



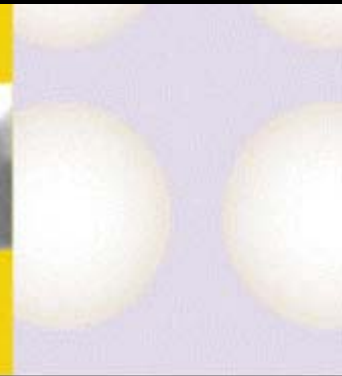
Collaboration and Human Interaction

@business on demand

Rich Bernardo
Program Director

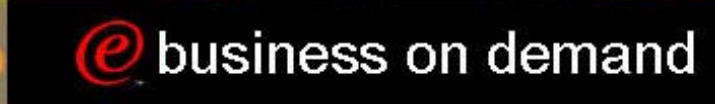
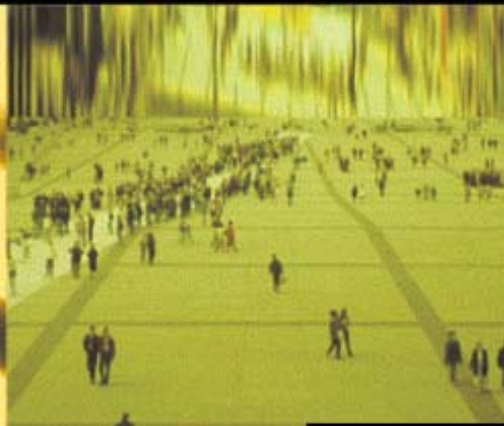


Lotus. software



Lotus Workplace

*An innovative new initiative for
Collaboration & Human Interaction*



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

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

INTEGRATION PLAY

1) **WIN WITH RESULTS.** For more efficiency and faster transactions, you need open, resilient software that lets you integrate internal and external business processes.

2) **WIN WITH WEBSHOP.** The leader in integration software, WebSphere includes built-in templates and application adapters specifically for Straight Through Processing. You get outstanding financial services with virtual plug-and-play convenience. WebSphere. Part of our software portfolio, including iBEC, Lotus® and Tivoli®.

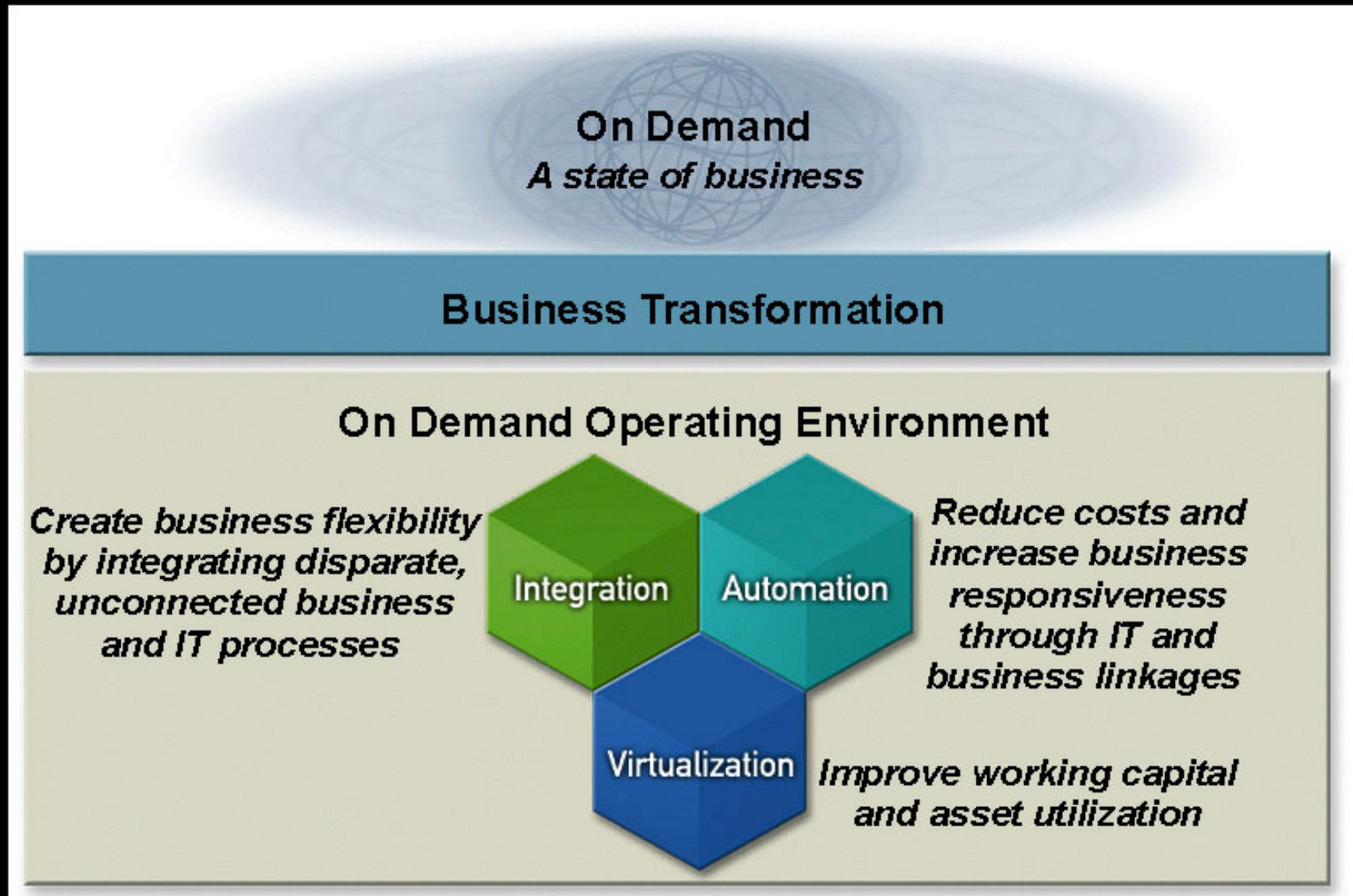
3) **MAKE THE PLAY.** Visit ibm.com/websphere/ibec

