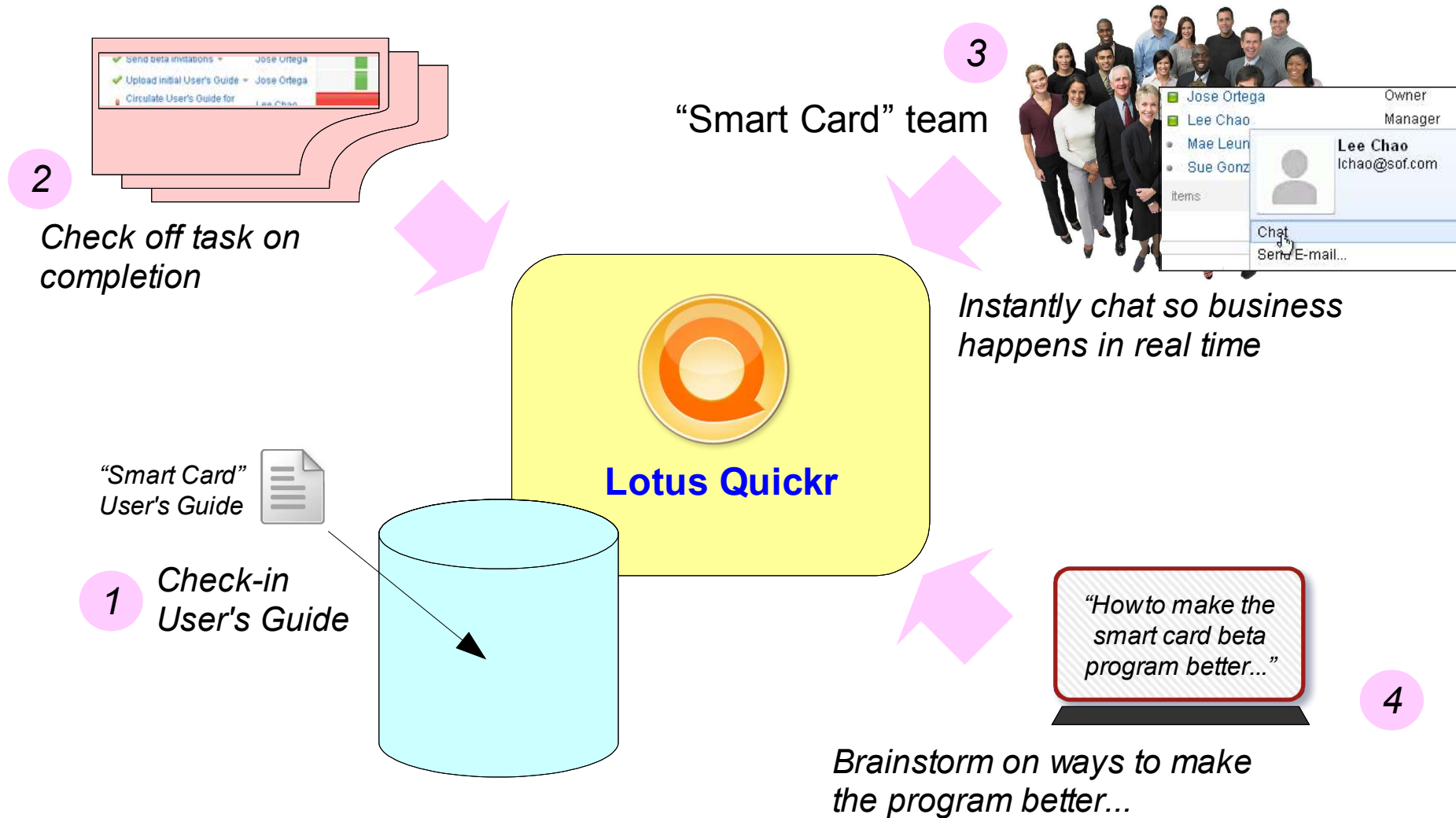
Greatly reduces communication lag time for teams



Lotus Sametime

- “Live Names” API
- Easily embeddable in any Web Page
- No additional applications needed for real-time chats!

DEMO – Lotus Quickr Team Place Supporting The “Smart Card” Team



What Do Virtual Teams Need?

- A centralized place to share content, track team tasks and brainstorm together
 - ▶ Lotus Quickr
- Real-time communication to remove latency and speed time to completion
 - ▶ Lotus Sametime

Lotus Quickr is great. But we also need to communicate with one another faster and more effectively than we do today...

What you need is a Unified Communications and Collaboration platform, with Lotus Sametime...



