IBM Software Group

Running Your Business in Real Time With IBM Lotus Sametime 7.5

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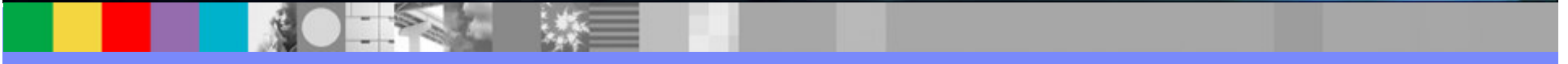
The virtual workplace is here - NOW

- **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.

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*

Worldwide Business Instant Messaging Accounts, 2003–2010:
Enterprise IM Versus Consumer IM Used Primarily for Business

- EIM seats
- Consumer IM accounts used primarily for business
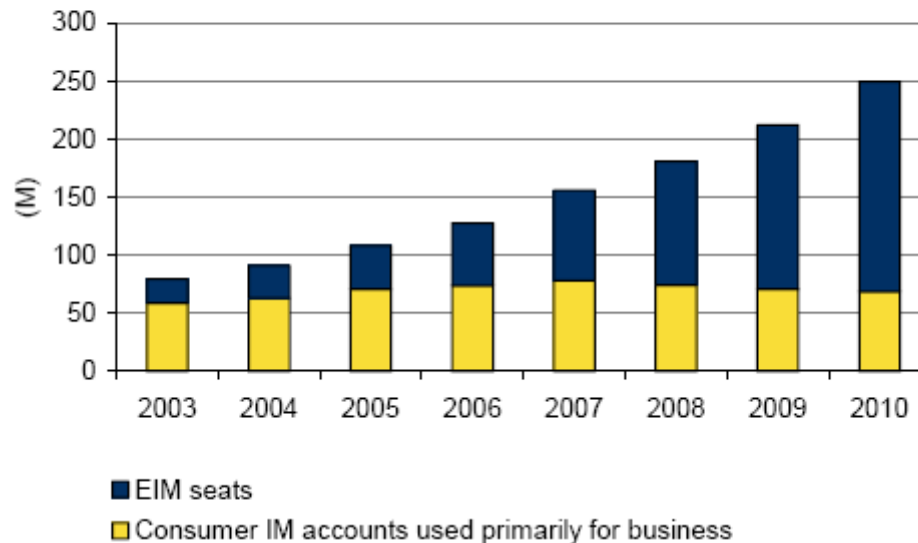
What is IBM Lotus Sametime 7.5

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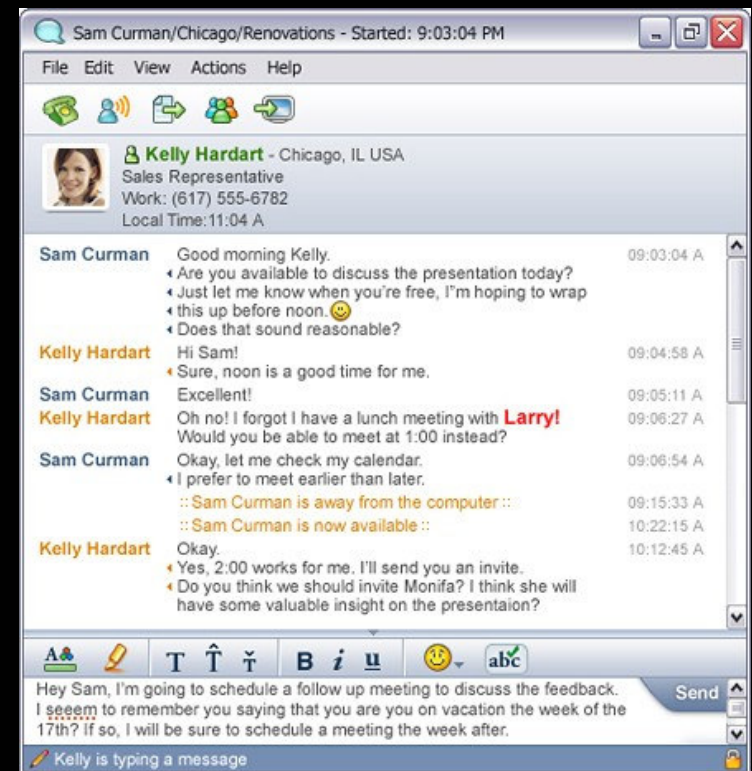
Why businesses buy Lotus Sametime:
Real Business Value – Right Now

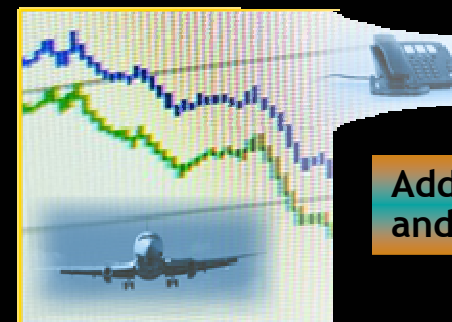Enable remote workers - expand your business coverage

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
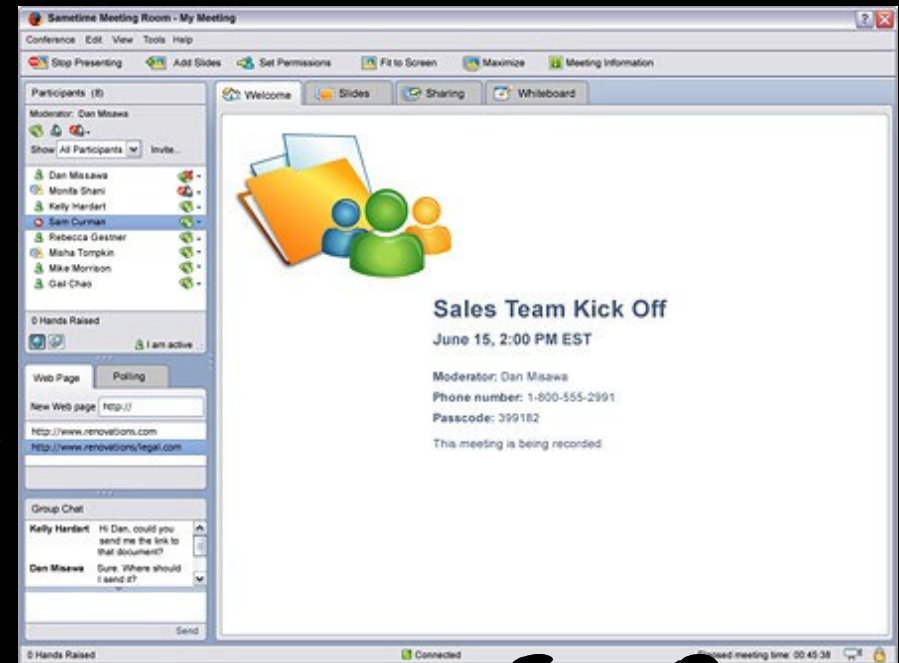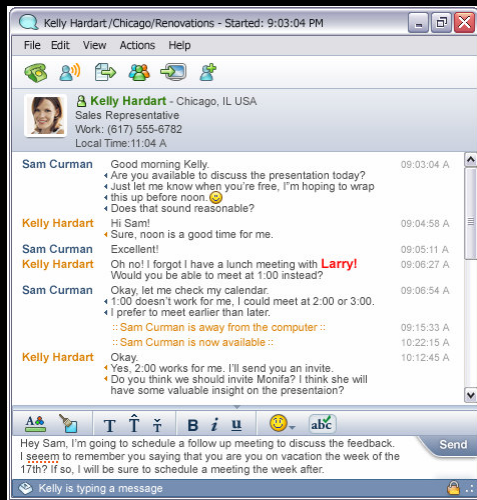
Address telephone and travel costs

