



Lotus SAP Overview

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IBM SAP International Competence Center
- Lotus Software -

People work in
different ways

switching points-of-view

navigation and discovery

Key Principles

Work is organized by

activities

Participation crea

value

flexible

not applications

based on open stand

context sensitive

activity orientated

Two Primary Role Types Within Organizations

Task Worker



- **Sample roles:** payroll administrator, customer service representative, claims processor
- Area expert with defined tasks
- Conducts repetitive, structured transactional work
- Uses single or a few enterprise applications
- User interface of choice: SAP Portal

SAP
“Power User”

Information Worker

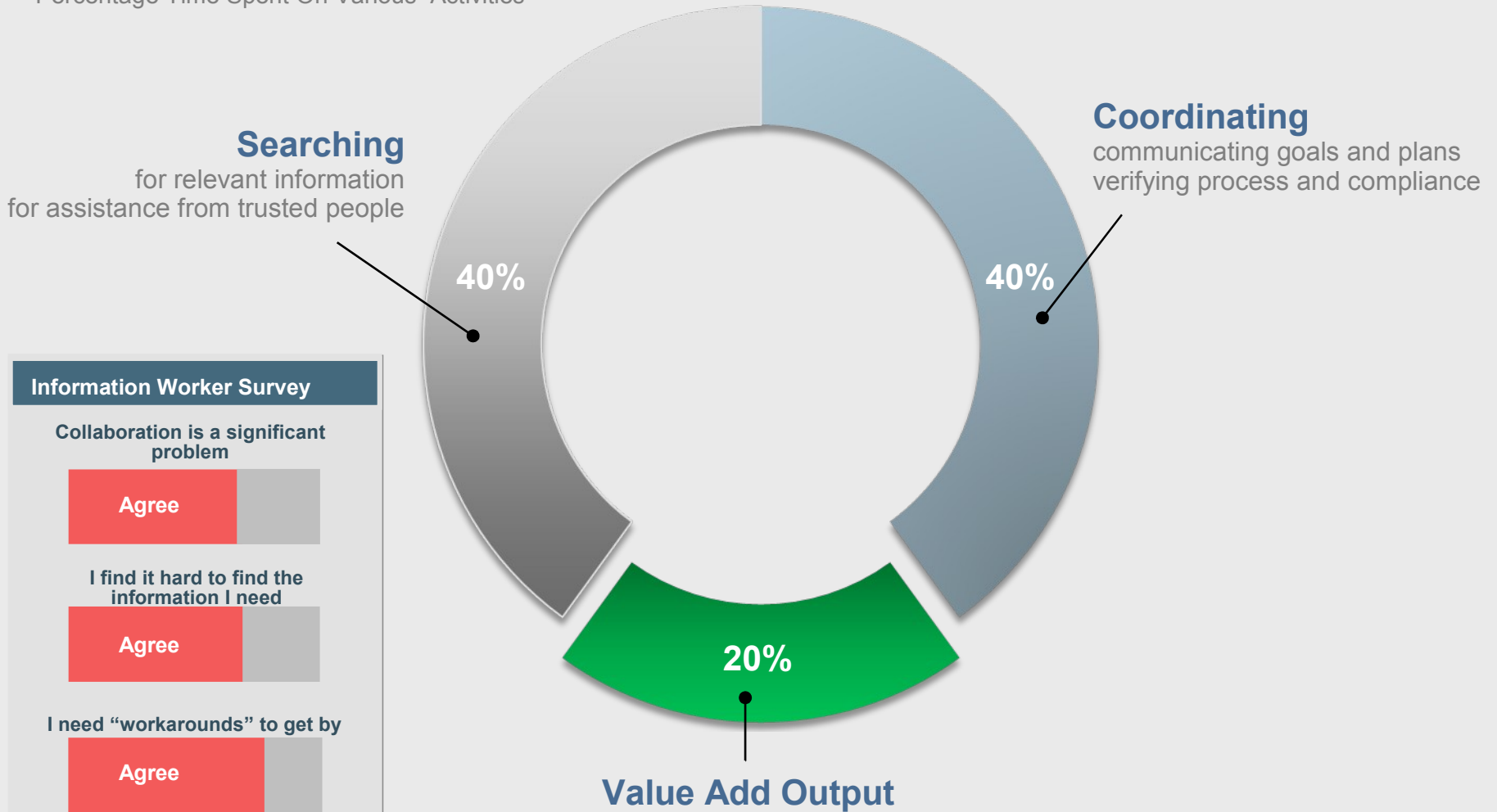


- **Sample roles:** business manager, sales representative, HR manager, CxO
- Knowledge worker or people manager
- Manages exceptions and coordinates activities & resources
- Aggregates and synthesizes information from many sources
- Spends a large portion of their day dealing with email, meetings, documents

Typical
Lotus Notes User

Information Worker Challenge: Spending Too Little Time on Value-Added Work

Day In The Life Of An Information Worker
Percentage Time Spent On Various Activities



Information Worker Survey

Collaboration is a significant problem

Agree

I find it hard to find the information I need

Agree

I need "workarounds" to get by

Agree

Information Workers Are Disconnected from enterprise information and processes....



- **Productivity suffers from time wasted searching for and coordinating information**
- **Decision-making is impaired due to out-of-date or incomplete information**
- **Business innovation is hindered by inability to participate in enterprise processes**
- **Morale is impacted due to overreliance on manual intervention and workarounds**

Lotus offers Integration to Enterprise Systems

- Lotus has a long history in providing integration capabilities from various product families to Enterprise Systems like SAP
 - Lotus Notes / Domino can access 3rd Party
 - WebSphere Portal as the web-based Integration Plattform integrates 3rd Party systems since the initial releases

- Although Lotus had for quite some while the tendency to existing on the “Happy-Collaboration” Islands, this is changing now
 - Lotus ships today integration capabilities e.g. Lotus Workforce Management
 - New Technology is build to support open Standards
 - Doug Wilson (former CTO Lotus): Only when we start implementing open Standards into our products we can evolve them in the upcoming versions

Evolution 1: Middleware (Notes)

- Lotus has been providing Integration tools since a long time:
- LEI (Lotus Enterprise Integrator)
 - Batch tool to “pump” data between sources
- DECS (Domino Enterprise Connection Service)
 - Realtime integration of Enterprise Information into Domino Apps
- Lotus Connector for SAP
 - Connector component to access SAP backends via LEI, DECS or Lotus Script

Evolution 2: Solution (Notes based)

- Lotus announced in 2006 a solution called “Lotus Notes Access for SAP Solutions”
 - Solution based on Notes templates that customer could deploy or customize to their own needs
 - Client based solution that leverages the SAP connector and provides an easy framework to use it
 - Provides 7 scenarios out of the Box: Time Management, Leave Request, Contact Management, Report Generation, Workflow Integration, Employee / Manager Self Services, Meeting Synchronization
 - Included for free in Notes 7.02 and Domino 7.02
 - NaSs does not require changes in the SAP infrastructure
- Experience from various projects:
 - Quite some customization was required
 - Customer were looking for a deeper integration than provided (example: Workflows)