**Service Oriented Finance
Vice President, Strategy**



IBM

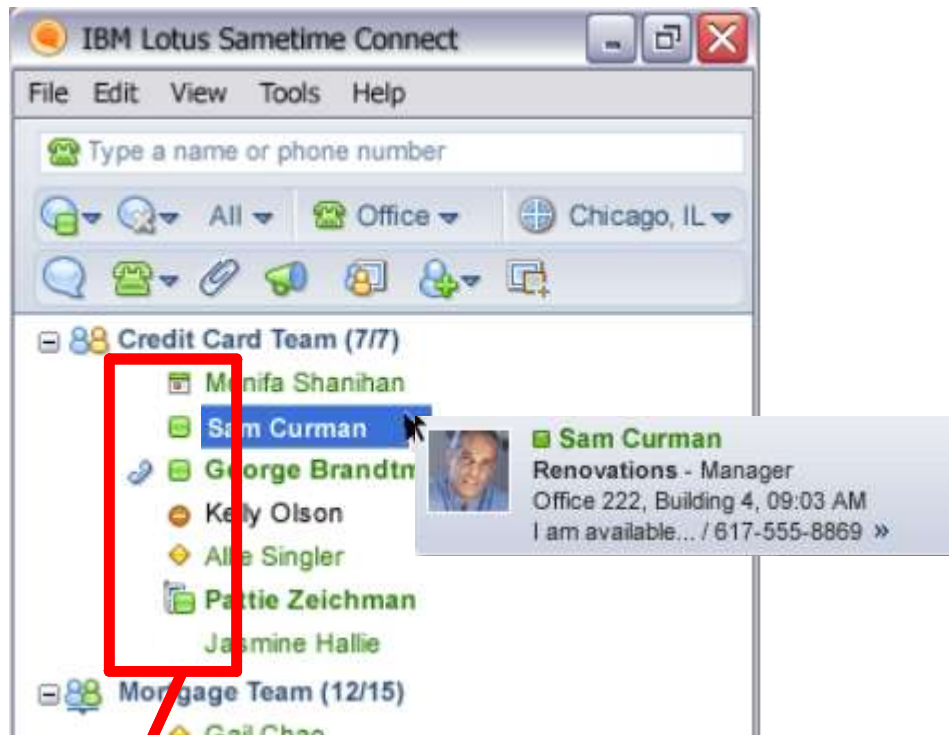
What Is Unified Communications And Collaboration?

- The ability to **find, reach, and collaborate**...
- ...with **one person or a community of people**...
- ...in **real-time**...
- ...using a variety of communication styles (**voice, data, video, telephony**)...
- ...all driven from a **unified user experience**

Lotus Sametime does all this and more!

Knowing A Person's Identity, Availability And Location Are Keys To Effective Real-time Collaboration

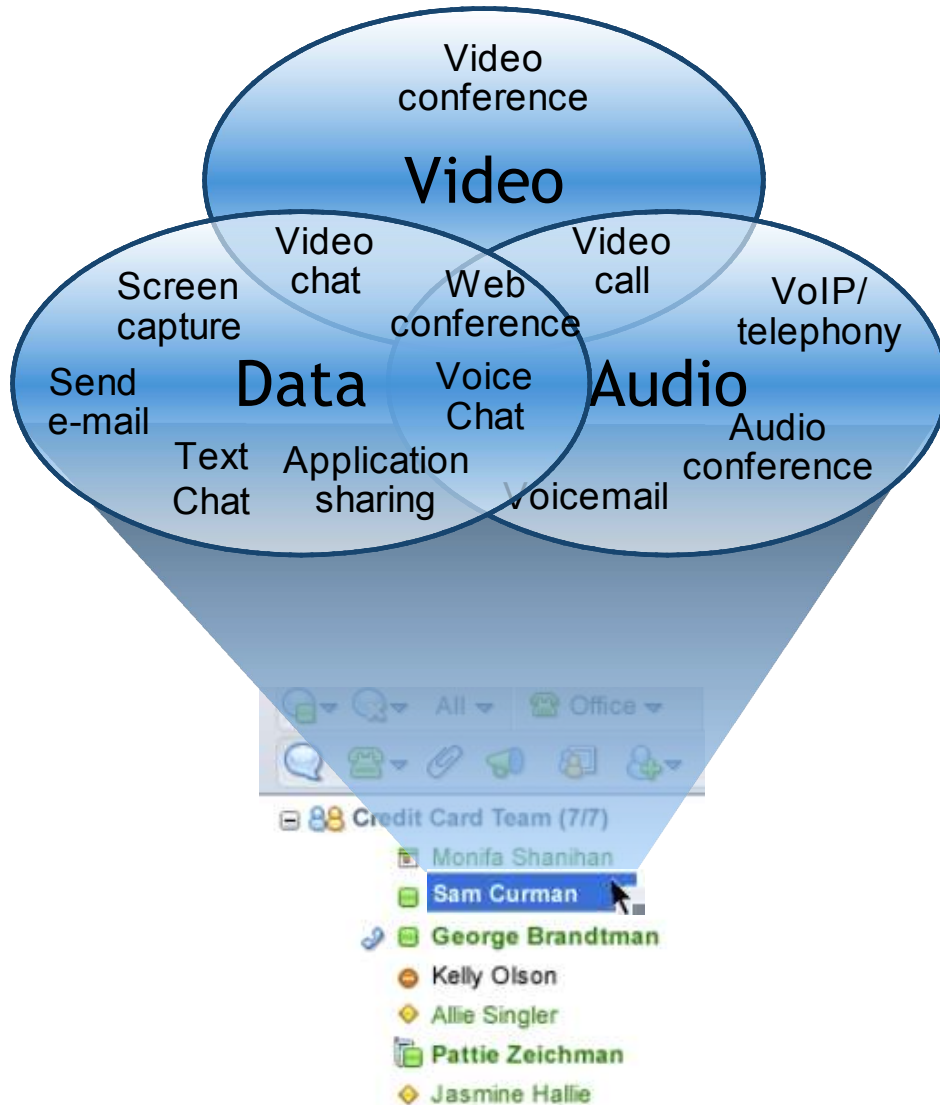
Assess a person's status at-a-glance...