What problems does Lotus Sametime software solve

✓Scattered, disconnected workgroups

✓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

Sametime Meeting Room - My Meeting

Conference   Edit   View   Tools   Help

Stop Presenting   Add Slides   Set Permissions   Fit to Screen   Maximize   Meeting Information

Participants (8)

Moderator: Dan Misawa

Show All Participants   Invite...

Dan Misawa
Monita Shani
Kelly Hardart
Sam Curman
Rebecca Gestner
Misha Tompkin
Mike Morrison
Gail Chao

0 Hands Raised

I am active

Web Page   Polling

New Web page   http://

http://www.renovations.com
http://www.renovations/legal.com

Group Chat

Kelly Hardart   Hi Dan, could you send me the link to that document?
Dan Misawa   Sure. Where should I send it?

Send

Welcome   Slides   Sharing   Whiteboard

Sales Team Kick Off

June 15, 2:00 PM EST

Moderator: Dan Misawa
Phone number: 1-800-555-2991
Passcode: 399182

This meeting is being recorded

0 Hands Raised   Connected   Elapsed meeting time: 00:45:38

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

Instant Messaging
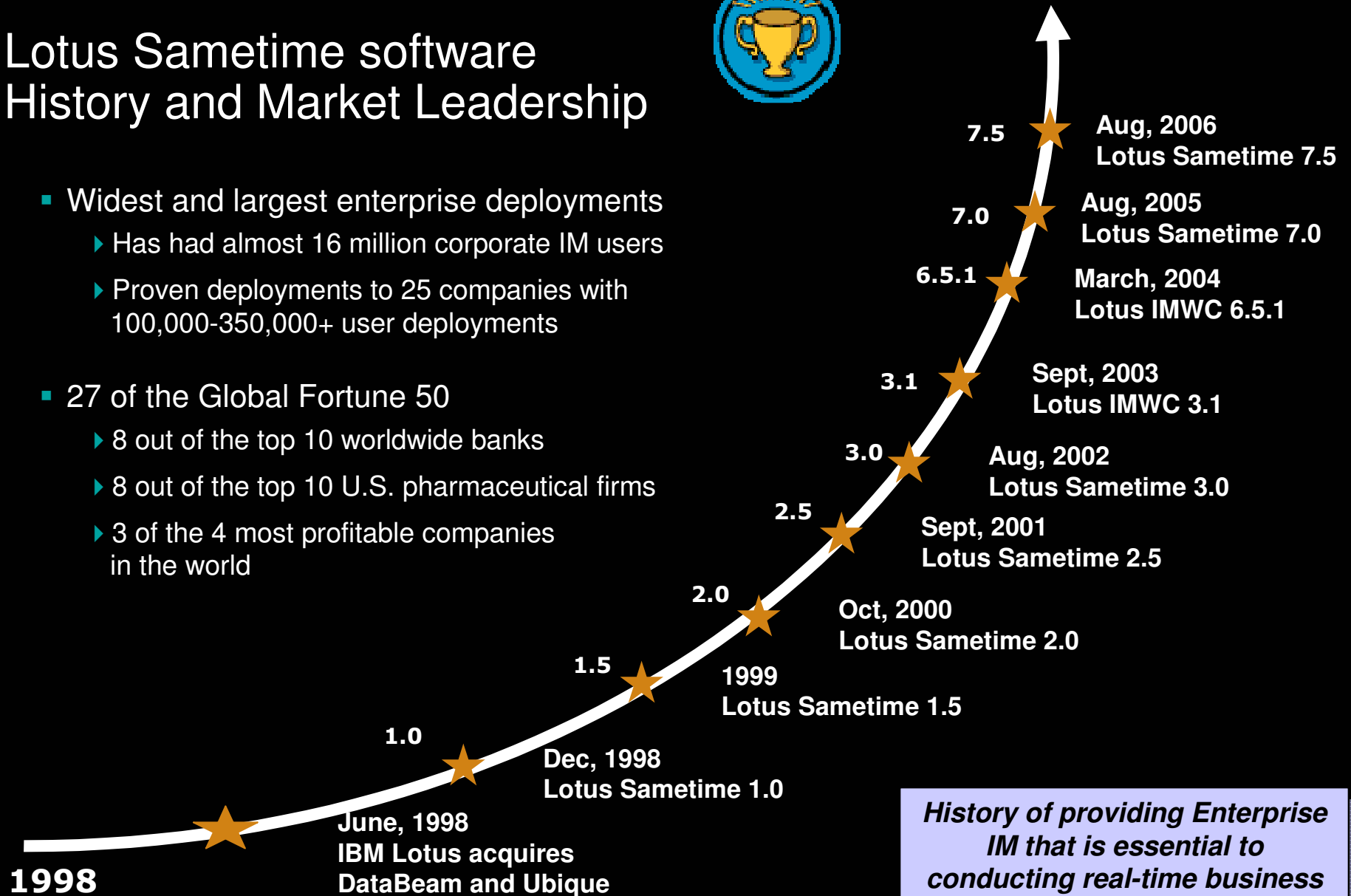
Presence Awareness
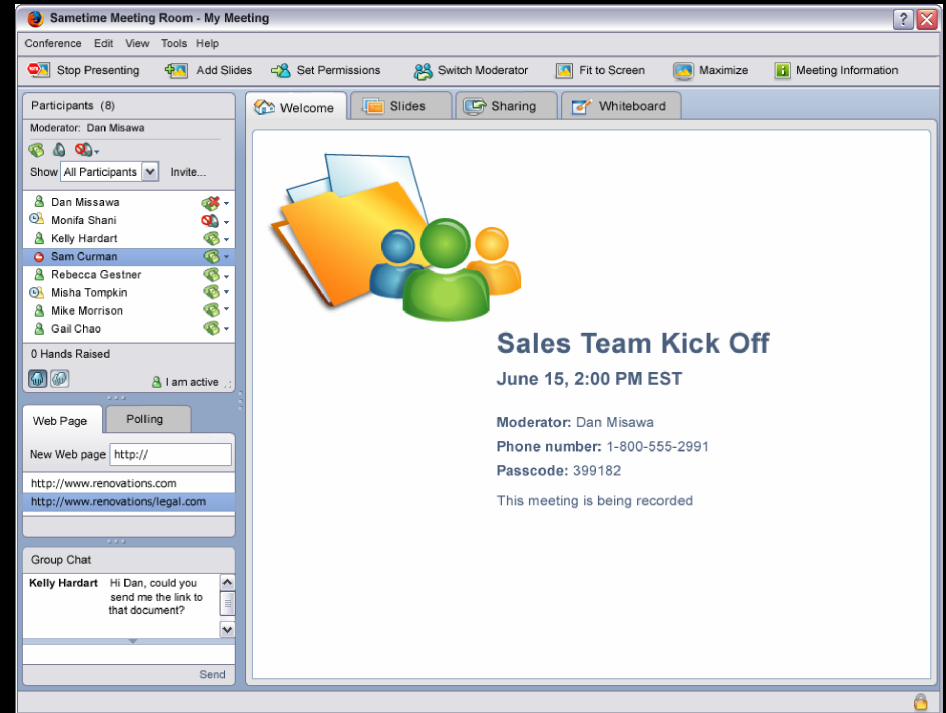
Web Conferencing

