



運用行動商務 創造更多商機

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CREATED WITH LOTUS® SYMPHONY™



商機？

交易數量
交易效率

公司是否提供客戶更快速的交易服務？

公司是否提供客戶更方便的交易方式？

公司同仁能否快速地被通知待處理的客戶需求？

公司同仁能否快速處理客戶的需求？

方便易用？

操作效率？

無遠弗界？

任何界面？

議程

Lotus 行動策略

Lotus 行動方案介紹

Lotus 行動方案未來發展



客戶/員工在那？他們想/能怎麼工作？

普及式存取—不論身在何處，盡可能讓他們進行具有生產力的活動

豐富型客戶端



瀏覽器



手持設備



連線

非連線



Lotus 業務平台藍圖

基於商業背景需求的協同合作



知識工作者



資訊型工作者 (分界線)



外部合作夥伴

普及式存取

<p>傳訊 (Messaging)</p>	<p>通訊 (Communicating)</p>	<p>連結 (Connecting)</p>	<p>整合 (Integrating)</p>	<p>Lotus®</p>
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開放標準架構 (Open Standards Architecture)

商業
應用程式

資訊
管理

Lotus 行動方案 業務場景

吳經理出差在海外，在機場購物刷卡後，手機上收到銀行簡訊，他可以直接利用**手機上網查詢目前銀行帳戶餘額及紅利點數** (1-MPA)

吳經理的手機收到公司的 Push Email，Email 內容提示有一個**客戶訂單需要簽核**，並包含一個 Link 指向公司內部簽核系統的頁面。(2-Traveler)

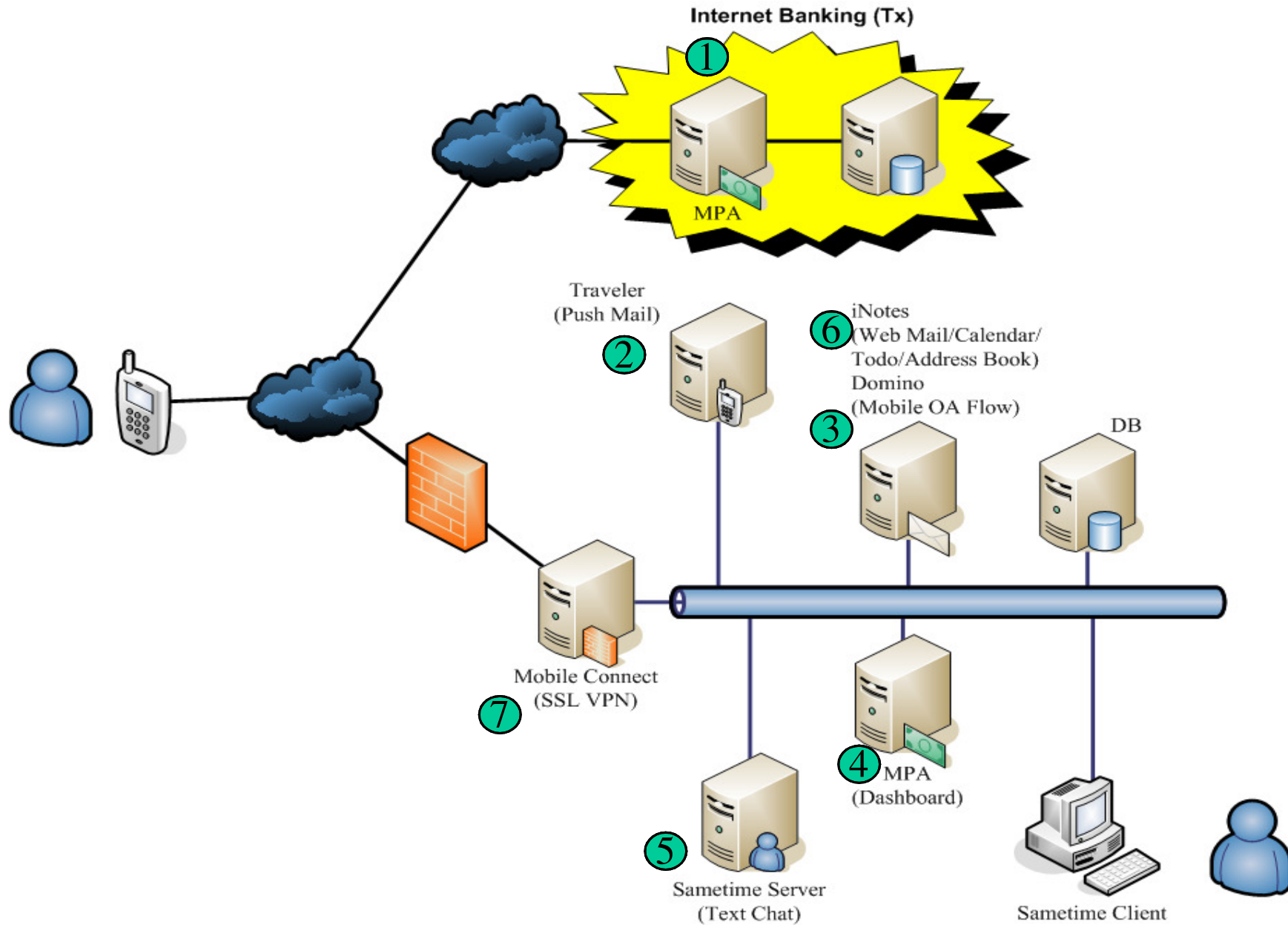
吳經理**利用手機**連回公司簽核系統，發現需要先**檢視庫存資料圖表**，才能決定是否接受該訂單。(3-Domino/4-MPA Dashboard)

該庫存圖表有一項資料似乎有點問題，剛好物管經理在線上，吳經理直接**利用線上文字交談**來詢問圖表的問題。(5-Sametime)

吳經理在處理完訂單簽核作業後，繼續**利用手機**上的 Web 界面來**查詢行事曆**，發現有一個客戶的會議邀請，即時回覆客戶他會準時參加。(6-iNotes)

吳經理利用**手機連線過程都透過 SSL VPN**，手機至公司網路間所傳送的資料都經過加密，**資料的安全可獲得保障**。(7-Mobile Connect)

Lotus 行動方案 系統架構示意圖



議程

Lotus 行動策略

Lotus 行動方案介紹

Lotus 行動方案未來發展



1-行動入口/利用手機進入銀行行動網銀查詢或交易

The screenshots illustrate the mobile banking interface for HSBC, showing the following steps and elements:

- Top Row (Left to Right):**
 - Screen 1 (Login):** HSBC logo, "登入" (Login) header, "用戶姓名" (User Name) input field with a left arrow, "繼續" (Continue) button, and a list of links: "本地指數", "指定手機", "服務章程", "重要聲明及網上保安", "私隱政策聲明", "常見問題", "聯絡我們".
 - Screen 2 (Login):** HSBC logo with "Eng" flag, "登入" header, "出生日期 (日日月月年年年)" (Date of Birth) input field with left and right arrows, "密碼" (Password) input field with left and right arrows, "登入" button, and the same list of links as Screen 1.
 - Screen 3 (Main Menu):** HSBC logo with "Eng" flag, "主目錄" (Main Menu) header, "上次登入資料:" (Last login info) showing "30 Jun 2008 16:04 (HKT)", and links: "證券買賣", "外匯及黃金孖展買賣", "轉賬(相同貨幣)", "轉賬(不同貨幣)", "聯絡我們", "常見問題", "登出".
 - Screen 4 (Investment Portfolio):** HSBC logo with "Eng" flag, "我的投資組合" (My Investment Portfolio) header, a table of investment details, and buttons: "買賣", "全數沽出", "返回".

