Lotus. Symposium 2003

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Lotus Instant Messaging / WebConferencing (Sametime)

Lotus Team Workplace (Quickplace)

David Enc
Lotus Sales Specialist

e business software

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Lotus produkty

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What is IBM Lotus Sametime?

- An IBM offering designed to help organizations succeed in today's evolving business environment
- A platform which accelerates employee performance
  - and help companies, communities and teams work securely, faster, at greater efficiency, at lower costs, and without getting in the way of the business
- Built for business
- Based on three concepts:

  - ü Awareness
  - ü Conversation
  - ü Web Conferences

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Implement Presence Awareness by...

"Out of the box"

- Presence Awareness comes built-in to many applications
  - Such as: QuickPlace 3, Notes 6, WebSphere Portal, Live Virtual Classroom, WebSphere Commerce Business Edition, many other 3rd-party applications

Building and customizing it

- Presence Awareness can be brought to bear on any application
  - Such as: portals, Microsoft Office applications, Customer service via Internet, etc.

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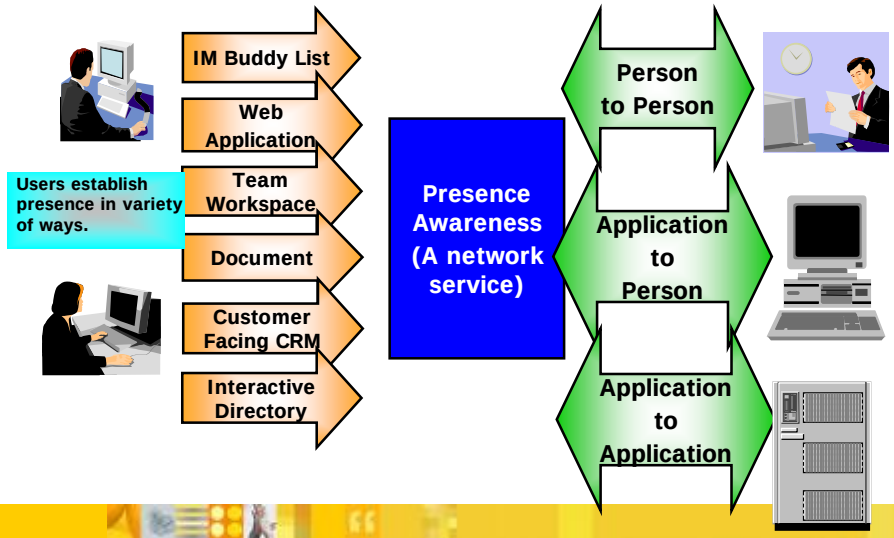
Presence Awareness Embedded in the Infrastructure



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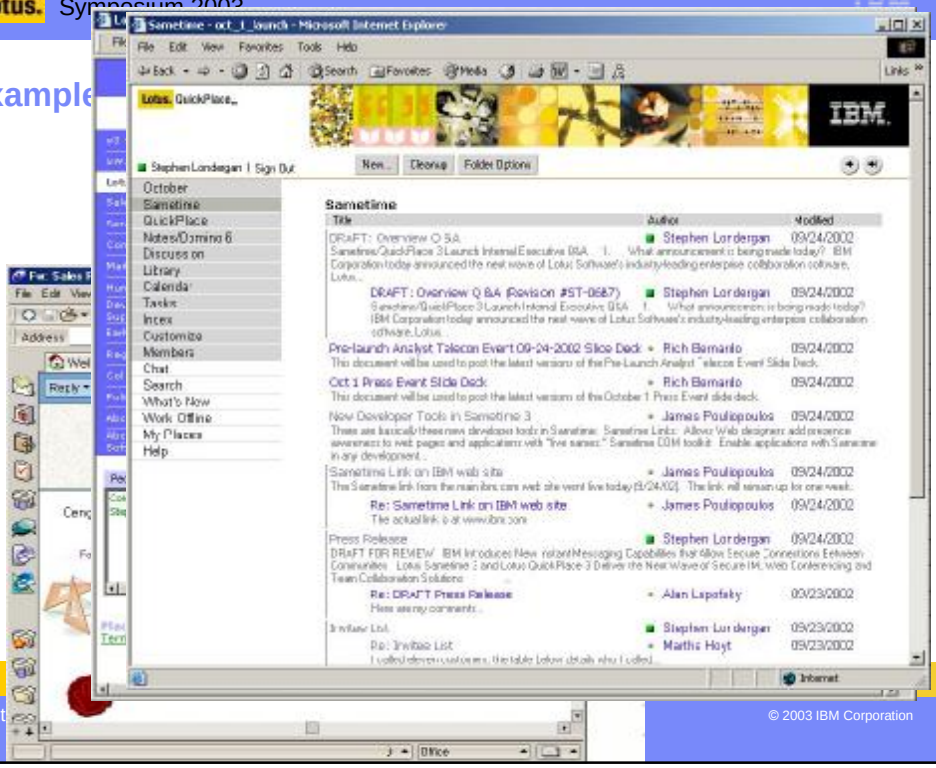
Example



