

The benefits of Wireless Solution Portfolio - an example

Mobile employees will be able to enjoy much wider access to their corporate intranet thanks to a solution being developed by Telenor Mobile, IBM Norway and Lotus. Staff will be able to use WAP-enabled phones to access the intranet through corporate firewalls, without compromising security. The IntraWap solution lets users pick up their e-mails from the corporate server, as well as access calendar functions and the internal phone list. In time they will also be able to download most textual information from the intranet. IntraWap can be installed and used by all Lotus Notes users.

As a part of its focus on wireless communication, IBM recently established a virtual Wireless Internet Centre across the Nordic countries. The Centre will be a supplier of mobile e-business solutions with focus on the WAP technology.

Accelerating value through Lotus technology

You know the scenario well. Against a background of increased competition, your customers are demanding ever higher levels of service at lower prices. They want ready access to information and services round the clock, and if they don't get it, they'll find someone else somewhere in the world who can deliver.

If new technologies are going to help you meet, retain and satisfy those customers, then you need to understand the value of those technologies, and implement them cost-effectively. But keeping abreast of continuing developments and learning how to utilise them for business advantage is a challenge in itself.

The Lotus' Professional Services (LPS) organisation is committed to accelerating the value customers derive from their use of Lotus technology. LPS has created a range of Solution Portfolios that give you all the tools and help you need to understand key issues and achieve best value from latest technology. Focus on vital areas such as the wireless intranet, easy portal, migration, e-business, and knowledge management. The LPS solutions provide, technology and products, consulting, education and support, allowing you to choose the options you need.

From basic introduction right through to post-implementation field support, LPS can provide the skills and technology you need to deliver a successful m-business strategy and solutions.

Lotus

An IBM Company

Lotus Professional Services

Wireless Solution Portfolio

The wireless advantage

SUPERHUMAN SOFTWARE
www.lotus.com

e-business

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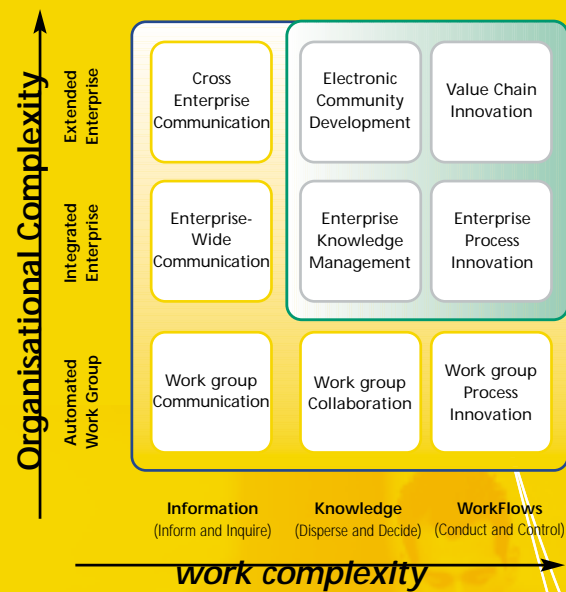
The wireless advantage

As wireless access to the Internet moves into the mainstream, organisations have numerous opportunities to grasp this new technology and make it work to their benefit. The results will be operational excellence, faster and better decision-making and superior business performance.

You can leverage your investment in Domino by extending access to current applications to mobile workers through wireless devices such as mobile phones. You can raise effectiveness by delivering up-to-the minute information to staff wherever they are. You can improve customer service by providing personalised, key information to individuals on the move. And you can seize Europe's lead in cellular take-up to increase your organisation's competitiveness in a global market.

As a company that has always promoted the value of including the mobile worker in a collaborative working strategy, Lotus is in an excellent position to embrace continuing wireless developments. Already available through Lotus Professional Services (LPS) is Domino Everyplace Quick Start, enabling organisations to use Domino and Notes to adapt and deliver content to wireless-enabled devices without re-writing their applications. The product is the result of close collaboration with key players in the mobile marketplace, such as Ericsson and Nokia, to deliver rapid wireless advantage to Domino users. Whether you choose to host services yourself or outsource to a network operator, you can quickly become operational as a wireless-enabled e-business.

The Business Solutions Framework



Value across and beyond the organisation

Using wireless technology to extend access to your applications will increase the value of your Lotus investment across all areas of the organisation and out into your supply chain. The Lotus Solutions Framework highlights the business areas where Lotus applications and the Wireless Solutions Portfolio bring benefit. Building wireless technology into your CRM and e-commerce strategies, for example, lets you deliver up-to-date, concise personalised information to staff and customers, wherever they are.



Mobile Customer Relationship Management (CRM)

Are you the person responsible for...

Relationship management, sales management or are you the CIO?