Lotus Sametime software History and Market Leadership

- Widest and largest enterprise deployments
  - Has had almost 16 million corporate IM users
  - Proven deployments to 25 companies with 100,000-350,000+ user deployments

- 27 of the Global Fortune 50
  - 8 out of the top 10 worldwide banks
  - 8 out of the top 10 U.S. pharmaceutical firms
  - 3 of the 4 most profitable companies in the world

7.5 — **Aug, 2006 Lotus Sametime 7.5**

7.0 — **Aug, 2005 Lotus Sametime 7.0**

6.5.1 — **March, 2004 Lotus IMWC 6.5.1**

3.1 — **Sept, 2003 Lotus IMWC 3.1**

3.0 — **Aug, 2002 Lotus Sametime 3.0**

2.5 — **Sept, 2001 Lotus Sametime 2.5**

2.0 — **Oct, 2000 Lotus Sametime 2.0**

1.5 — **1999 Lotus Sametime 1.5**

1.0 — **Dec, 1998 Lotus Sametime 1.0**

June, 1998 IBM Lotus acquires DataBeam and Ubique

1998

History of providing Enterprise IM that is essential to conducting real-time business

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
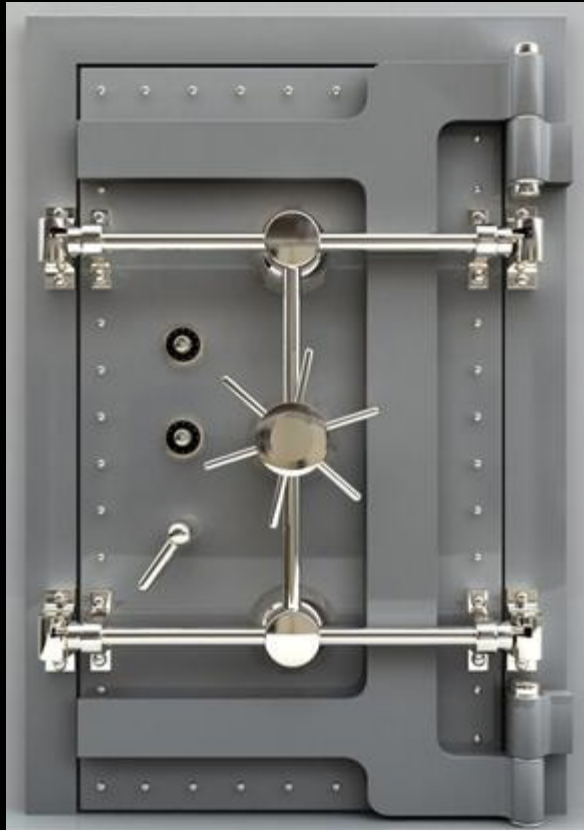
Enhanced instant messaging capabilities

- **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

Customizable/ brandable area

User info from corporate directory and location awareness

Time stamps

Rich text

Emoticons

Spell check

Sam Curman/Chicago/Renovations - Started: 9:03:04 PM

File   Edit   View   Actions   Help

Kelly Hardart
Renovations - Sales Representative
Office 803, Building 8, 09:03 AM
I am available... / 617-555-2314

Sam Curman   Good morning Kelly.   09:03:04 A
                ◄ Are you available to discuss the presentation today?
                ◄ Just let me know when you're free, I'm hoping to wrap
                ◄ this up before noon. ☺
                ◄ Does that sound reasonable?

Kelly Hardart   Hi Sam!   09:04:58 A
                ◄ Sure, noon is a good time for me.

Sam Curman   Excellent!   09:05:11 A
Kelly Hardart   Oh no! I forgot I have a lunch meeting with Larry!
                ◄ Would you be able to meet at 1:00 instead?

Sam Curman   Okay, let me check my calendar.   09:06:54 A
                ◄ I prefer to meet earlier than later.

                :: Sam Curman is away from the computer ::   09:15:33 A
                :: Sam Curman is now available ::   10:22:15 A

Kelly Hardart   Okay.   10:12:45 A

Hey Sam, I'm going to schedule a follow up meeting to discuss the feedback. I seeem to
remember you saying that you are on vacation the week of the 17th? If so, I will be sure
to schedule a meeting the week after.

