

Running Your Business in Real Time With IBM Lotus Sametime 7.5





@business on demand software

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The rapid pace of the 24/7 business culture that we all operate is making real-time collaboration the key driver of business success.



The virtual workplace is here - NOW

- 58% of IT Executives considers their company to be a virtual workplace.
- More than 75% of them report using real-time communications technologies today.
- 90% of employees work in locations other than headquarters.
- Between 60% and 70% of employees work in different locations from their bosses.
- The number of virtual workers has increased by a whopping 800% over the past five years.

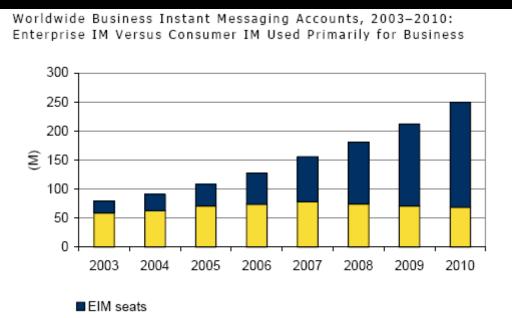
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This continues to be a fast, growing market

By the end of the decade, all employees with business e-mail accounts will also have business IM accounts (0.7 probability).

- Gartner MarketScope for Instant Messaging, 2006



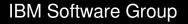
Consumer IM accounts used primarily for business

What is IBM Lotus Sametime 7.5

- IBM Lotus Sametime 7.5 is a major new release of IBM's award-winning and market-leading platform for realtime collaboration
- IBM Lotus Sametime 7.5 sports over 150 new features -- including rich text, chat histories, integrated VoIP, public IM network connections, and new options for telephony integration, to name just a few

✓ This release is real-time, right now







Why businesses buy Lotus Sametime: Real Business Value – Right Now



Enable remote workers expand your business coverage





Conduct design sessions for new products between offices without flying

Conduct meetings with dispersed teams over web conferencing



Improve customer service by cutting time to answers, reducing phone time and increasing customer satisfaction

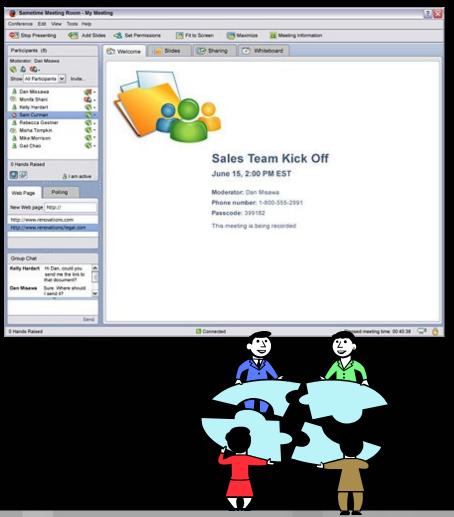


Address telephone and travel costs



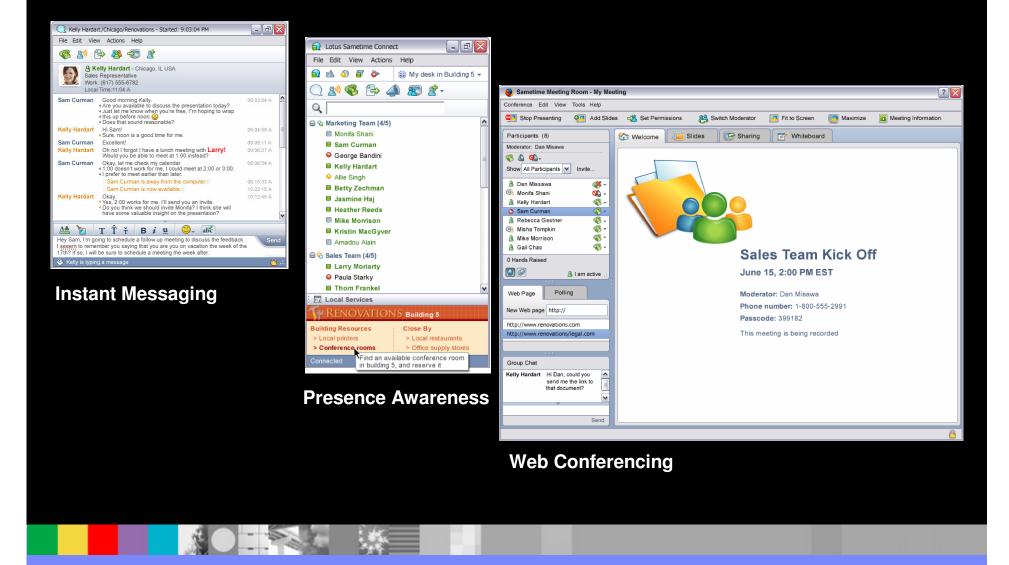
What problems does Lotus Sametime software solve

