



Smart Work

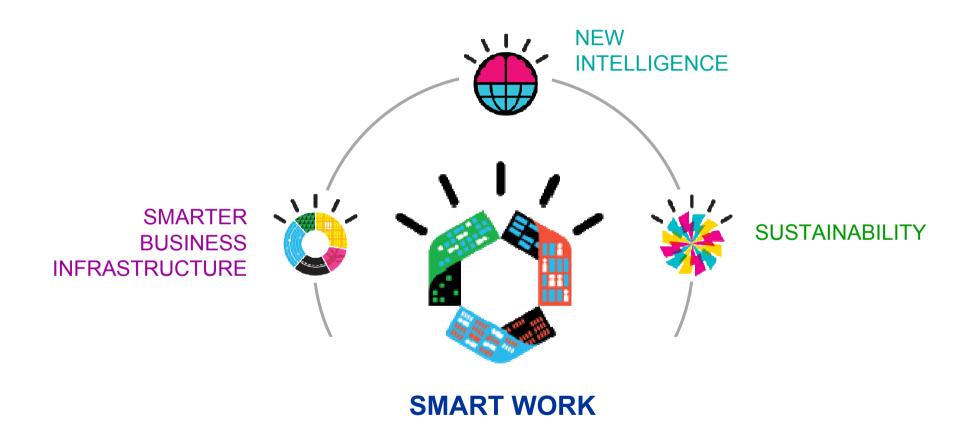
Manoj Saxena Vice President & Global Solutions Leader; IBM Global Business Services

Razem zbudujmy Mądrzejszy Świat!





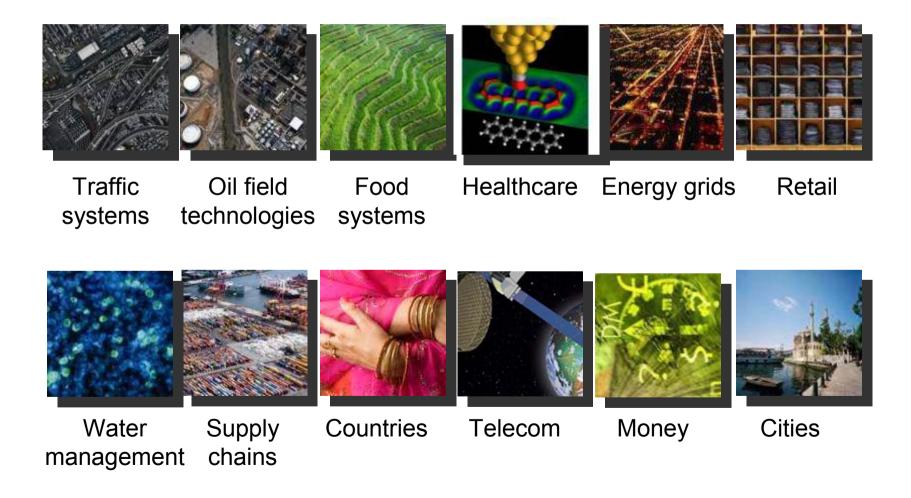
Smart Work: Redefining the Way You Work to Optimize Business Performance







As the world gets smarter, we have an opportunity to think and act in new ways – Economically, Socially and Technically



SMARTER PLANET





You could...



Match cutting edge expertise with urgent need on a global scale?

WORLD BANK: eTransform Initiative

Peer-to-peer collaboration built into process



- Mobile banking to 120,000 South Africans
- Mobile data collection on tuberculosis, HIV, malaria in Uganda
- Rapid damage assessment & assistance in Haiti



What

You could...

Crowdsource problem solving and innovation from ad-hoc project teams

INNOCENTIVE

Open innovation to research and development





- Social collaboration accelerates process of solving problems
- Fortune 1000 organizations post challenges and solvers earn \$5K - \$1M
- Ad-Hoc project teams from companies, academia, public sector and non-profits





What



You could...

