Collaboration and Human Interaction

e business on demand

Rich Bernardo
Program Director

Lotus. software

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Lotus Workplace

An innovative new initiative for Collaboration & Human Interaction

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The Business Drivers

- The top needs of collaboration buyers are:
  - easier access to information
  - connecting geographically dispersed teams
  - improve productivity
  - improving responsiveness
- IT's top priority is integration - of people, information, and business processes

Source: IBM Analysis Based on Industry Reports/Market Research

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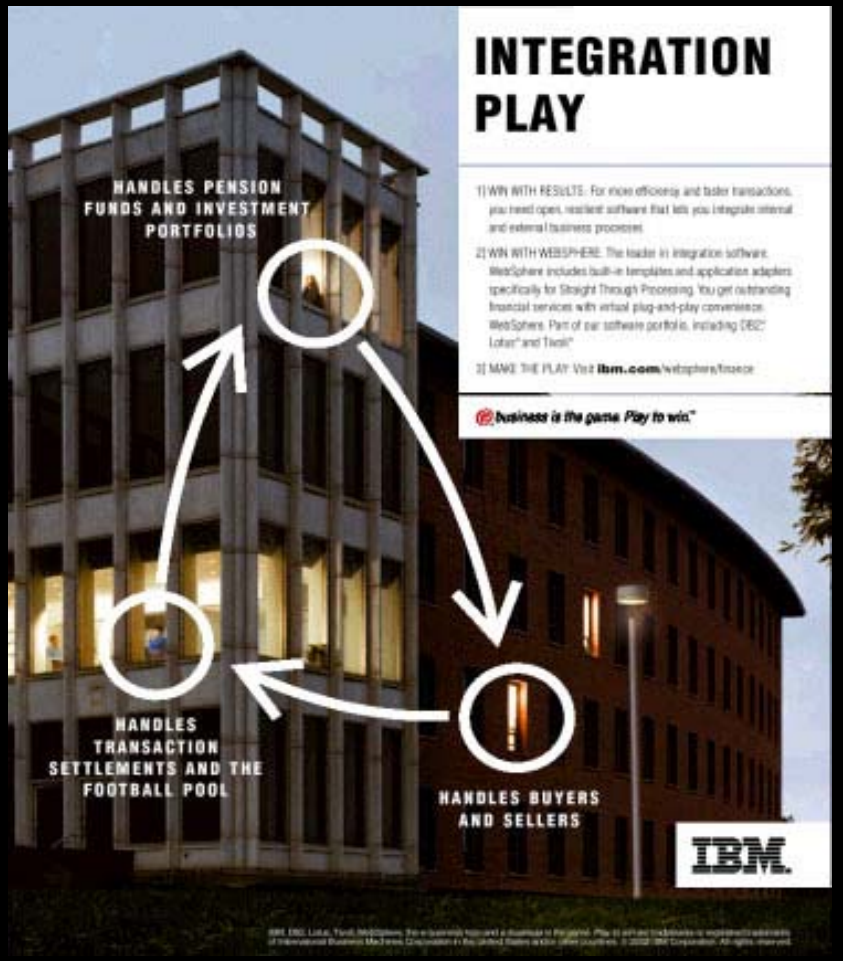
Bringing on demand Value to Customers

e-business on demand: An enterprise whose business processes — integrated end-to-end across the company and with key partners, suppliers and customers — can respond with speed to any customer demand, market opportunity or external threat



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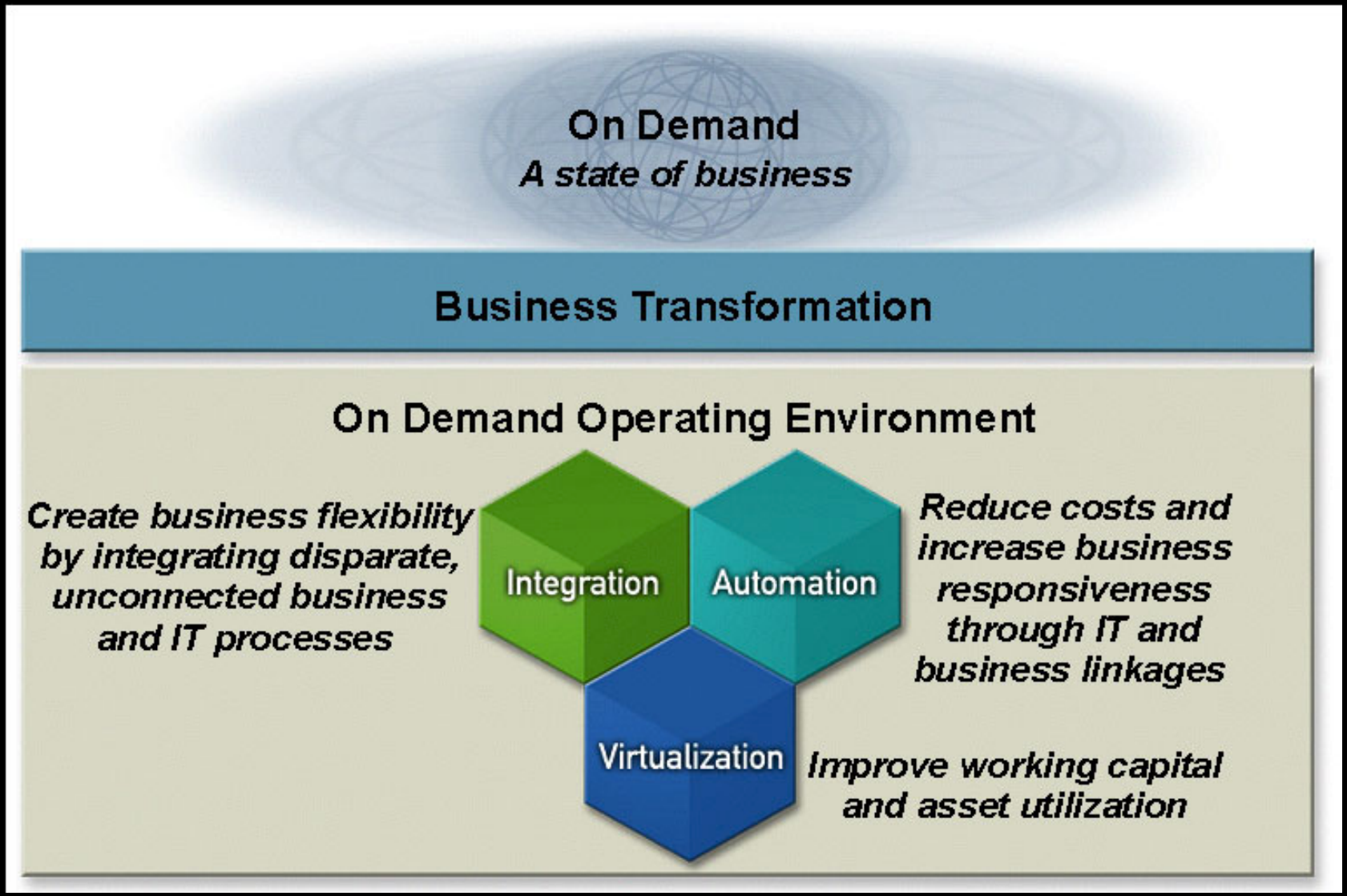
e-Business on demand
Requires an on demand operating environment