股票代號:	00000
股票名稱:	證券公司
可沽出(股數):	100
證券結餘(股數):	100
最新收市價:	HKD 117.200
市值:	HKD 11,837.20
- Bottom Row (Left to Right):**
 - Screen 5 (Main Menu):** HSBC logo with "Eng" flag, "主目錄" header, "上次登入資料:" showing "30 Jun 2008 16:04 (HKT)", and links: "證券買賣", "外匯及黃金孖展買賣", "轉賬(相同貨幣)", "轉賬(不同貨幣)", "聯絡我們", "常見問題", "登出".
 - Screen 6 (Transfer Confirmation):** HSBC logo with "Eng" flag, "轉賬(相同貨幣)" header, "支賬戶口" (Source Account) dropdown: "222-333444-888 HKD Savings", "入賬戶口" (Destination Account) dropdown: "222-333444-888 HKD Current", "金額" (Amount) input: "HKD 1000" with left and right arrows, "在繼續之前, 請參閱這些 重要事項。" (Before continuing, please read these important items.), and buttons: "同意", "重新輸入", "返回".
 - Screen 7 (Transfer Confirmation):** HSBC logo with "Eng" flag, "轉賬(相同貨幣)" header, "支賬戶口: 222-333444-888 HKD Savings", "入賬戶口: 222-333444-888 HKD Current", "金額: HKD 1,000.00", "轉賬日期: 即時", and buttons: "確定", "更改", "取消".
 - Screen 8 (Transfer Completion):** HSBC logo with "Eng" flag, "轉賬(相同貨幣)" header, "轉賬已完成。 參考編號: N50600000038" (Transfer completed. Reference number: N50600000038) with a left arrow, "支賬戶口: 222-333444-888 HKD Savings", "入賬戶口: 222-333444-888 HKD Current", "金額: HKD 1,000.00", and a "同意" button.

行動入口？

原來的入口網平台是否能提供手機存取？

公司的行動入口網要支援什麼手機？

能否將現有入口網的應用程式快速轉換支援手機存取？

那些交易或查詢應用應該開放手機存取？

開放手機存取能否增加交易數量？

存取的安全性？





IBM 行動入口網

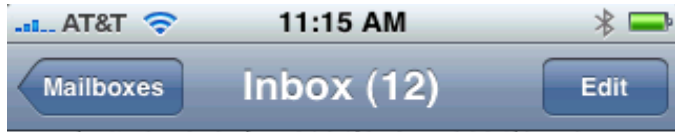
為行動設備 擴展原有/建置新的企業應用系統

提供多通道以存取入口網平台的內容
聚集廣泛混合的應用程式到一個共通的顯示方式
開發一支應用程式代碼, 適用於多款手機的輸出
支援超過 6800 支以上的手持設備
針對多種設備的輸出支援入口網導覽以及個人化經驗的功能
從桌面環境來進行使用者註冊/個人資訊的管理
提供行動入口網安全性, 存取控制, 以及單點登入 (SSO) 等功能
利用樣版來快速產生站台內容並遵循樣式的規範
能快速依各種支援 XHTML 設備的不同, 輸出最合適的輸出內容

WebSphere Portal Version 6.0



2-行動郵件/利用手機收取Push Email



Corey Quinn/Raleig... Yesterday
 Re: Updated PII count for Traveler 8.5.1
 Hello Eric - I updated the table in the team room with estimated totals. These are curr...

PVCWES - CMVC Fa... Yesterday
 Defect Modified: 158107 (esm.install)...
 Defect 158107 was modified by corquinn.
 Severity 2 Prefix d Release topsail851 Re

Eric EC Chen/Taiwa... Yester...
 Re: GVT on iPhone email
 Hi Bill GVT for iPhone/iPod will start to run from 4/21, we will include the notice you a

Andy MH Lee/Tai... Yester...
 Re: SVT 851 InterOP defect projection.
 Hello Lenore and Bill, Here is the SVT S-curve and defect projection number. For th

Jacqueline LL Yen/T... Yester...
 DCR018 test case review and DCUT st
 Bill. We are waiting for your concurrence t

Updated 4/21/09 11:14 AM



Fw: MBT Mid-Day Report: Help with "Help wanted"; Commerce czar conversation
 February 3, 2009 4:50 PM Mark as Unread

rich text mail forwarded
 ----- Forwarded by Karen H Momenae/Raleigh/IBM on 02/03/2009 04:48 PM -----
 From: "Manufacturing Business Technology" <MBT_Mid_Day_Report@email.mbtmag.com>
 To: Karen H Momenae/Raleigh/IBM@Lotus
 Date: 02/03/2009 02:53 PM
 Subject: MBT Mid-Day Report: Help with "Help wanted"; Commerce czar conversation

Trouble viewing this email? [Click here.](#)
 To ensure our emails reach your inbox, add MBT_Mid_Day_Report@email.mbtmag.com to your address book.



To [SUBSCRIBE](#) | To [UNSUBSCRIBE](#) | [PRIVACY POLICY](#) February 3, 2009

Top Story Advertisement
Helped wanted: 82B expert rallying support for federal e-commerce czar
 When it was originally presented last year, President Obama's multi-point technology plan didn't mention



From: **user4** > Hide

To: **user2** >

over 1MB attachment
 March 10, 2009 12:22 PM Mark as Unread

Here is some nice HTML text.



Push Email?

公司的應用系統是不是都用Email來對相關同仁進行工作資訊的通知/警示?

公司同仁需要多久針對Email通知/警示進行反應/處理?

公司同仁會在那裏收取Email通知/警示?

公司同仁會用什麼設備來收取Email通知/警示? 桌上電腦/筆記型電腦? 手機?

Email通知/警示中還包含什麼?





IBM Lotus Notes Traveler

提供 Nokia Symbian, Windows Mobile, 以及 Apple iPhone 設備的 Push Email



自動化無線傳輸

電子郵件 (含附件)

行事曆

通訊錄

日誌

待辦事項

雙向同步

支援即時用戶端下載

支援電子郵件目錄

可自訂新郵件警示

支援加密的郵件

政策管理與監控 *

遠端清除資料與設備鎖定

企業名錄查詢 **

可在各種有線.無線通道運作 (CDMA, GPRS, GSM, WiFi, etc.)
整合 Lotus Mobile Connect 可提供安全的資料通道

(*) 功能暫不支援 Apple iPhone

(**) 功能暫不支援 Nokia Symbian 與 Windows Mobile



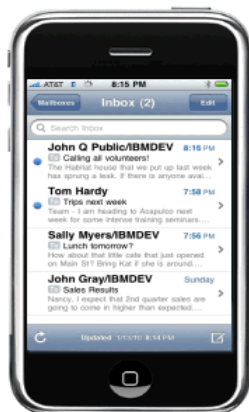
Lotus Notes Traveler 支援的設備

Windows Mobile 5/6/6.1 專業版以及 Smartphone 設備

Nokia Series 60 3rd edition

Nokia Series 60 5th edition (觸控式螢幕)