Kelly is typing a message   Send

Accessing chat history in Lotus Sametime 7.5

Navigation Pane

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

Support for multiple communities

Customizable/ brandable Area

New right-click options

Extension area for add-on functionality

Extensible menus

Creating real-time applications and accessing data in real time

Example: Including real-time data

Real time information Reported out of Brio

New Application Adds Icon To the toolbar

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.
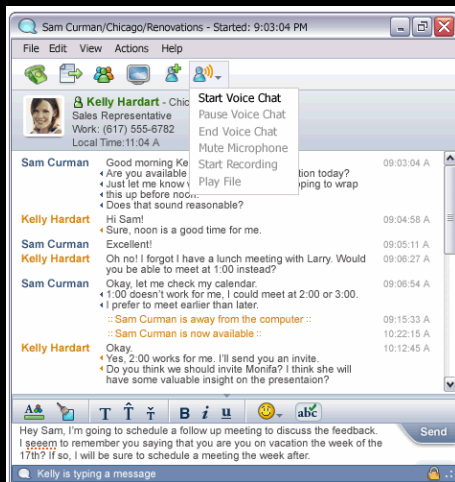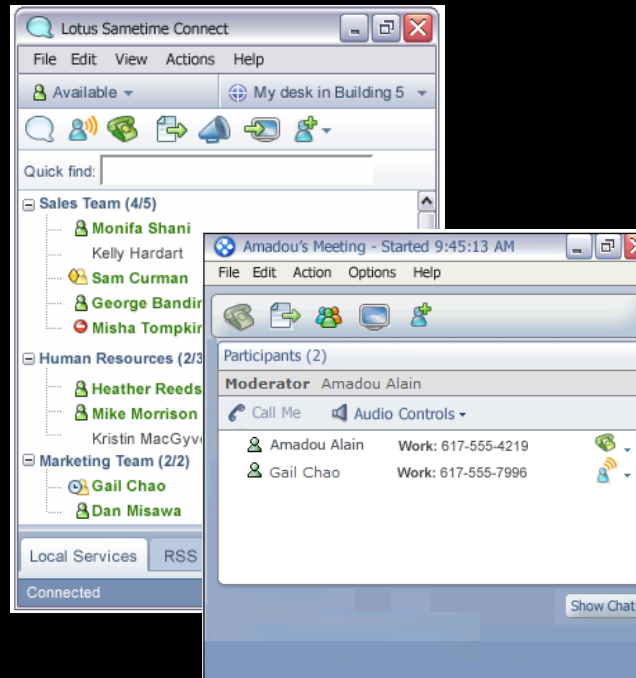
Start a phone call

Start a voice chat
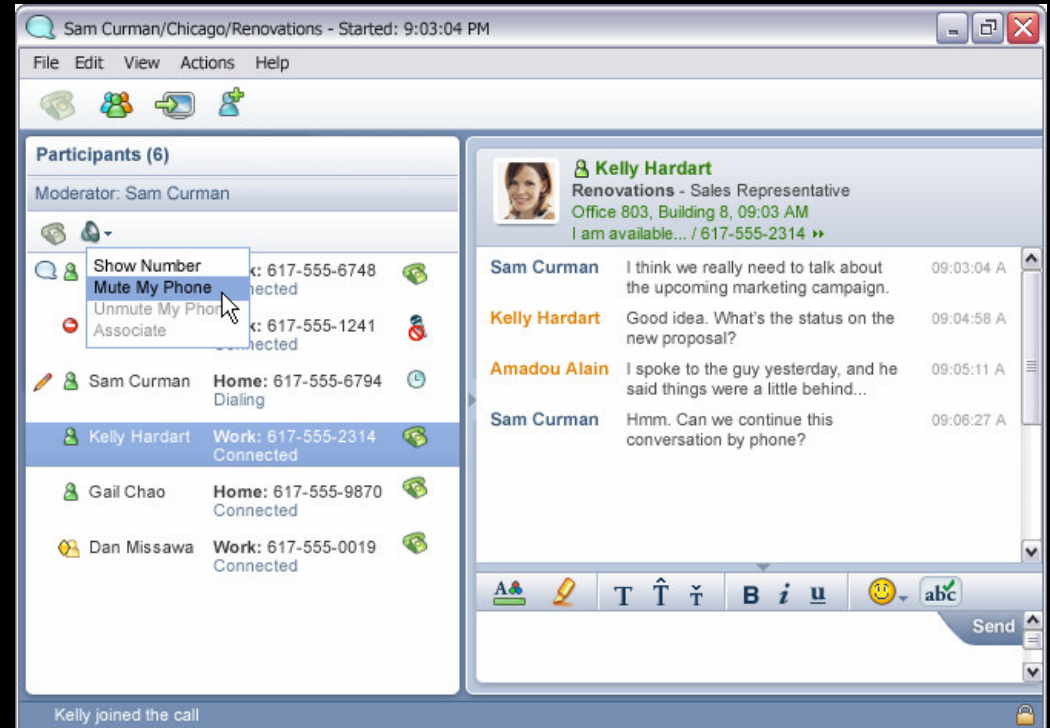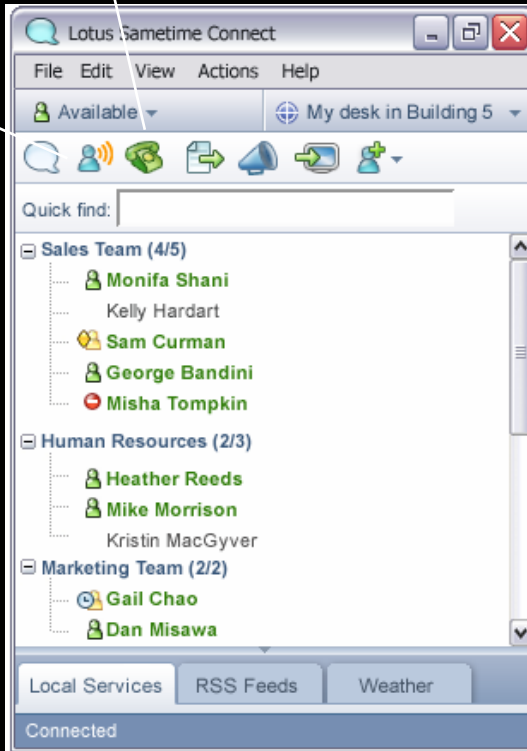
Audio and video Integration

Click-to-talk

Click-to-call

Web Conf Integration

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

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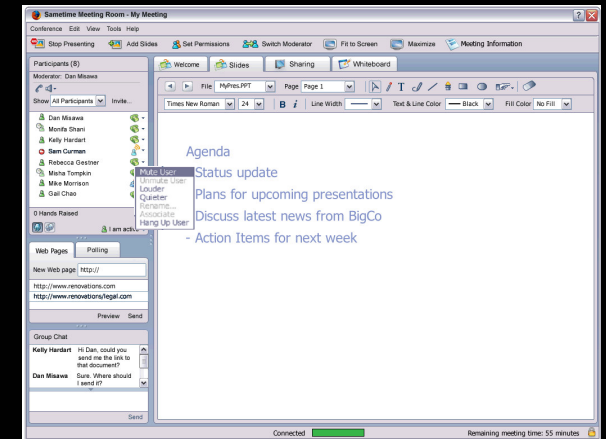
* To utilize these features, users must have a valid Proof of Entitlement for IBM Lotus Sametime software. No additional purchase required form IBM. License and usage fees and terms and conditions of use are contracted for separately with the provider.