Evolution 3: Project “Atlantic” - A joint product between IBM Lotus and SAP

- Project Atlantic provides integration of SAP business processes and data into the Notes 8 Client
- Initial shipment will include:
 - Manager package
 - Employee Package
 - SDK
- SAP Objects are delivered directly and can be used in the Lotus Notes inbox
 - New sideshelf component in Notes will be introduced to display contextual information of the current SAP object

Mail - Inbox - IBM Lotus Notes

File Edit View Create Actions Tools Window Help

Home x Workspace x Replication x Frank Adams - Mail x

Sort by default

Approve Reject

Leave Request

From: Dan Misawa
 Status: requested
 Deliver Date: 30.04.2008

Business Purpose: vacation request

Name:	Dan Misawa
Personnel Number:	01000176
Type of Leave:	vacation
Start Date:	30. June 2008
End Date:	11. July 2008
Duration:	10 days
Notes	Would like to take vacation for my birthday July 2

Approver's Comments:

57 unread document(s) remaining

IBM

Report: my team's availability (20 June 2008 - 19 July 2008) - IBM Lotus Notes

File Edit View Create Actions Tools Window Help

Home x Workspace x Replication x Frank Adams - Mail x Leave Request for Dan Misawa x Report: my team's availability (20... x

20.02.2008 18:32 [Show Details](#)

Report: my team's availability (20 June 2008 - 19 July 2008)
Business Reporting System to: Frank Adams
 Custom expiration date: 20.02.2009

Dynamic List Display

Attendance/Absence Data: Overview

Period: 20 June 2008 - 19 July 2008
 No. of Employees: 5

Pers.No.	Name	20	21	22	23	24	25	26	27	28	29	30	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19
1000072	Mr Frank Adams											A	A	A	A																
1000095	Ms Samantha Daryn			S	S	S	S	S	S	S	S	S	S	S	S																
1000176	Mr Dan Misawa											S	S	S	S																
1000195	Mr Gardner Baynes																														
1000159	Ms Heather Reeds																		S	S	S	S									

A = Absent / M = Multiple Entries / S = Sent / D = Deletion Requested

Using application on Local

Atlantic Release 1: Manager Package

- Reports and Analytics
 - Notes users are able to request or schedule any SAP report out of the Notes Client, incl specific Report Parameters
 - Reports are delivered as an email message – either directly embedded or an attachment
 - Sideshelf shows related Links and actions
- Workflow Approval
 - Notes users are able to approve or decline SAP Workflow Items directly out of their Notes Client
 - Workflow-Items are delivered as eMail
 - Sideshelf shows related SAP Data, Links and Actions

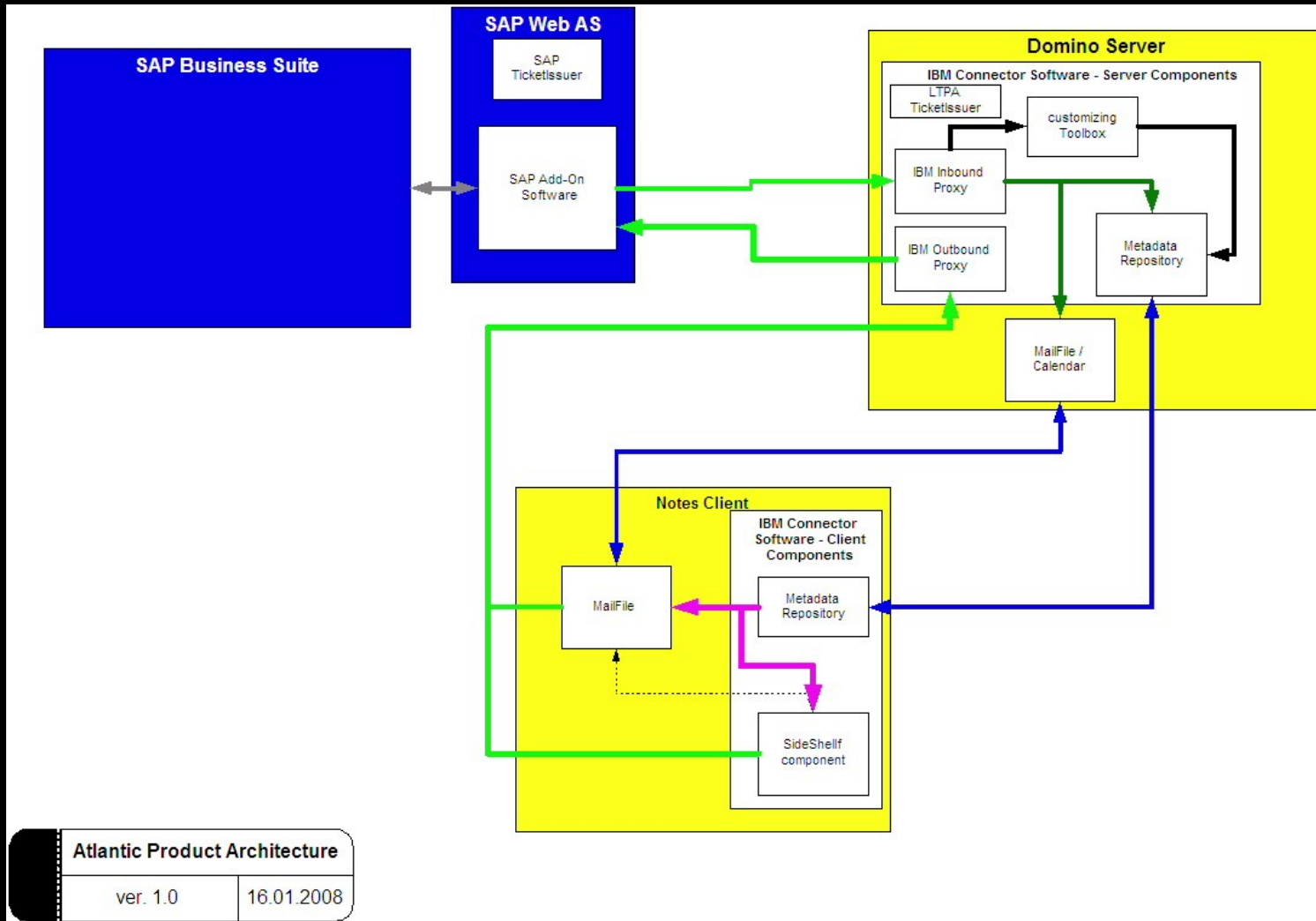
Atlantic Release 1: Employee Package

- Leave Request
 - Notes Users can start the Leave Workflow request out of their Notes Calendar
 - The approval can be done via the workflow approval in the Manager package, acknowledging Organizational Data provided in SAP HCM
- Trip Request
 - Employees can start the Workflow for requesting travel approval from their Notes Client
 - The approval can be done via the workflow approval in the Manager package, leveraging the SAP Workflow engine and Business Rules