Intuitive status icons

- Is this the right person?
 - ▶ Virtual business card shows a person's role, address, phone, photo, physical location and local time
- What device is the person using?
 - ▶ Some services may not be useful/available for a given device type
- Are they on the phone?
- Are they offline?
 - ▶ Alert me when available

After Determining Status, Choose The Best Service For The Task At Hand



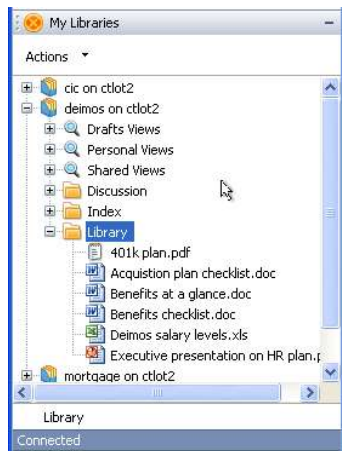
- Lotus Sametime supports multiple styles of real-time interaction
 - ▶ Data, Audio, Video, Telephony
- Launch desired service with a single click
- Easily transition from one service to another (“escalation”)

Escalation Example: Collaborating On Documents

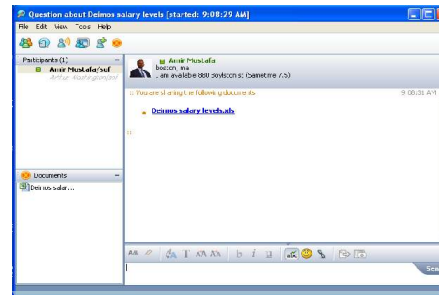
Initiate text chat on document in question...

...share document in real-time...

...make changes and check the document back in ...