Apple iPhone 及 iPod 觸控型設備





Lotus Notes Traveler Server

Lotus Notes Traveler 是 Domino server 的一項服務

作業系統支援

Windows® 2003/2008 Server (32-bit)

Windows 2003/2008 Server for Intel® 64-bit

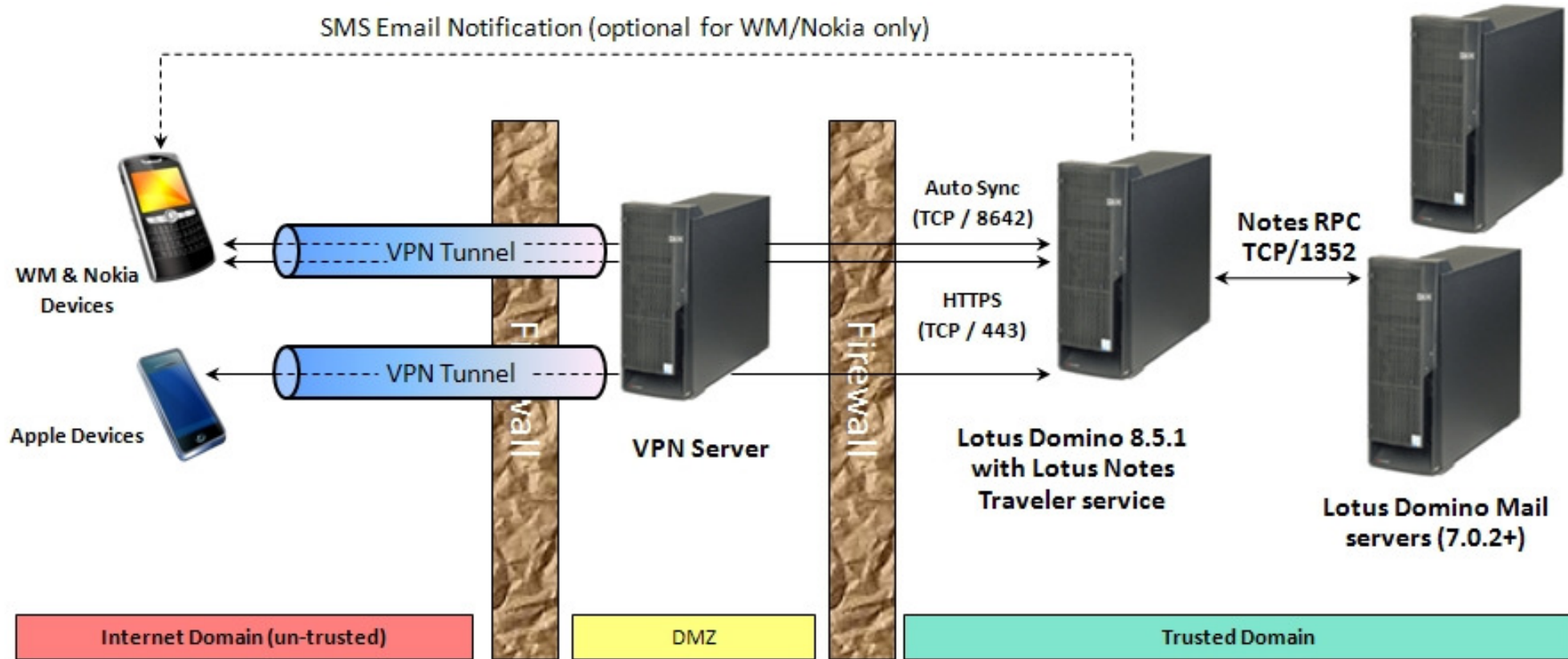
多種可能的伺服器拓樸配置：

使用 VPN

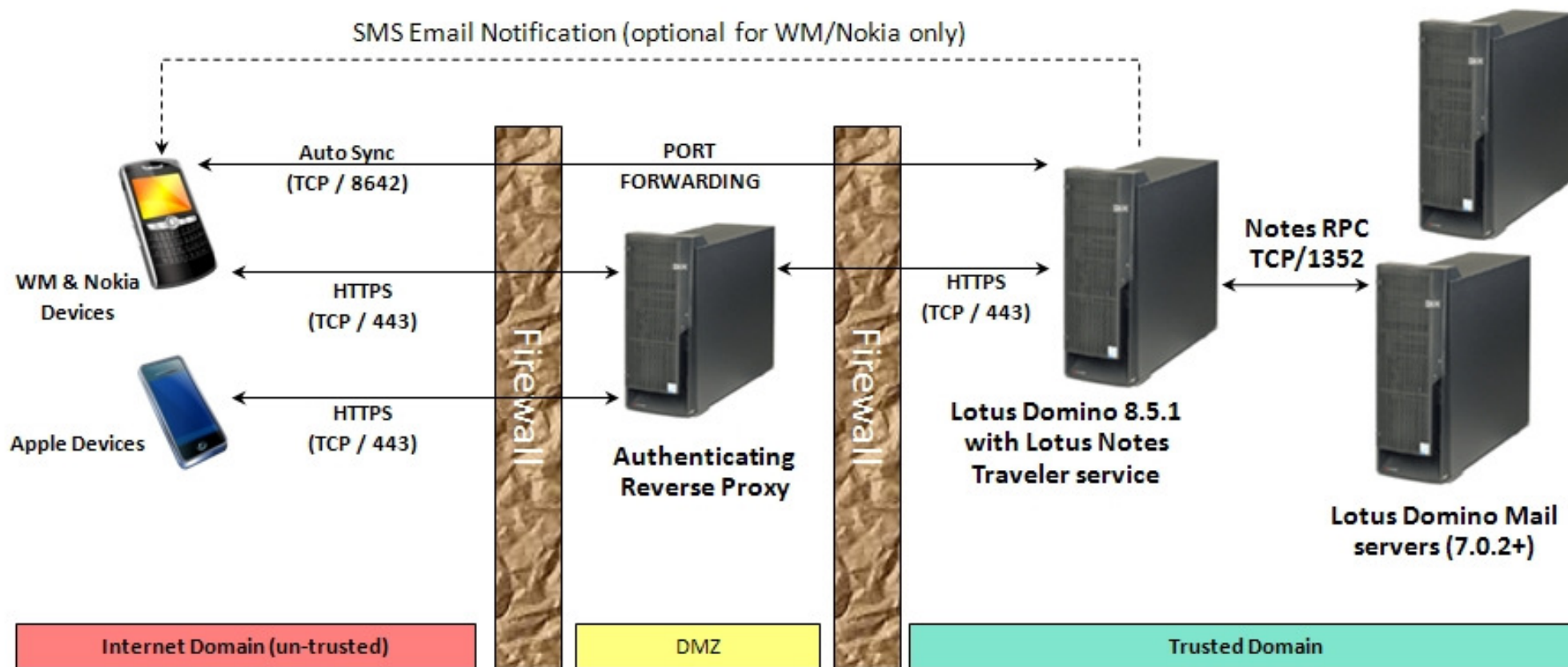
使用 反向代理 (Reverse proxy)