Atlantic SDK

- Atlantic includes SDK capabilities to adapt any customized SAP solution to the specific customers SAP implementation and processes
 - SDK in release 1 will support customization of the Workflow scenarios and creation of custom workflow integrations
 - Full SDK in release 2 will add ability to customize existing scenarios and create new ones
 - The SDK will most likely consist of existing tools from both SAP and Lotus as well as newly developed tools

“Atlantic” Architecture



Atlantic Product Architecture

ver. 1.0

16.01.2008

Atlantic supported Software releases

- Lotus
 - Lotus Notes Client 8.01 and above
 - Lotus Domino Server 8.01 and above

- SAP
 - SAP ERP 6
 - SAP BI 3.5 and SAP BI 7

Future Direction of “Atlantic”

Current view on the roadmap – subject to change



 2010

 4Q2008

Atlantic v1.0

- Manager Package
- Reporting & Analytics
- Workflow Approval
- Employee Package
- Leave Request
- Trip Request
- limited SDK

Atlantic v2.0

- Sales Professional Package
- Contact Management
- Activity Management
- Opportunity Management
- extensions to Manager Package
- Budget Management
- extensions to Employee Package
- Trip planning
- Time recording
- full SDK

 2012

Additional business Packages dependent on customer feedback

Differences between Atlantic and NaSs

- Atlantic is a Webservice/ XML based integration, NaSs used SAP RFC/ BAPI Interfaces
- Atlantic is a joint product, development and supported by both companies, NaSs is IBM only
- Deeper integration of SAP Data and Processes:
 - Leave request in NaSs is a Notes bases workflow, Atlantic uses SAP Workflow and organizational management to route workitems
 - Delivery of reports / work items directly in the Notes Inbox
- Atlantic leverages the Composite Application framework of Notes for contextual data, NaSs is a pure Notes Application
- Atlantic provides Single-Sign-On between Notes and SAP Business Suite, NaSs relied on user credentials
- Atlantic is a server based integration, NaSs is Client based

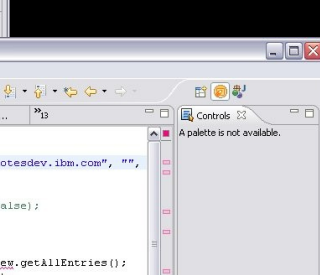
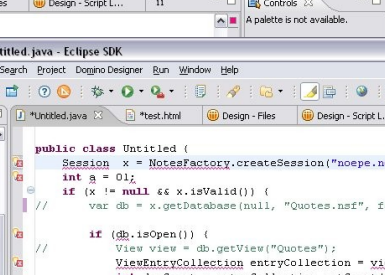
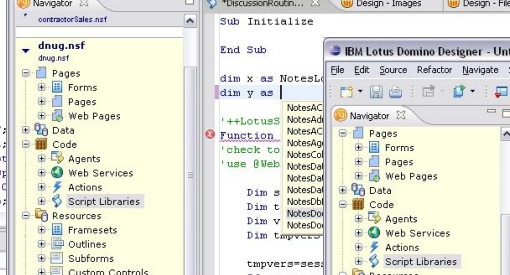
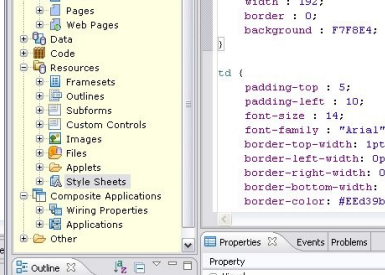
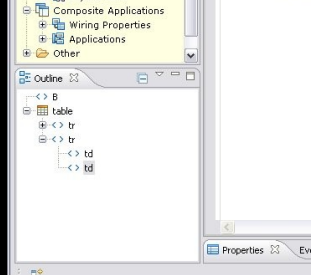
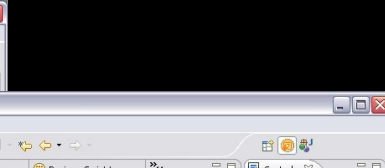
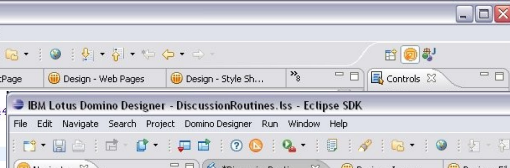
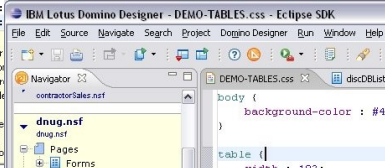
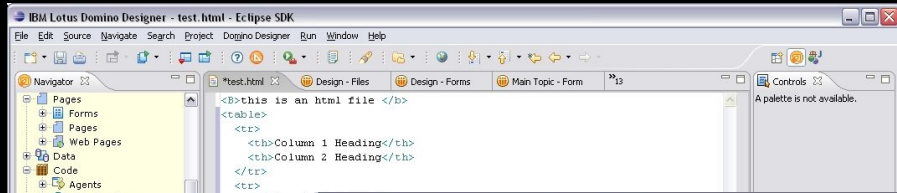
Domino Designer in Eclipse!

The screenshot displays the Eclipse IDE environment with IBM Lotus Domino Designer. The main workspace shows a form titled "Discussion Main Topic" with various input fields and buttons. The right-hand pane is active, showing the "MainTopic (Form) : Window Title" formula editor. The formula being edited is:

```
StandardTitle := Subject + @DocDescendants(" (No Responses)"; " (1 Response)"; " (% Responses)");
@if(@IsNewDoc; "New Topic"; @ViewTitle = "AuthorView"; Subject; @ClientType="Notes"; StandardTitle; Subject)
```

The interface also includes a Navigator on the left showing the project structure, an Outline pane at the bottom left, and a Properties pane at the bottom right.

Domino Designer 8.5– State of the Art Editors



HTML

Javascript/CSS

Lotuscript

Java

Modernizing Domino Web Apps

- Use modern Web 2.0 techniques such as AJAX and widgets
- Customization is very easy (stylesheets)

In-line entry uses AJAX, with partial page update.

Modern rich text editor

Former look of a default Domino Application.

Automatic paging

Actions

Tag cloud

Domino view

After upgrading to Domino 8.5...