single-click



single-click

Salary Level	Salary Rate	ZRC	Total	Salary Rate	ZRC	Total
Level A, Step 1	27,581	23,571	51,152	27,581	23,571	51,152
Level A, Step 2	29,001	25,001	54,002	29,001	25,001	54,002
Level A, Step 3	30,421	26,421	56,842	30,421	26,421	56,842
Level B, Step 1	31,841	27,841	59,682	31,841	27,841	59,682
Level B, Step 2	33,261	29,261	62,522	33,261	29,261	62,522
Level B, Step 3	34,681	30,681	65,362	34,681	30,681	65,362
Level C, Step 1	36,101	32,101	68,202	36,101	32,101	68,202
Level C, Step 2	37,521	33,521	71,042	37,521	33,521	71,042
Level C, Step 3	38,941	34,941	73,882	38,941	34,941	73,882
Level D, Step 1	40,361	36,361	76,722	40,361	36,361	76,722
Level D, Step 2	41,781	37,781	79,562	41,781	37,781	79,562
Level D, Step 3	43,201	39,201	82,402	43,201	39,201	82,402
Level E, Step 1	44,621	40,621	85,242	44,621	40,621	85,242
Level E, Step 2	46,041	42,041	88,082	46,041	42,041	88,082
Level E, Step 3	47,461	43,461	90,922	47,461	43,461	90,922
Level F, Step 1	48,881	44,881	93,762	48,881	44,881	93,762
Level F, Step 2	50,301	46,301	96,602	50,301	46,301	96,602
Level F, Step 3	51,721	47,721	99,442	51,721	47,721	99,442
Level G, Step 1	53,141	49,141	102,282	53,141	49,141	102,282
Level G, Step 2	54,561	50,561	105,122	54,561	50,561	105,122
Level G, Step 3	55,981	51,981	107,962	55,981	51,981	107,962
Level H, Step 1	57,401	53,401	110,802	57,401	53,401	110,802
Level H, Step 2	58,821	54,821	113,642	58,821	54,821	113,642
Level H, Step 3	60,241	56,241	116,482	60,241	56,241	116,482
Level I, Step 1	61,661	57,661	119,322	61,661	57,661	119,322
Level I, Step 2	63,081	59,081	122,162	63,081	59,081	122,162
Level I, Step 3	64,501	60,501	125,002	64,501	60,501	125,002
Level J, Step 1	65,921	61,921	127,842	65,921	61,921	127,842
Level J, Step 2	67,341	63,341	130,682	67,341	63,341	130,682
Level J, Step 3	68,761	64,761	133,522	68,761	64,761	133,522
Level K, Step 1	70,181	66,181	136,362	70,181	66,181	136,362
Level K, Step 2	71,601	67,601	139,202	71,601	67,601	139,202
Level K, Step 3	73,021	69,021	142,042	73,021	69,021	142,042
Level L, Step 1	74,441	70,441	144,882	74,441	70,441	144,882
Level L, Step 2	75,861	71,861	147,722	75,861	71,861	147,722
Level L, Step 3	77,281	73,281	150,562	77,281	73,281	150,562
Level M, Step 1	78,701	74,701	153,402	78,701	74,701	153,402
Level M, Step 2	80,121	76,121	156,242	80,121	76,121	156,242
Level M, Step 3	81,541	77,541	159,082	81,541	77,541	159,082
Level N, Step 1	82,961	78,961	161,922	82,961	78,961	161,922
Level N, Step 2	84,381	80,381	164,762	84,381	80,381	164,762
Level N, Step 3	85,801	81,801	167,602	85,801	81,801	167,602
Level O, Step 1	87,221	83,221	170,442	87,221	83,221	170,442
Level O, Step 2	88,641	84,641	173,282	88,641	84,641	173,282
Level O, Step 3	90,061	86,061	176,122	90,061	86,061	176,122
Level P, Step 1	91,481	87,481	178,962	91,481	87,481	178,962
Level P, Step 2	92,901	88,901	181,802	92,901	88,901	181,802
Level P, Step 3	94,321	90,321	184,642	94,321	90,321	184,642
Level Q, Step 1	95,741	91,741	187,482	95,741	91,741	187,482
Level Q, Step 2	97,161	93,161	190,322	97,161	93,161	190,322
Level Q, Step 3	98,581	94,581	193,162	98,581	94,581	193,162
Level R, Step 1	100,001	96,001	196,002	100,001	96,001	196,002
Level R, Step 2	101,421	97,421	198,842	101,421	97,421	198,842
Level R, Step 3	102,841	98,841	201,682	102,841	98,841	201,682
Level S, Step 1	104,261	100,261	204,522	104,261	100,261	204,522
Level S, Step 2	105,681	101,681	207,362	105,681	101,681	207,362
Level S, Step 3	107,101	103,101	210,202	107,101	103,101	210,202
Level T, Step 1	108,521	104,521	213,042	108,521	104,521	213,042
Level T, Step 2	110,000	106,000	216,000	110,000	106,000	216,000




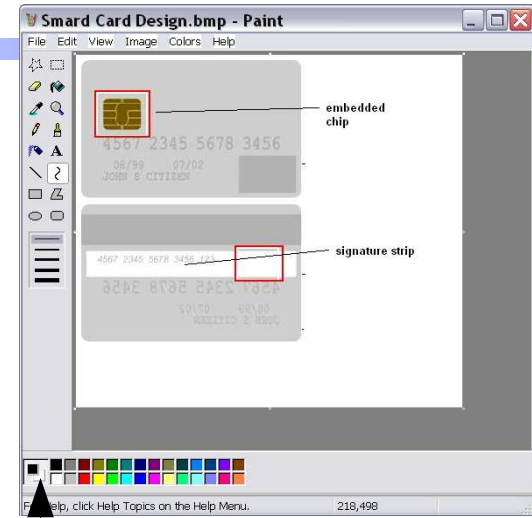
DEMO: Escalate For Rapid Resolution With Lotus Sametime



Service
Oriented
Finance

IBM Lotus Sametime
"I see a problem in the design..."

