



Lotusphere 2005

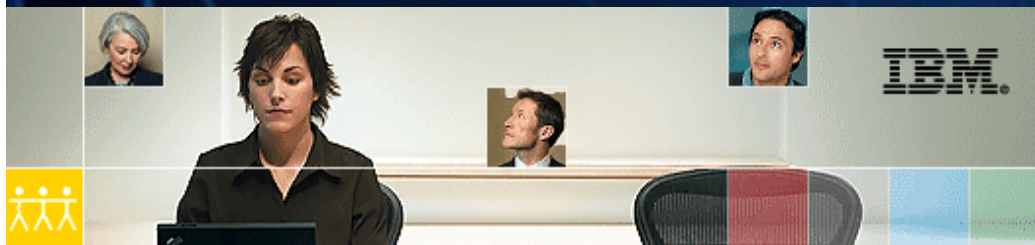


ENVISION

DECISIONS



Architecture client riche Evolution ou révolution ?



Thomas Coustenoble
IBM Lotus Market Manager

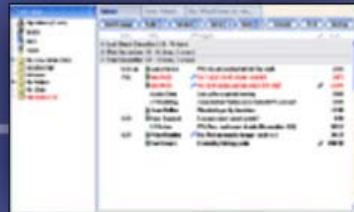
IBM Workplace : permettre aux personnes de communiquer, de partager l'information, quel que soit le terminal utilisé (lié au mode de travail) tout en leur offrant des services collaboratifs / applicatifs adaptés à leur métier / secteur



Terminaux mobiles



Client riche



Client léger



Services assemblés, au sein d'une interface dynamique et conviviale

Données
Applications
Contenus
Processus

Développer le travail collaboratif tout en capitalisant sur les investissements existants et en apportant de la flexibilité au niveau du SI

Screen Sharing
 Stop Sharing Allow Control

Last update: May 27th, 2004 Welcome, Kevin Mills

Undo Full S...
 Undo Full Screen

open

CUSTOMER CENTRAL PRODUCTS & SERVICES BANK INFORMATION NEWS & UPDATES MY BANK HOME COLLABORATION

Mary Smith

Client Details

★★★★★ Customer Number: 2245-8870-236



Contact Info
 12809 Sycamore Lane
 Bridgewater, NJ 08807
 (H) 908-555-2312

Recent Communication

Details	Date	Time	Activity
Envelope icon	11/6/2004	10:33AM	Daughter just departed college. Looking into ways to ease financial transition for daughter.

Fast path

Favorites

Search

Search for: Customer

Search by: Customer no.

Customer no:

Search Advanced search

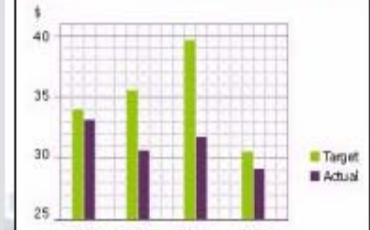
People Directory

- Work Place 1
- Cust Serv Reps
 - Mary Jones 44321
 - Jim Case 45678
 - Kevin Mills 40987
 - Fin Advisors
 - David Cameron 45432
 - Molly Thomas 48754
 - Jim Webb 40865

Recent Customers

Client	Last viewed
Mary Smith	11/11/2004
Michael Henderson	11/11/2004
Arthur Johnson	11/10/2004
Harrison Jackson	11/10/2004
Bradford Pear	11/10/2004
Sarah Blakely	11/9/2004

