

# Lotus knows.

Smarter software for a Smarter Planet.

## IBM LotusLive: Choosing and Implementing the Best SaaS Offering for your Business

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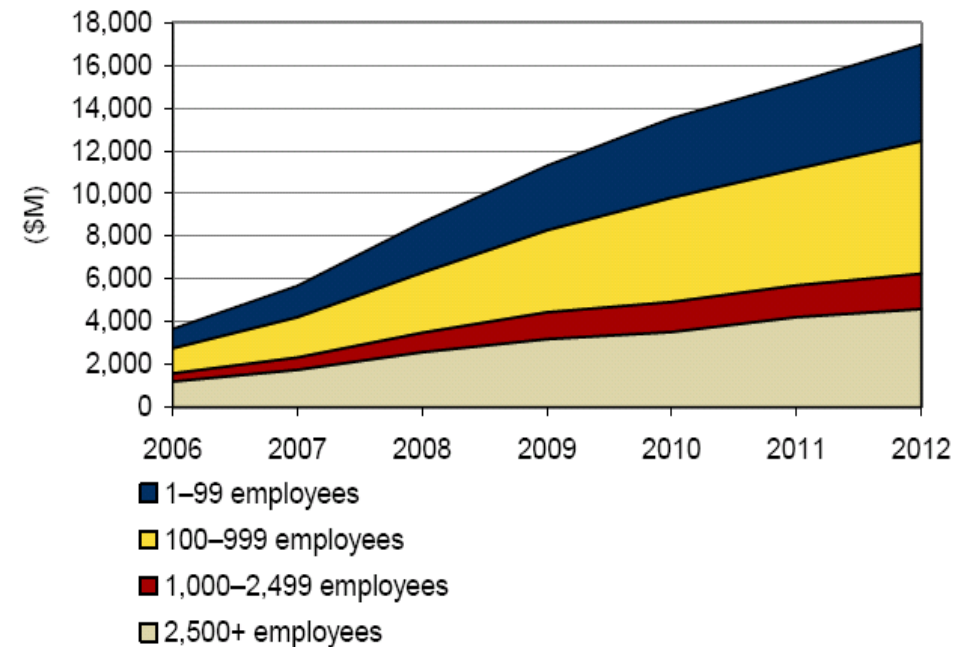
## Agenda

- Software as a Service (SaaS) & Cloud Computing (Up Up and Away)
- IBM Cloud Services
- Introduction to LotusLive
- Important Considerations when Choosing & Implementing Cloud/SaaS
- Key Decision Points
  - Directory Integration
  - Application Integration
  - Provisioning
  - Mail Routing
  - Single Sign-On
  - Data Migration
  -
- Related Sessions
  -

## Software as a Service is Growing Rapidly

- **Companies of all sizes will adopt SaaS solutions**
  - **\$17B by 2012**
  - **Companies of all sizes**
  - **CAGR of 20-30%**
  - **1/3 opportunity in collaboration**
- **Affordable and accessible**
- **Allows companies to focus on their core competencies**
- **Facilitates cross-boundary communication and collaboration**

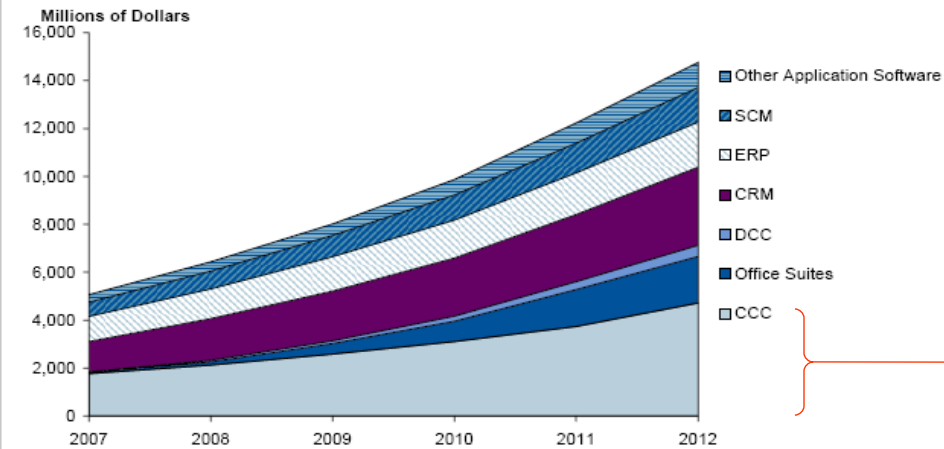
Worldwide Software on Demand Revenue by Company Size, 2006-2012



Source: IDC, July 2008

## SaaS Growth

Figure 2. Total Software Revenue Forecast for SaaS Delivery Within the Enterprise Software Markets, 2007-2012



Source: Gartner (August 2008)




Table 1. Total Software Revenue Forecast for SaaS Delivery Within the Enterprise Application Markets, 2007-2012 (Millions of Dollars)

	2007	2008	2009	2010	2011	2012	CAGR (%) 2007-2012
CCC	1,769	2,127	2,588	3,113	3,737	4,715	21.7
Office Suites	62	134	441	845	1,540	1,941	99.2
DCC	16	70	115	215	330	467	96.1
CRM	1,265	1,737	2,074	2,419	2,803	3,258	20.8
ERP	1,045	1,239	1,428	1,588	1,734	1,884	12.5
SCM	603	746	890	1,048	1,240	1,438	19.0
Other Application Software	309	387	483	638	839	1,049	27.7
<b>Total Enterprise Software</b>	<b>5,068</b>	<b>6,439</b>	<b>8,018</b>	<b>9,865</b>	<b>12,224</b>	<b>14,752</b>	<b>23.8</b>

Source: Gartner (August 2008)