Business is the game. Play to win.™

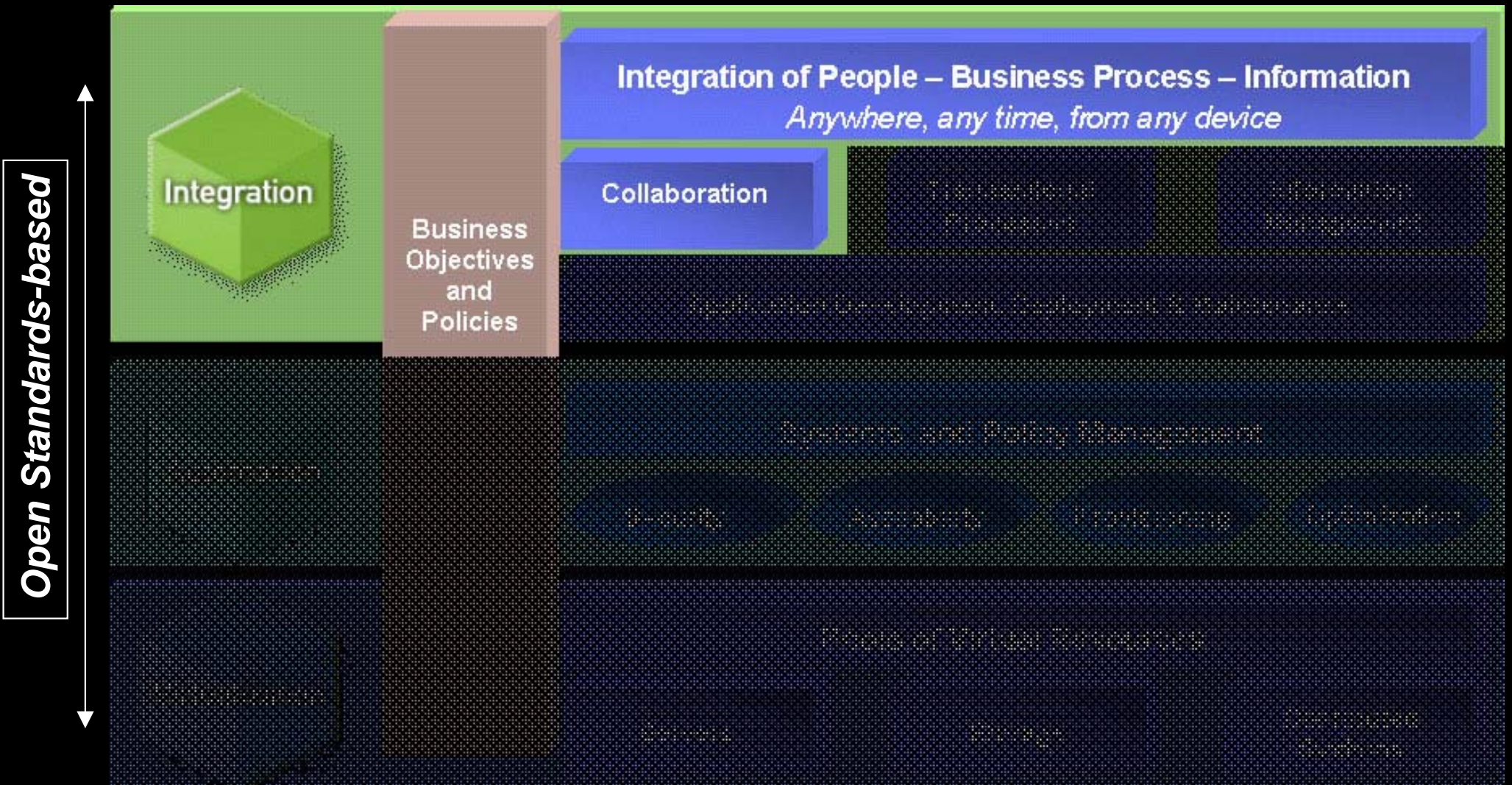
IBM

IBM, iBEC, Lotus, Tivoli, WebSphere, For a business to succeed is a trademark of International Business Machines Corporation. Play to win and WebSphere are trademarks or registered trademarks of International Business Machines Corporation in the United States and other countries. © 2002 IBM Corporation. All rights reserved.