將 Domino server 與 Lotus Notes Traveler 元件放在 DMZ

Network Topology – VPN Configuration

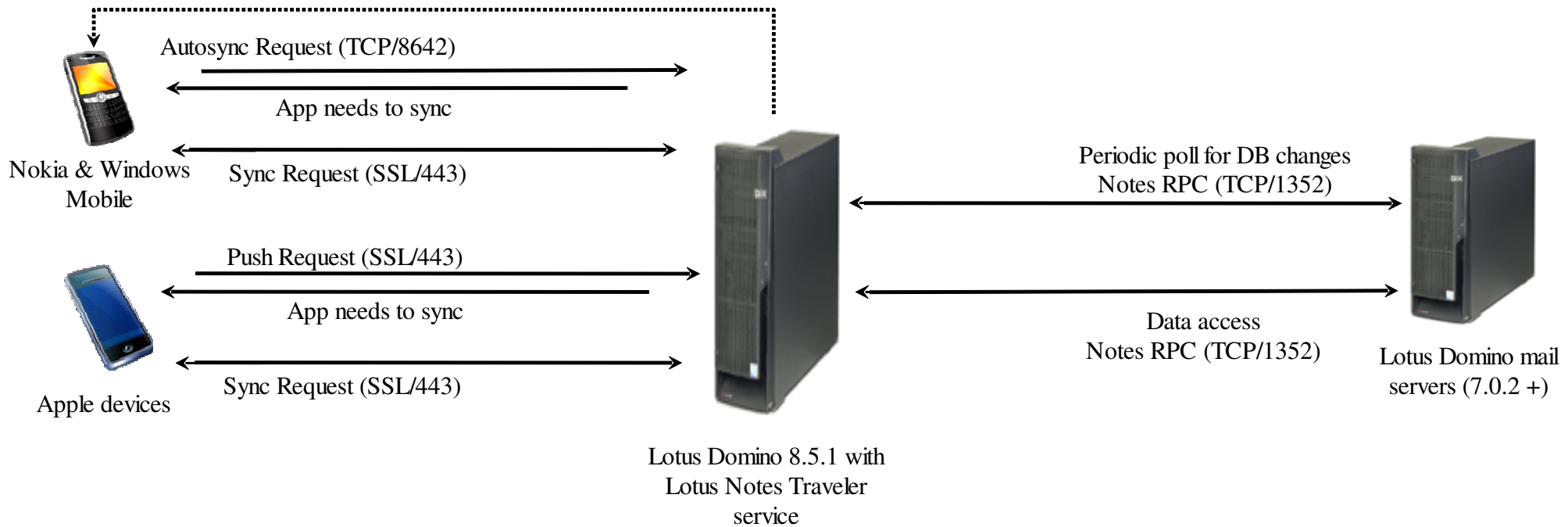


Network Topology – Reverse Proxy



Network Topology - Lotus Notes Traveler in the DMZ

SMS Email Notification (optional for WM/Nokia only)



Internet Domain (untrusted)

DMZ

Intranet Domain (trusted)

Lotus Notes Traveler Companion

iPhone 應用程式

用來讀取 Domino 加密的郵件

與 Nokia 及 Windows Mobile 上的設計一樣

Lotus Notes Traveler 伺服器需要能夠讀取 Notes ID (ID vault 或 郵件檔)

透過郵件中的鍊結來執行 Companion

使用者要提供 Notes ID 密碼

Lotus Notes Traveler 伺服器不會進行加密工作

不會在 iPhone 上存放加密的郵件內容

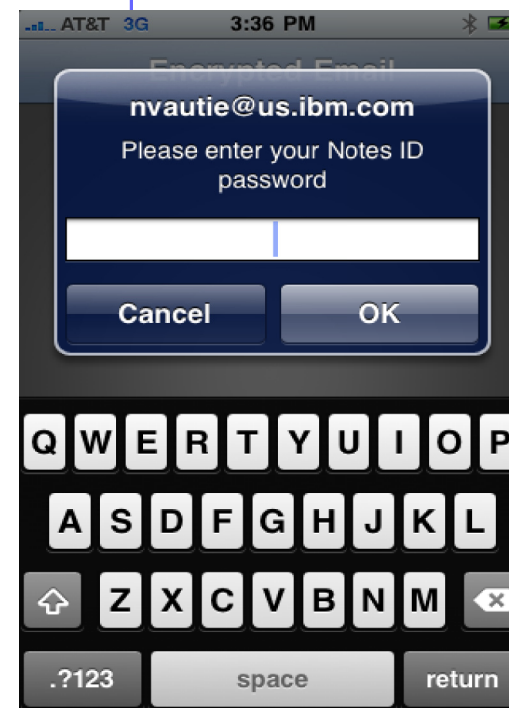
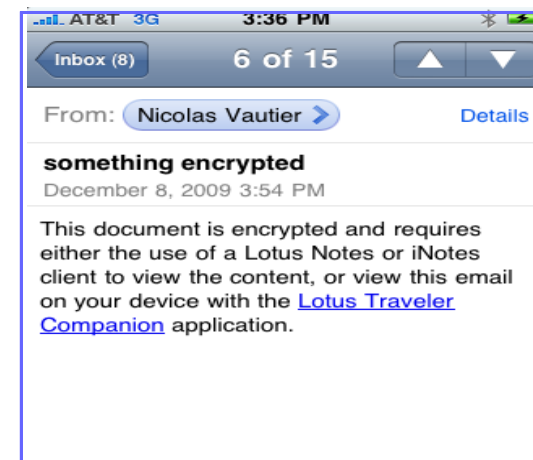
免費從 iTunes App Store 下載

“As is”，沒有支援

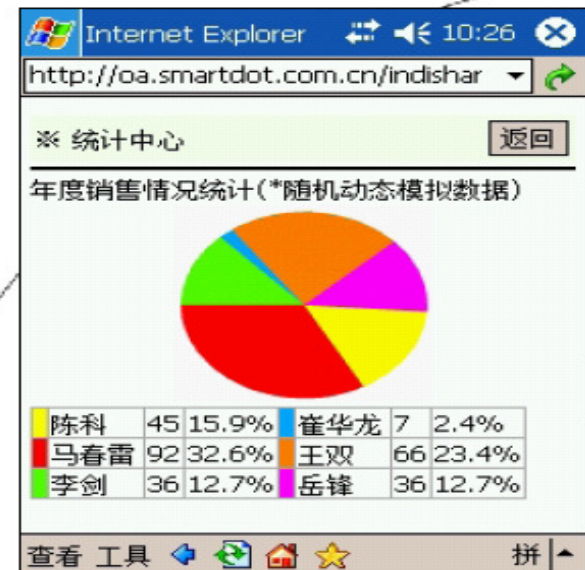
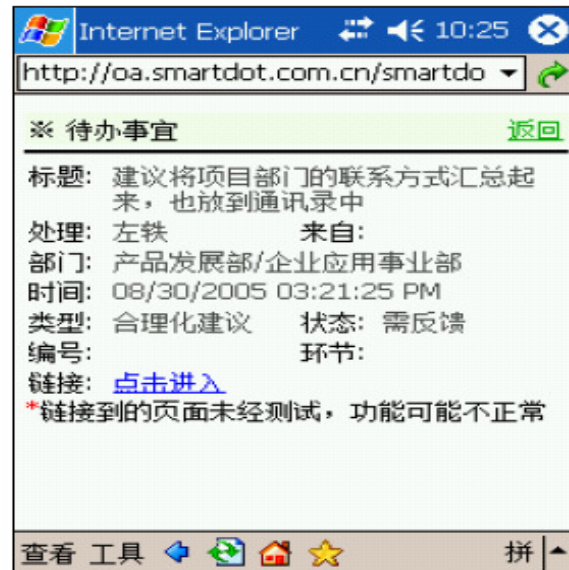
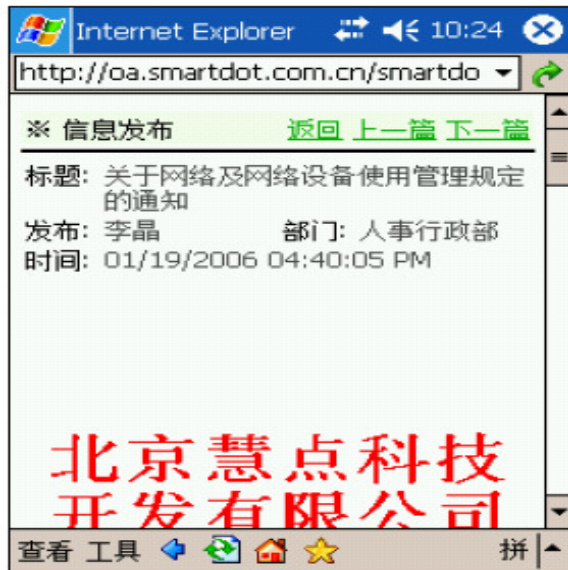
單獨授權給使用者，不包含在企業授權中