- **Web Conferencing** – more than 70% of total market revenue is SaaS-based; on-premise are increasingly taking hold and so are hybrid offerings
- **E-mail** – is much more focused on consumer segment rather than enterprise with current SaaS e-mail delivery at less than 10% of total enterprise spending.
- **Team collaboration** – SaaS represents 47% of total market revenue gaining in popularity due to social software influence and growth of virtual teams.
- **Instant messaging** – total market spending at about 7%; more focus on instant messaging hygiene.
- **ECM** – very small adoption in the range of 2-3% of total spending with early adoption for Web content management and in related markets such as e-mail management, records management and digital asset management
- **E-learning** – rapid adoption with more than 60% of total software spending attributed to SaaS; key factor for provisioning large distributed users quickly

## IBM has a very broad set of cloud offerings

	 Analytics	 Collaboration	 Development and Test	 Desktop and Devices	 Infrastructure (compute / storage)	 Business Services
<b>Smart Business on the IBM Cloud</b> Standardized services on the IBM Cloud		 LotusLive	 Smart Business Development & Test on the IBM Cloud	 Smart Business Desktop on the IBM Cloud; Smart Business Self Enablement Portal	 Information Protection Services; Computing on Demand	 BPM Blueworks (design tools GER from MBPS)
<b>Smart Business Cloud</b> Private cloud services, behind your firewall, built and/or managed by IBM	 Smart Analytics Accelerator <i>Powered by Infosphere</i>		 Smart Business TestCloud	 Smart Business Desktop Cloud	 Scale out File Services	
<b>Smart Business Systems</b> Pre-integrated, workload optimized systems	 Smart Analytics System <i>Powered by Infosphere</i>		 IBM CloudBurst w/Quickstart Svces		 IBM CloudBurst w/Quickstart Svces	 Smart Business for SMB (backed by the IBM cloud)

 Available     Future

## Cloud / SaaS Advantages

- **Incremental Scalability.** Cloud environments allow users to access additional computing resources on-demand in response to increased application loads.
- 
- **Agility.** As a shared resource, the cloud provides flexible, automated management to distribute the computing resources among the cloud's users.
- 
- **Reliability and Fault-Tolerance.** Cloud environments take advantage of the built-in redundancy of the large numbers of servers that make them up by enabling high levels of availability and reliability for applications that can take advantage of this.
- 
- **Service-oriented.** The cloud is a natural home for service-oriented applications, which need a way to easily scale as services get incorporated into other applications.
- 
- **Utility-based.** Users only pay for the services they use, either by subscription or transaction-based models.
- 
- **Shared.** By enabling IT resources to be consolidated, multiple users share a common infrastructure, allowing costs to be more effectively managed without sacrificing the security of each user's data.
- 
- **SLA-driven.** Clouds are managed dynamically based on service-level agreements that define policies like delivery parameters, costs, and other factors.
- 
- **APIs.** Because clouds virtualize resources as a service they must have an application programming interface (API)
- 
- **Ease of Use:** Based on Web2.0 technology cloud services have familiar web based user interfaces, keeping training costs associated very minimal.

## Introducing LotusLive™ - LotusLive.com

- An online collaboration and business social network from IBM
- 
- Our Strategy
  - Deliver a set of services that dramatically simplifies and improves the interactions organizations have with their customers and partners
  -
- Why choose LotusLive
  - Easy to use, integrated services – allow you to easily connect and work with people outside or inside their organization
  - 
  - Affordable – with no up front infrastructure investment, starting as low as \$3 per per month
  - 
  - Designed with integration in mind - allowing customers to extend their on-premise investments to the cloud.
  -

The screenshot shows the LotusLive.com homepage. At the top, there's an IBM logo and a language selector for English. Below that is a navigation bar with links for 'Compare Services', 'Contact Sales', and 'Tell a friend', along with 'Join Meeting' and 'Log In' buttons. The main content area features a large banner with the text 'Online Collaboration and Social Networking' and a sub-headline 'Working together just got easier with integrated social networking and online collaboration services from LotusLive.' A central image shows a man in a suit looking at a laptop. To the right, there's a promotional box for 'Try LotusLive for 30 days' with a 'Try LotusLive Now' button. Below the banner is a horizontal menu with categories like 'LotusLive Overview', 'Stay Connected with E-mail', 'Save Time & Cut Travel Meet Online', 'Build Your Business Network', 'Work with Remote Teams', and 'Collaborate & Share Online'. A news section highlights 'CRN Names LotusLive "Best Cloud Application of 2009"'. There are also sections for 'About LotusLive' and 'Why LotusLive?'. On the right side, a 'LotusLive Services' list includes 'LotusLive Engage', 'LotusLive Connections', 'LotusLive Meetings', 'LotusLive Events', 'LotusLive iNotes', and 'LotusLive Notes'. At the bottom, there are links for 'Cloud Advantage Podcasts', 'Join a Live Demo', 'LotusLive on Twitter', and 'LotusLive Mobile Beta'.

## The LotusLive Portfolio



### LotusLive Meetings

LotusLive Meetings is a full-featured **online meeting** service that integrates Web, audio and video conferencing .



### LotusLive Engage

LotusLive Engage is an integrated suite of tools that combines your **network** with **web conferencing** and **collaboration** capabilities



### LotusLive Notes

IBM's most widely used software, **Lotus Notes** is now available as an online service called LotusLive Notes.



### LotusLive Events

LotusLive Events is an online event management service, helping you create, host and manage your next **online conference**.



### LotusLive Connections

LotusLive Connections is an integrated suite of **collaboration** services that lets you store and share files, manage activities, conduct online chats, and extend your business contacts with **networking** capabilities.