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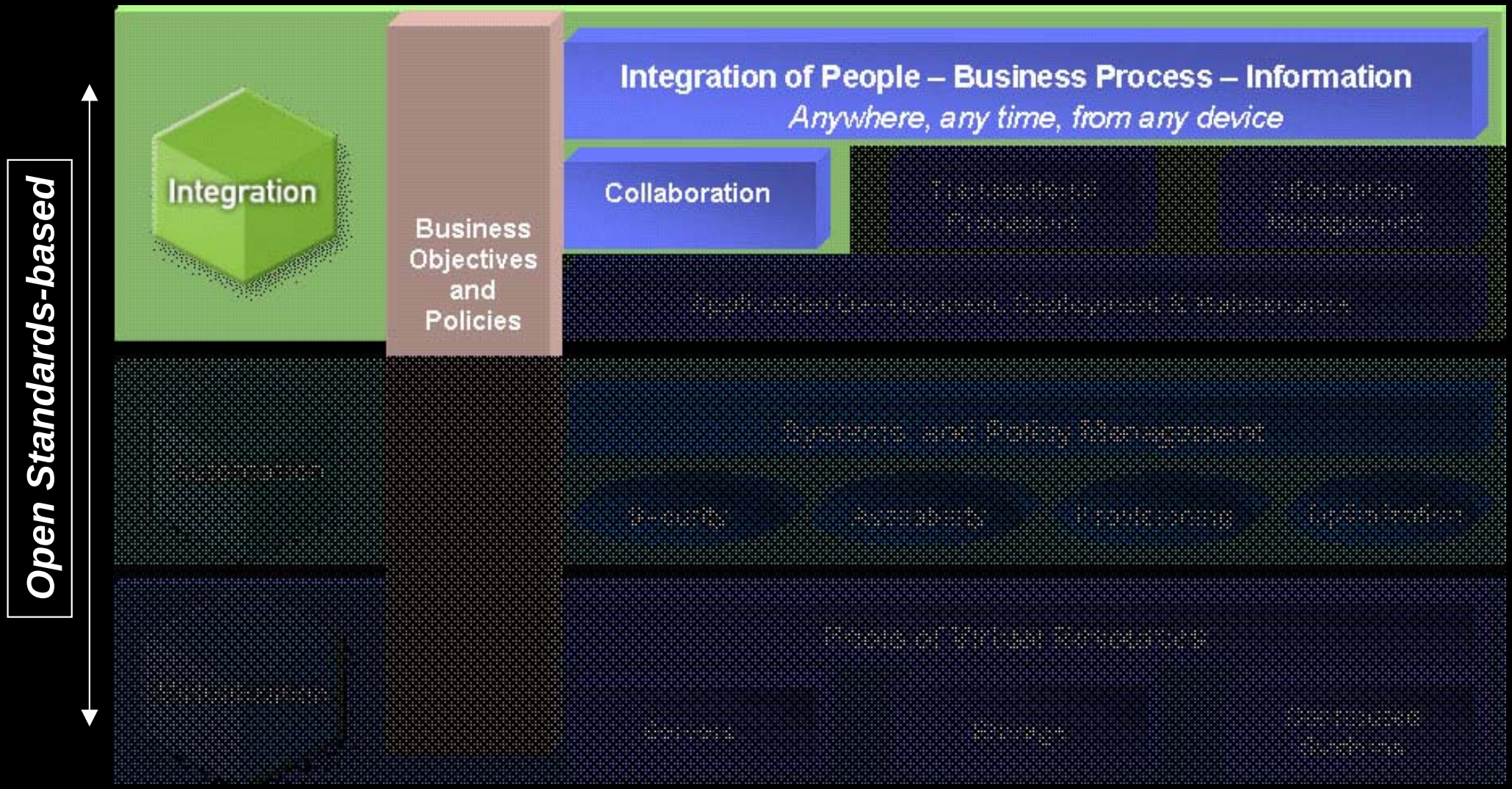
Lotus' Role in the on demand operating environment



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Lotus Software's Mission -- Our Customers

People

- Dynamically adaptive workplaces
- Simplified end user experience
- Secure, role-based interaction
- Access anytime, anyplace
- Peripheral vision to monitor an ever changing business environment

Processes

- Model processes
- Integrate applications
- Connect externally
- Monitor processes
- Manage business results

Information

- Leverage data and content resources
- Access data in place
- Consolidate data
- Transform data
- Manage data placement