Extend collaborative processes to your suppliers and customers

RELIANCE

Virtual Office lets processes change easily





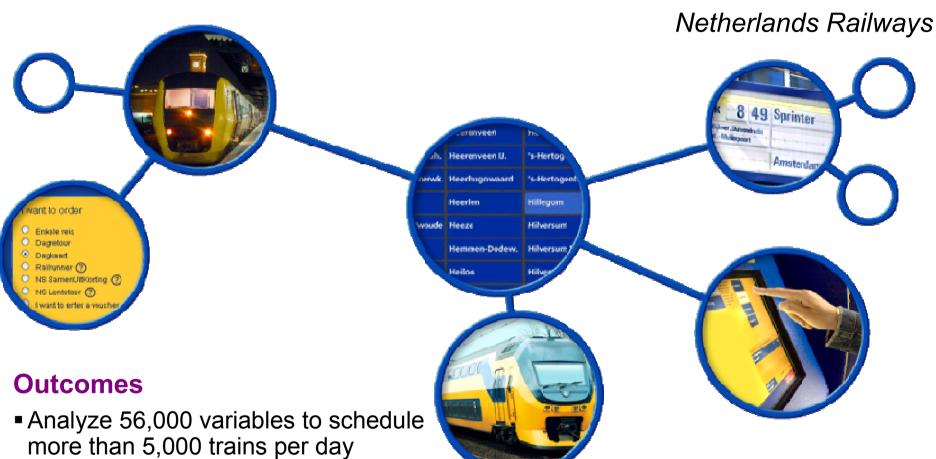
- Multi-channel access to information for improved customer satisfaction
- More agile business model
- #4 in 2 years from startup; 600 branches opened in 10 months





The World of Transportation has Changed





• Increasing on-time performance captures

additional US\$57 million in fares



The World of Education has Changed

41,000 distance learning students







90,000 oncampus students





Outcomes

- Greater productivity, sense of community, and collaboration
- ■£300,000/Year savings in print, courier and administration costs

Online learning environments, collaboration, email and administrative support

University faculty, staff, & administrators

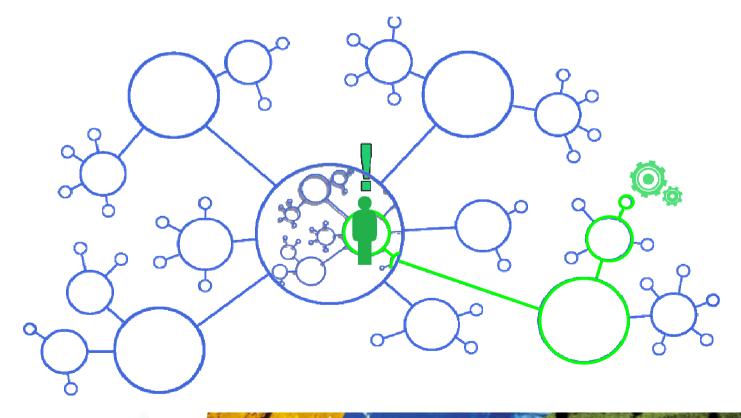




Results Like This Happen Through The Way We Work

Dynamic processes and models optimized to respond quickly to change.

Connected employees all over the world collaborating in real time.



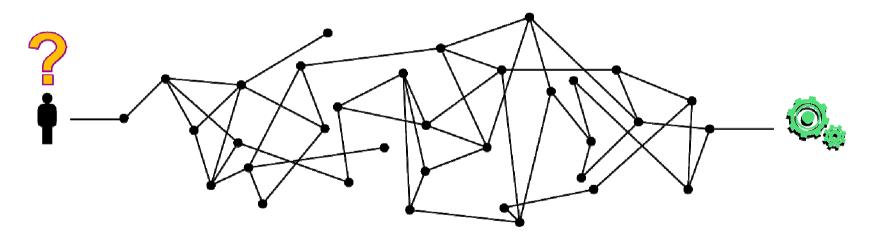




But Too Often, The Way We Work Holds Us Back

The best work happens despite our methods and structures, rather than because of them.