e-Business on demand Requires an on demand operating environment



Lotus' Role in the on demand operating environment



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

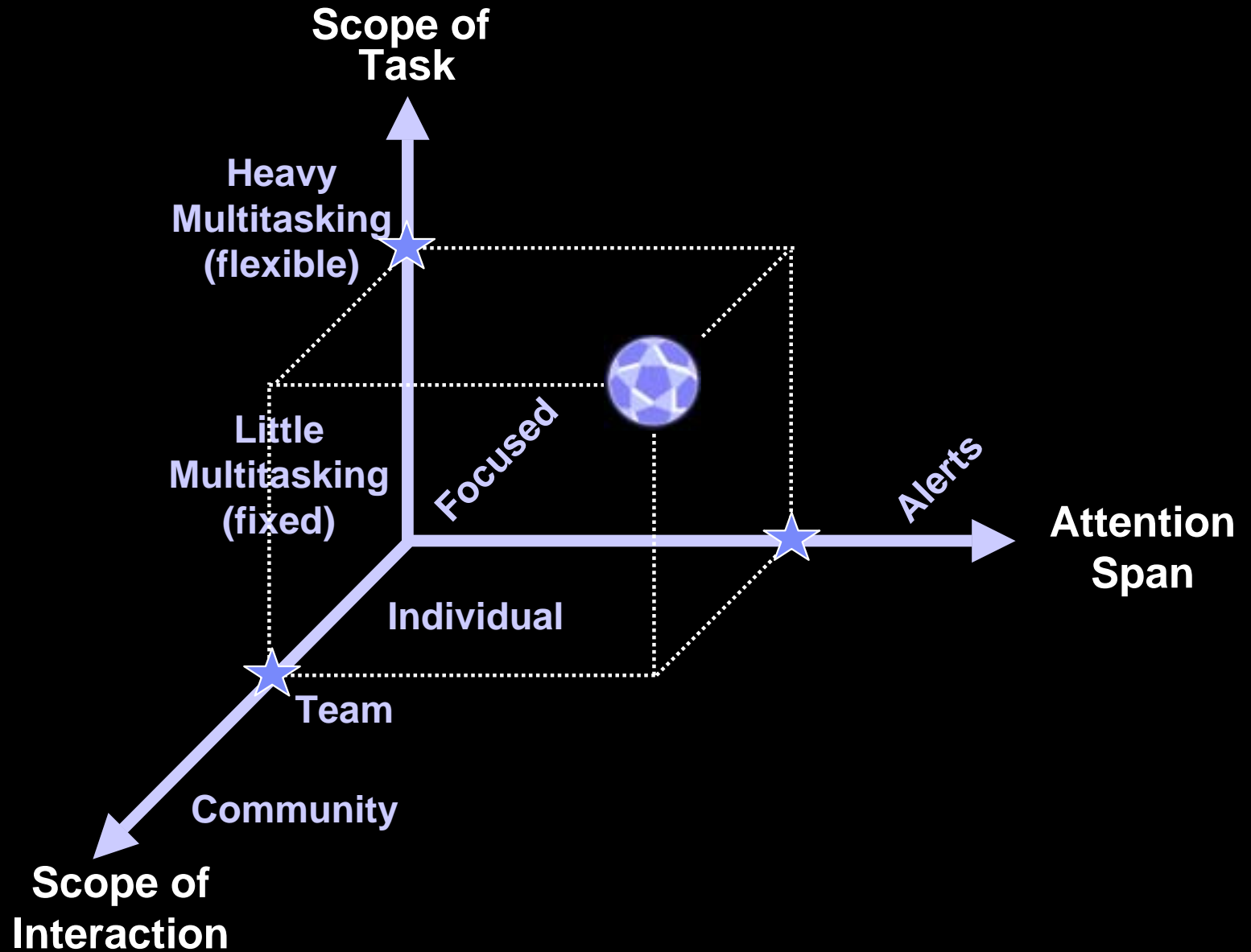
- Model processes
- Integrate applications
- Connect externally
- Monitor processes
- Manage business results



Information

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

Enabling People for Dynamic Work Modes



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:

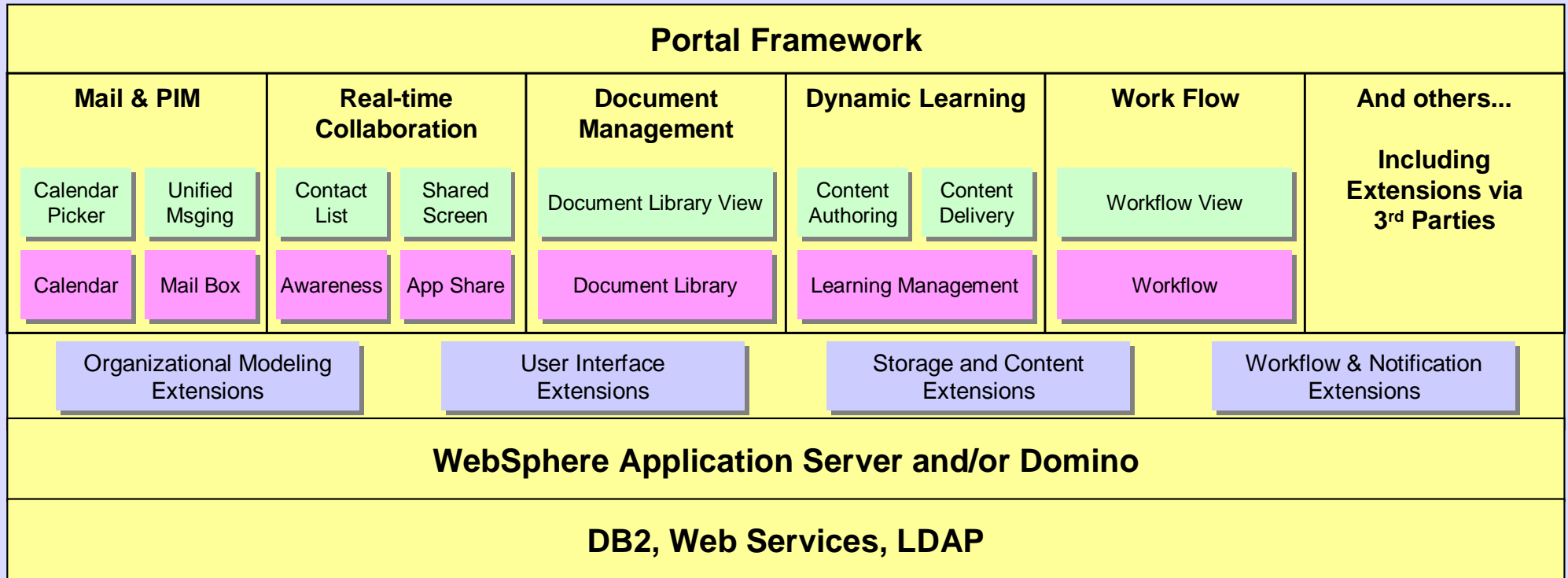
- IT department productivity increased by 46% in 18 months
- Saved \$750,000 in application licensing costs over a one-year period
- 60% ROI on \$6.5 million investment in 2 years
- Over 10,000 employees take advantage of collaborative tools