- ✓ Scattered, disconnected workgroups
- $\checkmark Need and cost for business travel$
- ✓ "Can I call you?"
- ✓ Out-of-control inboxes
- Welcome to the phonemail system.
 You have 37 new messages"
- Faster, more agile people, teams, departments, and companies
- ✓ Better customer service





IBM Lotus® Sametime® is the solution that can best help you run your business in real time.

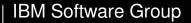






Customer ROI examples using Lotus Sametime

Insurance	Saved \$650K in phone costs for 35,000 employees by using instant messaging and reducing number of phone calls Expected to increase with VOIP capabilities in Lotus Sametime 7.5
Insurance	Switched from hosted web conferencing to Lotus Sametime and saved approximately \$300K per year
Retailer	\$750K/year added to margins by reducing supply and order fulfillment disruptions where traditional communications (phone and email) weren't fast enough
Automotive	IBM Websphere® Portal + Lotus Sametime helps reduce development cycles and save costs by centralizing information, reducing travel costs for design meetings. Development team can be more responsive increasing speed-to-production of new vehicle models
Customer Service Help Desk	Productivity numbers increased 20% over 2 years. Desk analysts can tap expertise of thousands of experts worldwide. Quick communication on outages or other situations affecting customers.
Manufacturer	\$600K saved in airfare and travel costs
Grocery chain	\$520K saved on training over web instead of travel





Lotus Sametime offers unparalleled security features, scalability, flexibility, and business process integration





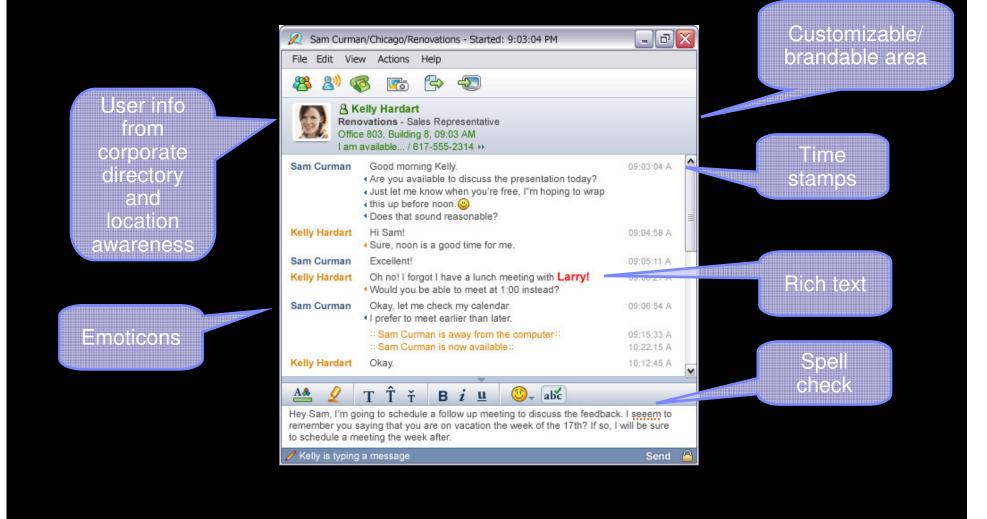
Enhanced instant messaging capabilities

- IM Chat Capabilities:
 - Rich Text
 - Time Stamps
 - Real-time Spell Check
 - Emoticons
 - User photos
 - Embedded screen capture
 - Chat history
 - Enhanced privacy settings
 - Customizable branding

- Instant Messaging Client:
 - Quick find
 - Location awareness
 - Embedded multi-way VoIP
 - Plug-in model and plug-in catalog
 - Expanded client platform
 - Microsoft Windows®
 - Linux
 - •Apple Mac OS X v10.4*
 - Public IM connectivity
 - Audio and desktop video integration



Lotus Sametime 7.5 provides the tools you need to more effectively communicate in real time