Scorecard



Accounts Recent Activity Background Other Information Cart

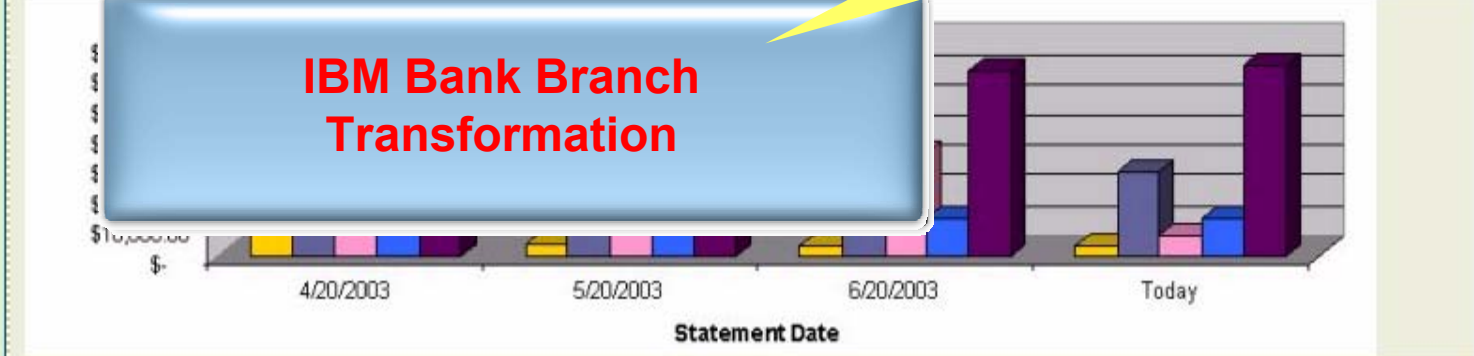
Overall Mix * Interest Checking Savings Visa * Mortgage Advisor *

A c c o u n t s M i x O v e r v i e w

Key	Account Number	Account Name	Current Balance
Yellow	234786-2999-200-1289	Preferred Checking	\$3,400.00
Blue	100292-2777-001-2001	Money Market Advantage	\$27,865.00
Pink	100201-2001-100-2992	Savings Platinum	\$6,500.00
Light Blue	4356-2992-2999-0000	Visa Gold	\$12,345.00
Purple	200202-2992-277-3553	180 day CD	\$63,090.70

Solution de poste de travail intégré pour les agences bancaires (dossier client, contacts, rapports d'activités...)

Relationship Mix



IBM Bank Branch Transformation

Advisor

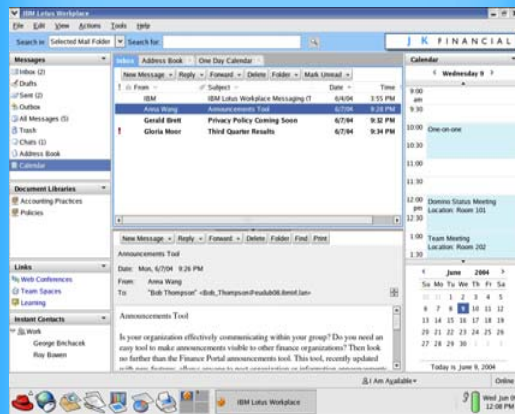
11/11/2004: Refer client to Financial Advisor to discuss savings plan for daughter. Investigate further

18 Month CD E-mail Updates

Architecture client riche : faciliter l'intégration au niveau du poste de travail

IBM Workplace Client

Banque, RH, Public...