Collaboration on demand



Anatomy of a Lotus Workplace

Lotus Workplace Platform



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

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

The screenshot shows the Lotus Workplace interface for a meeting titled "Supplier Presentation". At the top, the user is identified as "Lisa Yee" with a status of "I am Available". Navigation tabs include "Team Room", "Discussion", "Meetings", and "Contact List". The main content area displays a "Key Supplier Issues" slide with the following bullet points:

- Supply Chain Management
- Inventory Control
- Quality
- Schedule
- Cost of Goods

On the left sidebar, there is a "Team Room" section with a file tree containing "Thunderbolt" and "News Articles". Below this is a "Web Conferencing" section with a "Meeting 1" icon. The "Agenda" section lists items for a "Weekly Meeting":

1. Introductions
2. Strategy presentation 20:00
3. Brainstorm key issues 30:00
4. Action items and 10:00

Below the agenda is the "Domino Doc Manager" section with "Related Documents" showing icons for a document and a spreadsheet. The "Meeting Participants" section lists "Visit.ppt" and "busy.xls". At the bottom of the sidebar, a "Participants" list includes: Kevin Kirby, Rosalie Alexander, Janet Daniels, Justo Rojas, Lee Changho, Michael Frank, and Emily Taylor.

At the bottom of the main content area, there is an "Action" list:

- Arrange presentation with team
- Review mission statement
- Arrange follow-up meeting
- Draft project plan

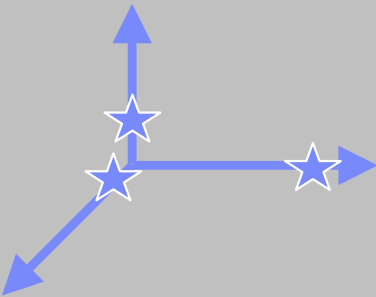
To the right of the actions is an "Assignee" list:

- Janet Daniels
- Emily Taylor
- Kevin Kirby
- Lee Changho

On the right side of the interface, there is a "Buddy List" with categories "Work" and "Boston Team". The "Work" list includes: Anne Brennan, Denise Stone, John Baine, Jessica Smith, Robert Cody, Sue Underwood, and Zachary Woods. The "Boston Team" list includes: Jack Michaels, Rosalie Alexander, Janet Daniels, Justo Rojas, Lee Changho, Michael Frank, and Emily Taylor. Below the buddy list is a "Mail" section showing an email from Andy Wilson with the subject "Re: Confirming tomc" and a reply from Michael Jones with the subject "PBC Results".

Yellow callout boxes with arrows point to various elements: "Team Room", "Discussion", "Meetings", "Desktop Application", "Contact List", "Web Conferencing", "Domino Doc Manager", "Meeting Participants", "Notes/Domino", and "Workplace Messaging".

Lotus Workplace Messaging



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

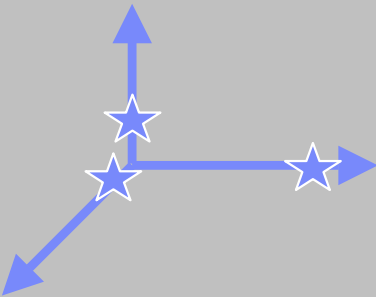
Judy Davenport | Last refresh: Tuesday, March 18, 2003 2:08:15 PM

Inbox | 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

My Folders: Expense Reports, Payroll, Training

Messaging Desktop



AutoCo Thunderbolt Workplace | Lisa Yee ■ I am Available ▼ | Preferences | Work Offline | Help | Logout

Home Documents Discussion Meetings

Lotus Software Search ▼ Advanced Search

Calendar

Add Event

Frank

Thursday, December 12

- All Day Event
- To Do's
- Deferred 1

10:00 Pre-budget review

11:00

Noon Marsha's maternity par...

1:00 Budget Review Meeting...

2:00

3:00

4:00 Customer Review (Vul...

5:00 Hiring Committee

6:00

7:00 Chemical Assn Awards

8:00

9:00

December 2003

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Today is December 13, 2003

Inbox | my cell... | Re: GE... | Marsha... | Latest... |

New Message ▼ Reply ▼ Forward ▼ Delete ▼ Folder ▼ Schedule Message ▼ Print Settings