IBM Lotus Sametime
"Here's a picture:"


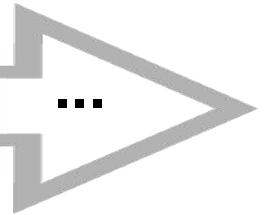


Chat

Reply

Screenshot

Instant Meeting



Smart Card
Manufacturer

IBM Lotus Sametime
"Can you describe it?"

IBM Lotus Sametime
"Please share your app. I have ideas..."

Integrated Telephony Capabilities Make Workers Even More Productive

- Place and receive telephone calls via your computer
 - ▶ Helps reduce long distance charges
 - ▶ Minimizes context-switching
- Access telephony services with a single click
 - ▶ Click-to-Call
 - ▶ Click-to-Conference
 - ▶ Call forwarding, merge calls, etc.
- Automatically route incoming calls to preferred device (computer, desk, mobile, etc.)

Place calls with a single click...



...Receive calls and take action



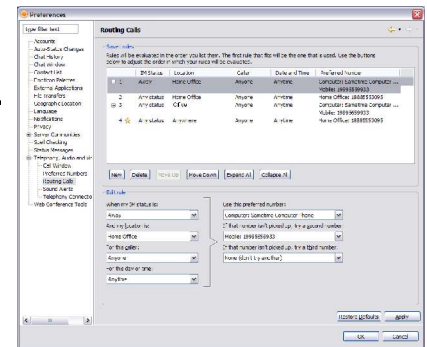
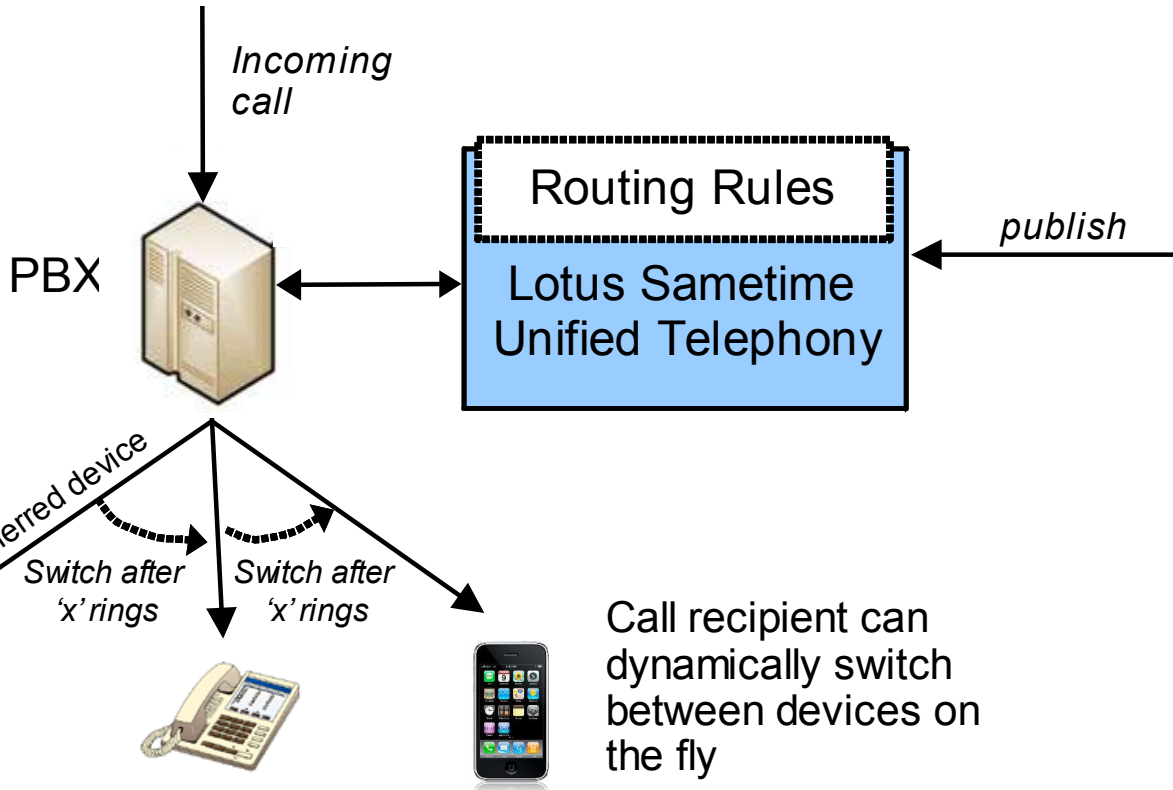
Routing Rules Greatly Simplify Management Of Incoming Calls