Accès client riche

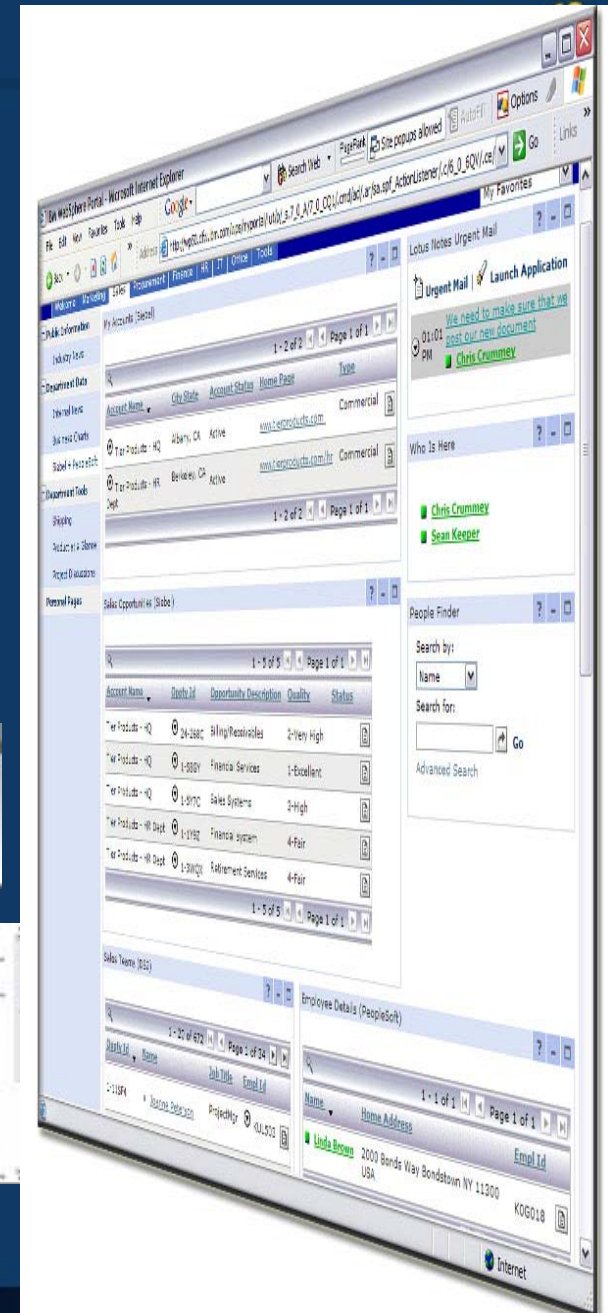
- Drag & Drop
- Offline & Synchronisation
- Editeurs bureautiques
- Exportation vers Office et PDF
- base de données cryptée

Authentification / OS / SSO

Mise à jour automatique du client

Déploiement sur le poste client basé sur des rôles

Utilisation de XML
S'adapte à la bande passante

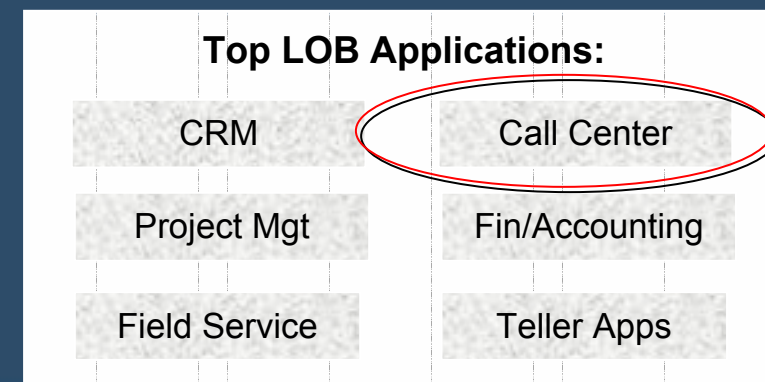


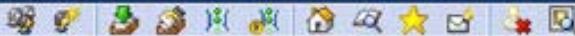
Portlets, Plug-ins

Client riche : pour qui ? Pour quelle utilisation ?

- Profil des sociétés concernées :
 - ... Multi-sites
 - ... Réduction de coûts et transformation des rôles / du modèle économique
 - ... Nombre significatif d'utilisateurs accédant à des applications dédiées
 - ... Besoin de déployer des applications dans un environnement d'OS hétérogènes : Windows, Linux or Mac
 - ... Sensibilité à la sécurité, l'auditabilité

- Côté applications :
 - ... Entrée de nombreuses données avec besoin de validation rapide (customer care), manipulation de données (trier, filtrer)
 - ... Opérations en mode déconnecté
 - ... Utilisation de web services et accès à de multiples sources de données
 - ... Réponse en temps réel et visualisation





00:00:00 You are not logged into the phone system

Identify Customer - Martin 536477

Service Request: Process Customer Requests

Name	Mr. Thomas Paul Martin	Gender	Male	Customer Alerts
Status		Date of Birth	January 15, 1949	
Government ID	432-45-9834	Address As		

Activities Summary Customer Accounts History

- Change Customer Details
- Change Address
- Change Contact Info
- New Account
- Change PIN
- Current Activities >>