需要 Lotus Notes Traveler 伺服器更新

包含在 8.5.1 Fixpack 1 中



3-行動 OA 工作流程/利用手機簽核



行動OA / 行動應用系統存取？

公司同仁會在那裏執行 OA 流程/應用系統？

公司同仁會用什麼設備來執行 OA 流程/應用系統？電腦？手機？

公司同仁在出差移動過程中，是否需要執行 OA 流程/應用系統？

公司同仁在出差移動過程中，是否能夠執行 OA 流程/應用系統？

IBM® Lotus® Domino®

Email, PIM, and more...

支援多設備及網路的整合式協同能力

離線/在線支援的能力

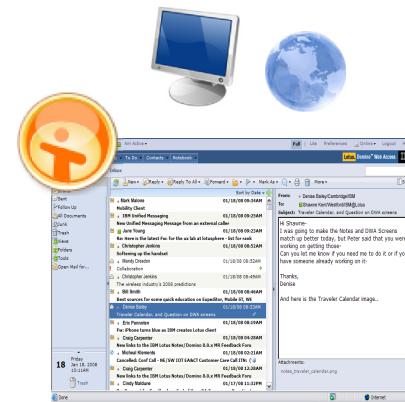
中控式用戶端，簡化管理工作

支援以角色為基礎的佈署

支援多種作業系統

開箱即用的多種協作功能

整合既存系統與應用



IBM Lotus iNotes



IBM Lotus Notes

IBM Lotus Notes Traveler

IBM Lotus iNotes

4-行動資訊圖表/利用手機讀取行動入口中的圖表資訊



有問題可以向誰求助?

行動資訊圖表？專家在那裏？

公司同仁/主管在出差移動過程中，是否需要透過手機來查詢/觀看資訊圖表？

透過手機來查詢/觀看資訊圖表能否幫助公司同仁/主管更有效率地完成工作或決策？

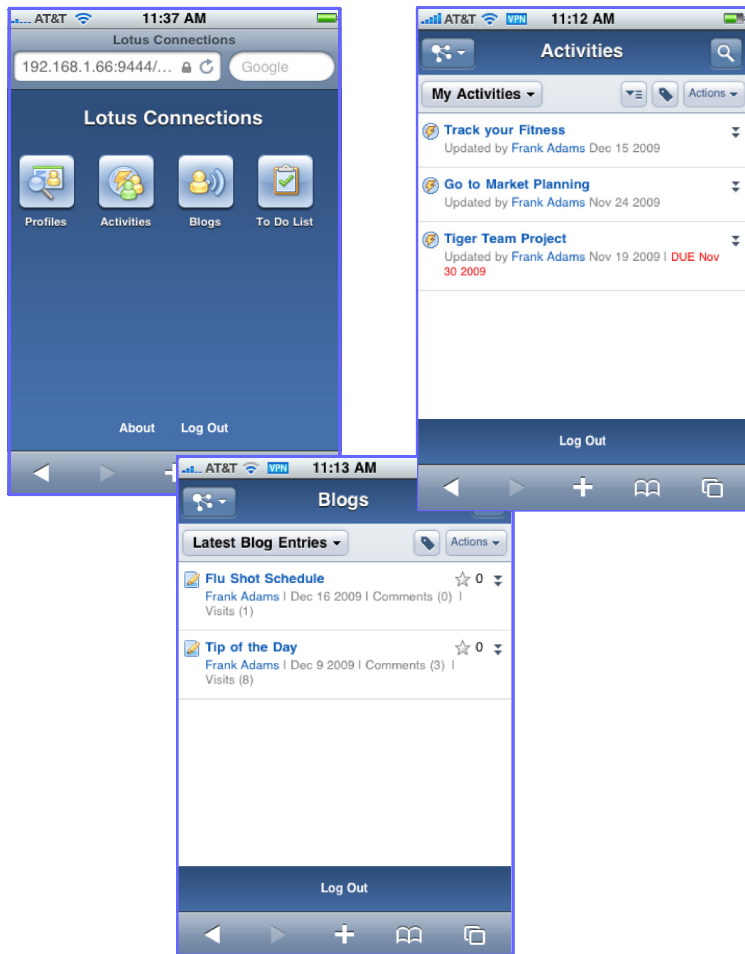
如果需要求助時，可以找誰？

如何來判斷所找到的這個同仁/專家/客戶的經歷/專長是否真能有所幫助？



Lotus Connections 手機版

iPhone, Blackberry* 以及 Nokia 手機版專家資訊, 部落格, 以及工作活動紀錄



Connections 2.5 開始支援 行動 Web 版本

iPhone, iPhone 3G(S), iPod Touch, 以及 Nokia S60 3rd & 5th 手機

專家資訊

查找及觀看同事的狀態，聯絡資訊

可以觀看組織上層經理及所管理人員

觀看個人基本資料/經歷/專長等資訊，並可啟動郵件或撥號

更新個人資訊及狀態

部落格

觀看特定人員/專家部落格，最新的內容及狀態

為特定人員/專家啟動部落格功能，並新增內容

提供特定人員/專家的部落格通知

透過標雲或特定條件來搜尋部落格內容

工作活動紀錄

以類別/日期/擁有者/或區段來觀看工作活動中的待辦事項

觀看工作活動中的成員及其工作內容細節紀錄

新增/修改/刪除工作活動及其內容

* Blackberry Connections 用戶端由 RIM 所提供。

5-即時通訊/利用手機進行線上文字交談



即時通訊?

公司同仁/專家電話不通，找不到人?

公司同仁/專家正在講電話，無法通話?

公司同仁/專家正在開會，不方便接聽電話?