Date	Who	Subject	Folder
Tue December 10 (12 items off screen)			
	Laura Hanson	For Thursday's budget meeting	HR Teamroom
2:00 pm	Sue Cassin	Diversity hiring goals	
	John Delay	Let's hook up for the awards dinner	
	John Delay	my cellphone number	
4:00	David Corell	Distribute last minute changes to budget team	Finance Team
	ChemDigest	Chemicals Digest: Tuesday December 10	Newsletter Di
	Plastic Daily	Plastics Daily: New OSHA Fumes Rule has...	Newsletter Di
	Accounting	Latest numbers on research lab aquisition	Finance Team
6:00	Ben Fields	6+ Vulcan Presentation Review Thur at 4pm	
	Laura Hanson	Optional reading for the budget review	
	John Delay	Awards dinner listings	
Wed December 11 (36 items)			
Thur December 12			
	Sue Cassin	Hiring meeting agenda (thur 5pm)	
7:00 am	Laura Hanson	FYI: We are seeing DuPont this week	Sales Leads
7:06	Mike Rowles	6+ Re: Vulcan wants longer contract	
	Ben Fields	Re: GE Roadmap presentation first draft	
	Austin Chem	Join us for a special evening	
	CP Marketing	Consolidated Plastics wins RebokMP3 contract	
9:00	Jane Rolles	Marsha's party location	
	Sam Racicot	Can we meet next week?	+ Sales Lead
10:00	CP Sales	FYI: New customer leads (November 02)	

New Message ▼ Reply ▼ Forward ▼ Delete ▼ Folder ▼ Schedule Message ▼ Print History ▼

Re: Vulcan Plastics wants longer contract

From: Mike Rowles Date: 12/12/03 7:06am

To: Laura Hanson

Cc: Mike Letterman

Laura,

Vulcan has asked us to consider a longer term contract than the current single year contracts several years. they have a new raw materials supplier that could lower our costs but also commitment to their supplies.

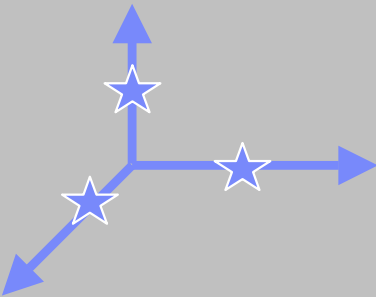
My Folders and Sources

- Mikes mail (23)
 - Federated Inbox (12)
 - Drafts
 - Sent
 - Trash
 - Awaiting Reponse
 - Unsubscribed (3)
 - Unknown Sender (8)
- My Folders (5)
 - Folder A (2)
- My Links
- My Contacts
- Index
- Teamroom A (9)
- Teamroom B (1 new, 3 ch)
- Laura's Mail (4)
 - Inbox (4)
 - Drafts
 - Sent
 - Trash
 - Laura's Folders

My Buddies

- My Team
 - Laura Hanson
 - Susan Sterling
 - Mike Letterman
 - Ross Powell
- Executive Team
 - Rob Turner
 - Judy Jetson
 - Josef Marc
 - Robert Bernardir
 - Chris Heape
 - Paul McFednes
 - Rob Sterling
- Sales Backoffice
 - Susan Robert

Extensions via Partner



AutoCo Thunderbolt Workplace | Lisa Yee ■ I am Available ▾ | Preferences | Work Offline | Help | Logout

Home | Documents | Discussion | **CRM**

Directory ▾

- Organizations
 - by Name
 - by Parent
 - by Attributes
 - by Location
 - by Reference
 - by Source
 - by Status
 - by Team member
 - Referred by
- Contacts
- Administration

Relationships: Organization - Accolade Communications

Previous | Next | Expand | Collapse

- ▶ **Contacts (7)**
- ▶ **Opportunities (7)**
- ▶ **Projects (2)**
- ▶ **Leads (1)**
- ▶ **Expert Q&A Request (1)**
- ▼ **Tickets (6)**
 - TI-A0902-214956LMP Issue: Laptop won't turn on Resp: Arthur Harris
 - TI-A0902-216056LKH Issue: No power on new laptop Resp: Arthur Harris
 - TI-R0XC02-211256LMB Issue: Notebook Resp: Bill Cleary
 - TI-R0XC02-217056LMC4 Issue: Printer keeps jamming Resp: Bill Cleary
 - TI-R0XC02-217256LMS Issue: Server is down Resp: Bill Cleary
 - TI-R0XC02-219556LMH Issue: Dropped the server Resp: Bill Cleary

Details

Dashboard ▾

- Web Search
- Quick Search
- Heartbeat
- Bookmarks
- History
- Mail

Create ▾

Previous | Next | Expand | Collapse | Delete

- ▼ **Organizations**
 - [Contacts by Last Name](#)
 - [Organizations by Name](#)
- ▼ **Notes databases**
 - [Associate Locator](#)
- ▼ **Documents**
 - [2003SPKCONSENT.jpg](#)
 - [Programming Guide.doc](#)
- ▼ **QuickPlaces**
 - [AD10SDelmarval.laboratories](#)
 - [New: AccoladeCommunications](#)
- ▼ **Web Links**
 - [LearningSpace](#)
 - [Lotusphere](#)
 - [Relavis](#)
 - [Relavis eBusinessStream QP Presentation](#)
 - [Relavis Web Version](#)

Create ▾ | View Relationships | Web Search | Edit

Organization: Accolade Communications

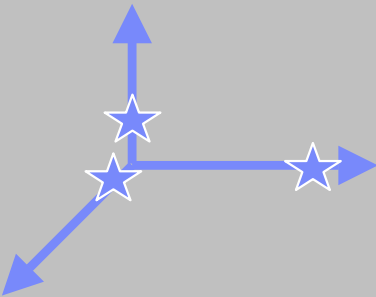
[General Info](#) | [Account Management](#) | [Additional Info](#) | [Relationship Rules](#) | [Relationship Value](#) | [Contacts](#)

Acct. Exec:	■ Jean-Pierre Ducondi	Manager:	■ Robert J. DeMato
Regional. Mgr.:	■ Mark Lederman	Jean-Pierre Ducondi: I am on a mobile device. Please call me at 332-555-0666.	
District:	North East	Region:	National
Team Members:	■ Michael Baum , ■ Ellen Betney , * Arthur Harris, * Michael Pierson		
Document Access			
Editor(s):		Reader(s):	John Davies

Created: 08/12/1998 10:12 AM - Steven Goldberg/Relavis | Last Revised: 01/10/2003 06:23 PM - Jean-Pierre Ducondi/Relavis

RELAVIS

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...