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Why does Presence/Awareness matter?

- Value: knowing the person you need to reach is actually there
- Value: community automatically forms based on who is with you in a virtual place
- Value: Work with people across the ocean as if they're down the hall
- Accelerate: optimize processes; applications can find the right person to act on an approval or take appropriate action

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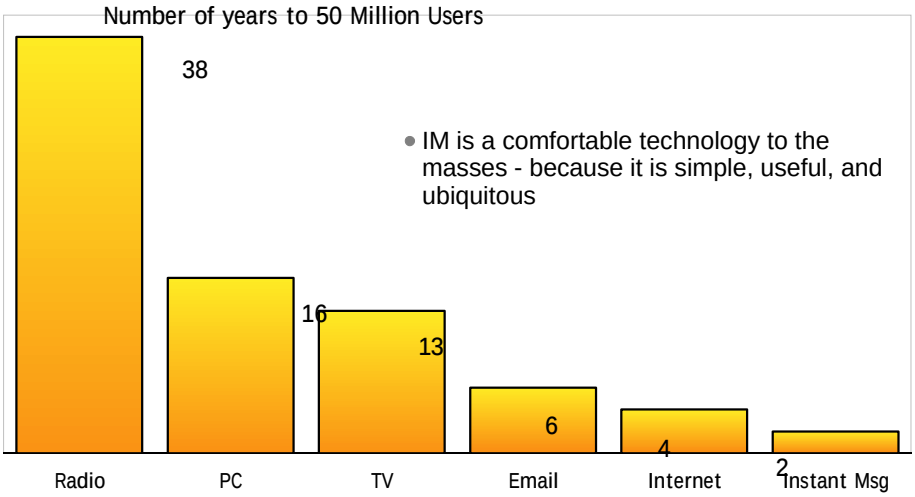
Rapid Adoption of Instant Messaging



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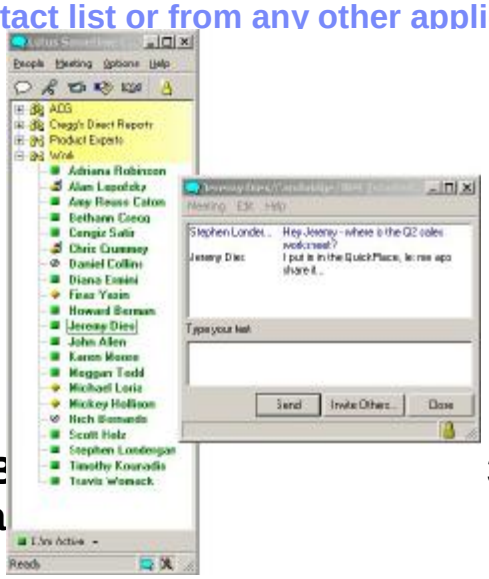
Example: Person-to-person conversation
From a contact list or from any other application...