### LotusLive iNotes

LotusLive iNotes is a secure, **Web-based messaging** service providing essential messaging and calendaring capabilities



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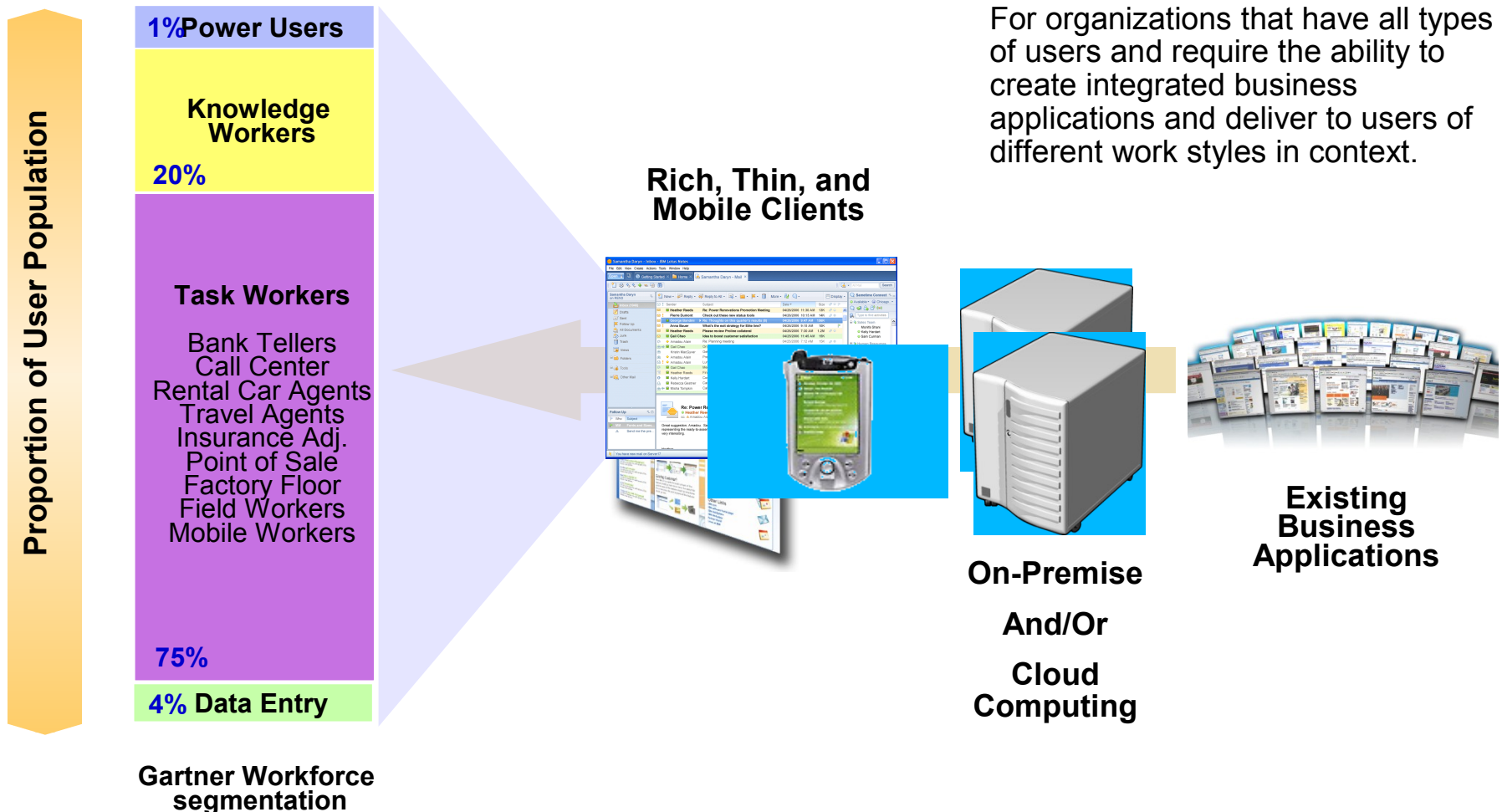
Product	Meetings	Events	Connections	Engage	Notes	iNotes
Account Management	✓	✓	✓	✓	✓	✓
Desktop Sharing	✓	✓		✓		
Application Sharing	✓	✓		✓		
Slide Presentation	✓	✓		✓		
Participant Roster	✓	✓		✓		
Polling	✓	✓		✓		
Video	✓	✓		✓		
Event Management		✓				
Dashboard			✓	✓		
File Sharing			✓	✓		
Personal Profile			✓	✓		
Networking			✓	✓		
Contact Management			✓	✓		
Groups			✓	✓		
Project Management			✓	✓		
Instant Messaging			✓	✓	✓	
Surveys			View Only	✓		
Charts			View Only	✓		
Guest Accounts			✓	✓		
Storage			1 GB *	1 GB *		1 GB *
Calendaring					✓	✓
Scheduling					✓	
E-mail					✓	✓