Callers need only know a single phone number to reach all of your devices

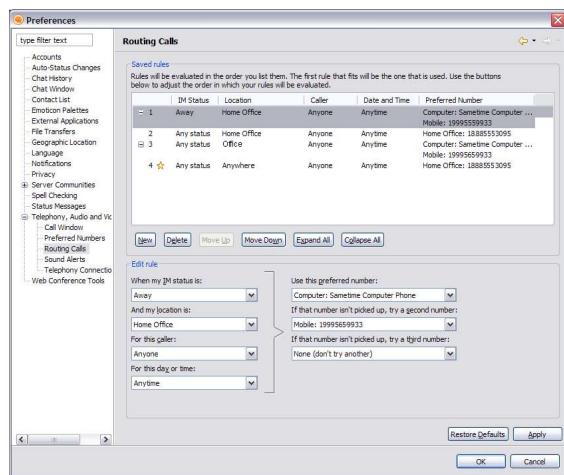
Make sure important calls reach you

User-defined routing rules



- IM status
- Location
- Caller
- Date and time
- Etc.

DEMO: Worker Productivity Is Increased With Integrated Telephony



Easily set-up
call routing rules

Laptop with
Soft Phone



Windows
Mobile
Smartphone



Manually switch-over
active call from laptop
to cellphone with a
single click

Merge
calls

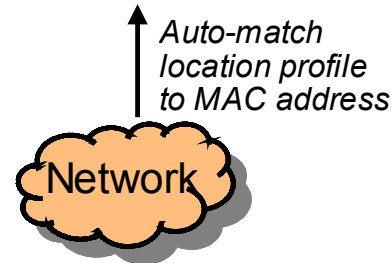
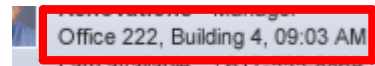


Conference in
another user to a call
with a single click

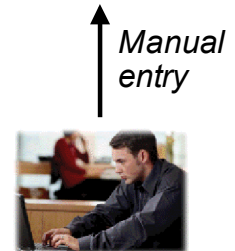
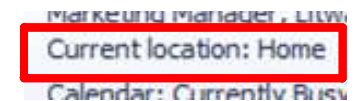
Lotus Sametime Is More Effective In Identifying The Right Person And Their Availability Status

- Photos help identify the person with whom you want to communicate
- Automated, real-time discovery of a person's location based on MAC address ensures accuracy
- Intuitive icons make it easier to assess a person's availability status at-a-glance

Lotus
Sametime Connect



Microsoft
Office Communicator



Integrated Telephony Saves Money, Increases Productivity And Enables Business Growth

■ Examples of savings from IBM customers worldwide

- €3.5M savings in annual telephony costs with VoIP and Lotus Sametime
- US\$750, 000 per year added to margins by reducing disruptions due to Lotus ST and unified messaging
- 25% telephony cost savings at call center despite an increase in call volume, plus improved employee productivity and customer satisfaction levels
- US\$70,000 savings in travel and hotel costs for just one event using audio conferencing and Lotus Sametime
- 36 month ROI expected to be 2x - 3x the investment, including travel substitution and productivity gains

Delaware County Bank And Trust Saves Money With Lotus Quickr And Sametime

■ Business challenge:

- ▶ Delaware County Bank and Trust (Ohio, USA) lacked clear communication and good customer service when working with key stakeholders groups

■ Solution:

- ▶ The Bank implemented IBM Lotus Quickr, Lotus Sametime and Lotus Notes

■ Benefits

- ▶ Sametime paid for itself in the first 12 months through video capabilities that saved time, minimizing the need for travel and easing training processes
- ▶ The Bank improved customer service by providing customers with faster answers to questions
- ▶ IBM Lotus collaboration solutions improved processes and generated hard-dollar savings

“Using Lotus collaboration is like business transformation from the ground up, because it’s your people who determine how to use it best.”

*Ken Blevins, Vice President of IT,
The Delaware County Bank and
Trust Company*



What Do Virtual Teams Need?

- A centralized place to share content, track team tasks and brainstorm together
 - ▶ Lotus Quickr
- Real-time communication to remove latency and speed time to completion
 - ▶ Lotus Sametime
- Mobile access to basic collaboration services with data security
 - ▶ Lotus Mobile Connect, IBM Lotus mobility solutions

Our project is high priority.

We can't afford to have work stop when the employees leave the office...