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

SIP

AOL
Instant
Messenger

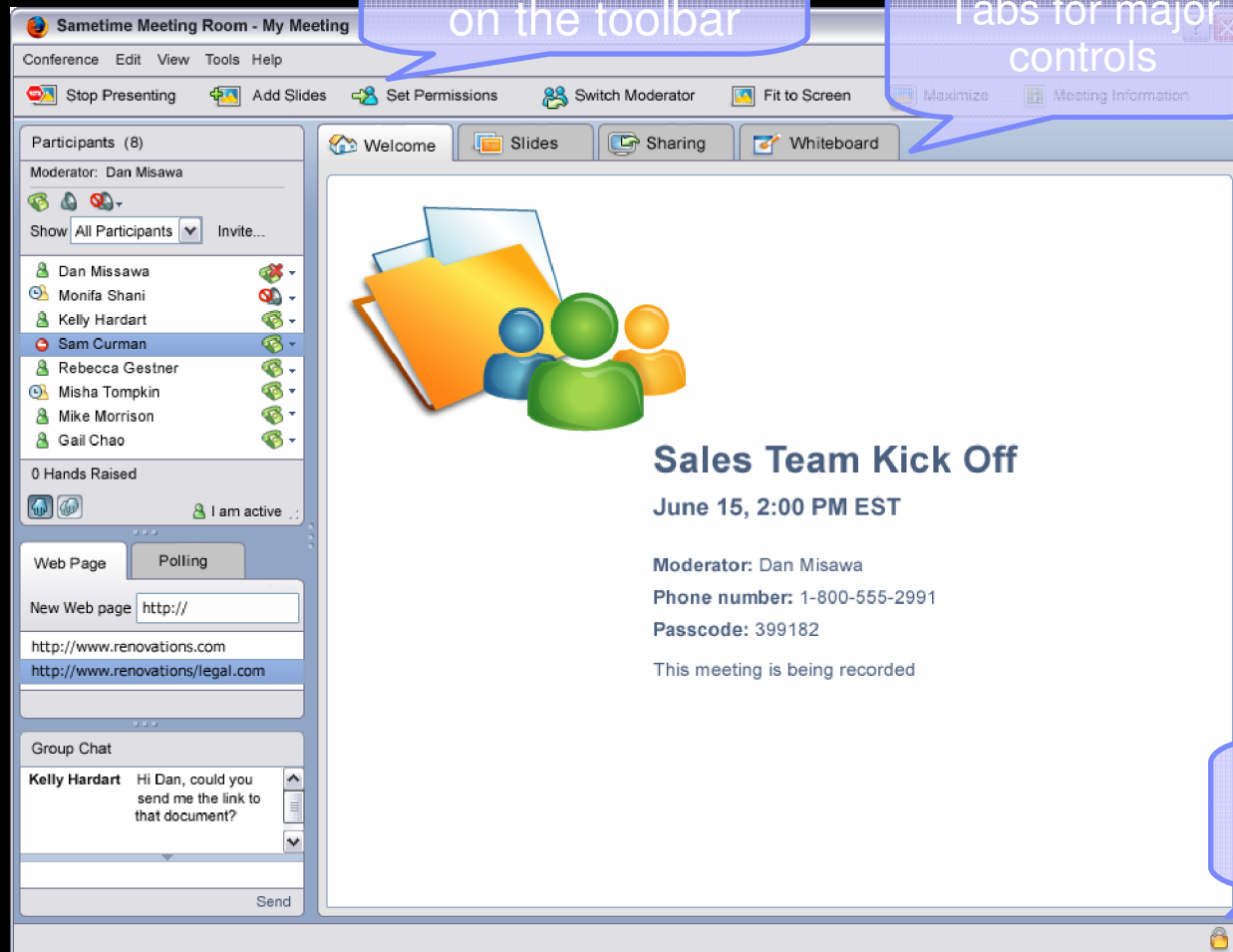**Lotus**
Sametime

Others

Google Talk

Lotus Sametime 7.5 software offers a redesigned Web conferencing user experience

New icons

Common actions on the toolbar

Tabs for major controls

Resizable sections

Updated status bar

Sametime Meeting Room - My Meeting

Conference   Edit   View   Tools   Help

Stop Presenting   Add Slides   Set Permissions   Switch Moderator   Fit to Screen

Maximize   Meeting Information

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I am active

Welcome   Slides   Sharing   Whiteboard

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Web Page   Polling

New Web page http://

http://www.renovations.com
http://www.renovations/legal.com

Group Chat

Kelly Hardart   Hi Dan, could you send me the link to that document?

Send

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
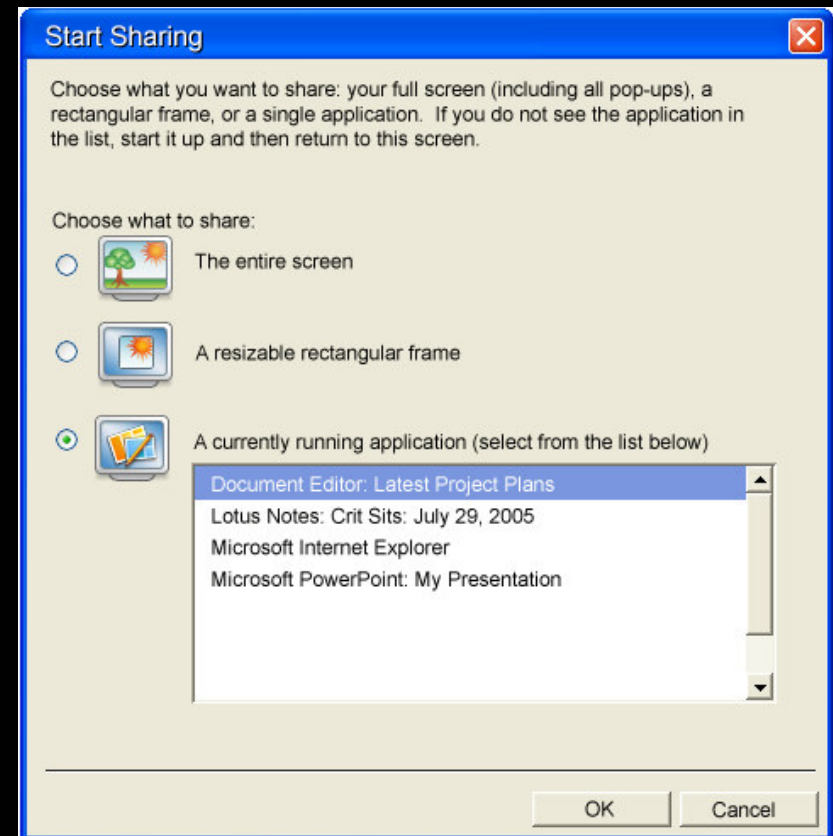
You can ensure you're always in touch by taking your real-time business capabilities on the road
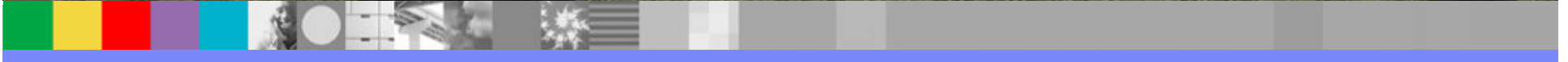
New Lotus Sametime 7.5 mobile device support