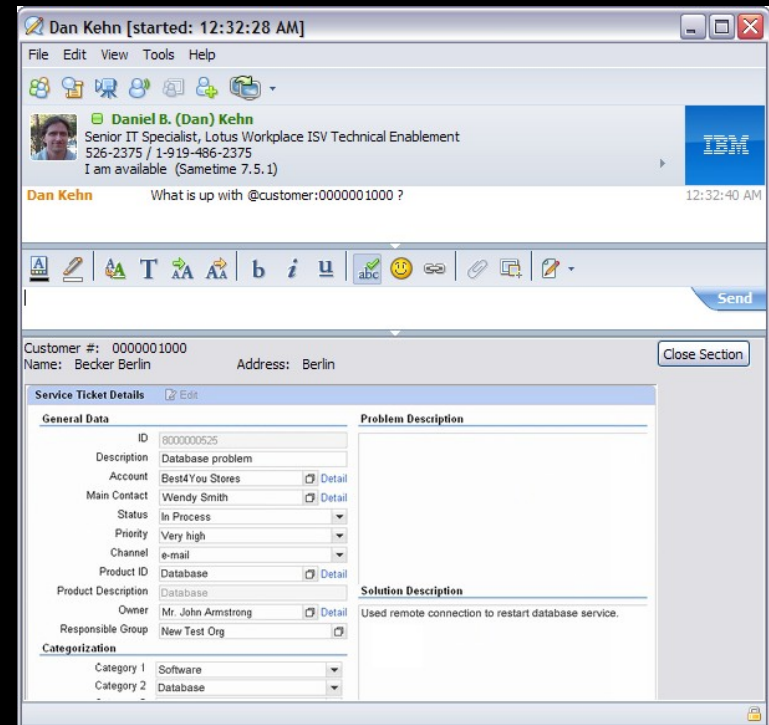
The screenshot shows a web browser window displaying a discussion forum. Three callout boxes highlight specific features:

- Actions:** A callout box points to the 'More Actions' link at the bottom of a forum post.
- Domino view:** A callout box points to the pagination controls (Page 1, 2, 3, 4, 5, ..., 10) at the bottom of the forum post.
- Tag cloud:** A callout box points to the 'Tags' section on the left side of the forum, which lists various topics like 'airlines', 'boss', 'clients', etc.

The forum interface includes a navigation bar with 'Discussion', 'Preferences', 'Logout', and 'Help'. The main content area shows a list of forum posts with details such as author, date, and content. The bottom of the browser window shows the Windows taskbar with the 'start' button, 'Lotus Notes' icon, and system tray information (98% battery, 10:37 AM).

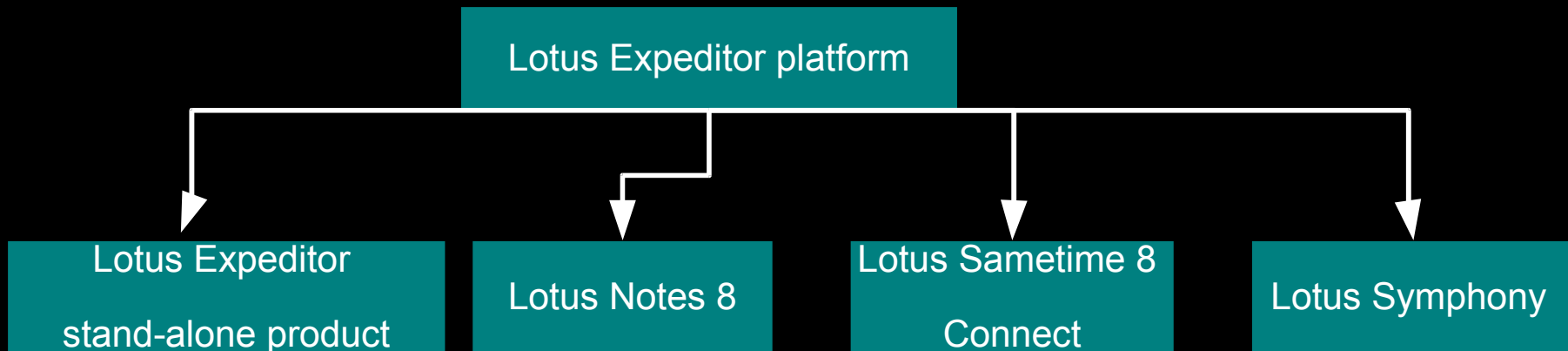
So, what about Sametime?

- The ISV Enablement Team implemented a prototype :-)
- Inside Sametime a customer number can be used to embed customer information directly into a ST chat
- PoC demonstrates the idea of how collaboration Tools can be enriched and include contextual informations from Enterprise Systems like SAP



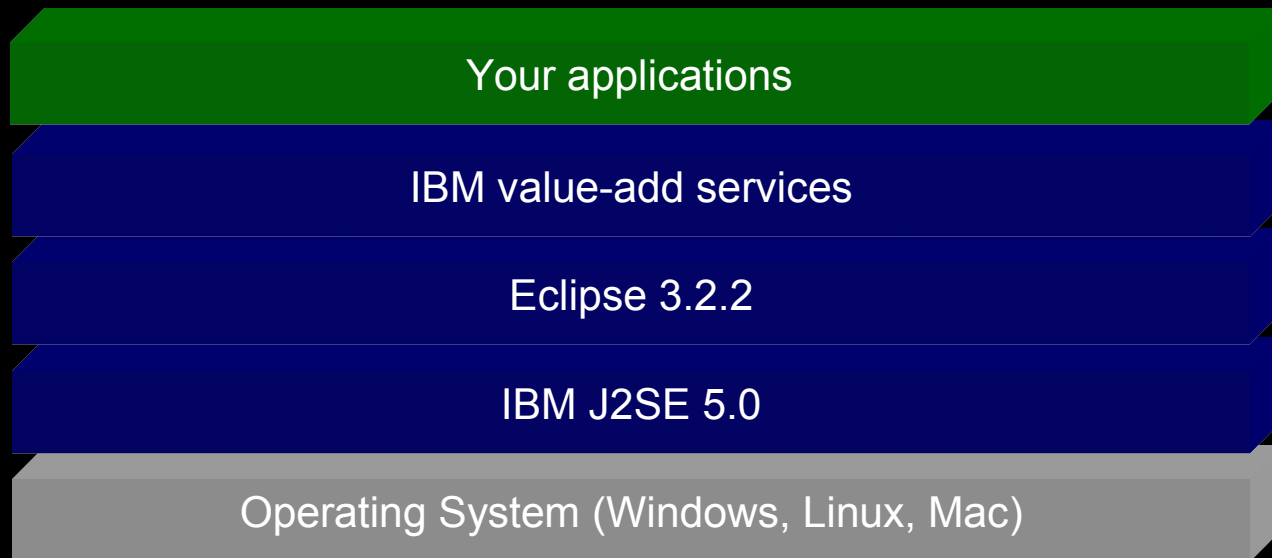
Lotus Expeditor – the Lotus Client Foundation

- Common foundation for next-generation Lotus client-side products
- Core runtime and comprehensive set of services for building business applications
- Lotus Notes 8, IBM Lotus Sametime® 8, IBM Lotus Symphony® use a subset of the full Lotus Expeditor platform
 - Reduced footprint
 - May extend platforms with additional Lotus Expeditor features