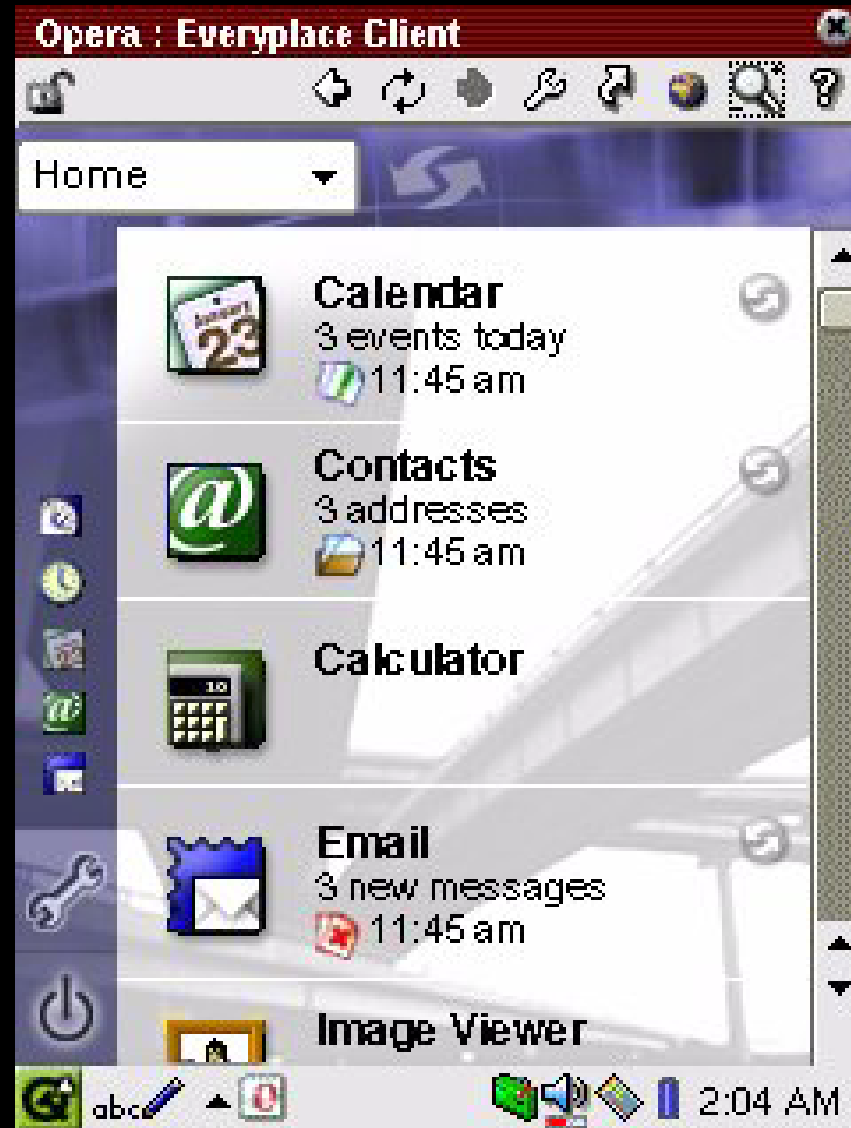
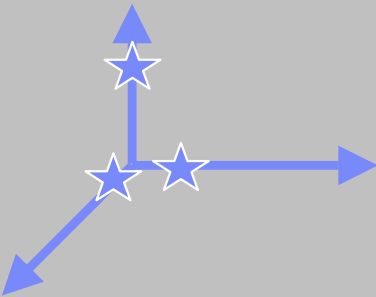
PeopleSoft Benefits

[Home](#) > [Self Service](#) > [eBenefits](#) > [Home](#) > **Benefits Home** [New Window](#)

Benefits

<ul style="list-style-type: none"> Benefits Summary Review your current and historical benefits information. Insurance Plans Review life insurance and disability plan information. Flexible Spending Accounts Review dependent care and health care spending account plan information. Birth/Adoption Add your new dependent to your benefit plans and update your payroll and personal information. Benefits Enrollment Enroll in benefits. 	<ul style="list-style-type: none"> Health Plans Review medical, dental, and vision plan information. Savings Plans Review savings and retirement plan information. Dependents and Beneficiaries Review personal information and benefits coverage for your dependents and beneficiaries. Marriage Add your new spouse to your benefit plans and update your payroll and personal information.
---	---