Would you like to...

- know who in your organisation is in contact with your customer at any moment?
- provide consistent, relevant and organised information instantly to your entire sales force in a fast moving market?
- reduce drastically time required to close business?

Did you know that the LPS Wireless Portfolio could help you to...

- provide access to authorised staff to customer contact details and histories
- deliver up-to-the minute information about stock levels, prices and special offers
- places orders for collateral, products and services during customer meetings
- notify service staff of last-minute changes to appointments
- keep track at all times of consultancy time spent with customers for easy, rapid billing

Mobile Portals

Are you the person responsible for...

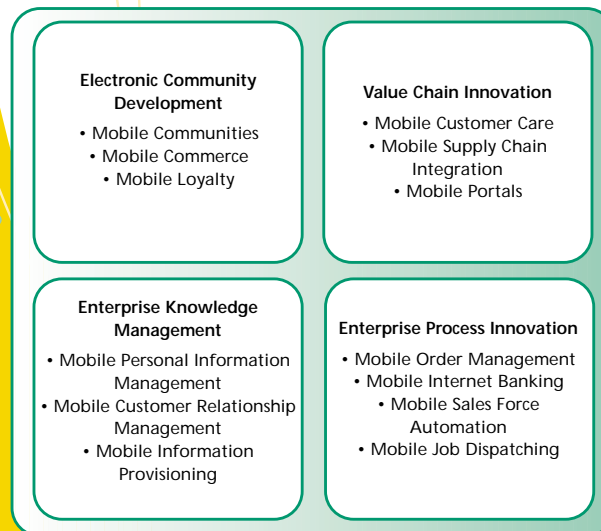
Business development, sales or are you the CIO?

Would you like to...

- provide a scalable, modular mobile portal to access Internet, extranet or intranet services?
- dynamically tailor on-line services based on personal profiles?
- provide a wide variety of interactive services including discussion, forums, live news, information provisioning, etc?
- seamlessly integrate your services with your suppliers?

Did you know that the LPS Wireless Portfolio could help you to...

- provide high-value customer services to the mobile phone
- offer mobile personalisation services and m-business (mobile business) solutions



m-commerce

Are you the person responsible for...

Corporate strategy, business development, or are you the CIO?

Would you like to...

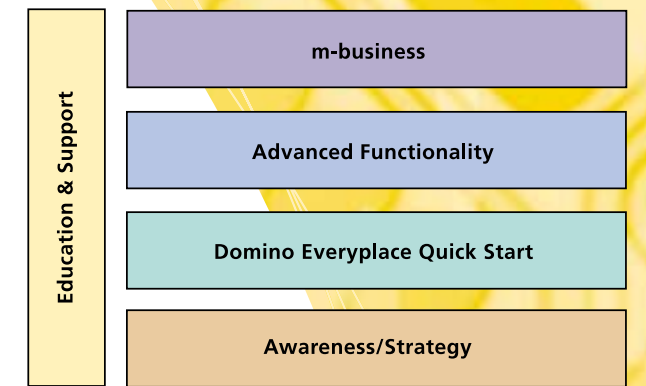
- provide clients with access to a wide range of services like ticketing, reservations or auctions, any place at any time?

Did you know that the LPS Wireless Portfolio can help you to...

- create a mobile online purchase system integrated with back-office systems
- provide secure m-business activities from any combination of mobile terminal and Web browser
- Implement a Wireless Application Service Providers (WASP) platform to host the market suppliers' services with the minimum of management overhead

The Wireless Portfolio

The LPS Wireless Portfolio is designed to make the transformation to a "mobile business" as painless as possible. To achieve this, LPS has designed a range of offerings, from which you can choose some or all to suit your requirements. The services embrace consultancy, installation, support and training to provide an integrated solution to your wireless needs.



Module 1 - Awareness/Strategy

This module serves as an excellent introduction to the benefits of wireless working. While senior executives attend a **Board Level Strategic Workshop** designed to help define their wireless strategy, the more technically minded will gain much from the more detailed technology workshops.

Module 2 - Domino EveryPlace Quick Start

Domino Everyplace Quick Start provides a platform for piloting wireless technology. This complete wireless software and services bundle provides everything you need to start accessing Domino applications via mobile terminals - including installation services.

Module 3 - Advanced Functionality

LPS can also quickly deliver increased functionality to the wireless infrastructure. This includes enhanced security features, capability for information "push", and/or integration of Domino for Fax for sending documents that can't be read via wireless devices.

Module 4 - m-business

LPS can also build a full range of high-value business solutions for the mobile world e.g. mobile CRM, mobile portals and mobile shopping.

Module 5 - Support and Education

LPS can provide full Support and Education services tailored to your specific requirements.