Our people spend much of their time looking for what they need rather than putting it to productive use.

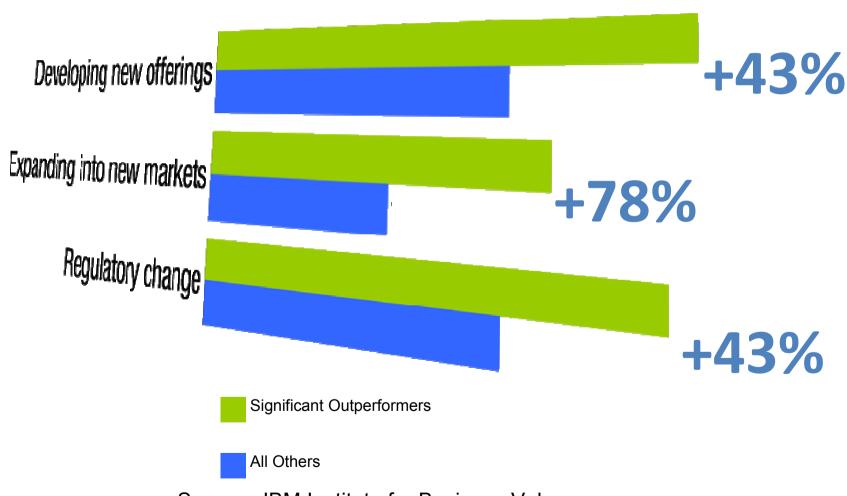


How can we make our processes, information and technology work for our people—and not the reverse?





300 Global Executives Agree: Top Performers Focus on Growth



Source: IBM Institute for Business Value





Outperformers Are 3x More Likely to Have Work

Practices That Are:

Dynamic

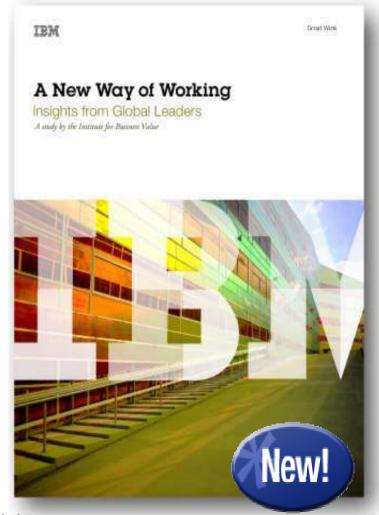
2x Greater Usage of Process Automation & Modeling

Collaborative

3.75x Greater Usage of Collaborative Workspaces

Connected

9x Greater Usage of SOA

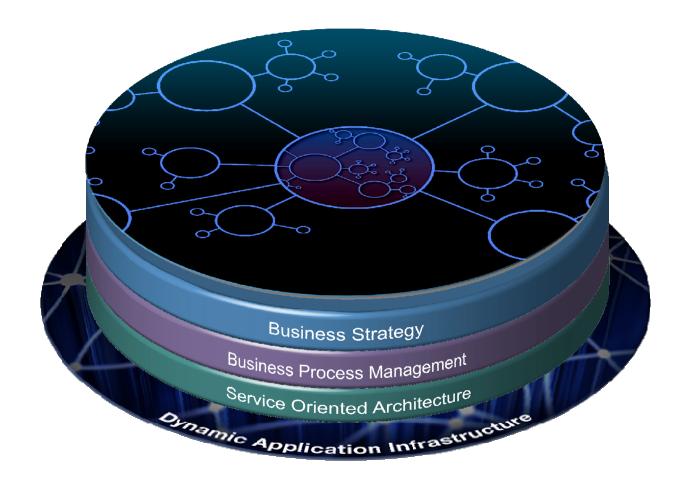


Source: IBM Institute for Business Value





How Do You Become Dynamic, Collaborative and Connected?