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Person to application conversation

- Allows IM interface to nearly any application
- Examples @ IBM:
  - "BluePages" (directory) Bot
  - Acronym Database Bot
  - Help Me Bot
  - Calendar access Bot
  - Dictionary Bot
- Customer examples
  - Directory Bots
  - StockQuote Bots

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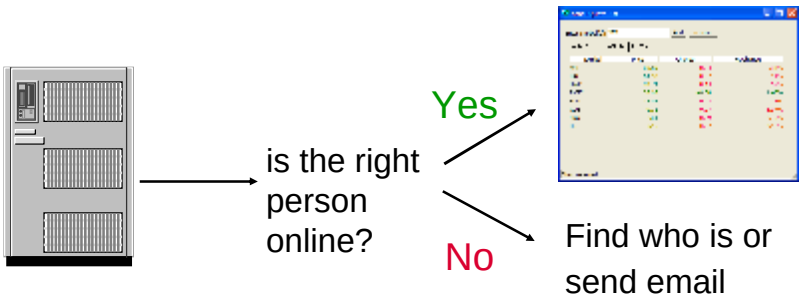
Application to Person Conversation

- *Applications* initiate messages that go to online users
- Workflows can be routed to online users to avoid bottlenecks
- Smart notifications rely on presence awareness as their foundation



Applications use presence to find the right person and keep mission critical processes flowing

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Why does Conversation matter?

- Accelerate: get answers faster & solve problems quicker
- Accelerate: assemble & lead teams more effectively
- Accelerate: break through the firewall and trivialize geographical boundaries
- Strengthen relationships
  - B2C: Provide live, one-on-one customer service
  - E2E: Continual, efficient collaboration throughout the work day
  - B2E: Alerts, instant notifications, notifications

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Concept #3: Web Conferencing

- Real-time sharing of documents, files, and applications
- Shared Whiteboard
- Appropriate for...
  - Giving presentations
  - Online collaboration
  - Letting the other person drive: local applications can be remotely controlled
- Different types of Web conferences for different purposes
  - Collaboration meetings for smaller groups working on something
  - Moderated Presentation or Demo meetings for demonstrating products or presenting to larger groups
  - Broadcast meetings for few-to-many, large broadcasts

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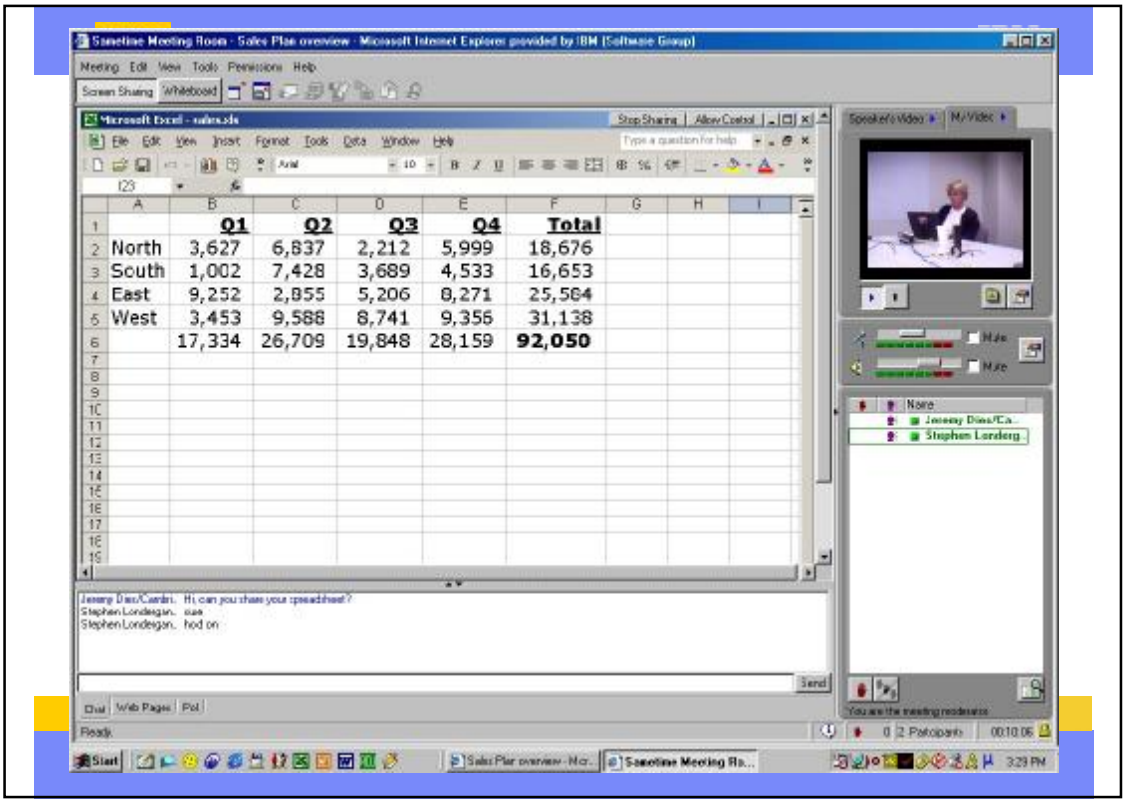