Accessing chat history in Lotus Sametime 7.5

Navigation Pane

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Sam Curman	Date	- Start Time	Ended	Initated By		
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		Good morning Kelly.	you're free, I'm ho oon.			
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	Sam Curman Kelly Hardart	Excellent! Oh no! I forgot I have a Would you be able to m				
	Sam Curman	Okay, let me check my I prefer to meet earlier t		09:06:54 A		

Sam Curman is away from the computer

Sam Curman is now available::

09:15:33 A

10:22:15 A

List of all saved chats with a particular person

> Preview of saved chat transcript

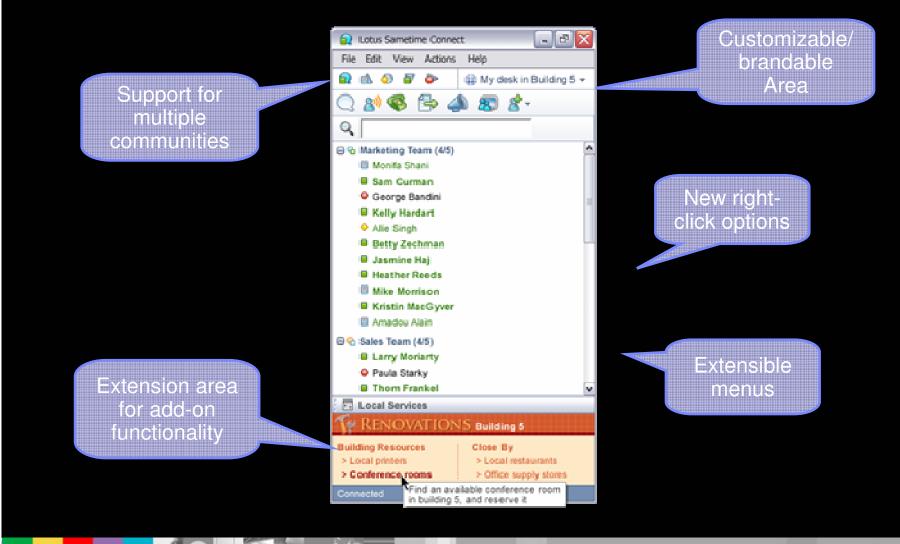


IBM Lotus Sametime 7.5 allows you to go even further, providing all the capabilities you need to operate in real time.





The extensibility of the Lotus Sametime 7.5 client gives you access not just to people, but to information and resources





Creating real-time applications and accessing data in real time

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👸 Sales Data

Dan Misawa
 Renovations / Accounts Manager
 1-415-555-1001 / San Francisco, CA, US / 9:52 AM
 I am available @ San Francisco (Sametime 7.5)

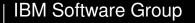
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Pipeline	08/01/2006	\$5,000	
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Hire date 08/21/81 Likes to fish

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Example: Including real-time data Realtime information Reported out of * it did print the @Sales bit in my window, don't know if that was deliberate Bito M. Perrins so the idea is to have business extensions for a team of people that need to share and an information between each other and the data can be extracted from common terms op merce desktop like, Spreadsheets, databases and can even link into Google search 3:33:50 PM Month Sales **January** Febuary March April so at the moment you click on an action let me screen share 3:34:04 PM A. Piper that's really cool. And very useful. 3:34:09 PM M. Permu 1-14-40 DM so you could configure your own keywords and actions and then have them ready to use Biu 🚇 - 🛛 - abr 🔘 -New Send Application Adds Icon To the itoto Dali





Leading application developers and software vendors are building solutions on Lotus Sametime 7.5





You can improve communications while addressing costs through integrated VoIP, or chose to integrate with your own enterprise telephony and desktop video solutions.

Start a phone call				
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🔍 🎒 🚳 🖶 📣 🖅 😤 -	Participants (6)	A Kelly Hardart		
Quick find:	Moderator: Sam Curman	Renovations - Sales Representative Office 803, Building 8, 09:03 AM I am available / 617-555-2314 >>		
🖃 Sales Team (4/5)				
🔒 Monifa Shani	Mute My Phone hected	Sam Curman I think we really need to talk about the upcoming marketing campaign.	09:03:04 A	
Kelly Hardart	Associate c: 617-555-1241	Kelly Hardart Good idea. What's the status on the	09:04:58 A	
Sam Curman	Associate	new proposal?		
Ceorge Bandini	Sam Curman Home: 617-555-6794 Dialing	Amadou Alain I spoke to the guy yesterday, and he said things were a little behind	09:05:11 A ≡	
O Misha Tompkin		Sam Curman Hmm. Can we continue this	09:06:27 A	
Human Resources (2/3)	Kelly Hardart Work: 617-555-2314 Connected	conversation by phone?		
A Heather Reeds	👌 Gail Chao Home: 617-555-9870			
A Mike Morrison	Connected			
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Web Conf Integration