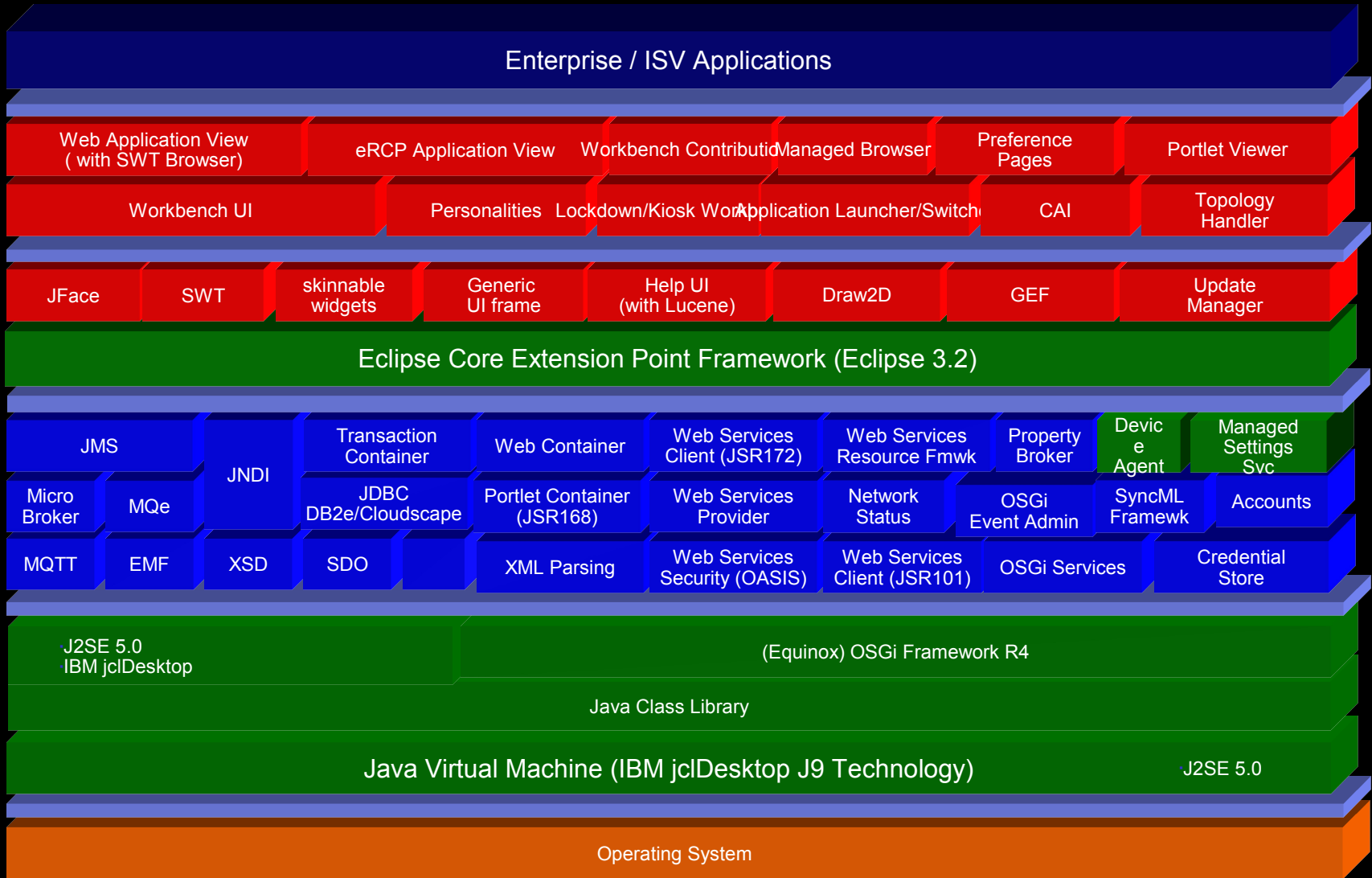


Lotus Expeditor software stack

- Start with an IBM-optimized Java 5 runtime
- Eclipse 3.2 provides core runtime and presentation services
- IBM adds common services for building business applications, e.g. composite applications, component intercommunication, local web container, local relational database, enhanced user interface widgets, etc.



Lotus Expeditor Platform



WebSphere Portal

Composite application / business mashup framework and advanced tooling to build SOA-based solutions

Getting Started
Simple tips and essential links to help you start using and customizing your site today!

Try these simple tips to get your site in motion.

- Add and rearrange page content**
Click the + icon to display the Portlet Palettes. Then drag a portlet to the page. To rearrange page content, just drag the portlet to a new spot on the page.
- Edit pages and portlets**
Click the menu icon beside any page or portlet title. Only the tasks that you are allowed to perform display in the list.
- Use the main menu to navigate**
Click the icon that is in the upper-left corner of the screen to display the main menu. Select another area of the site and go there.
- Need Help?**
Click the ? icon at the top of the banner to view help information, or use any of the links to the right.

Create a new page
Click the menu icon next to a page and choose the option to create page. Specify the page title, layout, other settings to get just what you need.

Search your site
Type a search string in the Search that is always available at the top of the site. Click the Scope icon to select create a search scope.

Change the look of your site
Go to Administration > Portal Site Interface > Themes and Skins. Choose a theme from the list, and set it as a default theme.

Explore Home Site Map Administration Manage Pages Themes and Skins Web Modules

Welcome to IBM WebSphere Portal
Delivering power and flexibility... on demand!

Build it better... faster!
Everything that you need is right here. Look at What's New to see how you can quickly navigate your site, rearrange page content, and find people and content. Explore the product links. Click Get Started Now for tips on using and customizing your site.

[Get Started Now](#)

Product Links:
 Administration: Build, manage, and maintain your site.
 News: Get up-to-the-minute news, weather, stock quotes, and more.
 Messaging: Integrate mail and calendar into your site.
 Domino Integration: Integrate Domino products into your site.
 Personalization: Create rules to display targeted content to each site user.
 Templates: Create and manage application templates.
 Search: Find exactly what you are looking for on your site.
 Site Map: View and customize the site map.

Introducing the Web 2.0 Theme Pack
A highly engaging UI experience!

Get Started Now
New Features

Enhanced Theme and Skin | Inline Theme and Page Customization | New Portlets

Page Templates
Product Highlights | What's New

Google Gadgets
Weather Forecast | RSS Feed (4)
 Ernesto Weisk, but Building
 Chelsea takes another win
 New Movement to be built downtown
 Concert show rocks the house

Explore Home Site Map Administration Manage Pages Themes and Skins Web Modules

and more.

breadcrumb tracks how much detail to

st drag and drop a

title bar to access all n.