Why does Web Conferencing matter?

- Bring together dispersed team members to work on documents, spreadsheets, etc
  - No travel cost incurred
  - No lost productivity due to travel time
  - Draw in experts only when their expertise is required
- Seamlessly move from real-time synchronous communication interaction to asynchronous team workspace environment and back again
  - Example: Begin with a chat between two end users, launch an online meeting, solve a problem collaboratively, store the documents and team's decisions in a shared workspace, reconvene at a future date to review progress on action items

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Lotus Team Workplace (QickPlace)

e business software

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What is IBM Lotus QuickPlace?

- An IBM offering designed to help a team, or teams, succeed in today's ever-changing business environment.
- Lotus QuickPlace
  - Is a business-ready self-service Web tool specially designed for team collaboration;
  - Enables instant user-based creation of a secure workspace(s) on the Web;
  - Also, is a platform enabling "deep customization" for "horizontal" (industry and specific business process) application;
  - Integrates with Lotus Sametime's presence awareness, instant messaging and Web conferencing capabilities;
  - And integrates with Lotus Notes & Microsoft Outlook e-mail and calendar;
  - Is structured for immediate participation within and/or beyond Enterprises.
- Lotus QuickPlace is built for business

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Team-based vs. Enterprise-based Solutions

- Lotus QuickPlace, for example, is:
  - Mission critical to the team (or "vertical")
  - Largely owned and managed by the Team
  - Requires minimal infrastructure and IT support
  - User-initiated
  - Browser-based
  - Used for defined/finite periods of time
  - Focus on ROI
  - Number of users/participants typically ranges from as few as five to as many as a couple hundred
  - Usage is measured in days, weeks and months
- Messaging, ERP & HR Mgt. Systems, for example, are:
  - Mission critical to the organization (or "horizontal")
  - Largely owned and managed by IT
  - Requires maximum infrastructure and varying levels of IT support
  - IT-initiated
  - Client/Server- and Browser-based
  - Used for an "infinite" period of time
  - Focus on reduced TCO
  - Number of users typically ranges from thousands to hundreds of thousands
  - Usage is measured in months, a year and years

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QuickPlace Features - Overview

- Asynchronous Collaboration
  - Discussion, Library, Team Calendar
  - Task Management
  - Online or off-line
- Integrated with synchronous tools and messaging
  - Presence awareness & instant messaging
  - Integration with Notes & Outlook
- Document creation
  - Import content or create online
- Extensive Customization & Reusability
  - Match your current application or intranet look & feel
  - Create customized workspaces for specific tasks

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Key Capabilities

- Teams use QuickPlace to:
  - **Coordinate**
    - People
    - Plans and tasks
    - Resources
  - **Collaborate**
    - Centralize discussions
    - Resolve issues
    - Coauthor documents
    - Exchange files
  - **Communicate**
    - Assign actions and make decisions
    - Distributed findings and lessons learned
    - Share captured knowledge

- Lotus QuickPlace was designed for/appeals to:
  - *Primarily* Teams of End-users
  - Developers
  - Administrators