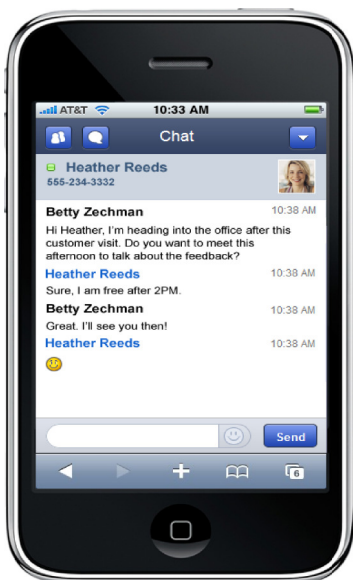
但是公司同仁/專家提供的答案，能快速協助工作或決策的進行





Lotus Sametime® Mobile

針對常見行動設備提供即時通訊與協作



功能

無線即時通訊

聯絡人與名片

快速搜尋

單人/多人交談

交談歷程紀錄

狀態提示

公告

UC²

可延展示插件架構

支援 Windows Mobile v6 (專業版與標準版)



支援 iPhone 的 Lotus Sametime Web 用戶端

專門為了 iPhone, iPhone 3G, iPhone 3Gs, and iPod Touch 優化

使用設備中的瀏灠器

聯絡人在線感知、單人/多人交談，名片、單擊交談/發送郵件、公告、聯絡人/群組管理等功能

暫不支援背景交談通知



6-利用 iNotes 查詢行事曆

列出每日的會議

打開/查看會議

建立/安排新會議

刪除會議

是不是還有其他重要會議或待辦事項?



郵件

信箱視界

閱讀訊息

編寫訊息

回覆/轉發訊息

地址檢索



基本聯絡人

列出聯絡人

打開/查看聯絡人

添加新聯絡人

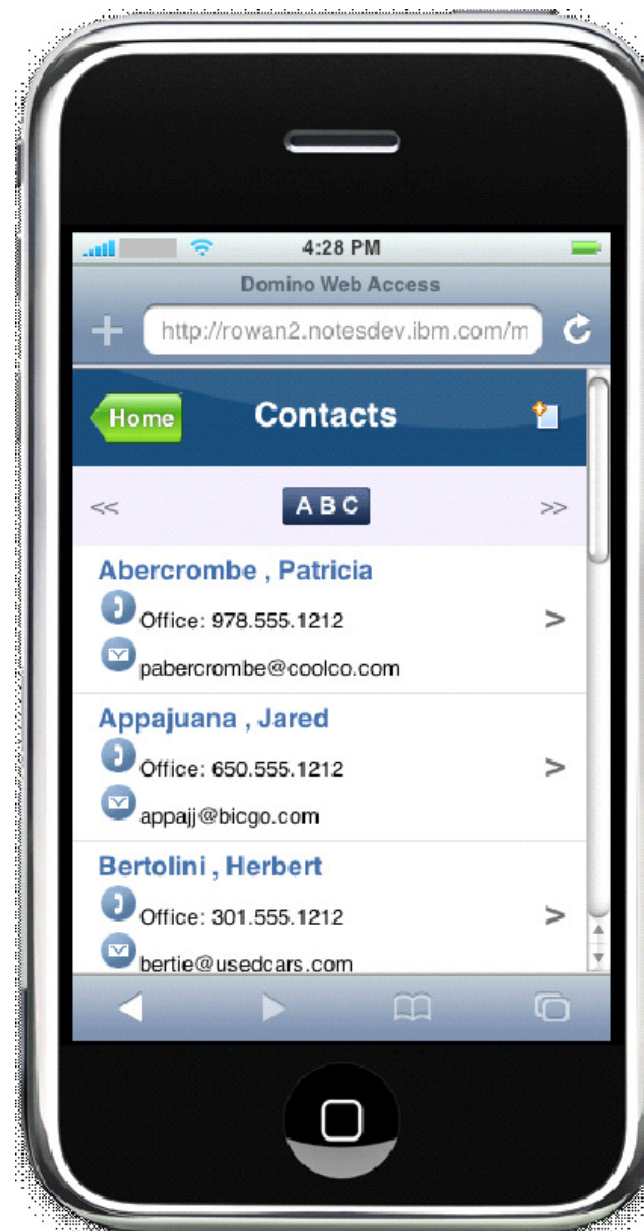
刪除聯絡人

(在 iPhone 上) 直接撥打

電話

從電子郵件地址快速編寫

郵件





IBM Lotus iNotes® ultra-light mode

讀取 Lotus Domino 電子郵件 / PIM 資訊，適用於 Apple iPhone/iPod Touch

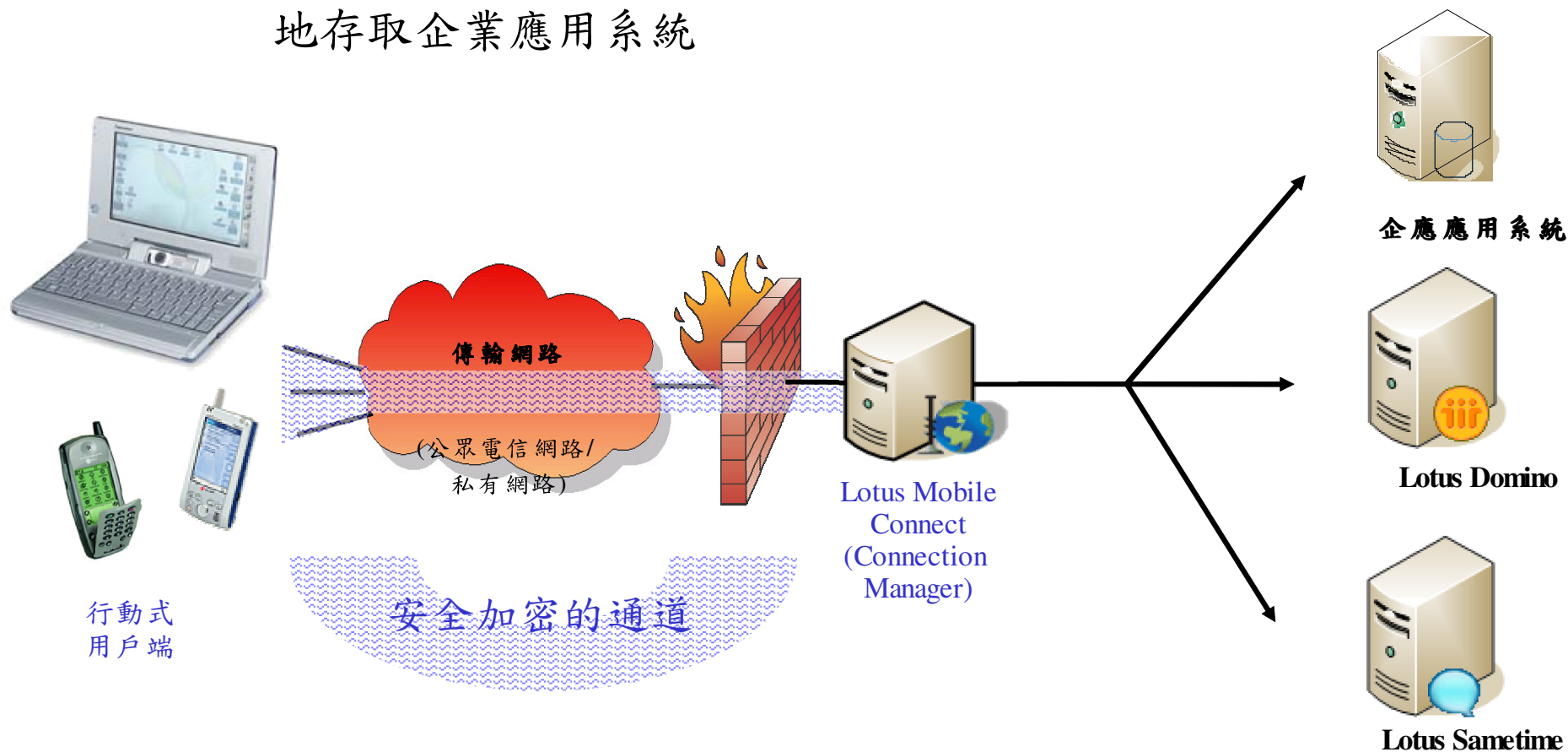
通過 iPhone 上的瀏覽器，提供對 Lotus Domino 郵件、日曆和聯絡人資訊的線上瀏覽。透過每日行事曆，只需看一眼日曆，就能了解當日行程。架構於 Lotus iNotes 之上，進而提供 iPhone 用戶線上瀏覽提供對您的關鍵資訊的快速瀏覽，利用了 iPhone 界面豐富多彩的用戶體驗。包含於 Lotus iNotes 中，無需額外付費。