Just drag a portlet

Other Links

- IBM.com
- IBM Software Home Page
- IBM WebSphere
- IBM Software Support
- WebSphere Portal Zone
- Partner World
- Linux at IBM

Evolution 1: Middleware (Portal)

- UI integration Portlets and Tool based integration
 - WPAI, Bowstreet Portlet Factory
- Offering was more in the vain of a toolbox that would allow customers to build their own portlets and applications
 - WPAI included templates which were used to generate Portlets from. Templates could be provided through included tool
 - Bowstreet Portlet Factory used direct connections to the backend systems to read interface descriptions and use those to generate UI's that could then later be customized through standard HTML
- Customers had to start from scratch in building solutions
 - Required special training
 - Limited set of examples were available

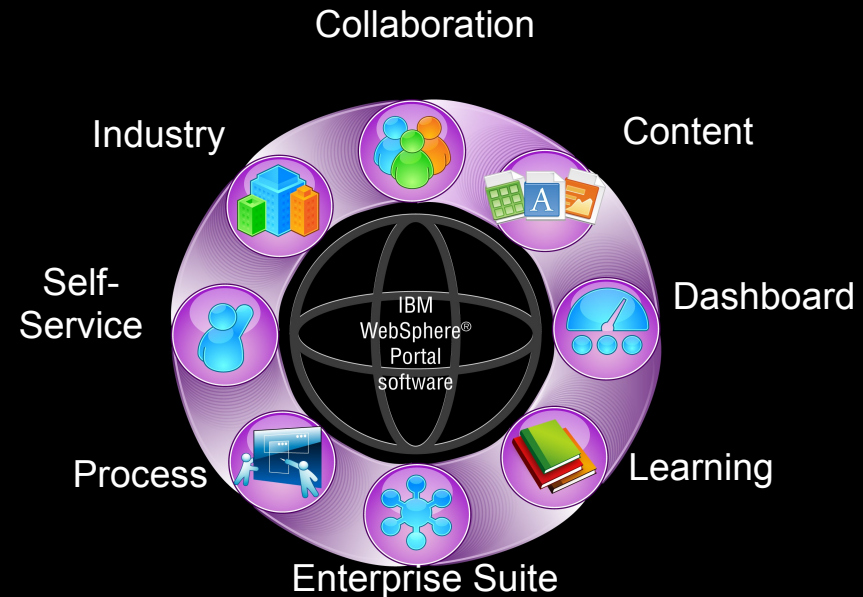
Evolution 2: Solution (Portal based)

- Portal based solutions
 - first Generation of Dashboards
 - Employee Self Service solution
- Both solutions have been developed in customer projects and were carried forward into repeatable assets
- Customers got immediate value from the solution
- Ability to either tailor the existing solutions or build new ones using specialized add in features for the Portlet Factory (Builders)
 - Turned out to be a critical success factor as customers changed the business processes
 - SAP Portal solutions did not all provide this flexibility, instead customers had to build functionality from scratch

Evolution 3: WebSphere Portal Accelerators

Introduced 7 new Accelerators in 2007

- Dashboard Accelerator: Growing more than 2X market growth rates
- 800 downloads from KPI Catalog
- Planned refresh of Accelerators in 2Q 2008
- Seeing demand for Industry Specific accelerators in Government, Health, Retail, Banking



Integrated packages that easily snap-on to WebSphere Portal to deliver rapid time-to-value for specific business challenges

Employee Self Service

Flexible, comprehensive, integrated ESS transaction framework

Life Events

Getting Married
 Moving
 Welcoming a New Child
 etc.

■ Career Events

Starting a New Job
 Planning to Retire
 Voluntary Separation
 etc.

■ Finance & Tax

View Paycheck
 View W2
 View/Update W4
 etc.

■ Personal Information Management

Address
 Phone
 Emergency Contacts
 etc.

The screenshot displays the IBM Workforce Management portal interface. The main content area is titled "New Hire checklist" and includes a sub-header: "Use this form to keep track of all of the things you need to do as you start your new job." Below this is a table of tasks:

	Learn More	Proceed	Check/Uncheck
▼ Within 1st week			
✓ Bring I-9 documentation, or complete the I-9 form with HR or Manager	[?]		✓
* Attend New Hire Orientation, if scheduled	[?]		✓
* Go to Security Office to obtain a Security Badge	[?]		✓
* Confirm / update marital status	[?]	[↔]	✓
* Confirm / update name	[?]	[↔]	✓
* Confirm / update address	[?]	[↔]	✓
* Confirm / update phone number	[?]	[↔]	✓
* Confirm / update emergency contact information	[?]	[↔]	✓
* Complete W4 forms	[?]	[↔]	✓
* Review and acknowledge company policies on Business Conduct	[?]	[↔]	✓
* Review and acknowledge company's harassment policies	[?]	[↔]	✓
* Set up voicemail (if applicable)	[?]		✓
* Sign up for Direct Deposit	[?]	[↔]	✓
▼ Within 30 days			
* Enroll in Benefits	[?]	[↔]	✓
* Enroll in Savings Plan	[?]	[↔]	✓
* Review / update Beneficiary information	[?]	[↔]	✓
▼ Things To Consider			
Schedule training for appropriate software applications	[?]		✓
Request AMEX and Calling Card, if applicable	[?]		✓
Take a tour of building	[?]		✓

Navigation buttons at the bottom include "Home", "Delete", and "Done".

Manager Self Service

Standard, integrated MSS transaction framework

- View & update information about their employees
- Initiate & manage career transactions
 - New hire/on boarding process
 - Voluntary/involuntary separation
 - Job transfers
 - Job information changes, Promotion/demotion, Premium pay increase, etc.
- Delegate to ensure coverage while away from the office.
- Manager Alerts & Notifications
- Rule based Routing and Escalation

IBM WebSphere Portal - Mozilla Firefox: IBM Edition

Lotus Workforce Management

LWM Home > Manager's Desktop >

Launch Home My Life My Career My Finances My Health **Manager's Desktop** Policies and Information

My Resources

Manager Events

- Delegation
- Excel for Employees
- Involuntary Termination
- Job info change
- New Hire
- Pay change
- Premium Pay Request
- Promote Demote
- Transfer
- View direct reports
- Voluntary Termination

Alerts & Notifications

Subject	Employee	Date	Priority	Workflow	Status
Pay Change	jwest	2007-03-16	Informational	Second Line Manager Review Pending	Event initiated
Job Information Change	dmaroni	2007-03-27	Informational	CSR Action Pending	Event initiated
Pay Change	ablanks	2007-04-02	Informational	Second Line Manager Review Pending	Event initiated

Hot Topics

- Zetabank Intranet home
- Expense Accounts
- Customer Profile
- Zetabank Travel
- Zetabank Benefits Update
- Healthy Lifestyles Rebate Program
- Benefit Forms

Employee Links

Manager's team

- James
- Dina Maroni
- Vijay Nehru
- Monifa Shani
- Sam Curran
- Larry Moriarty
- Gail Chao
- Amy Blanks
- Ed El-Amon

HR News

Business Results [Zetabank first half business results announced](#)