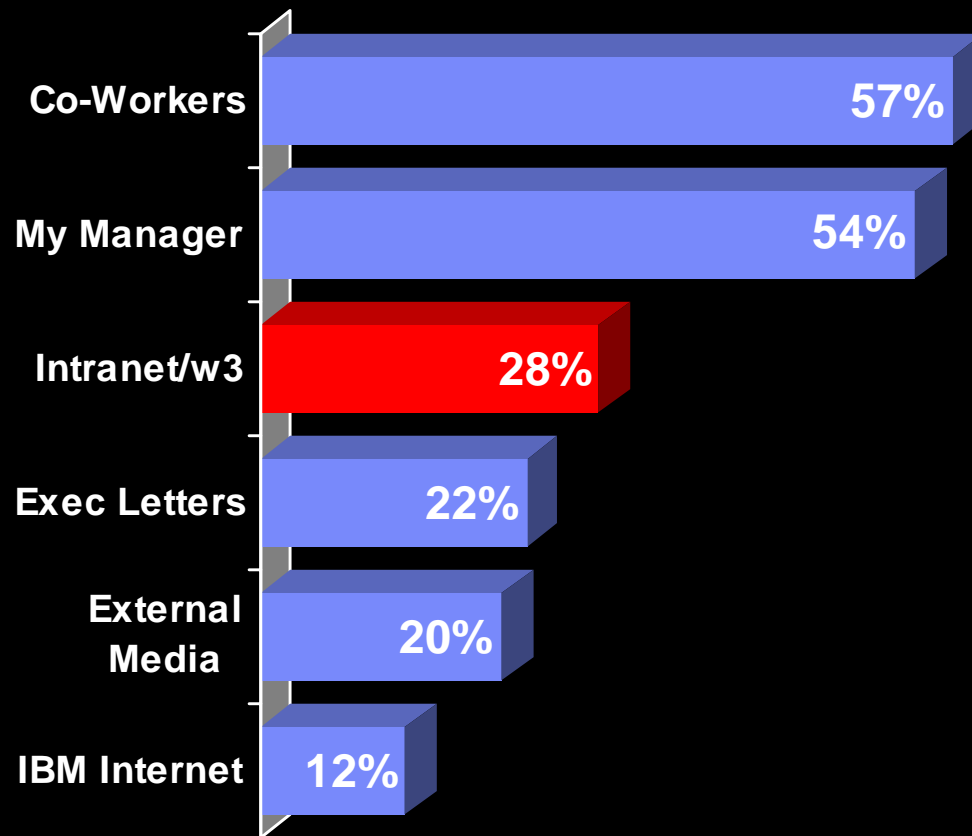
Mobile Extensions



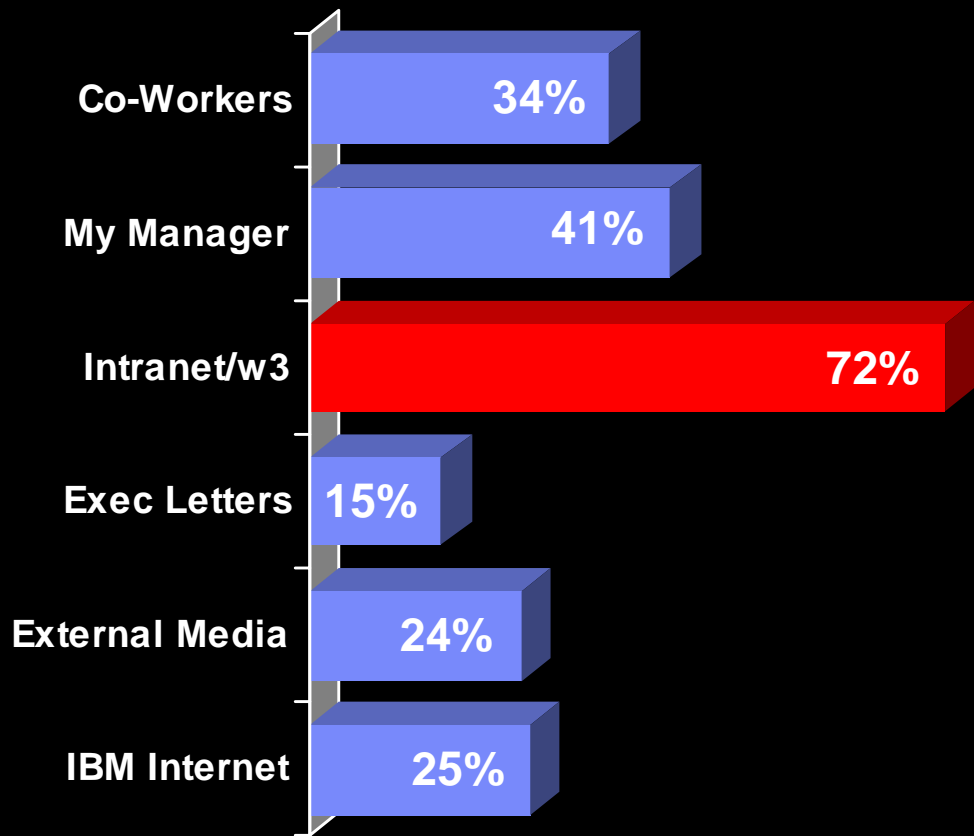
w3.ibm.com Portal

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

1997



2002



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



- 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

The screenshot displays the IBM w3 e-Learning portal. The top navigation bar includes 'w3 Home', 'BluePages', 'Search', 'HelpNow', and 'Feedback'. The main content area is divided into several sections:

- SCHEDULED COURSES:** A table listing upcoming courses with columns for Date, Course Name, Code, and Duration.

Date	Course Name	Code	Duration
Jun/15/02	E-business Technology Workshop	EPR72	2.0 Hrs
Jul/12/02	WebSphere Configurations	WS84	3.5 Hrs
Sep/02/02	Effective Customer Engagements	CE45	1.0 Hrs
Jan/23/03	Dynamic Workplaces	DW45	1.5 Hrs
- NEW AND RECOMMENDED COURSES:** A table listing new and recommended courses with columns for Select, Course Name, Code, and Duration.