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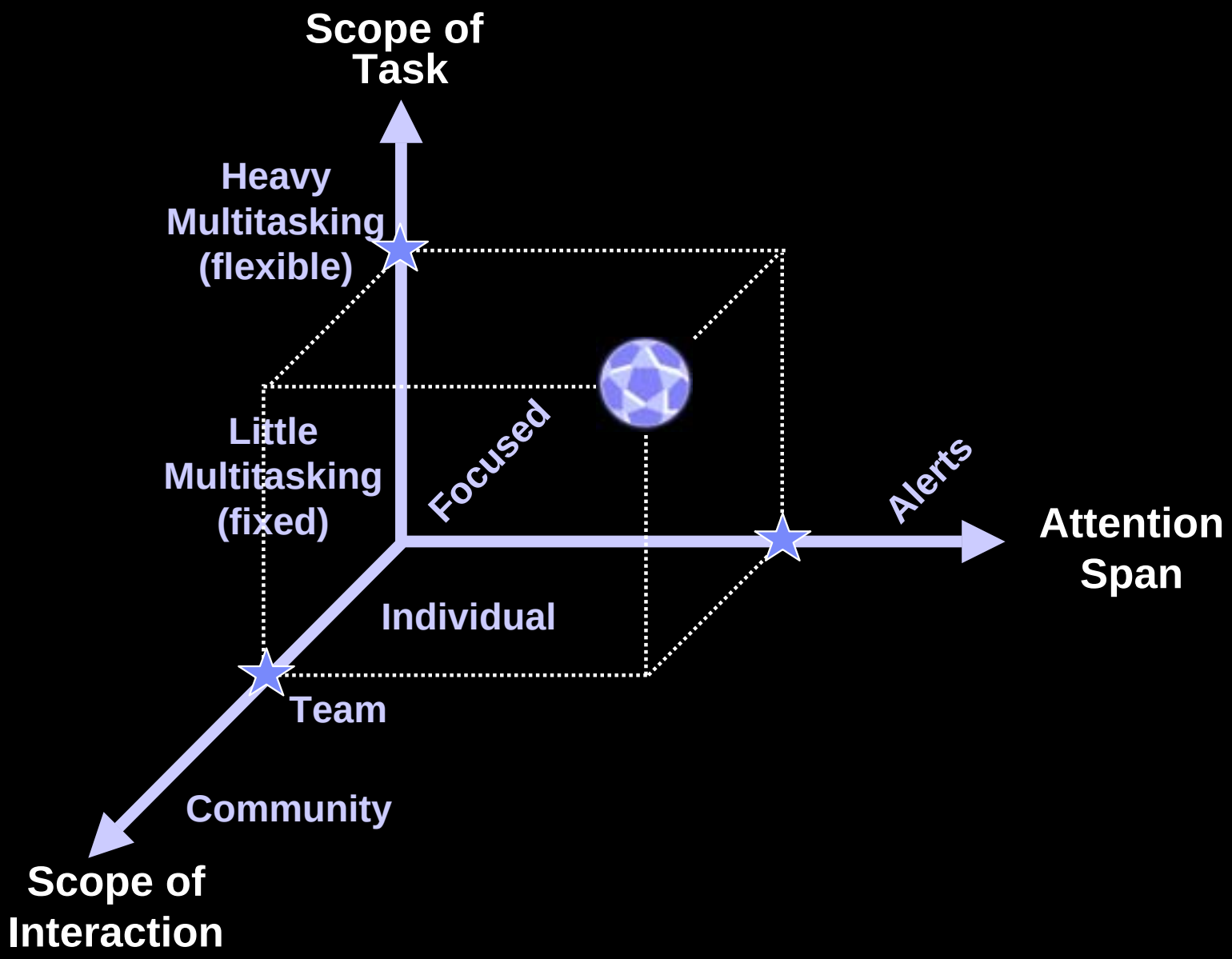
Enabling People for Dynamic Work Modes



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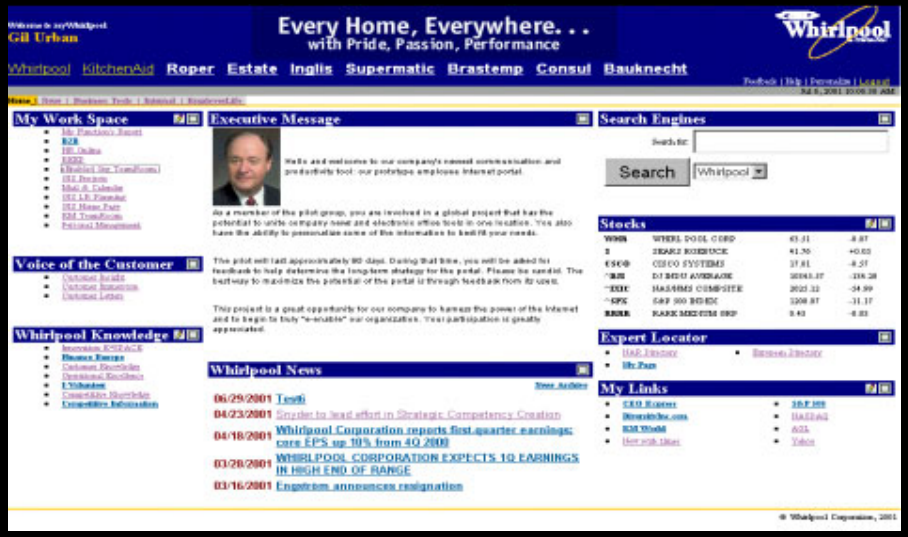
Whirlpool



WHY BECOME ON DEMAND:

- More direct linkage between the parts manufacturing, supply and dealer demand.
- More cost-effectively manage complex, heterogeneous IT environment, including automated backup, recovery and security management.
- Improve employee efficiency, productivity and satisfaction.

SOLUTION:

- Automate manual systems administration. Manage IT assets from centralized point; remotely control systems and applications.
- Developed an open collaborative portal based on WebSphere Portal Extend.