## Which LotusLive Offering is Right for My Company or Use Case?

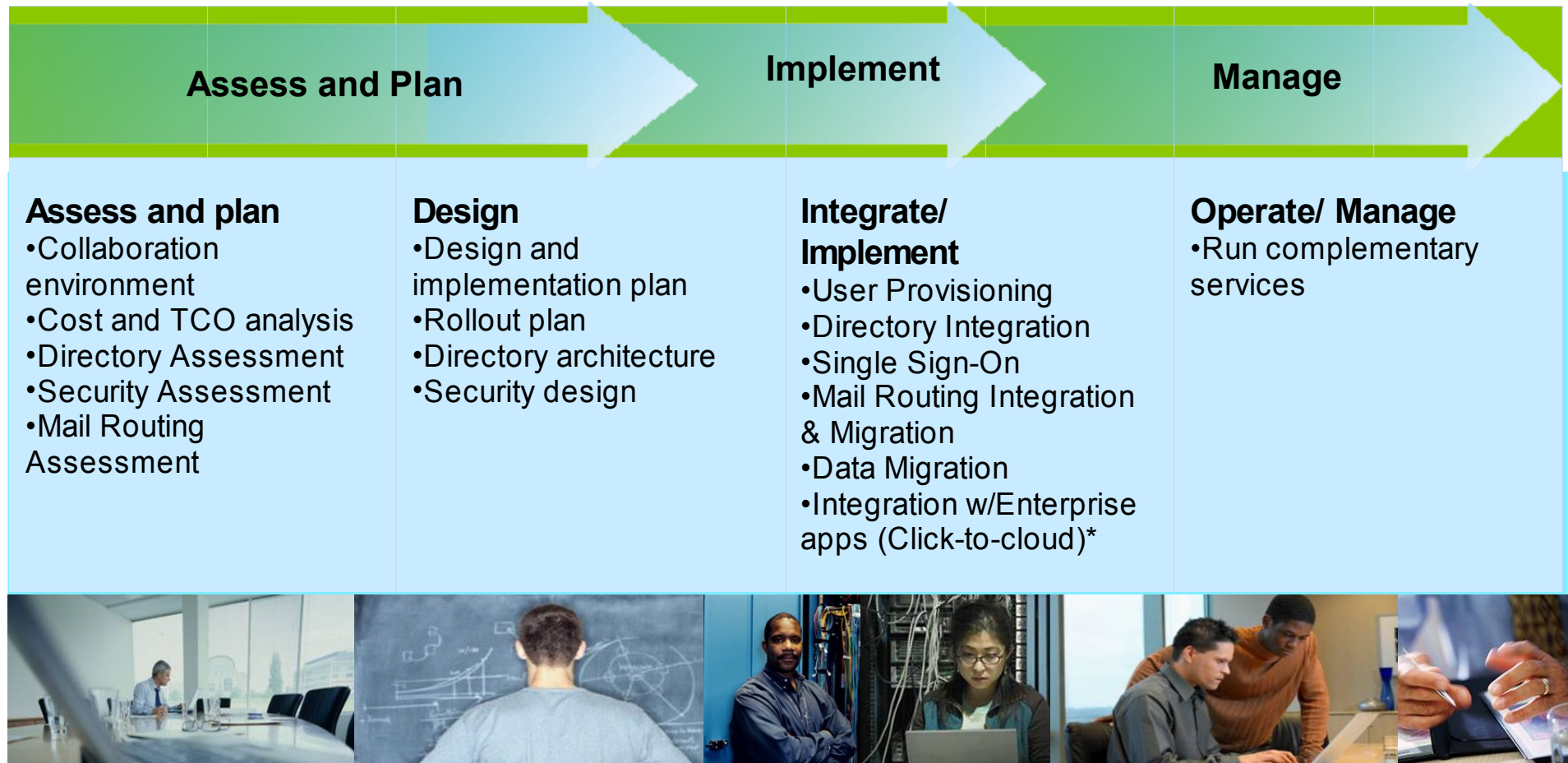
- LotusLive can be used independently for Web Conferences, Collaboration (Files, Tasks, Charts, Surveys, Chat, etc.), and eMail
- LotusLive can also be implemented as a hybrid solution, extending your investment of on-premise technology already deployed (eMail, Chat, Files, etc.)
- What's Hybrid? Combination of On-Premise & Cloud (public or private) to maximize efficiency.
  - Cost reduction (blended on-prem. & SaaS for eMail)
  - Ease of Use (not overly complex)
  - Agility (adopt technology quicker)
  - Extranet collaboration (Web Conference, File Sharing, Project Management)
- User Segmentation of tasks/use case(s) of technology to maximize effectiveness and minimize costs. Particularly for eMail & Collaboration. Power, Knowledge, Task, Data Entry Workers
- Combined Offerings Based on Use Case
  - Email (LotusLive Notes & LotusLive iNotes) Some Knowledge Workers & Some Task Workers
  - Email & Collaboration for Knowledge Workers (LotusLive Notes & LotusLive Engage)
  - Email & Collaboration for Task Workers (LotusLive iNotes & LotusLive Connections)
  - Online Meetings (LotusLive Meetings)
  - Events, Seminars, Webinars (LotusLive Events)

## One Size Does Not Fit All

Delivering Collaboration and Composite applications to suit all work styles



## Important Considerations when choosing and implementing Cloud Computing/SaaS



## Taking the first steps: Assessing & Planning

### •Assess & Plan

- Assess current investments in on-premise and cloud solutions
- Assess current investments in extranet infrastructure
- User segmentation (knowledge vs deskless workers) and needs in each user segment
- Evaluate security models: application, processes & infrastructure
- Understand authentication models for single-sign-on for both intranet and external clients
- Identify global network coverage goals and direction
- Assess business opportunities afforded by “collaborative multi-tenancy”
- Define a transition plan



**Assess  
and plan**

2

3

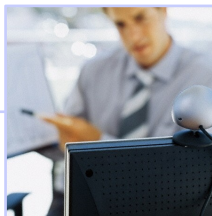
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## Laying the groundwork: Architecture & Design

- Architect & Design a plan for success
- Develop a conceptual-level design to meet requirements identified during assessment
- Detailed technical design for integrating into identity management system
- Manage provisioning of the right capabilities and offerings
- Mail routing plan and integration/migration plan
- Create a process design for business compliance needs to be met in the cloud
- Leverage APIs to create a specific design for relevant business applications which need to be integrated to form “business mashups”
- Create a means for assessing network performance, up-time and other SLA goals
- Define a bill of materials and a plan for implementation
- Refine the transition initiatives



**Assess  
and plan**



**Architecture and  
design**

3

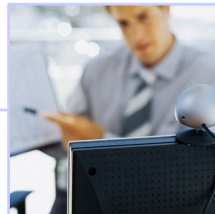
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## Make it happen: Implementation

- LotusLive™ APIs and extensibility allows:
  - Functional integration into key services: Files, Contacts, Activities, ...
  - Rebranding of key services to fit into corporate theme of the client
  - Single-sign on or use of LotusLive™ as an identity provider
  - Usage reporting for aggregation
  - Integration of services into LotusLive™ navigation
  - Gadgets surfacing content outside LotusLive™
  - Multi-tier administration
- Solution Integrators can help:
  - Prepare hardware and software needs for LotusLive™ and integrated services
  - Identify operational issues
  - Document infrastructure and process plans, and handling testing of upgrades
  - Develop installation procedures and network testing and certification plans
  - Implement, stage, test the solutions
  - Train client in LotusLive™ and integrated services



**Assess  
and plan**



**Architecture and  
design**



**Implement**

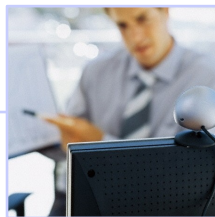


## Who'll Providing Long Term Management

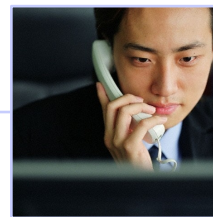
- Determine a Plan for whom will Administer & Run your SaaS solution
- Your SaaS environment will most likely require some level of administration during the implementation and run state. Who will be responsible, in-house staff, consultants, or system integrators
- Transitioning on-premise application usage to LotusLive™
- Run integrated services which interact with LotusLive™ via APIs
- Run integration code which links LotusLive™ to other business applications
- Run identity management service and other key compliance or monitoring services