7-全程透過 SSL VPN 連線

提供完整的遠端存取方案，可以進行身份鑑別、加密，以及優化IP傳輸

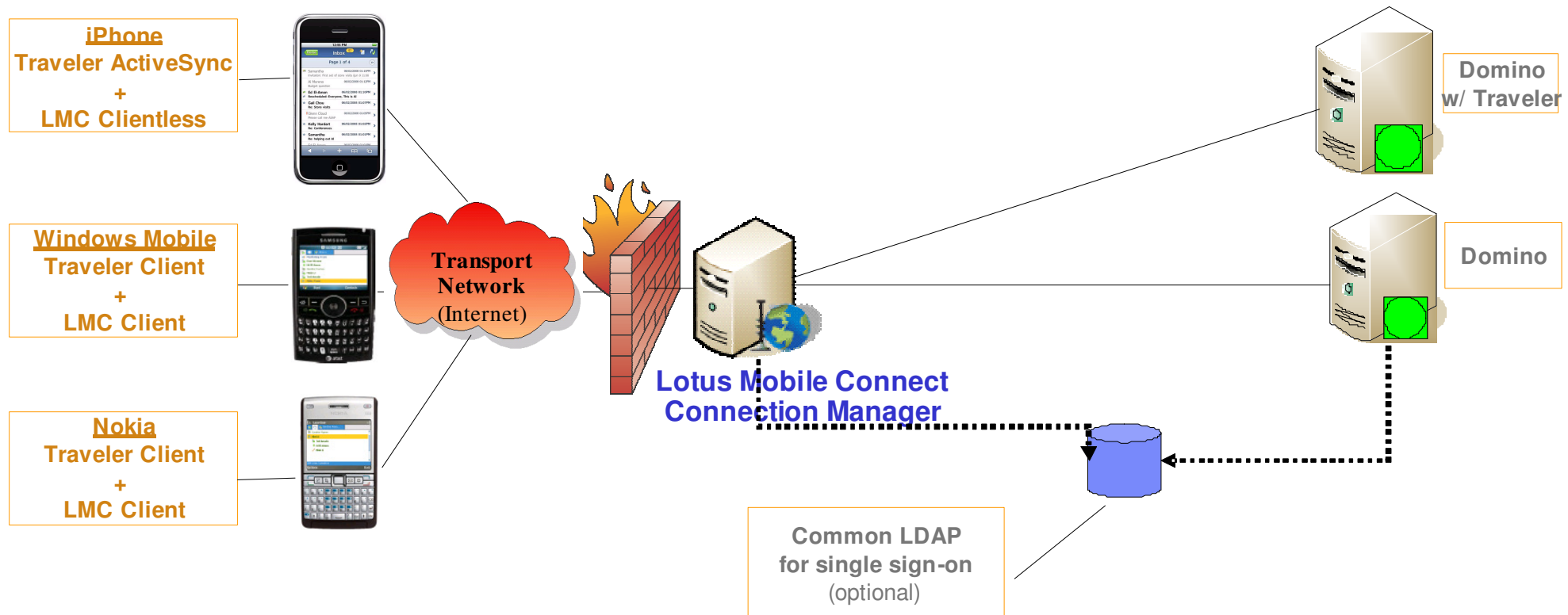
提供一個高度安全、無論何時何地皆可安全/無縫式地存取企業應用系統



Lotus Mobile Connect 與 Lotus Notes Traveler 應用

LMC 用戶端支援 Windows Mobile 以及部份 Nokia Symbian 設備，可以提供使用者在 Windows Mobile 以及部份 Nokia Symbian 手機上的 Lotus Notes Traveler，安全的存取遠端的郵件。

LMC 也支援無需用戶端 (HTTP Access)，即可讓使用 iPhone, iPhone G3 以及 iPod Touch 等手機或裝置的使用者，可以透過 Traveler ActiveSync 功能來存取遠端郵件。



Lotus Mobile Connect

於瞬變的網路中安全地存取資訊



支援各種存取方式的 VPN 方案

桌面 (用戶端程式)
手持行動設備 (用戶端程式)
瀏覽器 (無用戶端程式)

安全的點對點連線至企業內網

支援身份鑑別方式以及 RSA Secure ID
點對點加密- DES, Triple DES, RC5 以及 AES, 以及 FIPS 140-2 cert.

Linked value (整合支援)

Lotus Notes Traveler, Lotus Sametime mobile

支援多種平台及設備

Win32, Linux, Mac, Symbian, Windows Mobile, Apple iPhone (無用戶端程式)

擴容及可信賴

支援閘道叢集, 可以分散存取至多個站台

Proven ROI - 最底成本的傳送以及資料傳輸優化



IBM Lotus Expeditor

建置離線仍可使用的企業應用系統

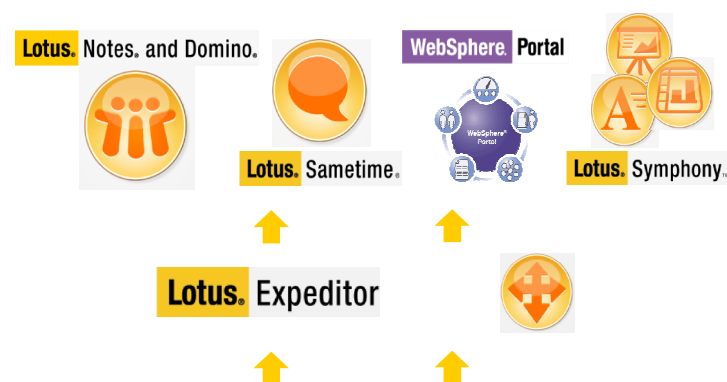
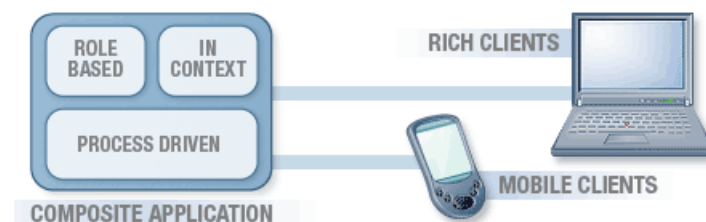
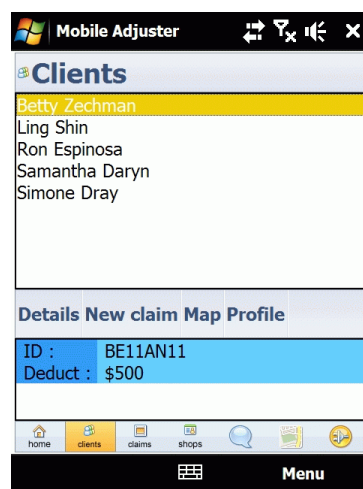
統一化中控式用戶端軟體