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QuickPlace 3 for Teams of Users

- Brings advantages of real-time collaboration to all team members
- Exploits existing investment in integrated e-mail and C&S environment
- Simplifies Membership association
- Eliminates challenges associated with information silos
- Support for industry/horizontal business processes
- Captures best practices for reuse

- "My Places"
- Instant messaging & presence awareness
- Schedule/attend web conferences
- Calendar integration (Notes & Outlook)
- Cross-QP and scoped search
- Office XP support
- Room map
- Reverse folder sorting
- Single sign on
- User log out

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Using QuickPlace

- Team member creates an online "Place" for the team to collaborate
- Manager adds members
  - Readers, Authors, Managers
- Basic Place elements
  - Discussion area
  - Document Library
  - Team calendar
  - Task management utility
- Customize
  - Use "Themes" to change the look and feel of the Place
  - Use "PlaceTypes" to reuse content, structure, processes from previous Places
  - Add "Rooms" as required

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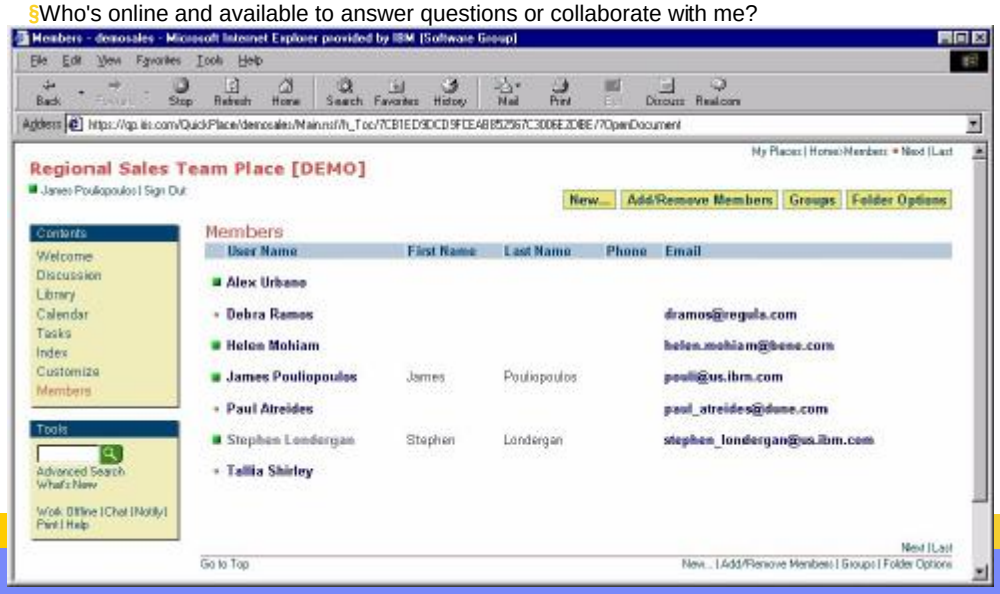
Embedded presence awareness

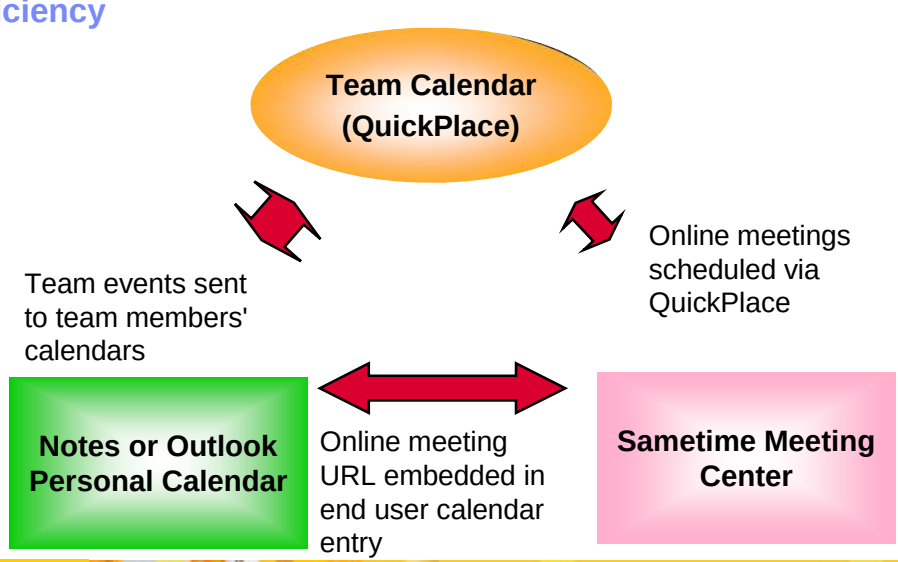
- Who's online and available to answer questions or collaborate with me?