**Assess  
and plan**



**Architecture and  
design**



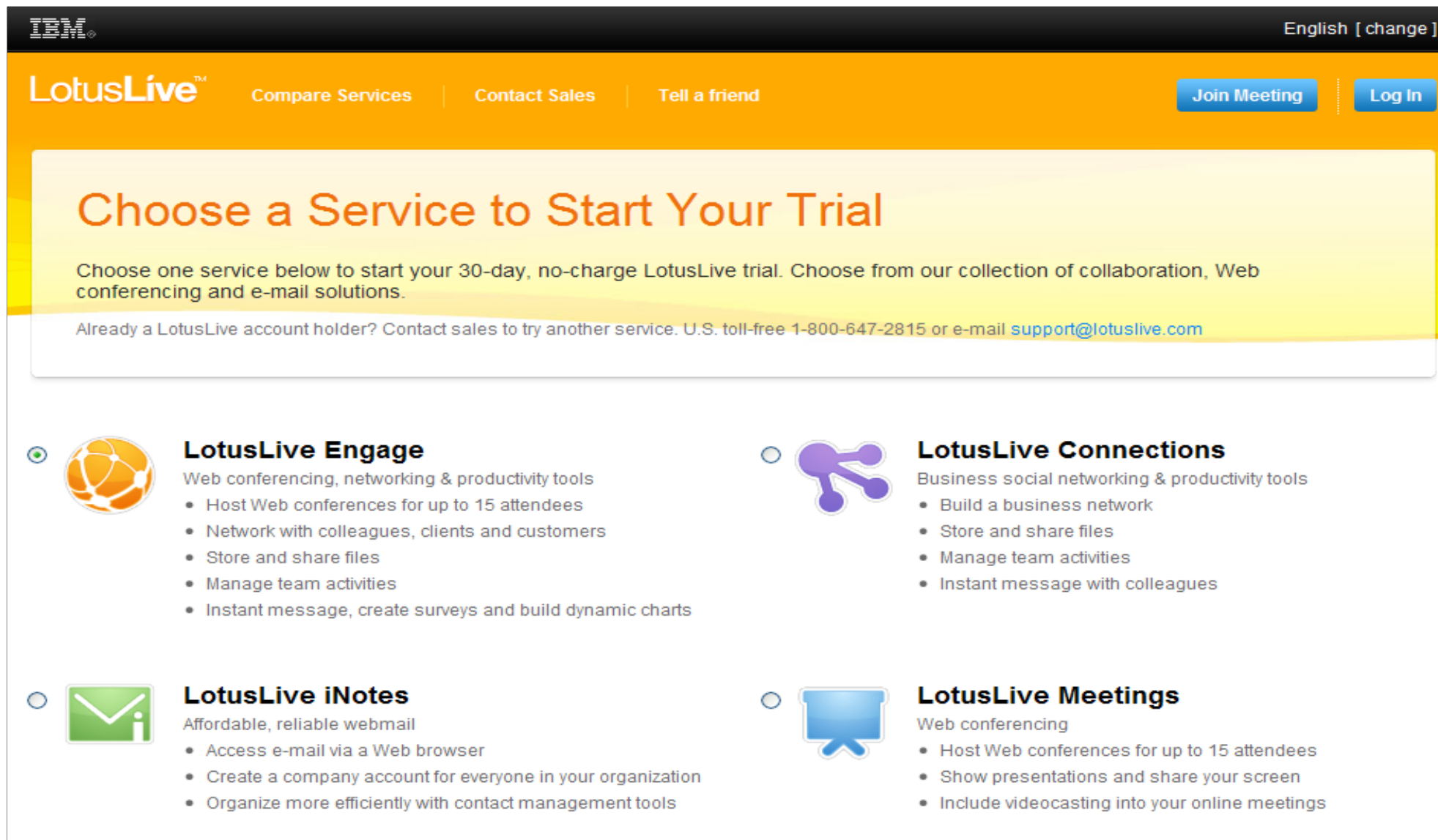
**Implement**



**Run**



## Getting Started – [www.LotusLive.com/trial](http://www.LotusLive.com/trial)



The screenshot shows the LotusLive website's trial selection page. At the top, there is an IBM logo on the left and a language selector 'English [ change ]' on the right. Below this is a navigation bar with the LotusLive logo and links for 'Compare Services', 'Contact Sales', and 'Tell a friend'. On the right side of the navigation bar are two buttons: 'Join Meeting' and 'Log In'. The main content area has a yellow background with the heading 'Choose a Service to Start Your Trial'. Below the heading is a paragraph explaining the 30-day trial offer. A link is provided for existing account holders. The page features four service cards: LotusLive Engage (web conferencing), LotusLive Connections (social networking), LotusLive iNotes (webmail), and LotusLive Meetings (web conferencing).





IBM English [ change ]

LotusLive™ Compare Services | Contact Sales | Tell a friend Join Meeting Log In

### Choose a Service to Start Your Trial

Choose one service below to start your 30-day, no-charge LotusLive trial. Choose from our collection of collaboration, Web conferencing and e-mail solutions.