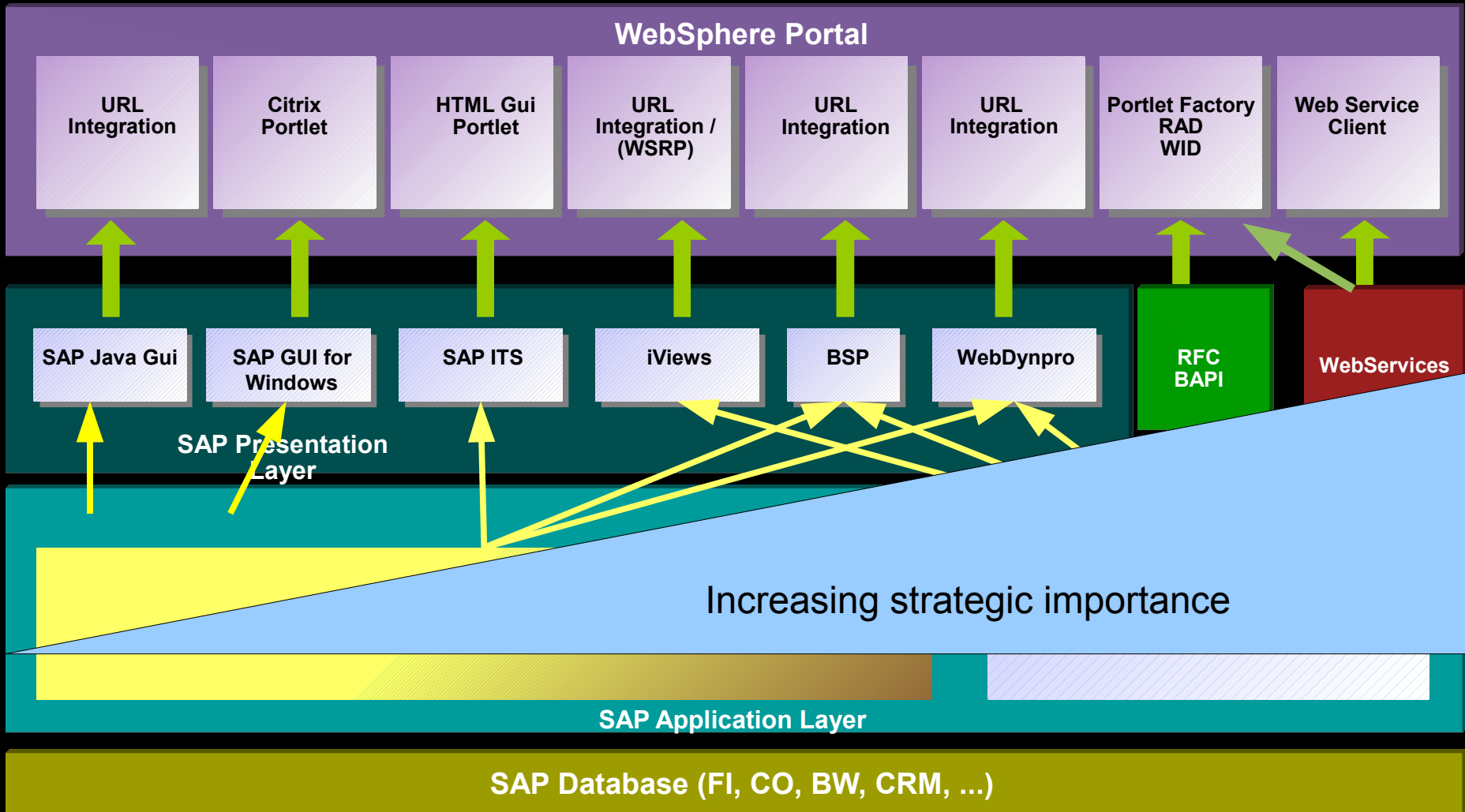
Employee Conference [Zetabank annual employee conference 10/22-10/25](#)

Notice Board [Employee Notice Board](#)

Home Documents Messaging Site Map

Manager's Desktop

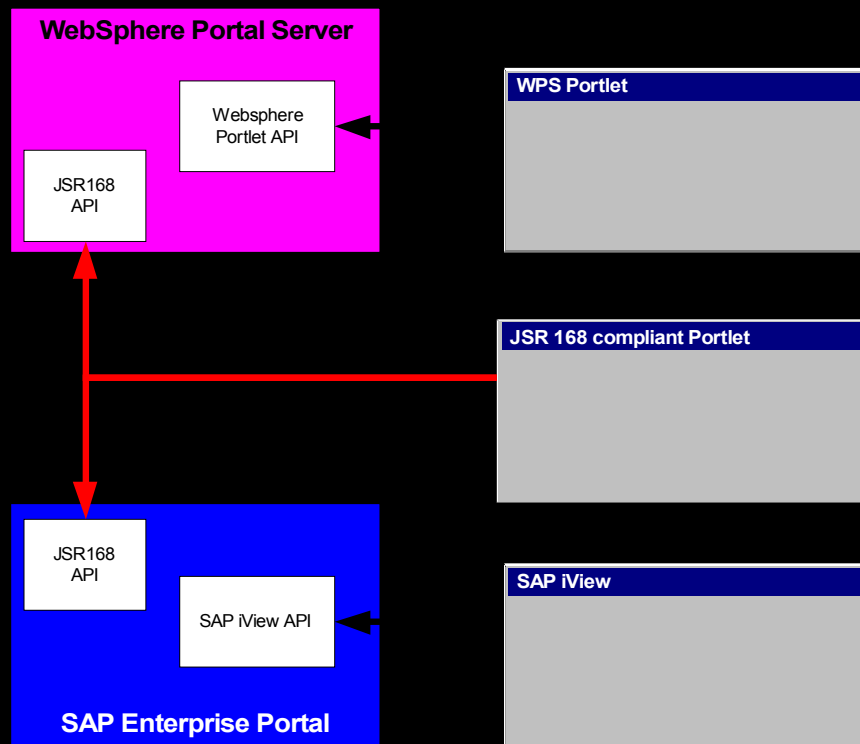
Lab Research: WebSphere Portal SAP Interoperability