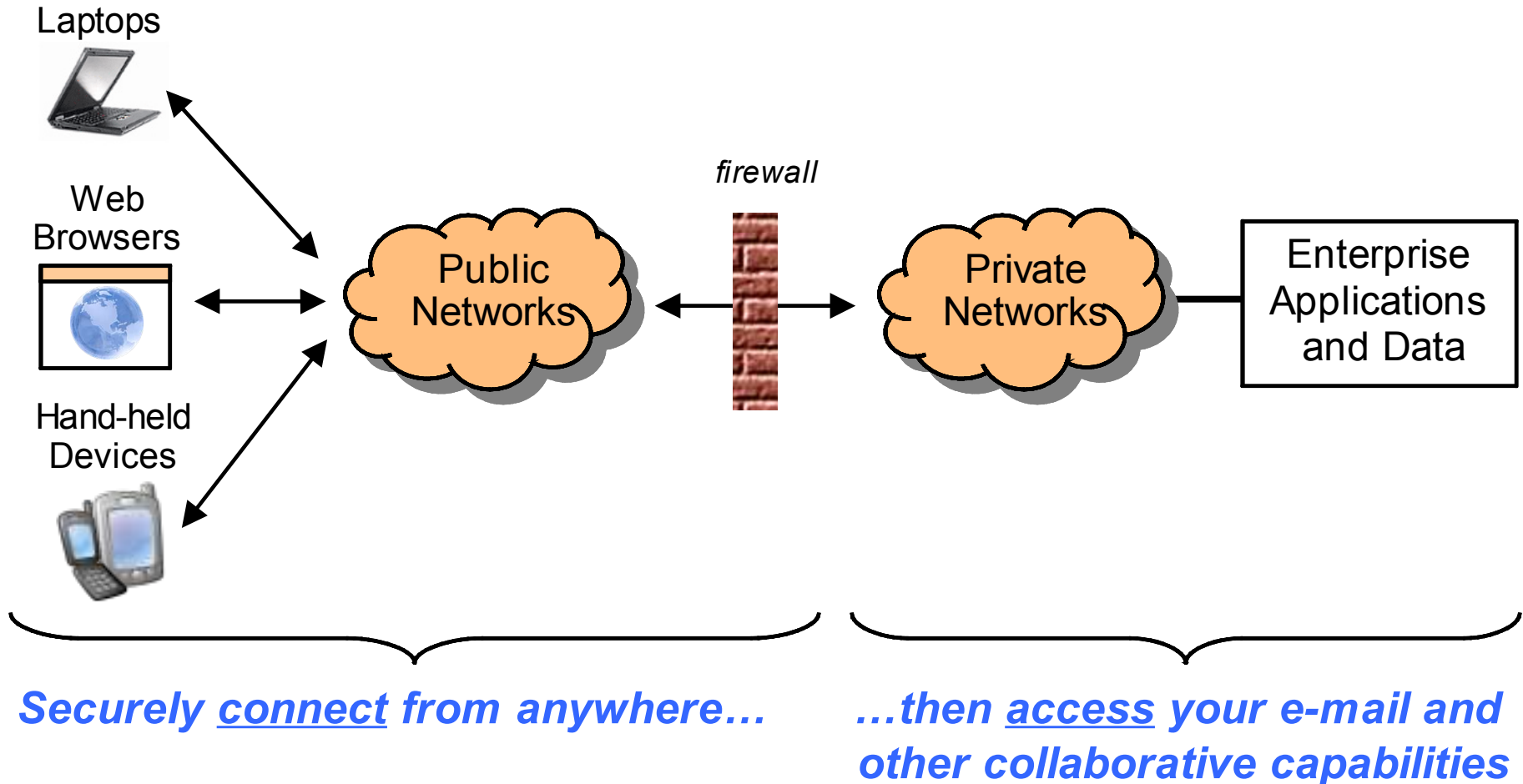
**Service Oriented Finance
Vice President, Strategy**

Mobile solutions from IBM Lotus allow your workers to collaborate securely anytime and anywhere....