支援 Windows, Linux®, Mac, Symbian, Windows Mobile

支援離線存取、資料及應用程式同步等功能

開發工具箱用來建立、佈署以及維護行動及豐富型用戶端的應用程式

利用開放標準所建置 (Eclipse)



Open standards-based programming model based on the Eclipse Rich Client Platform (RCP)

議程

Lotus 行動策略

Lotus 行動方案介紹

Lotus 行動方案未來發展





Lotus Notes Traveler 8.5.2 未來發展

支援 Linux 伺服器

支援 Apple iPad

支援 iPhone 會議邀請

支援 iPhone 設備管理: 密碼/密碼長度 等等

在 Nokia 及 Windows Mobile 設備上支援企業名錄搜尋

單一 HTTP/S 資料通道 (只需要 80/443 2個通訊埠)

用戶端程式自動更新

支援排程同步

支援 Windows Mobile 6.5

支援 Android 手機設備



Lotus iNotes 未來發展

支援 Symbian Series 60 設備

支援 Android 手機設備

視界排序 (View sorting)

快速尋找 (Quick find)

目錄導覽 (Folder navigation)

附件上傳

別名支援

支援以 Rich Text 格式回信

Sametime Mobile 未來發展

圖形支援

電話系統整合功能

原生 Nokia 用戶端

原生 iPhone 用戶端

原生 Android 用戶端

音訊/視訊的支援

行動會議室

Customer Reference



More Information

www.ibm.com/software/lotus



Software > Lotus >

Mobile and wireless

Access the information you need -- anytime, anywhere.

IBM and Research In Motion®
Working together to provide collaboration on the go
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We're here to help
Easy ways to get the answers you need.

- Call me
- Request a quote
- E-mail IBM

or call us at:
1-800-465-6807
Priority code: 10ACBW74

Take your desktop with you with software to extend messaging, communication and collaboration for use on mobile and wireless laptops and handheld devices -- so you can be productive wherever you are.

- Synchronize your e-mail, calendar and contacts with Lotus® Notes® Traveler or Lotus EasySync Pro software.
- Connect and share while you're on the go using realtime communications with Lotus Sametime software and social networking tools with Lotus Connections.
- Use security-rich access to resources with Lotus Mobile Connect software.
- Have your IBM Lotus Domino and IBM WebSphere® Portal and WebSphere applications available -- with Lotus Expeditor software -- even when you're mobile.

Mobile and wireless products

- IBM Lotus Expeditor**
Develop and extend composite applications to managed clients - online or offline, even for mobile employees - with this client integration software.
- IBM Lotus Mobile Connect**
Provide security-rich mobile access to email, PIM and business applications. The available on release of WebSphere® Everyplace Connection Manager.
- IBM Lotus EasySync Pro**
Access IBM Lotus Domino e-mail and PIM from many handheld devices.

Demos
→ Lotus Mobile Connect
→ Lotus Expeditor for mobile employees and mobile devices

SEE HEAR DO
Lotusphere Comes to You 2008
→ Register now for an event near you!

Software > Lotus >

Lotus Notes and Domino

Collaboration solution for personal and organizational effectiveness

EXPERIENCE THE DESKTOP OF THE FUTURE, TODAY

- See what everyone is talking about
- Watch the demo
- Move from Microsoft Outlook® 2003 today

Why IBM for your collaboration solution
A collaboration solution that can help people effectively share and manage information, make business decisions quickly, and streamline the way they work.

It's a bit
Customer and Business Partner Satisfaction

Did you know?
Lotus Notes and Domino

Lotus Notes & Domino offerings
Lotus Notes and Domino software can help simplify the way people interact and collaborate.

- IBM Lotus Domino**
A robust platform for e-mail and collaboration.
→ Improve
→ One button
→ Deliver IT
- IBM Lotus Notes**
World class e-mail, calendar, scheduling, collaboration, and business messaging.
→ Learn more
→ Download the trial
→ Download the 8.5 beta
- IBM Lotus Domino Web Access**
A zero-footprint Web client for email, calendar, and collaboration applications -- even over slow connections.
→ Learn more

IBM Lotus Sametime
Your onramp to Unified Communications and Collaboration

COMMUNICATE IN THE BLINK OF AN EYE

- Enterprise instant messaging
- Web conferencing
- Unified Communications and Collaboration

Client access
Collaborate on mobile devices
→ Learn more

Application
Premier staff development

Why IBM for Unified Communications and Collaboration
IBM calls it UCC™ -- integrated presence, IM, email, telephony, Web conferencing, audio/video -- all working together & which can be mashed up with almost anything.

The Lotus Sametime Family
Lotus Sametime provides the choices and the capabilities that organizations of all sizes need to work together in real-time.

- Lotus Sametime Standard**
The market-leader and award-winner.
→ Learn more
- Lotus Sametime Advanced**
Advanced personal, team, and community collaboration.
→ Learn more
- Lotus Sametime Entry**
Get started with instant messaging, cost effectively.
→ Learn more
- Lotus Sametime Unyte**
Powerful, easy to use web conferencing service.
→ Learn more

What's in store?
IBM has big plans for the future of Lotus Sametime.
→ Learn more

Something for everyone

- Users
- IT managers
- Developers
- Telephony managers

Video:
Don't try this at work
→ More cool stuff

Software > Lotus >

Lotus Connections

Expertise within Reach

Discover Expertise. Deliver Results.

We're here to help
Easy ways to get the answers you need.

- Call me
- Request a quote
- E-mail IBM

or call us at:
1-800-465-6807
Priority code: 10ACBW74

Events
Enterprise 2.0
Boston, June 9-12

Benefits

- For end users
- For IT managers
- For executives
- For Lotus Notes users

For IBM Business Partners
→ IBM provides global expansion for Business Partners
→ Lotus Connections for IBM Business Partners

Synchronous blog
New Video: IBM Lotus Connections Tech Talk
← 3/5 →
Subscribe to Web 2.0 feed
→ IBMers learn how to add this feed

Why IBM for social software
IBM Lotus® Connections is social software for business that empowers you to be more innovative and helps you execute more quickly by using dynamic networks of coworkers, partners and customers.

Lotus Connections features

- Home page**
See what's happening across your social network
→ Learn more
- Profiles**
Find the people you need
→ Learn more
- Communities**
Work with people who share common interests and expertise
→ Learn more
- Blogs**
Present your own ideas, and learn from others
→ Learn more
- Diaper**
Save and share bookmarks
→ Learn more
- Activities**
Organize your work and tap your professional network
→ Learn more

Learn about Lotus Connections

Product resources

- Article: "Getting into" social software -- how IBM did it
- Lotus Greenhouse: Where new ideas come to grow
- Video: Social software for business
- The Clipper Group: Lotus Connections Reimagines the Community of Business
→ Product demo: Lotus Connections

Mobile and enterprise access solutions
White paper
April 2008

Lotus software

Stay connected: A successful mobile device strategy drives productivity.

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