Integration via Standards

- JSR 168/268
- WSRP 1.0/2.0
- Web Services

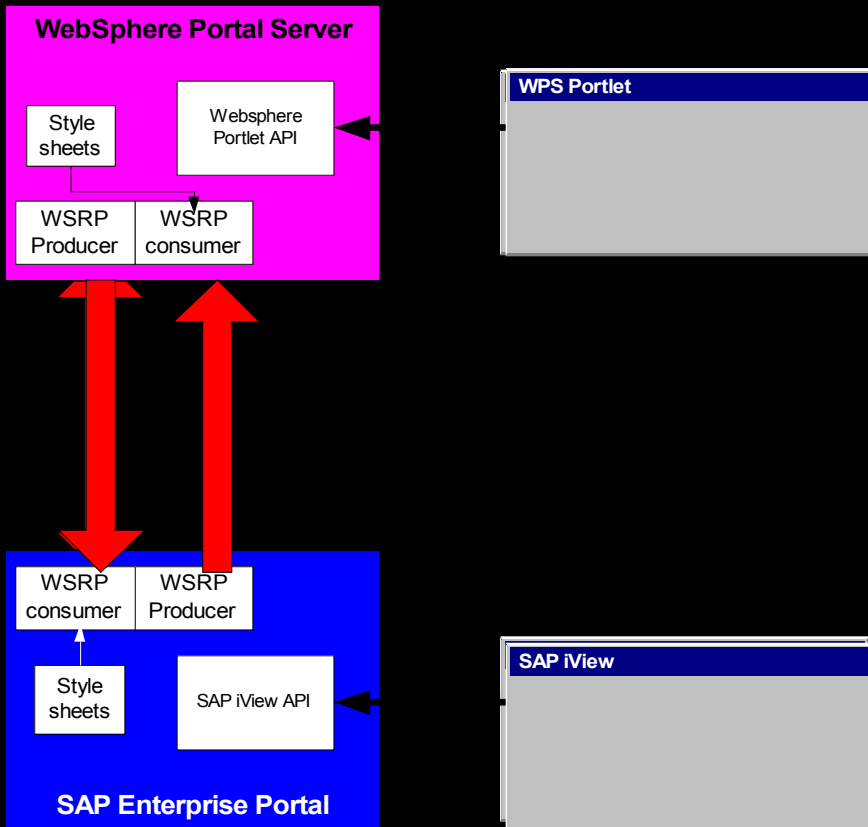
Standards – JSR 168/268



- Without standards every portlet development is constrained to a specific platform
- JSR 168/268 defines a common portlet API for different Portal vendors
- JSR 168/268 compliant portlets can be deployed on different Portal servers
- Java Portlet Specification V2.0
<http://jcp.org/en/jsr/detail?id=286>

Standards - WSRP

- WSRP helps to seamlessly integrate Portals



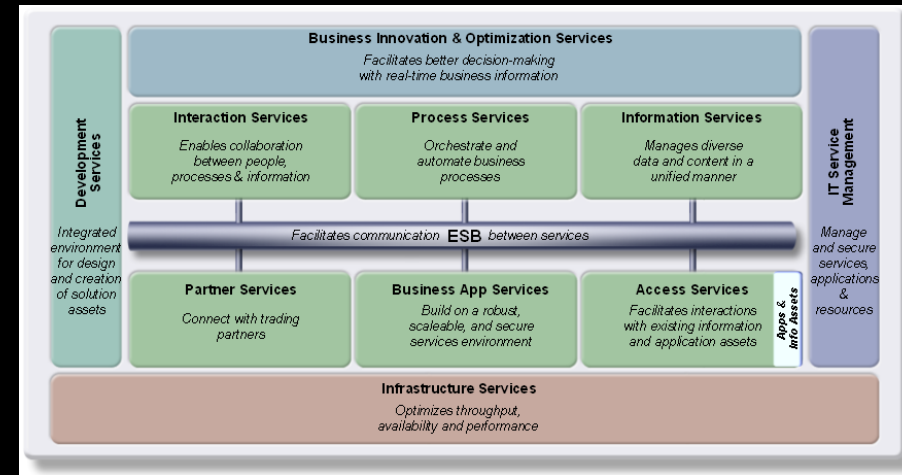
- WSRP Consumer and Producer are added to the portal
 - Portal holds local style sheets to render content
 - Functionality is exposed as Webservice from WSRP producer and rendered by WSRP consumer
- **Portals can integrate and interact**

Portal Interoperability Project

- IBM and SAP did a joint project on Portal interoperability in the CTSC
 - ▶ Single Sign On Plug-ins were developed
 - ▶ Integration in both directions tested (based on http / iFrame)
- Project has not the status IBM would have loved to have it
 - ▶ Integration is basic
 - ▶ SAP not ready to expose Business Content through open standards
 - ▶ SAP claims to support JSR 168 and WSRP but can only consume and expose custom developed content – no SAP content can be exposed

WebServices / XML

- WebServices provide a common standard for interoperability between various Systems
- WebServices / XML Data is self describing which allows a generic layer for interaction
- SOA / eSOA Architectures leverage WebService Interfaces to be mostly independent of specific adapters
- Services can easily be combined



More ideas in discussion currently

- The Lotus Business Development Team is currently creating new ideas how SAP and Lotus Technology can interact – even w/ 3rd Party solutions:
 - Lotus Quickr as Repositories in SAP Environments
 - Lotus Connections (Profiles) to be synced w/ SAP HCM
 - Lotus Connectuins (Activities) and SAP BPM
 - The role of mobile devices in Atlantic
 - Telephony integration into Sametime and Atlantic
 -

Lotus Product Portfolio

Lotus Notes® and Domino®



Mail, calendaring and collaborative applications

Lotus Connections



Social software for business

WebSphere® Portal



Composite application and integration services

Lotus Sametime®



Lotus Sametime Unyte™

Unified communications and collaboration services

Lotus Quickr™



Collaborative content and team services

Lotus Forms



Pixel perfect, digitally signed forms

Lotus Symphony™



Productivity tools for document, presentations, and spreadsheets

Lotus Mashups



Easily assemble enterprise and internet content

Lotus Expeditor



Extend composite applications to laptops, desktops, kiosks and mobile devices

Lotus Protector



Security Services for email

Lotus Foundations



On-premise servers for small businesses



"Bluehouse"
Share. Meet. Collaborate.
Quickly and Easily.

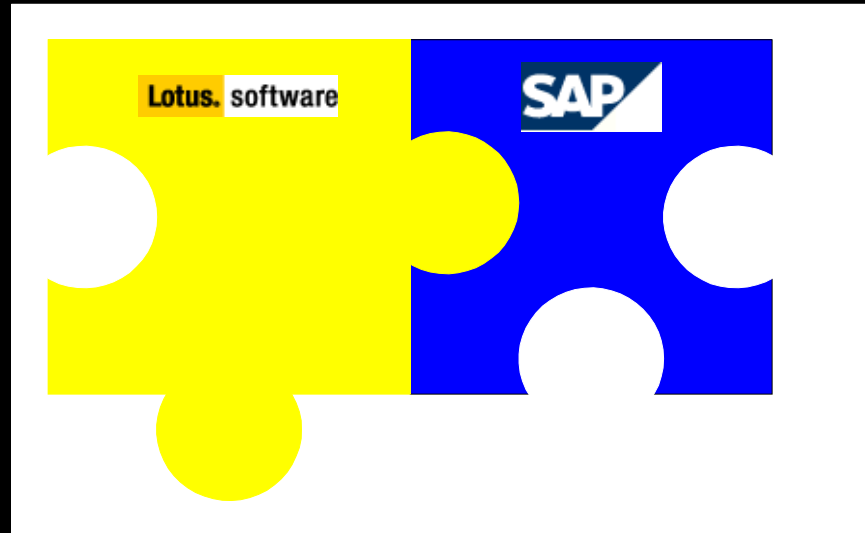


Lotus Greenhouse *Where Ideas come to grow*

Lotus Greenhouse is a premier showcase website to experience Lotus products.

It is a live community website to share information, collaborate, and exchange ideas on emerging technologies with Lotus and members of the Lotus Greenhouse community.

Lotus Domino and mySAP – A powerful combination to leverage integrated business processes



The best of two worlds !

Christian Holsing

eMail: holsing@de.ibm.com



Yellow is the new black

Lotus. software



- Lotus Enterprise Integration www.lotus.com/ei
- Project Atlantic
 - <http://www-306.ibm.com/software/lotus/products/notes/>