Already a LotusLive account holder? Contact sales to try another service. U.S. toll-free 1-800-647-2815 or e-mail [support@lotuslive.com](mailto:support@lotuslive.com)

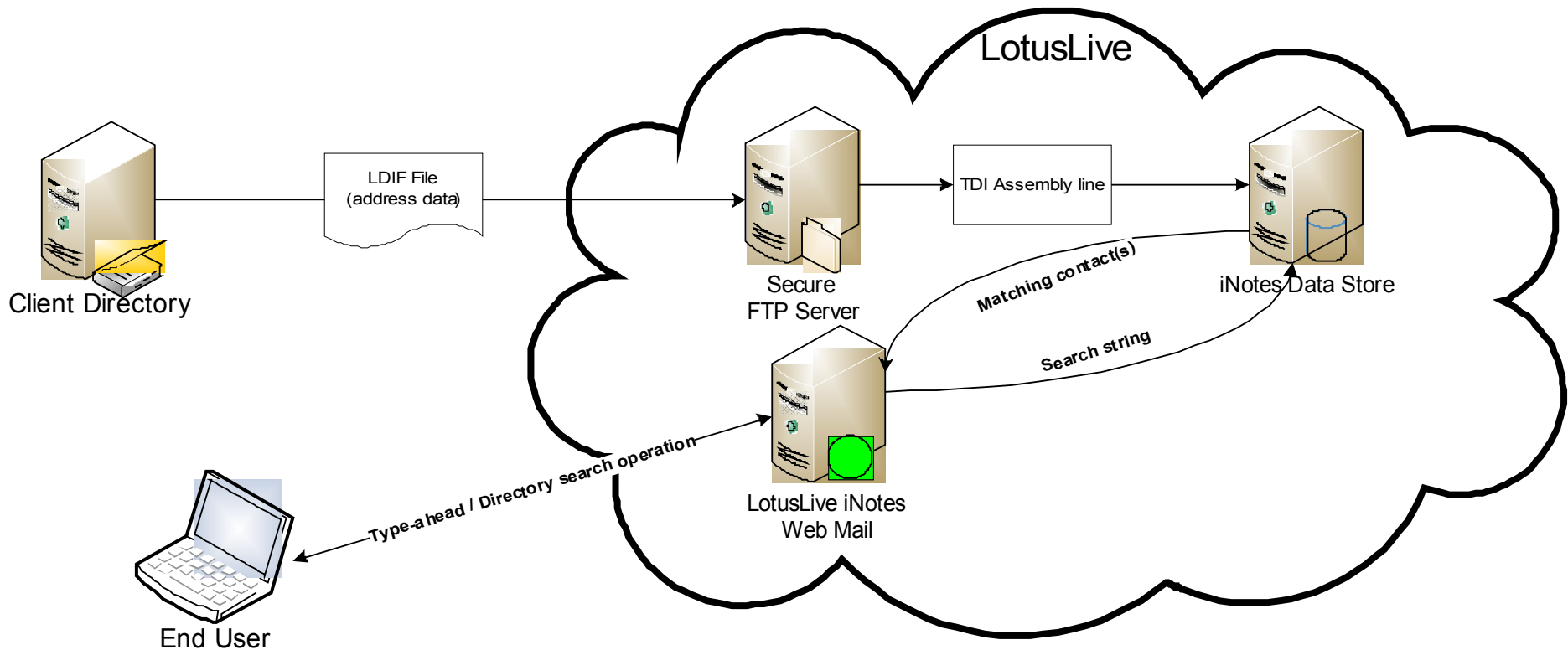
-  **LotusLive Engage**  
Web conferencing, networking & productivity tools
  - Host Web conferences for up to 15 attendees
  - Network with colleagues, clients and customers
  - Store and share files
  - Manage team activities
  - Instant message, create surveys and build dynamic charts
-  **LotusLive Connections**  
Business social networking & productivity tools
  - Build a business network
  - Store and share files
  - Manage team activities
  - Instant message with colleagues
-  **LotusLive iNotes**  
Affordable, reliable webmail
  - Access e-mail via a Web browser
  - Create a company account for everyone in your organization
  - Organize more efficiently with contact management tools
-  **LotusLive Meetings**  
Web conferencing
  - Host Web conferences for up to 15 attendees
  - Show presentations and share your screen
  - Include videocasting into your online meetings

## Key Decision Points & Related Sessions

- Directory Integration
  - Sync
  - Realtime
- Single Sign-On
  - Federated Identity via SAML
- Mail Routing
  - ID601 Expanding your Email Options with IBM LotusLive
  - ID604 IBM Lotus Notes and Domino in the Cloud - IBM LotusLive Notes
- Security
  - ID602 Lotus Brings Security to the Cloud with IBM LotusLive
- Application Integration
  - AD402 When 1+1 > 2: integrating Your Applications With IBM LotusLive
- Provisioning
- Data Migration

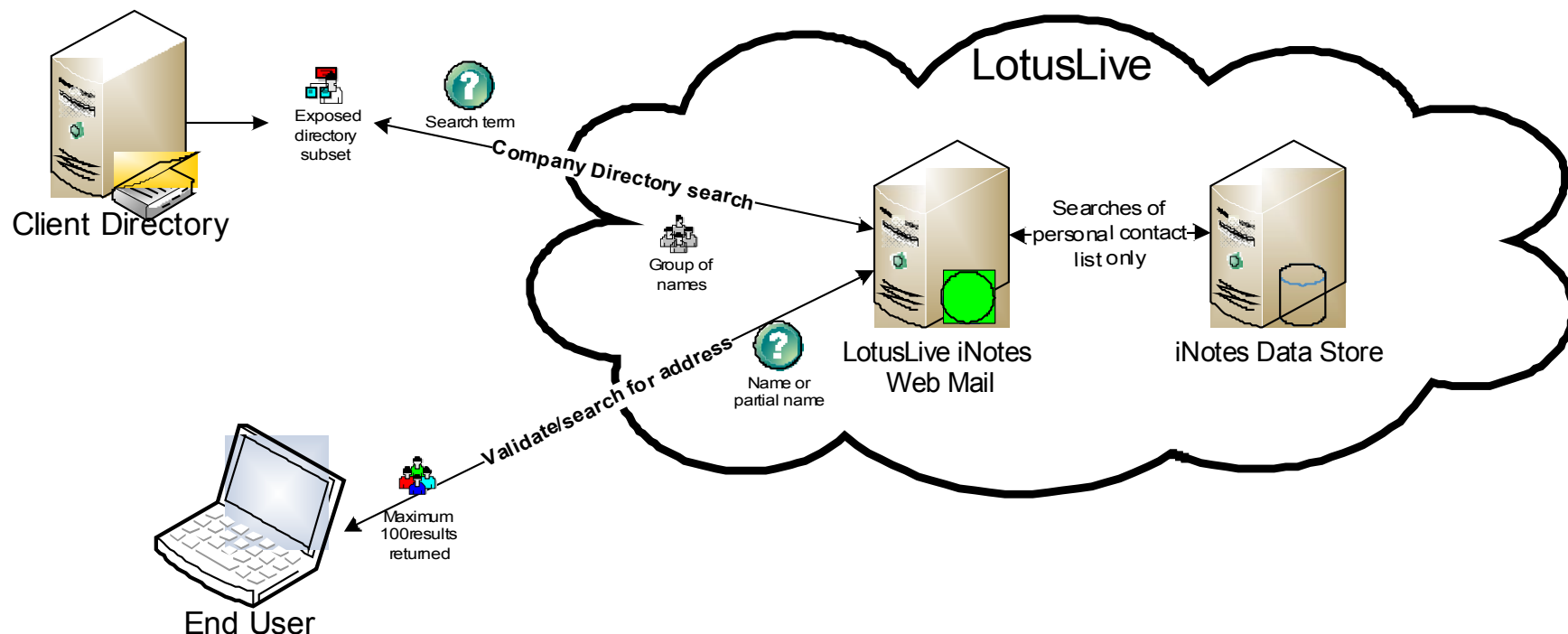
## Enterprise Directory Integration (Synch option)