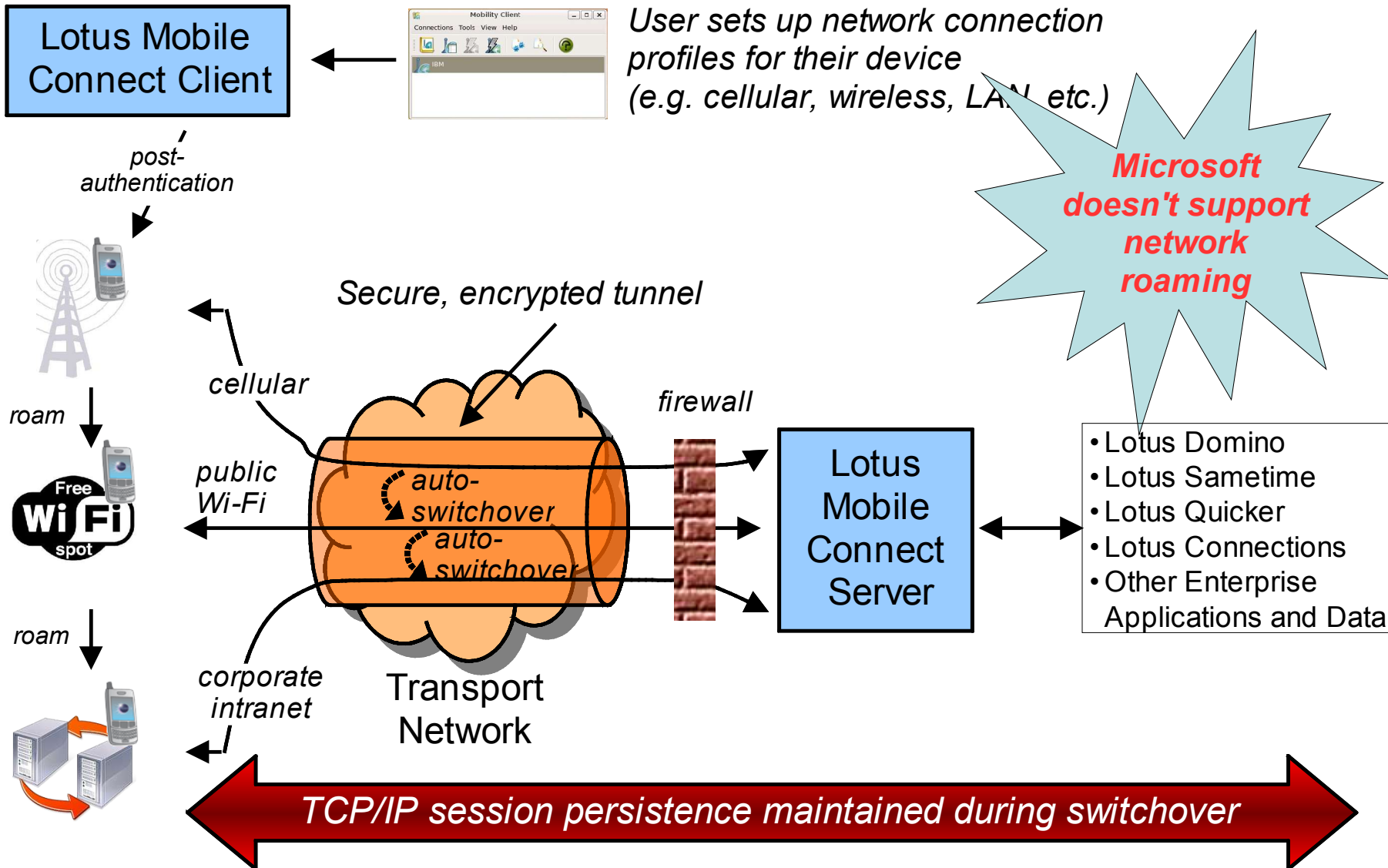


IBM

Keep Your Mobile Workers Productive Regardless Of Location



Keep Working While Roaming Without Worrying About Network Connections



Variety Of Mobile Devices Supported By Lotus Collaboration Services

 RIMM Blackberry	 Symbian (Nokia)	 Windows Mobile	 Sony Ericcson	 Apple iPhone	Lotus Collaboration
					Email, Calendar and Contacts
✓					Lotus Domino (with Blackberry Enterprise Server)
				✓	Lotus Domino (with ActiveSync)
	✓	✓			Lotus Notes Traveler
					Instant Messaging
✓	✓	✓	✓		Lotus Sametime Mobile
				✓	Lotus Sametime (via Web access)
					Team Room Libraries
✓	✓	✓	✓	✓	Lotus Quickr (via browser)
					Social Computing
	✓			✓	Lotus Connections Mobile
✓					Blackberry Client for Lotus Connections
					Enterprise Applications and Data
✓	✓	✓	✓	✓	Web Sphere Portal (with Mobile Accelerator)

Summary – Accelerating Workforce Productivity

	IBM Lotus	Microsoft
<i>Cross-department team collaboration and document management</i>	YES	Not supported in Windows SharePoint Services
<i>Always know where colleagues are and how best to communicate</i>	YES	No automatic location awareness
<i>Integrated telephony for more efficient call management and routing</i>	YES	Static or restrictive routing rules
<i>Secure mobile connections with no session loss during network switchovers</i>	YES	No
<i>Collaborate from anywhere, regardless of device</i>	YES	Supports Windows Mobile only