IBM
Lotusphere 2005
ENVISION
DECISIONS
Best of Lotusphere 2005
Vendredi 11 Mars 2005 – Paris La Défense

Agenda après-midi

ENVISION DECISIONS

14h00 **Introduction : « architecture client riche : évolution ou révolution ?**

Thomas Coustenoble – IBM Lotus Market Manager

14h15 **IBM Workplace Collaboration Services v2.5**

André Wolf – Consultant technique IBM Lotus

15h00 **WebSphere Portal v5.1**

Stéphane Papaix – Consultant technique IBM Software

15h45 : ***Pause***

16h00 **Le point sur la gestion des contenus**

Herbert Hilhorst – IBM Lotus Pan EMEA Technical Sales

16h45 : **Conclusion & Q/R**

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Lotusphere 2005

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DECISIONS

Architecture client riche

Evolution ou révolution ?

Thomas Coustenoble

IBM Lotus Market Manager

IBM Workplace : permettre aux personnes de communiquer, de partager l'information, quel que soit le terminal utilisé (lié au mode de travail) tout en leur offrant des services collaboratifs / applicatifs adaptés à leur métier / secteur

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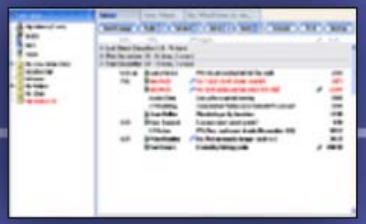
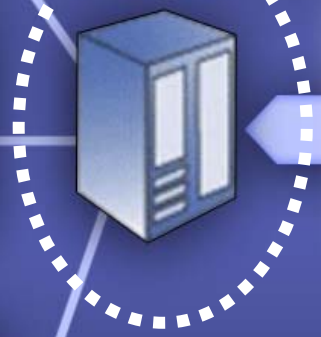
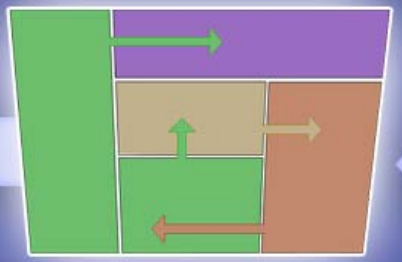
Terminaux mobiles

Client riche







Services assemblés, au sein d'une interface dynamique et conviviale

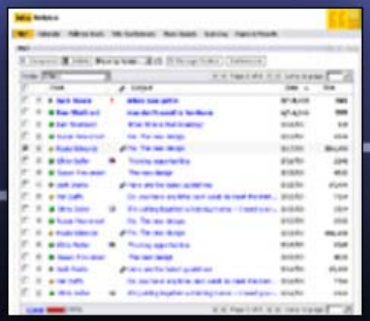
Données

Applications

Contenus

Processus

Client léger



Développer le travail collaboratif tout en capitalisant sur les investissements existants et en apportant de la flexibilité au niveau du SI