- 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…

IBM
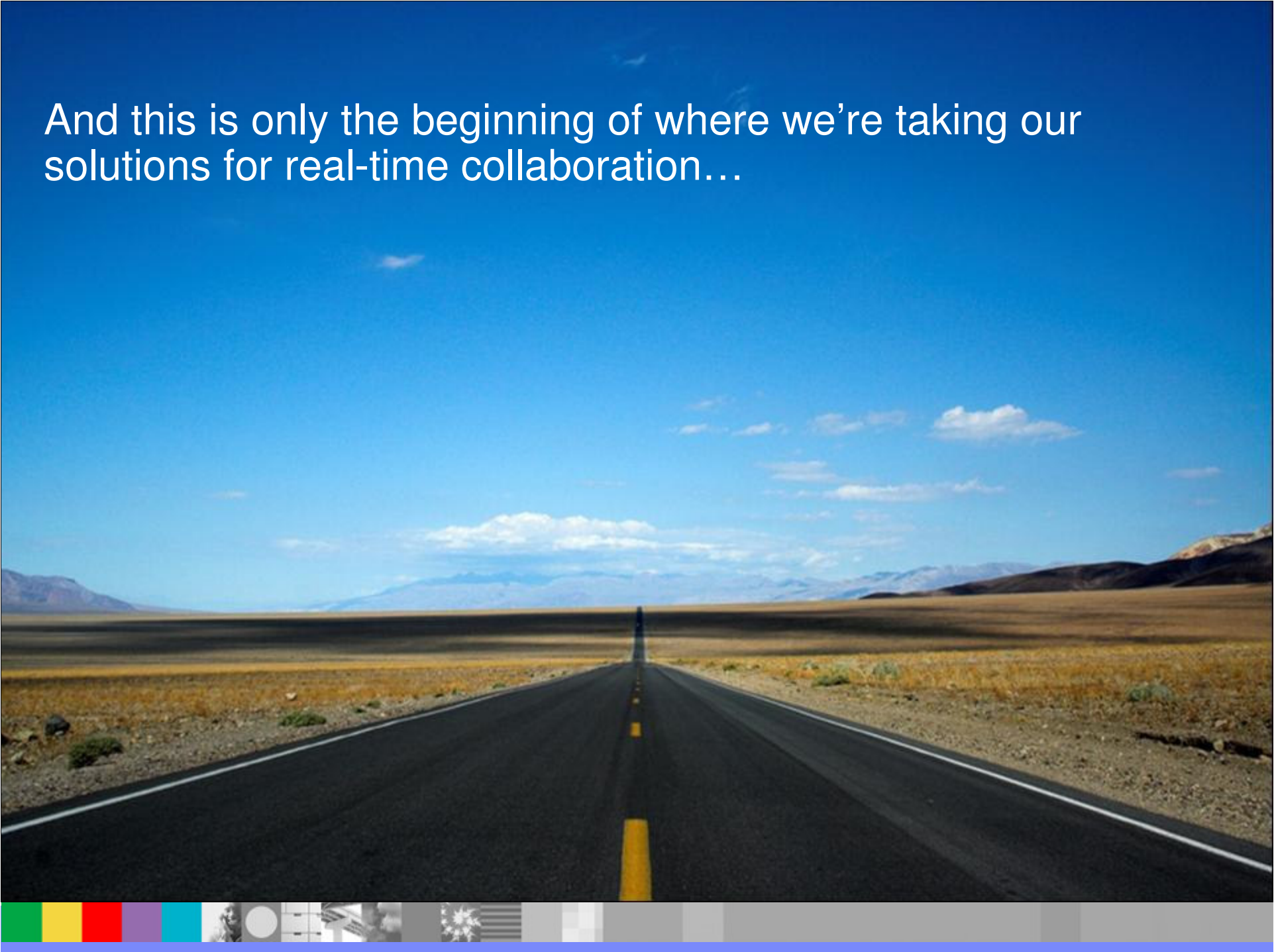
Let's take a look….

Instant Messaging

Presence Awareness

Demo

Web Conferencing

IBM Lotus Sametime 7.5.1 – What's coming !
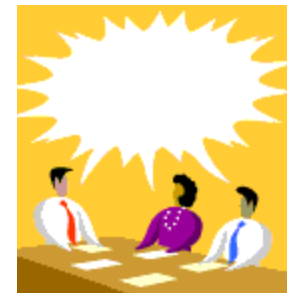
Introducing IBM Lotus Sametime 7.5.1