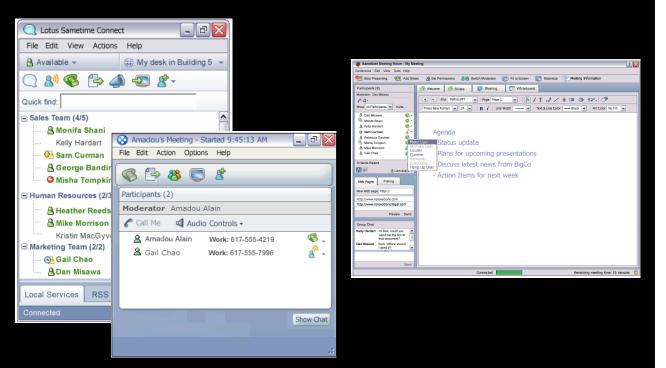
Audio and video Integration

Click-to-talk

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Sales Representative Work: (617) 555-6782 Local Time:11:04 A	Start Voice Chat Pause Voice Chat End Voice Chat Mute Microphone	
Sam Curman Good morning Ke Are you available Just let me know y this up before noc	Start Recording Play File ping to wrap	09:03:04 A
Opes that sound r Kelly Hardart Hi Sam! Sure, noon is a go		09:04:58 A
Sam Curman Excellent!	09:05:11 A	
	ave a lunch meeting with Larry. Would et at 1:00 instead?	09:06:27 A
Sam Curman Okay, let me chec 1:00 doesn't work I prefer to meet ea	for me, I could meet at 2:00 or 3:00.	09:06:54 A
:: Sam Curman is	away from the computer ::	09:15:33 A
:: Sam Curman is	now available ::	10:22:15 A
Do you think we s	or me. I'll send you an invite. hould invite Monifa? I think she will ole insight on the presentaion?	10:12:45 A
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	llow up meeting to discuss the feedba at you are you on vacation the week of a meeting the week after.	
Kelly is typing a message		<u>a</u> .:

PC-to-PC VoIP voice chat with other Lotus Sametime users

Click-to-call



Call to call any phone (office, mobile, home) initiated through Lotus Sametime using enterprise audio providers; initiate video from Lotus Sametime.

- Lotus Sametime 7.0: Avaya, Premiere Global Services
- Lotus Sametime 7.5: Cisco, Nortel, Siemens (audio); Avistar, Polycom, Radvision, Tandberg (video)

* To utilize these features, users must have a valid Proof of Entitlement for IBM Lotus Sametime software. No additional purchase required form IBM. License and usage fees and terms and conditions of use are contracted for separately with the provider.



Lotus Sametime 7.5 software offers security features while still letting you maintain existing contacts using supported public and private IM networks, including:

> Yahoo! Messenger

AOL Instant Messenger

Lotus Sametime

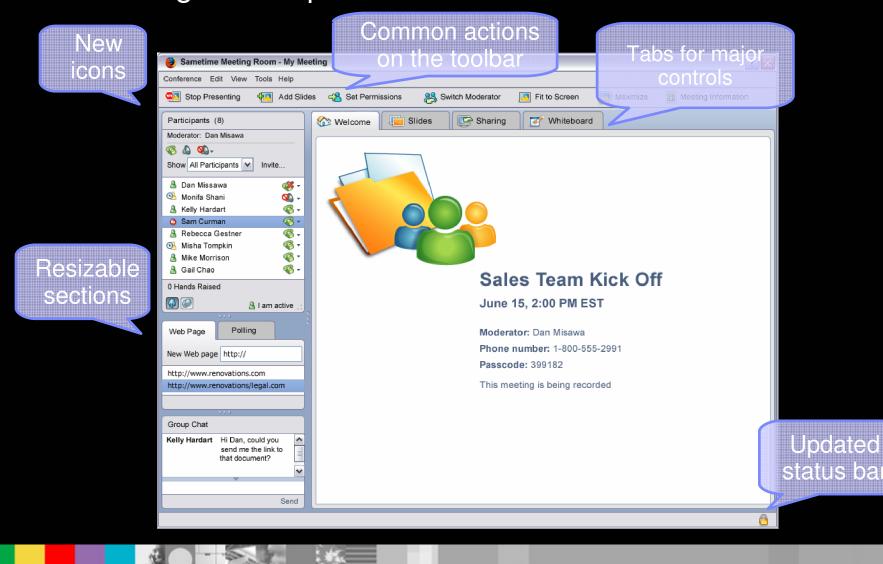
Google Talk

Others

SIP



Lotus Sametime 7.5 software offers a redesigned Web conferencing user experience



Sharing

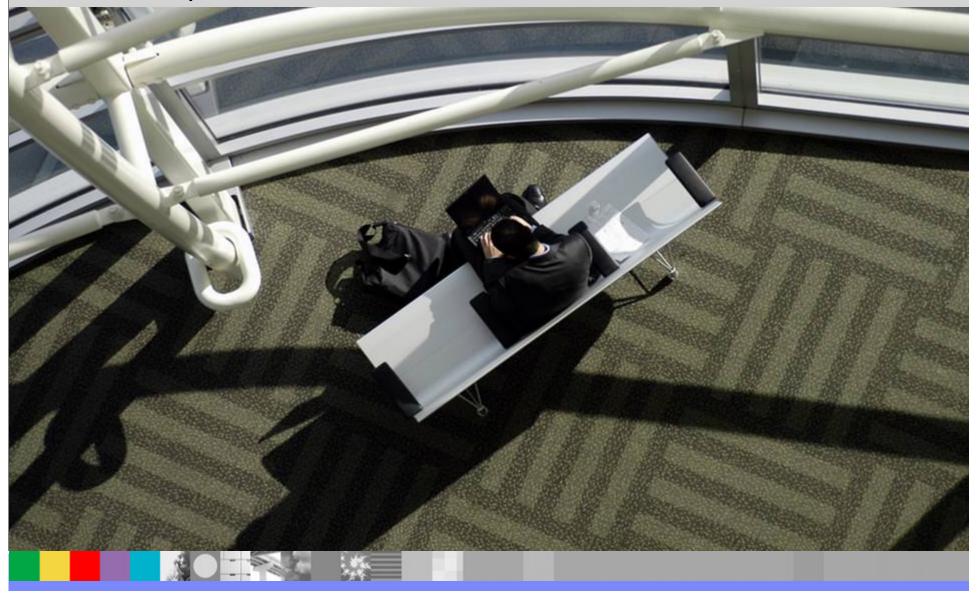
- Users who are not attempting to share will not see the sharing choices UI
- Default will be application sharing, with correct handling of Microsoft PowerPoint slide shows
- Person sharing can choose between high fidelity and high speed







You can ensure you're always in touch by taking your real-time business capabilities on the road





New Lotus Sametime 7.5 mobile device support

- Included at no additional charge for users with a valid Lotus Sametime license
- Greatly expanded capabilities beyond what IBM Lotus Sametime Everyplace[®] currently offers
- Support across variety of platforms and devices
 - Microsoft Windows Mobile 2003
 - e.g., HP iPaq H6315
 - Microsoft Windows Mobile v5
 - e.g., Sprint / HTC 6700, HP iPAQ hx2790, Dell Axiom x51v, Motorola Q (Smartphone)
 - RIM Blackberry (4.0+ RIM platform)
 - e.g., Blackberry 8700, Blackberry 71xx, Blackberry 72xx/77xx
 - Symbian
 - e.g., Nokia E61/E70, Sony Ericsson P990i



And this is only the beginning of where we're taking our solutions for real-time collaboration...

Let's take a look....









IBM Lotus Sametime 7.5.1 – What's coming !