BENEFITS:

- IT department productivity increased by 46% in 18 months
- Saved $750,000 in application licensing costs over a one-year period
- 60% ROI on $6.5 million investment in 2 years
- Over 10,000 employees take advantage of collaborative tools

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Collaboration on demand

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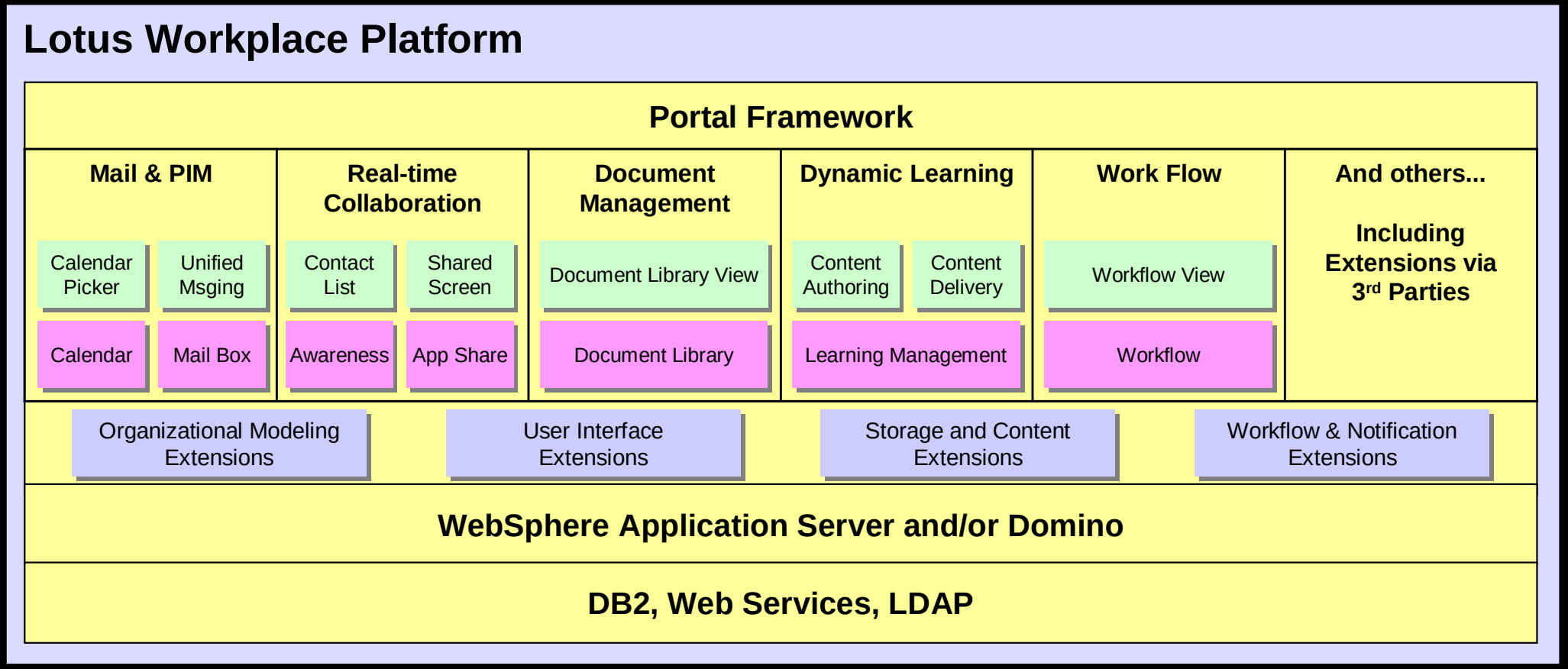
Anatomy of a Lotus Workplace



Tools for end users and developers to easily integrate collaborative components into business process solutions.

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Lotus Workplace

Environment where people dynamically interact with integrated business processes, peers, partners, suppliers and customers

Simplifies access to people, process and information

Provides the perspective you need to accomplish your task based on the context of your work

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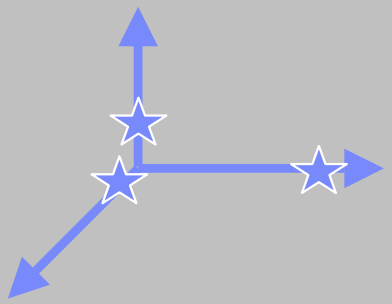
Lotus Workplace Messaging



Lotus Workplace Messaging | Mail | Address Book | Usage | Logout | Help

Judy Davenport — Last refresh: Tuesday, March 18, 2003 2:08:15 PM

Inbox
Drafts
Sent
Trash
My Folders
Expense Reports
Payroll
Training

Open Message | Compose Message | Reply | Forward | Folders | Check Mail | Delete

From	Date	Subject	Size
Jack Jones	**3/18/03**	**When you get in**	**345**
Dan Stoddard	3/18/03	You don't need to be there	399
Dan Stoddard	3/18/03	What time is that meeting?	826
Susan Provonost	3/17/03	Re: The new design	2565
Paula Edwards	3/17/03	Fw: The new design	884,454
Chris Seller	3/16/03	Training opportunities	2245
Jane Sellers	3/16/03	Fw: The new design	6342
Susan Provonost	3/15/03	The new design	4320
Jack Dante	3/15/03	Here are the latest guidelines	65,404
Pat Duffy	3/15/03	Do you have any time next week to meet the training team...	7564
Chris Seller	3/15/03	I'm putting together a training memo -- I need your take on...	2024
IBM_Lotus_Workplace_Messaging	3/14/03	IBM Lotus Workplace Messaging	7692