- **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
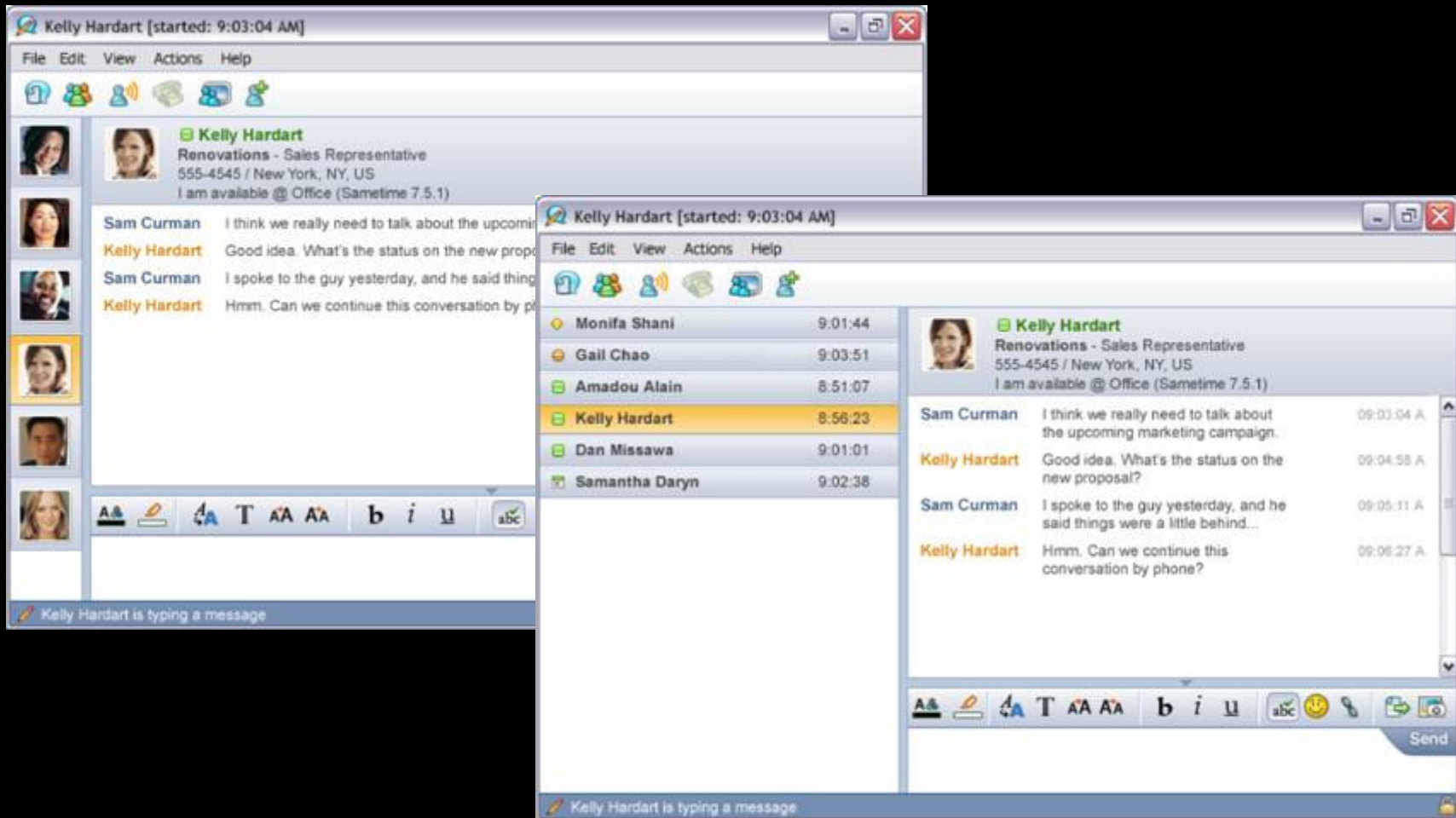
Lotus Sametime 7.5.1 – Microsoft Office Integration : Outlook
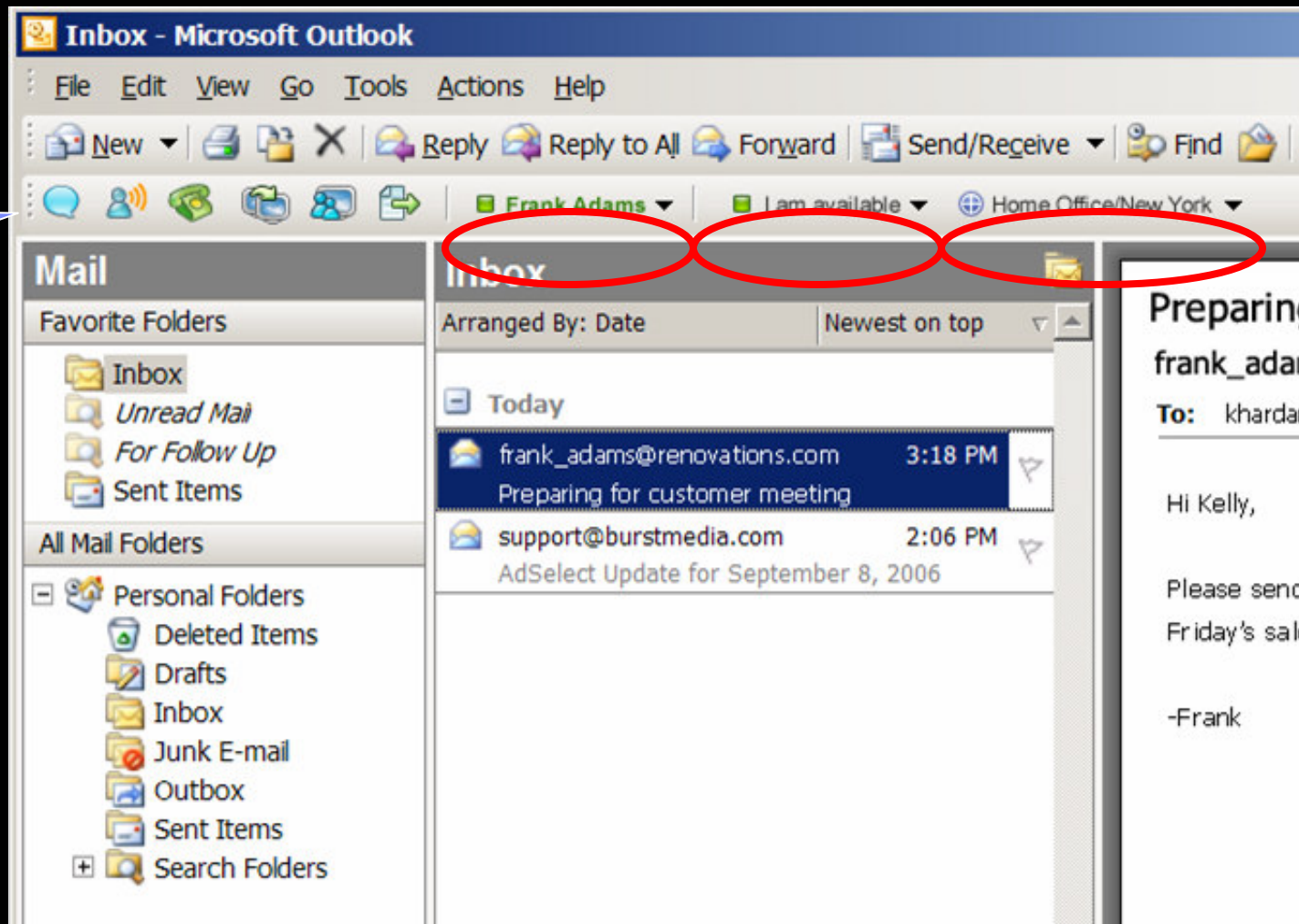
Sametime-Office Integration : Outlook
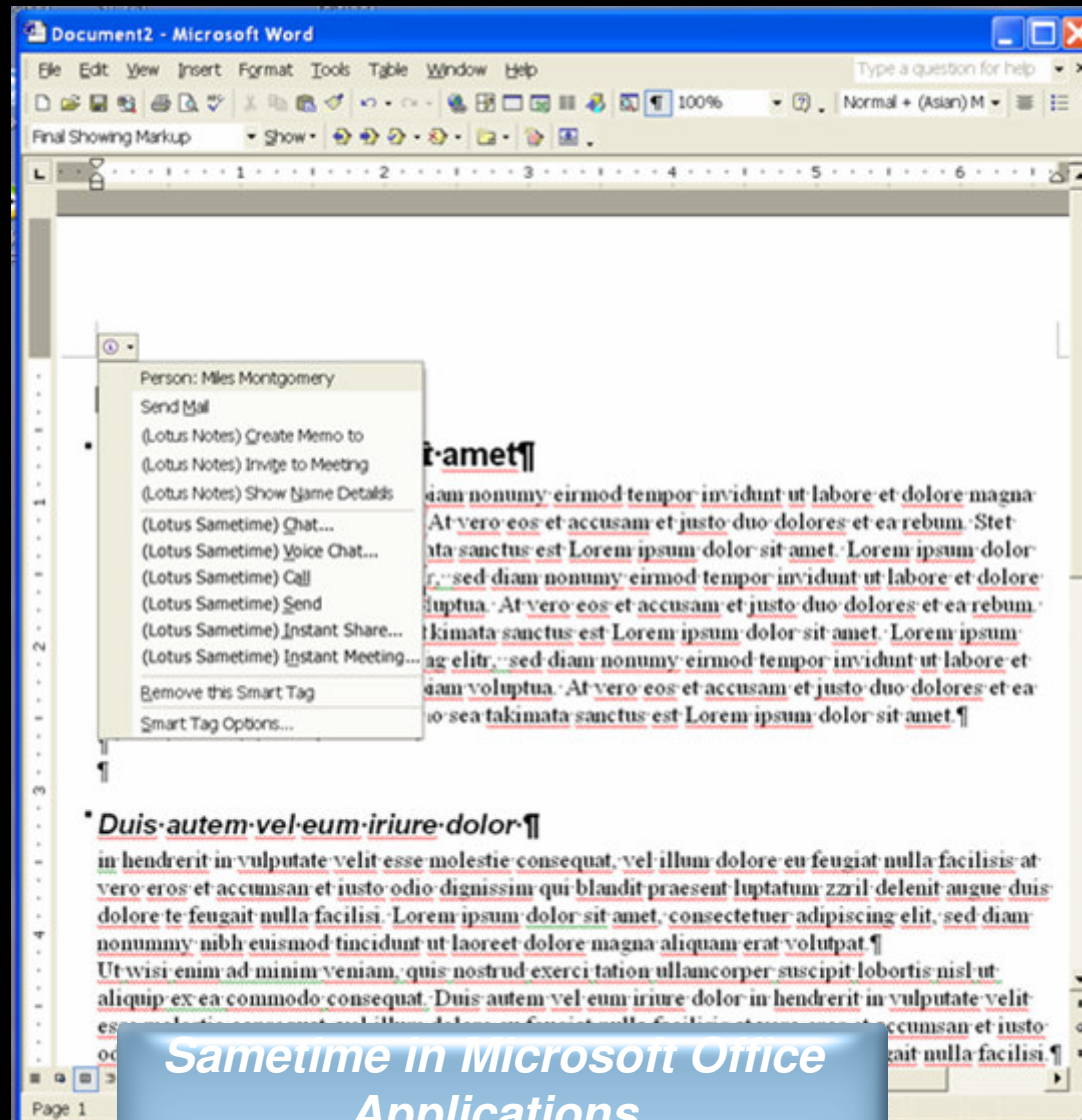