@business on demand software

January 22 2007

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Introducing IBM Lotus Sametime 7.5.1

- Point-to-point video
- Tabbed Chat
- Microsoft Office and Outlook Integration
- Linux Server
- Macintosh IM Client and Macintosh participation in Web conferences
- More granular policies
- Instant Messaging client updates
 - Replace existing embedded browser with XULRunner browser
 - Single sign-on support
 - Silent install
 - Improve add user dialog
 - Improved plug-in management
 - Performance improvements
 - Arabic translations

- Web conferencing updates
 - Native UNIX document conversion
 - Non-windows room servers for Sametime EMS
- Server updates
 - Serviceability, reliability, traceability improvements
- Sametime Gateway maintenance updates
- Sametime Mobile client maintenance updates
- Additional extension points for 3rd party telephony, audio and video integration

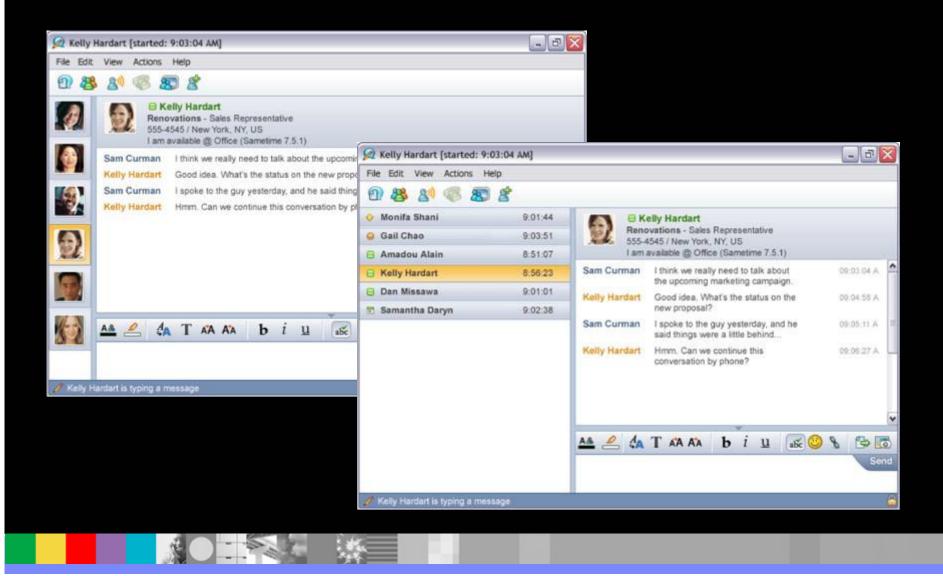


Lotus Sametime 7.5.1 – Point to point video integration



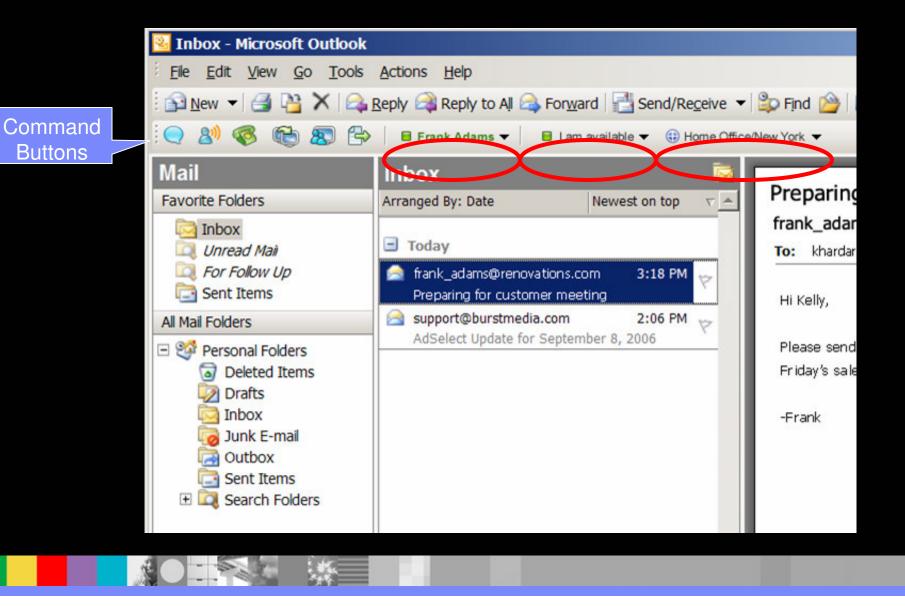


Lotus Sametime 7.5.1 – Tabbed Chat interface





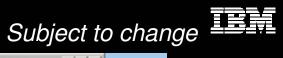
Lotus Sametime 7.5.1 – Microsoft Office Integration : Outlook





Sametime-Office Integration : Outlook

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Chair: Chair: Copen mee	
Audio, Video, and Phone Services	
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Sametime in Microsoft Outlook (Prototype UI)



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Sametime in Microsoft Office Applications (Prototype UI)



Subject to change

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Questions - Fire Away !