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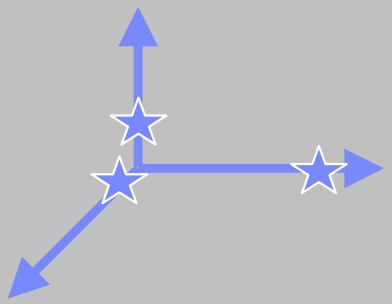
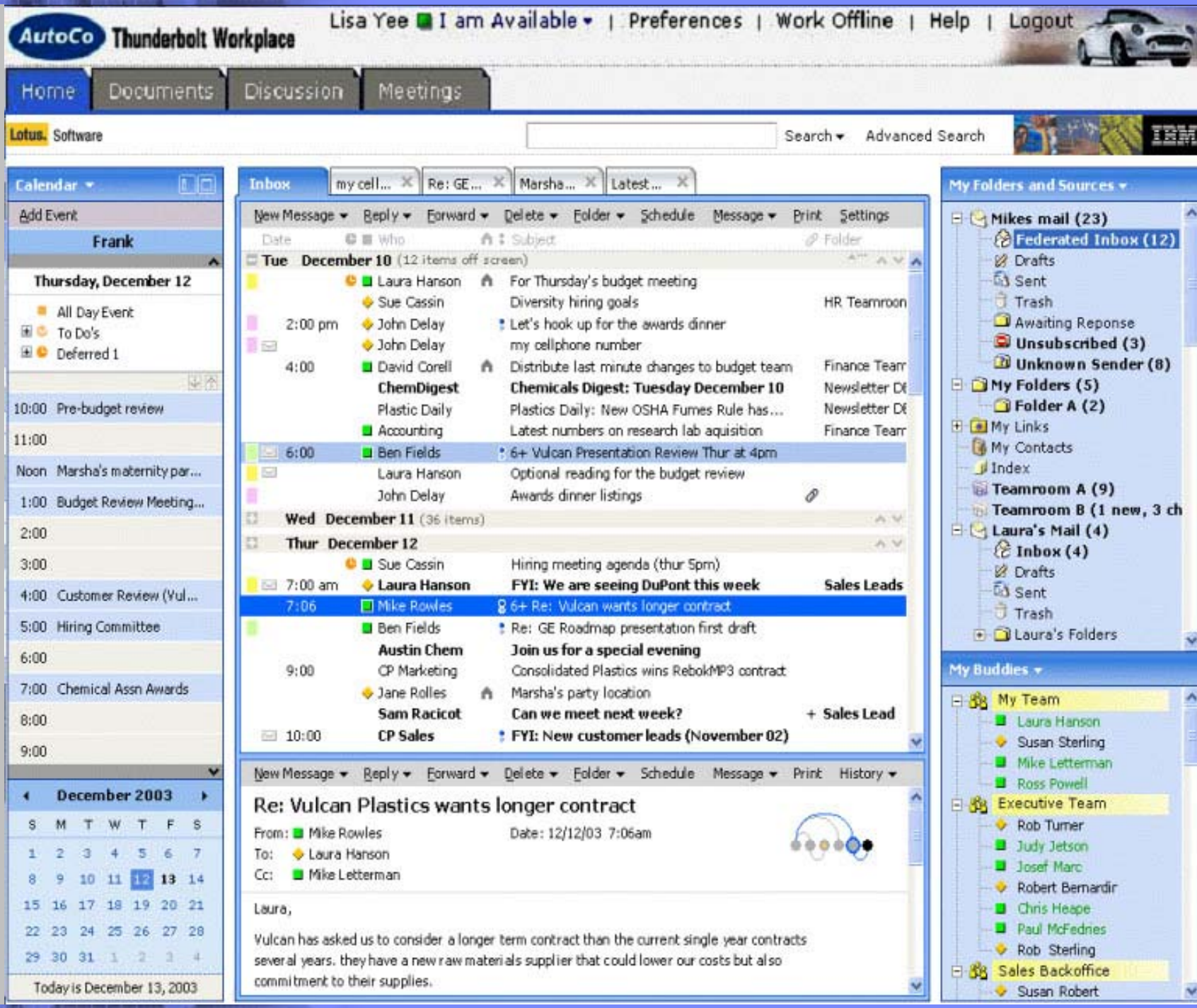
Messaging Desktop





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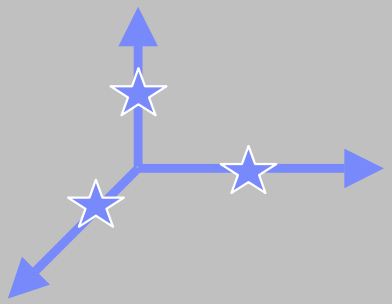
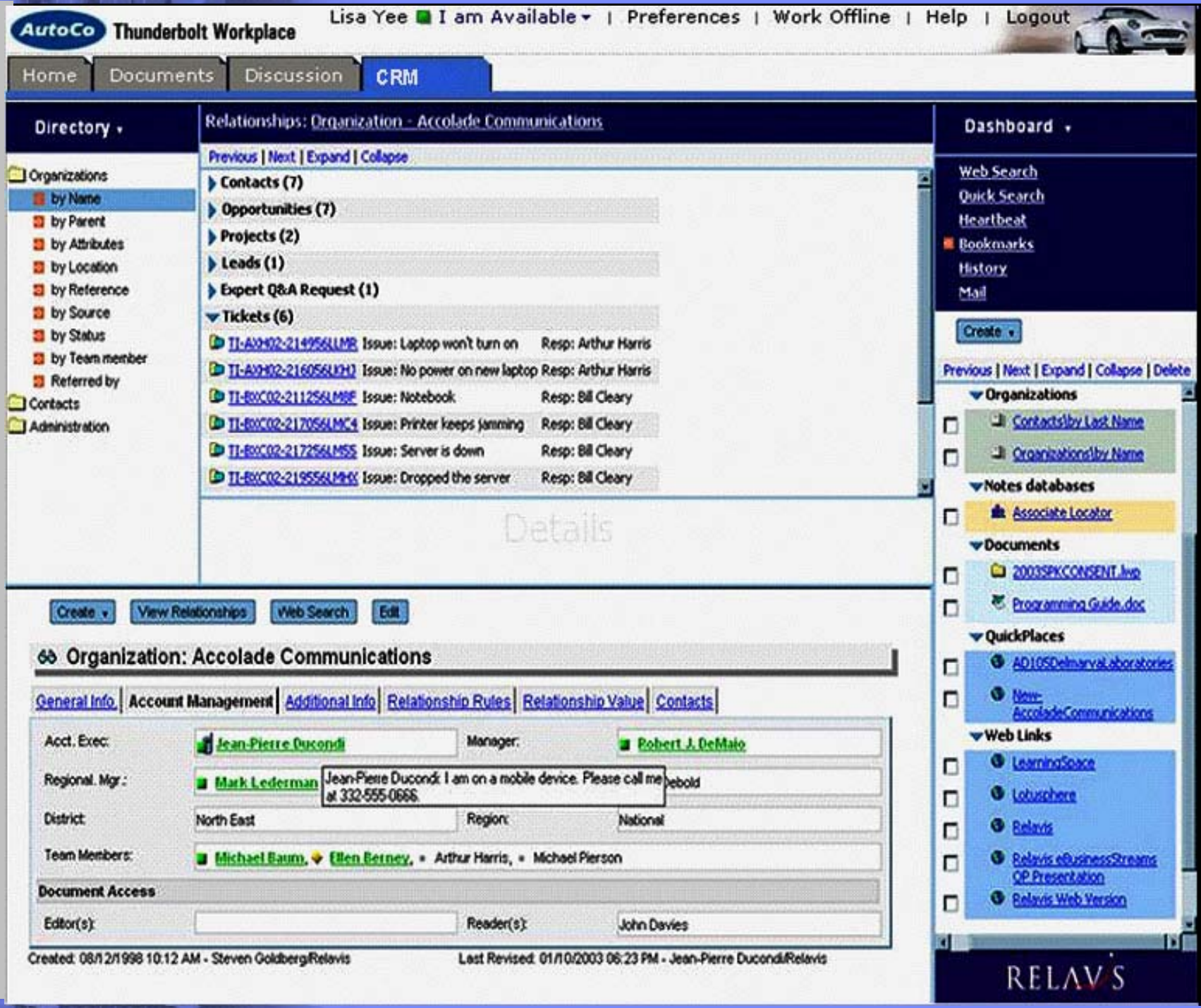
Extensions via Partner