- ▶ LDIF files created by the client, and sent to an IBM secure FTP site.
- ▶ LotusLive will monitor directories for new files
- ▶ Files will be read and data inserted into LL iNotes database using TDI.
- ▶ LL iNotes will look up data in it's own data store for best performance, so type-ahead can be supported
- ▶ Directory will become slightly out of synch between file transfers



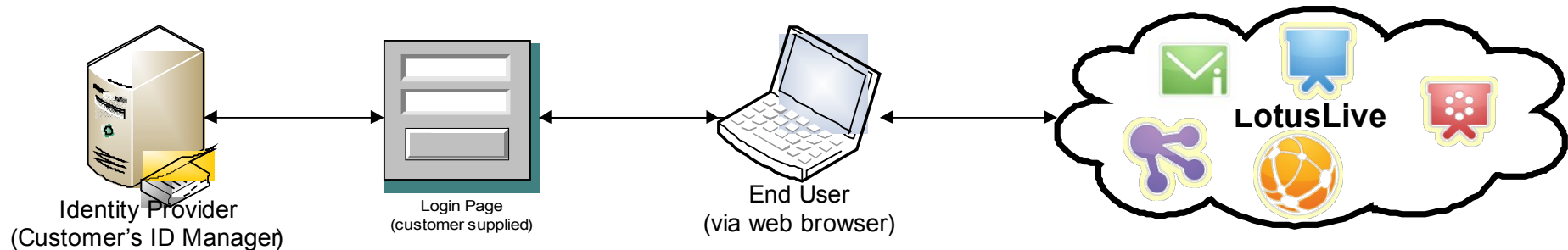
## Enterprise Directory Integration (Direct Lookup)

- ▶ Direct (real time) LDAP Lookup into client's directory server
- ▶ Not fast enough to support type-ahead.



## Single Sign On

- ▶ Standards based approach using SAML 1.1
- ▶ Common process for all LotusLive services\*
- ▶ Client must have ID Manager that supports SAML, and implement their end of the SAML conversation.



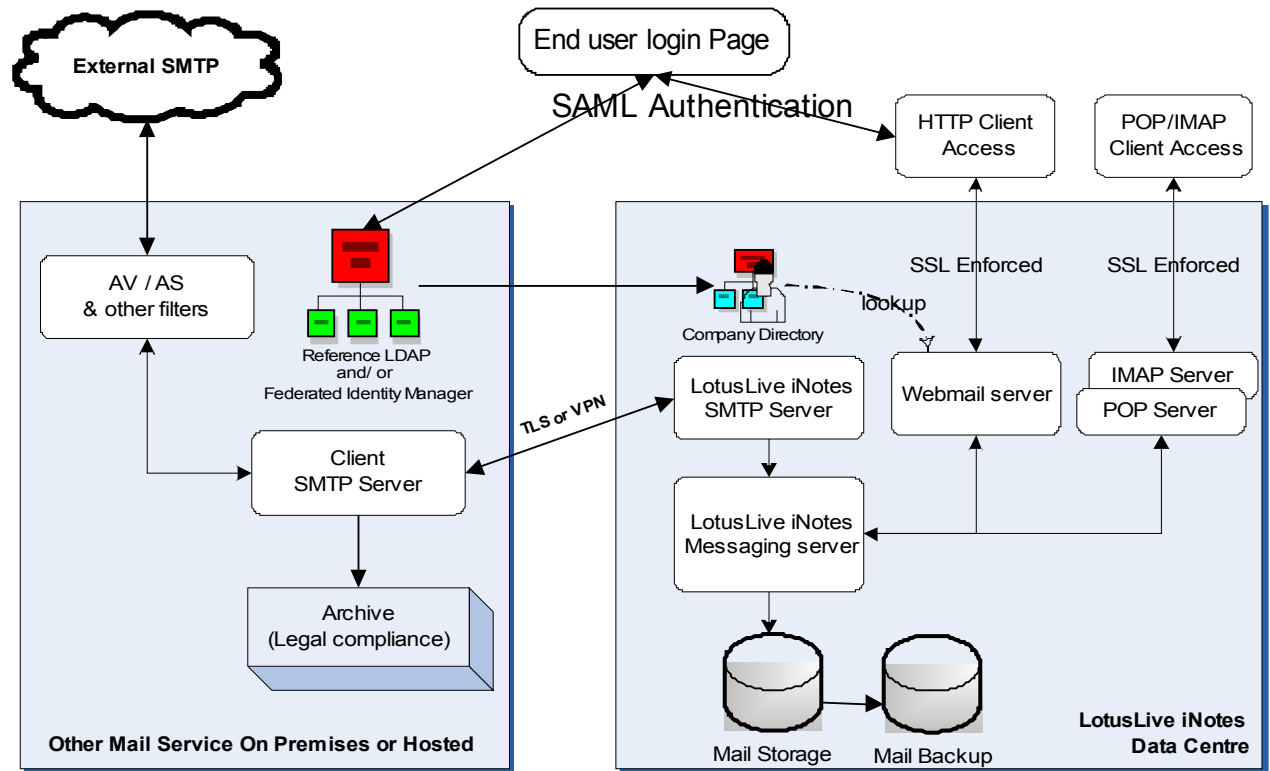
1. User logs in to client provided login page , enters ID & password , which is checked against the client's ID Manager (Tivoli, Active Directory, etc).
2. ID Manager authenticates user , grants access to LotusLive iNotes (sets SAML token in browser )
3. Client web page redirected user's browser to LotusLive