Select	Course Name	Code	Duration
<input type="checkbox"/>	Dynamic Workplaces and WPS	WS765	2.5 Hrs
<input checked="" type="checkbox"/>	Advanced MPLS Configurations	TR745	3.0 Hrs
<input type="checkbox"/>	CTM & Middleware Market	CT465	1.0 Hrs
<input type="checkbox"/>	Advanced Firewall Administration	FY765	2.0 Hrs
<input type="checkbox"/>	CRM Market - How to beat it	CR746	1.0 Hrs
- PAST COURSES:** A list of previously completed courses with their codes, including WebSphere Portal Family (WS674), CRM - Siebel introduction (CR746), GWA Application Framework (GW346), WebServices and WPS (WS648), MPLS Technology Essentials (PT346), Configuring CTM boundaries (CT838), Network Security Mgmt (NS334), Firewall configuration (RG746), Introduction to Siebel (87454), and Introduction to CRM (984M5).
- CONFERENCE / Workshops:** A list of upcoming events with dates, including IBM-Siebel Conference (Jun 13), CeBIT 2002 (Jul 24), LotusSphere Europe 2002 (Jul 25), WebSphere Workshop (Jul 25), CRM WorkShop 2002 (Jul 26), and InternetWorld 2002 (Sep 4).

The left sidebar contains navigation links such as 'w3 Home', 'News', 'Buddy List', 'My Bots', 'My Team', 'My Customers', 'Travel', and 'Team Rooms'. The top right corner shows the user's name 'Hello, Lee Dierdorff' and the date '5 Jun 2002 - 2:35p'.

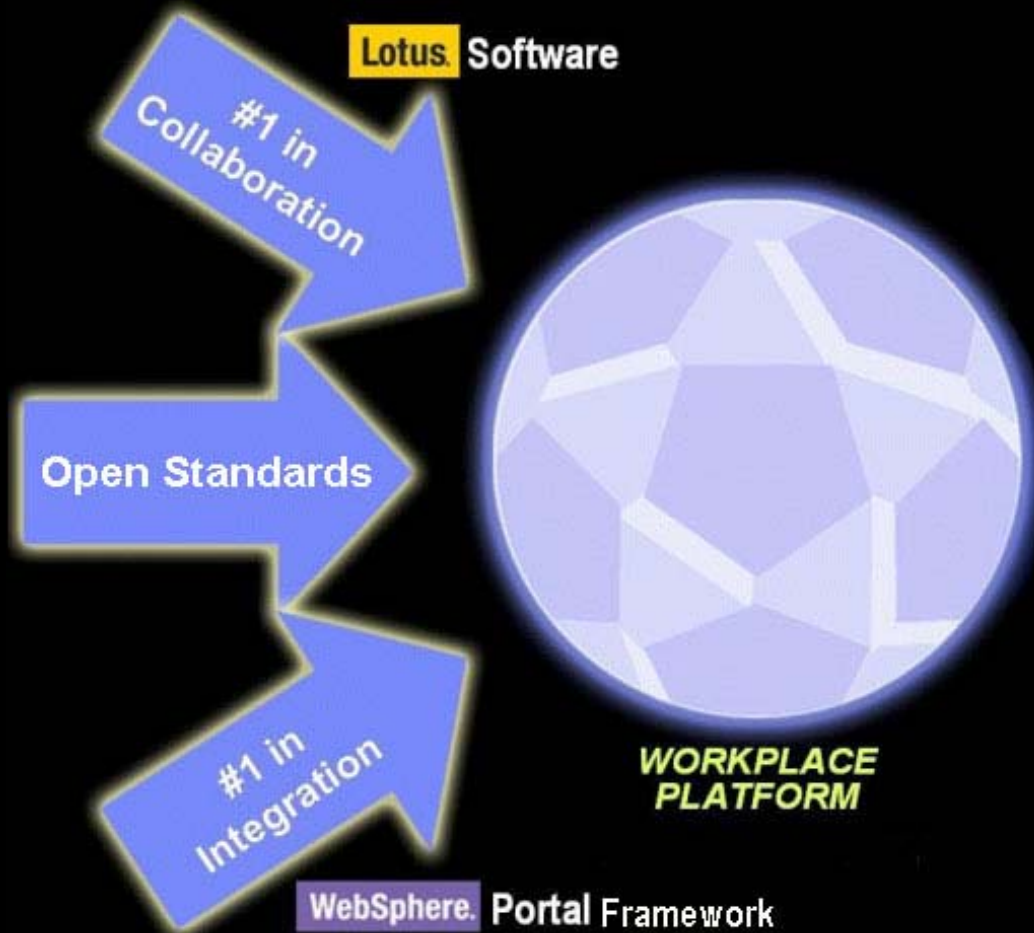
Path to Lotus Workplace

- 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

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

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



Lotus Software

Rich Bernardo
rich_bernardo@us.ibm.com

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*



© Copyright IBM Corporation 2003. All rights reserved.

The information contained in these materials is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in these materials, it is provided AS IS without warranty of any kind, express or implied. In addition, this information 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, these materials or any other materials. Nothing contained in these materials 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.

References in these materials to IBM products, programs, or services do not imply that they will be available in all countries in which IBM operates. Product release dates and/or capabilities referenced in these materials may change at any time at IBM's sole discretion based on market opportunities or other factors, and are not intended to be a commitment to future product or feature availability in any way.

IBM, the IBM logo, the e-business logo and other IBM products and services are trademarks or registered trademarks of the International Business Machines Corporation, in the United States, other countries or both.

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

Microsoft, Windows, Windows NT and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries or both.

All other trademarks, company, products or service names may be trademarks, registered trademarks or service marks of others.