Sametime in Microsoft Outlook
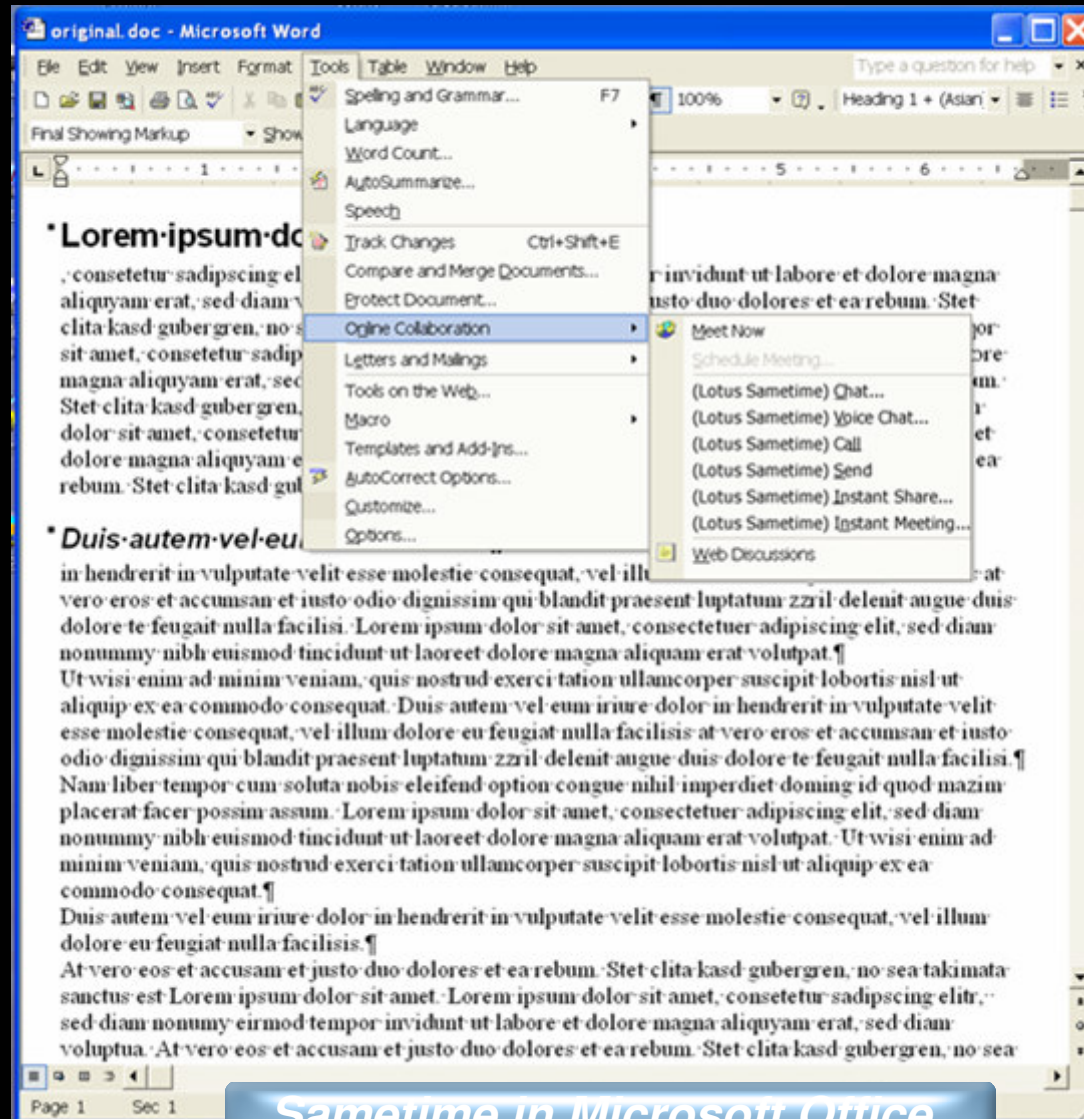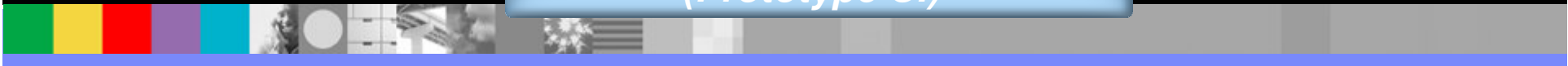*(Prototype UI)*

Sametime in Microsoft Office
Applications
(Prototype UI)

Subject to change

Sametime in Microsoft Office
Applications
(Prototype UI)

Questions - Fire Away !