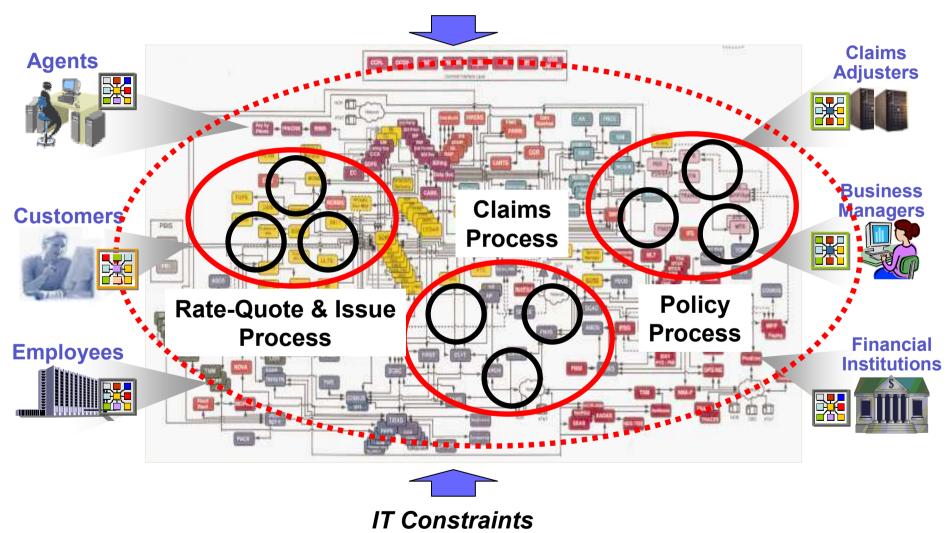
Services Oriented Business Process Ties Strategy to Execution





Service Oriented Processes Un-Bundle the "IT Hairball"

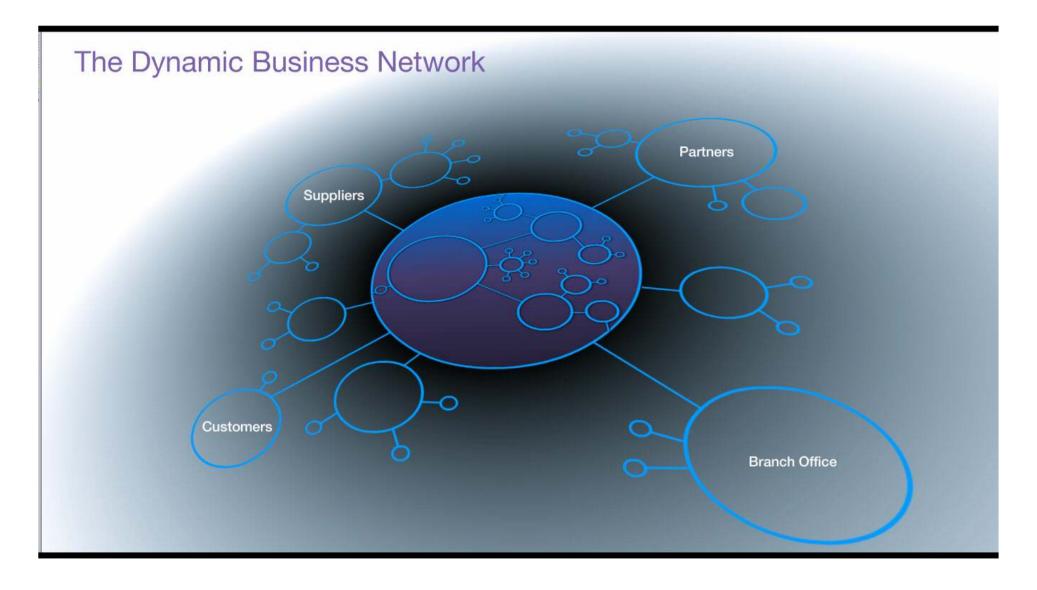
Business Pressures





SMARTER PLANET











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