My Places - New for QucikPlace 3

- Allows end users to see a summary of their Place memberships
- End users log in once and access any Place in which they are members

Calendar Integration - Connect your tools for greater efficiency



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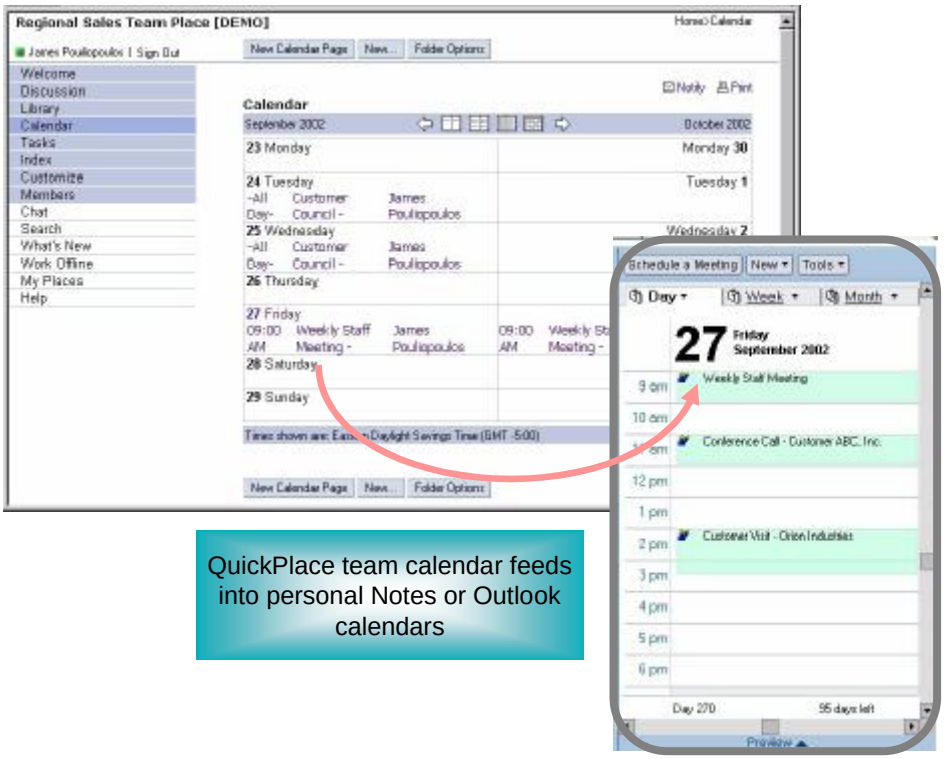
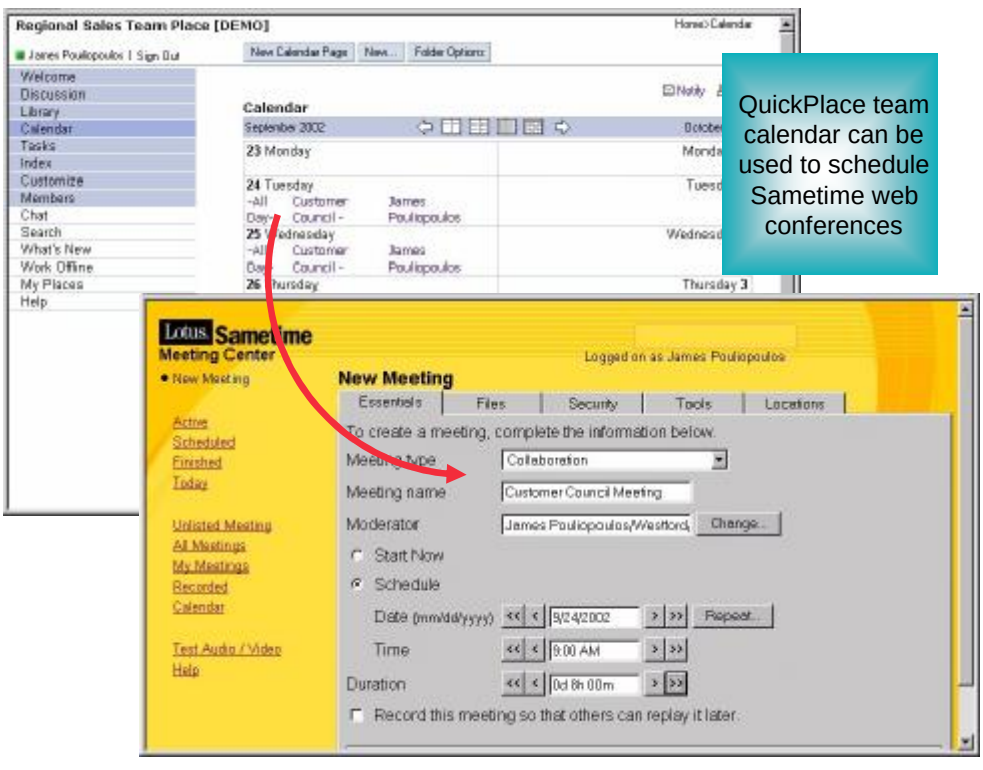