Customer	
Customer Number	536477
Name	Mr. Thomas Paul Martin
Address As	
Gender	Male
Birth Date	January 15, 1949
Government ID	432-45-9834
Marital Status	Married
Home Address	Unit
Home Phone	
Employer	Internet Central Ventures
Work Phone 1	1408555-9871 x8456

Relationships History		
Date	Label	
November 18, 2004	New Account	✓
November 18, 2004	Identify Customer	✓

Back Forward Refresh Stop Go

New Message Reply Forward Delete Folder Find Print

IBM Lotus Workplace Messaging (TM)
 Date: Wed, 9/15/04 3:55 PM
 From: IBM
 To:
 Bcc: WPS Admin

Welcome to IBM Lotus Workplace Messaging™!

Your account is now active, and you can send and receive messages immediately. Even if you've never sent e-mail before, Lotus Workplace Messaging makes it simple to share information with your colleagues.

- Send and receive messages

I Am Available

ENVISIONS DECISIONS



Principaux avantages du client riche d'IBM

- Composer de façon dynamique un poste de travail
- Travail mode déconnecté pour les applications du portail
- Réduction du TCO grâce au client géré par le serveur (déploiements automatiques, provisioning), capitalisation sur les investissements en place (annuaire LDAP, portail...)
- Réduction des coûts de formation, de support grâce à une navigation intuitive et personnalisée.
- Sécurité déterminée au niveau du serveur (appliquée sur le client et le serveur)
- Editeurs bureautiques intégrés
- Choix et flexibilité des plates-formes (serveur et client : Linux, MacOs, Windows...)
- Utilisation de standards : OSGI, Java, Eclipse, J2EE, XML, SyncML, etc.
- Modèle homogène pour les terminaux mobiles
- Réutilisation des développements et possibilité de "customization" forte
- Services collaboratifs "out of the box" proposés par IBM

Client Market Trends

- **"Next generation" rich client technologies** will increase within IT environments as a strong alternative to HTML for applications, according to analysts.
- **Technology shift** from client/server to service oriented architectures (SOA)
- **Customers seek hybrid client models** that are "rich" and "smart," integrating the rich user interactivity and offline capabilities of traditional fat clients
- Although e-mail is a mature market, there's **strong market demand for new email-centric functionality** related to antispam, content filtering, antivirus.
- Collaboration, content management and portal **SW markets are converging**, increasing demand for a wide variety of client devices.



"Dassault Systemes' 3D technology integrated with IBM Workplace Client Technology is a great illustration of how innovative companies will be able to capitalize on their existing investments leveraging the right PLM based on XML. Its impact goes far beyond manufacturing industry as 3DXML and IBM's Workplace Client becomes fundamental for collaboration" –

Dominique Florack, Dassault Systemes EVP Research & Development



A screenshot of the IBM Lotus Workplace interface. The window title is "IBM Lotus Workplace". The menu bar includes "File", "Edit", "View", "Actions", "Tools", and "Help". The main header area displays "Dassault Systemes 3D For All" and "IBM Workplace Services". A search bar is present with "Search in: People Finder" and "Search for:". On the left, a vertical navigation pane lists various applications like Mail, Lotus Notes, Activity Exp..., Documents, Applications, Team Spaces, Web Confer..., Learning, and Web Browser. The central workspace shows a 3D wireframe model of a car body, with a file tree on the left listing components like "CarBody", "Style.1", "Windshield.1", "Hood.1", "FLWing.1", "FRWing.1", "FR Wing", "Roof.1", "RLWing.1", "RRWing.1", "RearDoor.1", "FLDoor.1", "FRDoor.1", "RLDoor.1", "RRDoor.1", "RadiatorGrill.1", "Radiator Grill", "FrontBumper.1", and "Front Bumper". A toolbar above the model includes "Save", "New", "Open", and "Zoom: 100%". On the right, a "Properties" panel shows details for "H Car.3DML", including its type, creation/modification dates, owner (William Hunt), checker (Marie Dupont), project (H Car), and organization (Consumer). Below that, an "Instant Contacts" panel lists groups like "Work (1)" and "Technical Round Table (3)" with associated user names. The bottom status bar shows "Online" and the year "2005".