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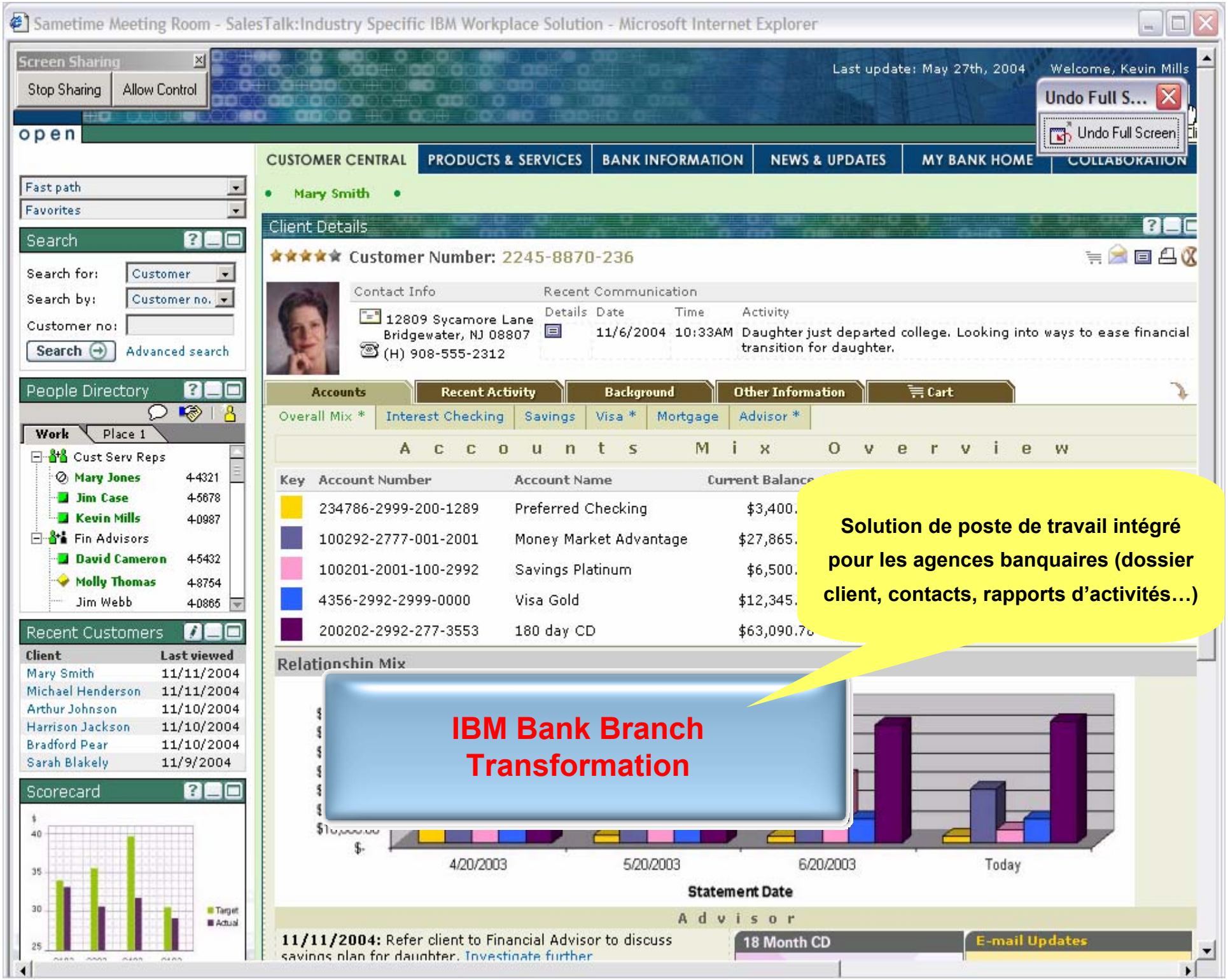
Sametime Meeting Room - SalesTalk:Industry Specific IBM Workplace Solution - Microsoft Internet Explorer
Screen Sharing
Stop Sharing
Allow Control
Last update: May 27th, 2004
Welcome, Kevin Mills
Undo Full S...
Undo Full Screen
open
CUSTOMER CENTRAL
PRODUCTS & SERVICES
BANK INFORMATION
NEWS & UPDATES
MY BANK HOME
COLLABORATION
Fast path
Favorites
Search
Search for: Customer
Search by: Customer no.
Customer no:
Search
Advanced search
People Directory
Work
Place 1
Cust Serv Reps
Mary Jones 4-4321
Jim Case 4-5678
Kevin Mills 4-0987
Fin Advisors
David Cameron 4-5432
Molly Thomas 4-8754
Jim Webb 4-0865
Recent Customers
Client
Last viewed
Mary Smith 11/11/2004
Michael Henderson 11/11/2004
Arthur Johnson 11/10/2004
Harrison Jackson 11/10/2004
Bradford Pear 11/10/2004
Sarah Blakely 11/9/2004
Scorecard
Target
Actual
Mary Smith
Client Details
Customer Number: 2245-8870-236
Contact Info
12809 Sycamore Lane
Bridgewater, NJ 08807
(H) 908-555-2312
Recent Communication
Details
Date
Time
Activity
11/6/2004
10:33AM
Daughter just departed college. Looking into ways to ease financial transition for daughter.
Accounts
Recent Activity
Background
Other Information
Cart
Overall Mix *
Interest Checking
Savings
Visa *
Mortgage
Advisor *
Accounts Mix Overview
Key
Account Number
Account Name
Current Balance
234786-2999-200-1289
Preferred Checking
$3,400.
100292-2777-001-2001
Money Market Advantage
$27,865.
100201-2001-100-2992
Savings Platinum
$6,500.
4356-2992-2999-0000
Visa Gold
$12,345.
200202-2992-277-3553
180 day CD
$63,090.7
Relationship Mix
4/20/2003
5/20/2003
6/20/2003
Today
Statement Date
Advisor
11/11/2004: Refer client to Financial Advisor to discuss savings plan for daughter. Investigate further
18 Month CD
E-mail Updates
Solution de poste de travail intégré pour les agences banquaires (dossier client, contacts, rapports d'activités…)
IBM Bank Branch Transformation

Architecture client riche : faciliter l'intégration au niveau du poste de travail