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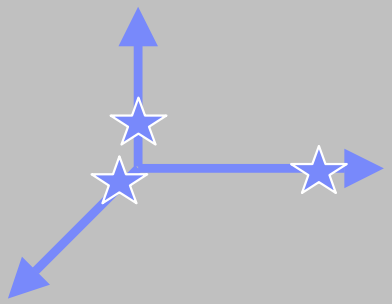
Responsive Human Resources



AutoCo Thunderbolt Workplace

Lisa Yee I am Available | Preferences | Work Offline | Help | Logout

Home | Documents | Discussion | HR

eHR Experts

- Chris Crummey
- Amy Currie
- Dan Collins
- Andrew Gawin
- Joy Pratt

Chat...
Send E-mail...
Show Profile...
Find Documents Authored By...
Show Blue Pages Record...

PeopleSoft Benefits

Home > Self Service > eBenefits > Home > **Benefits Home** New Window

Benefits

Benefits Summary
Review your current and historical benefits information.

Health Plans
Review medical, dental, and vision plan information.

Insurance Plans
Review life insurance and disability plan information.

Savings Plans
Review savings and retirement plan information.

Flexible Spending Accounts
Review dependent care and health care spending account plan information.

Dependents and Beneficiaries
Review personal information and benefits coverage for your dependents and beneficiaries.

Birth/Adoption
Add your new dependent to your benefit plans and update your payroll and personal information.

Marriage
Add your new spouse to your benefit plans and update your payroll and personal information.

Benefits Enrollment
Enroll in benefits.

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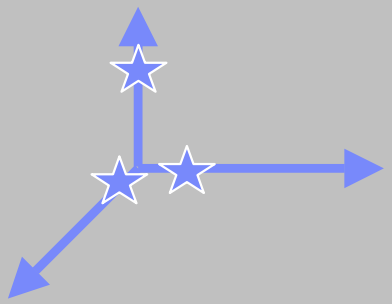
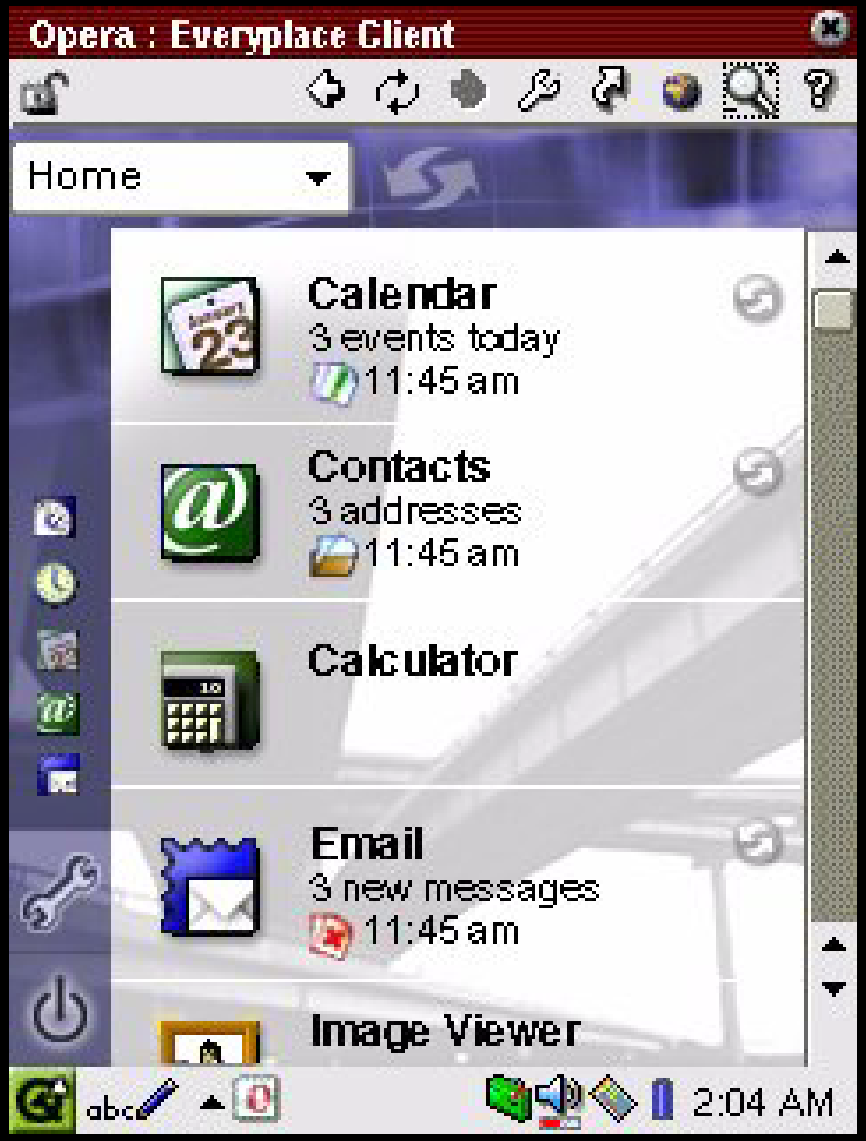
Mobile Extensions