4. user's browser presents SAML token , and is granted access to LotusLive iNotes

- ▶ If a client wants to restrict access to users on its network only, then this is a good way to do it, because they control the conditions for login.

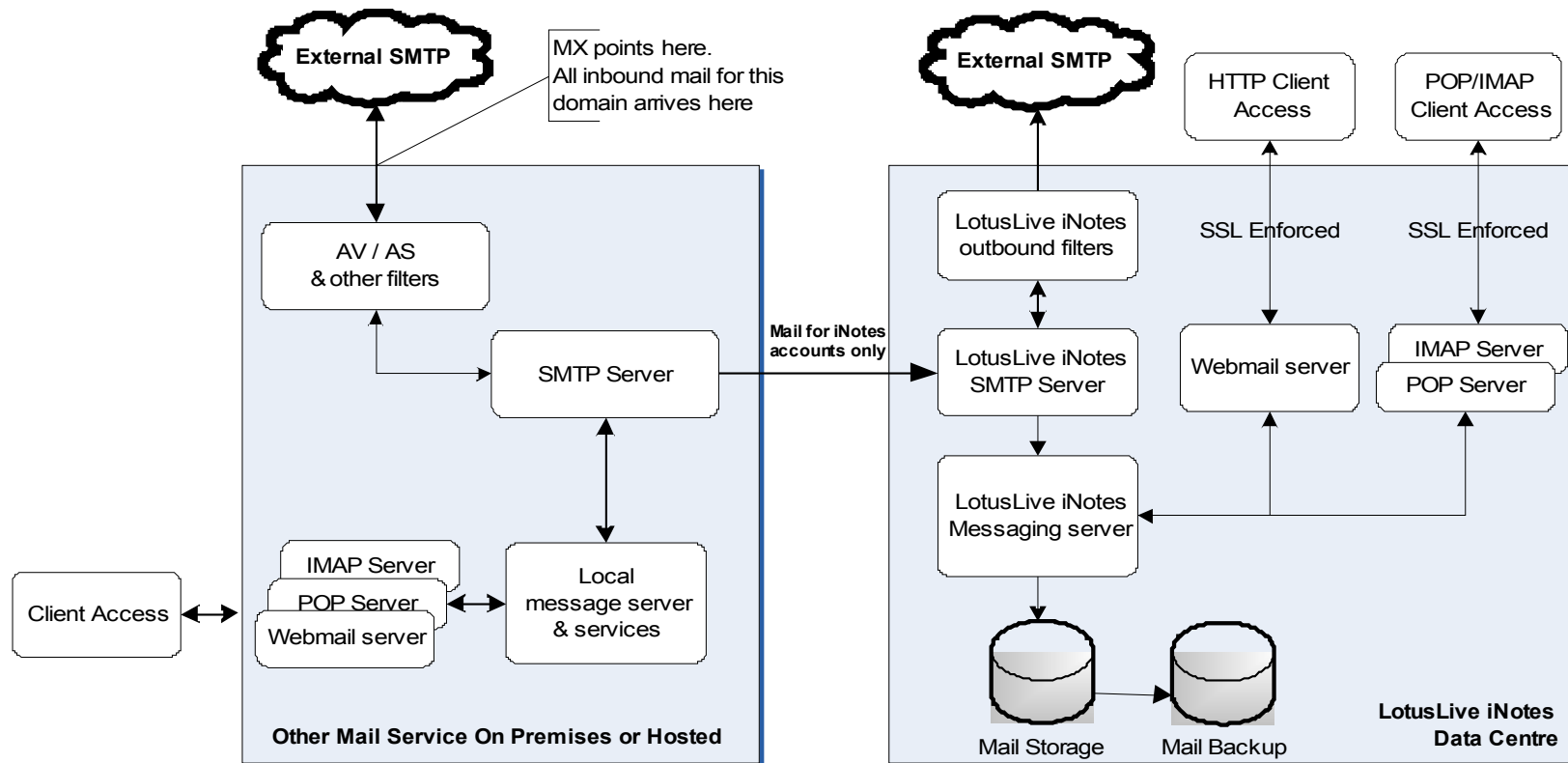
## Mail Routing in a Hybrid e-mail solution

- ▶ LotusLive iNotes can be used alongside an on-premises mail server (Notes, Exchange, others) using a single common domain
- ▶ Multiple routing options are possible, depending on the needs.
- ▶
- ▶ If the 'primary' mail service has filters or archiving that must apply to all mail, inbound and outbound, mail can be routed as shown so it always passes through the primary.
- ▶ This also allows for archiving of all mail using existing archive solution.



## Another Typical Email Routing

- ▶ Domain is shared, and the other system is the primary, but LotusLive iNotes sends its own outbound mail directly to the Internet.
- ▶ This is used when there is no need for all mail to transit through the primary system.



## Summary

- Cloud & Software as a Service from IBM
- Introduction to LotusLive & The LotusLive Portfolio
  - Meetings, Events, Engage, Connections, Notes, iNotes
- What service is right for your company or use case
- One size does not fit all. User Segmentation
- Important Considerations when Choosing & Implementing SaaS
  - Will it work with what I've already got? Yes
- Key Decision Points
  - Security
  - Mail Routing
  - Directory Integration
  - Integration
  - Single Sign-On
  - 
  -
-



## Questions & Answers

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