Regional Sales Team Place [DEMO]
Welcome
Discussion
Library
Calendar
Tasks
Index
Customize
Members
Chat
Search
What's New
Work Offline
My Places
Help
Calendar
Schedule a Meeting
New
Tools
Day
Week
Month
27 Friday September 2002
Weekly Staff Meeting
Conference Call - Customer ABC, Inc.
Customer Visit - Orion Industries
Day 270
95 days left
QuickPlace team calendar feeds into personal Notes or Outlook calendars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QuickPlace team calendar can be used to schedule Sametime web conferences
Lotus Sametime
Meeting Center
New Meeting
Logged on as James Poulopoulos
Active
Scheduled
Finished
Today
Unlisted Meeting
All Meetings
My Meetings
Recorded
Calendar
Test Audio / Video
Help
New Meeting
Essentials
Files
Security
Tools
Locations
To create a meeting, complete the information below.
Meeting type
Collaboration
Meeting name
Customer Council Meeting
Moderator
James Poulopoulos/Westford
Change...
Start Now
Schedule
Date (mm/dd/yyyy)
9/24/2002
Repeat...
Time
9:00 AM
Duration
0d 6h 00m
Record this meeting so that others can replay it later.

QuickPlace for Administrators

- Low overhead - no "client", no desktop software to install
- End users can be self-sufficient
- Integrates with corporate directory

New for QuickPlace 3.0

- Native directory names
- Place Catalog & QP Services
- QPTool - replaces Admin Utility
- Clustering

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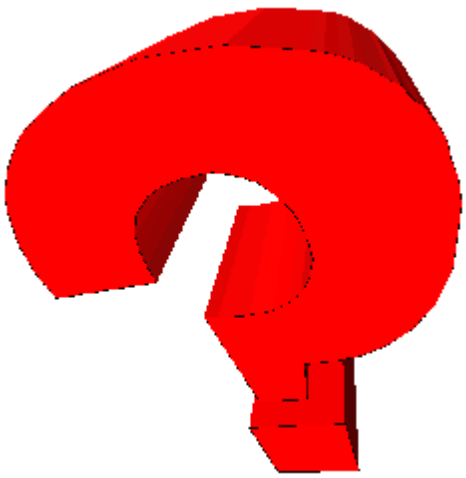

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