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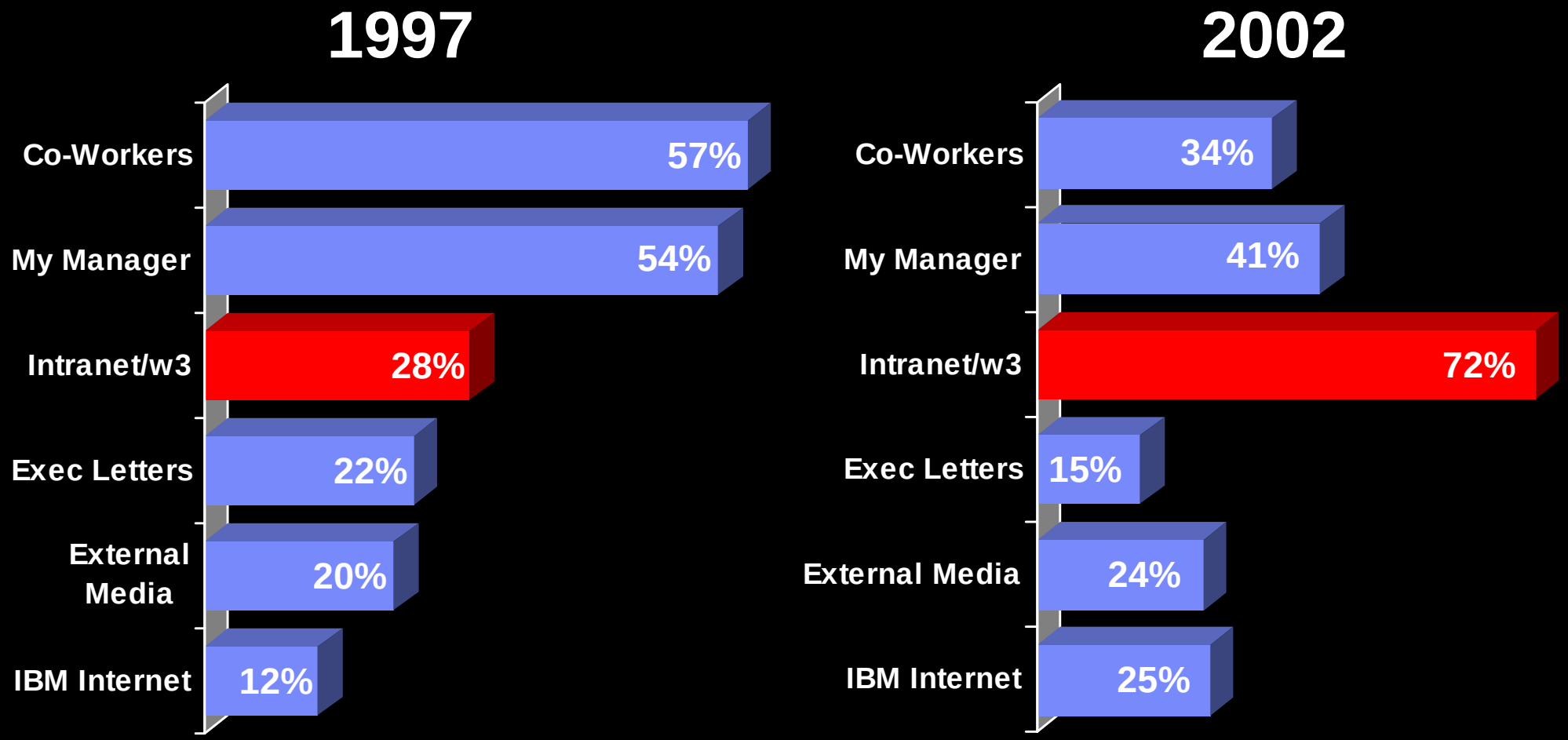
w3.ibm.com Portal

A transformed relationship between enterprise & employees: IBM Global Employee Survey 1997 - 2002



Best (most credible, preferred, useful) source of information about IBM

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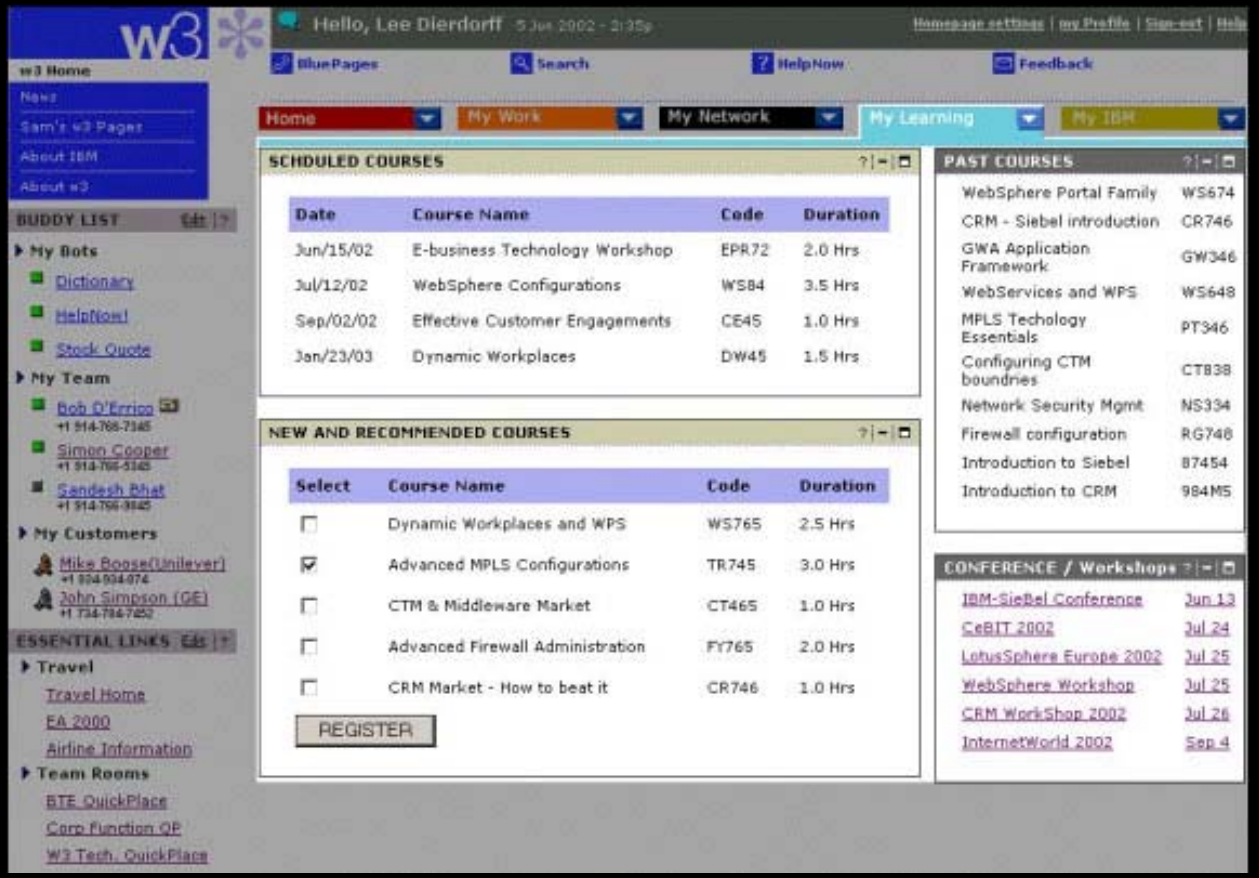
- IBM e-Learning:
  - $350M saved annually
  - 30,000 course titles
- Basic Blue ROI:
  - $88M in savings for 1 manager course involving 6400 people over 3 years
  - 25% less learning time
  - 5 times more content able to be covered in 12 month self-paced course than in traditional classroom
- Payback period was 5 months = 2284% ROI



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Path to Lotus Workplace

- Lotus Notes & Domino customers
  - Provides an easy path to add portal into your organization
  - Move to open standards-based Lotus Workplace platform
  - Continue with future releases of Notes/Domino
  - Receive like capabilities to their current Lotus investments
- WebSphere Portal customers
  - Continue the portal path chosen
  - Take advantage of Lotus Workplace capabilities in portals
- Whatever your current IT investments
  - Leverage Lotus Notes & Domino's industry leading messaging & collaboration
  - Leverage WebSphere Portal's leading business process integration
  - Integrate Lotus Workplace collaborative capabilities

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Why IBM

- A vendor you can trust
- Unlike any other vendor IBM combines leading collaboration capabilities into a single platform
  - Simplifies access to the people, information and processes needed to drive business results
- Competing collaborative offerings are designed as "point product" implementations
  - Adds additional complexity and additional cost for customers
- Lotus Workplace runs on multiple operating systems and hardware platforms
  - Provides choice and flexibility in deployment

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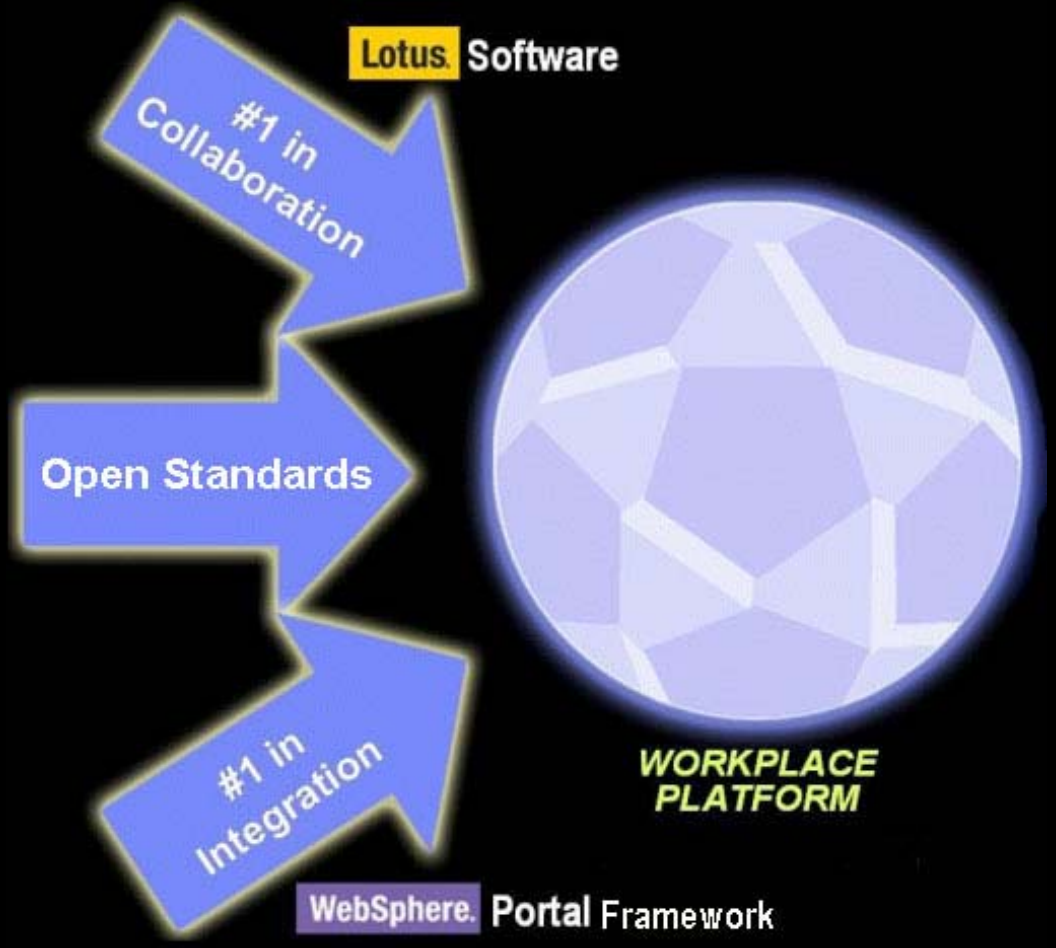
IBM Lotus Workplace



Provided as a platform containing a portal framework and all the collaborative and human interaction capabilities for a complete implementation

Capabilities present within the platform but ACTIVATED and purchased as needed

IBM and partner electronic catalog for continuous delivery of new capabilities

Current customers will receive Lotus Workplace as part of their subscription service

The platform will be used to create high value and high volume offerings

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Lotus Software

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For more information visit www.lotus.com/ondemand

Attend Lotusphere 2004
Disney World, Orlando Florida, January 25 – 29

Lotus Workplace

An innovative new initiative for Collaboration & Human Interaction

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