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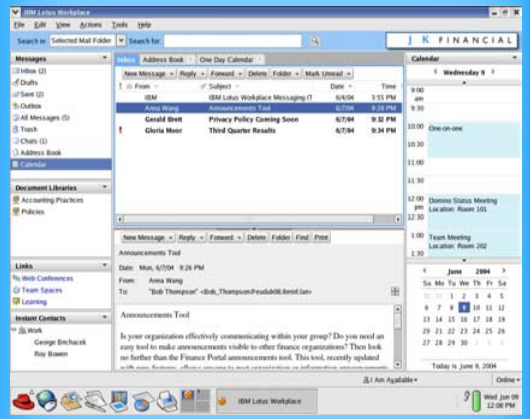
IBM Workplace Client

Banque, RH, Public…



Accès client riche

- Drag & Drop
- Offline & Synchronisation
- Editeurs bureautiques
- Exportation vers Office et PDF
- base de données cryptée

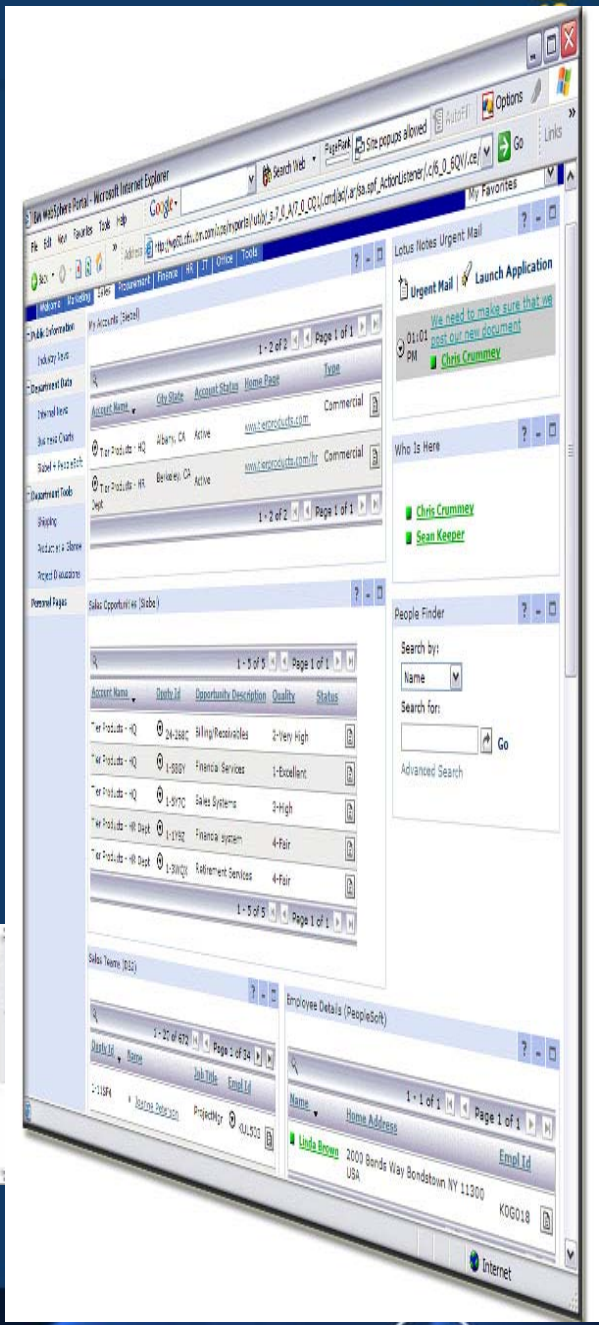
Authentification / OS / SSO

Mise à jour automatique du client

Déploiement sur le poste client basé sur des rôles

Utilisation de XML
S'adapte à la bande passante

Portlets, Plug-ins



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Client riche : pour qui ? Pour quelle utilisation ?

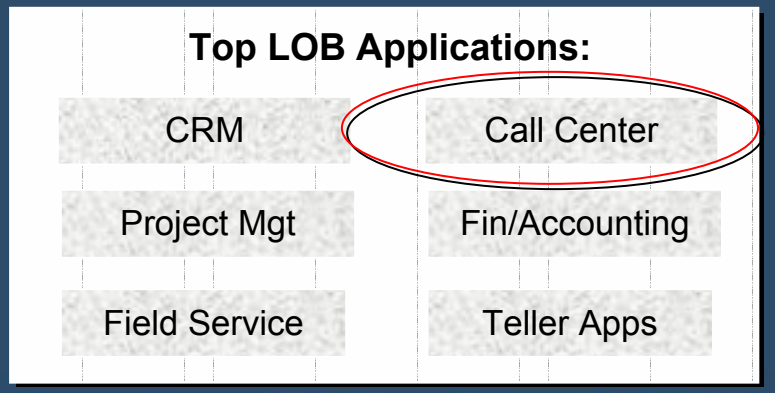
ENVISION DECISIONS

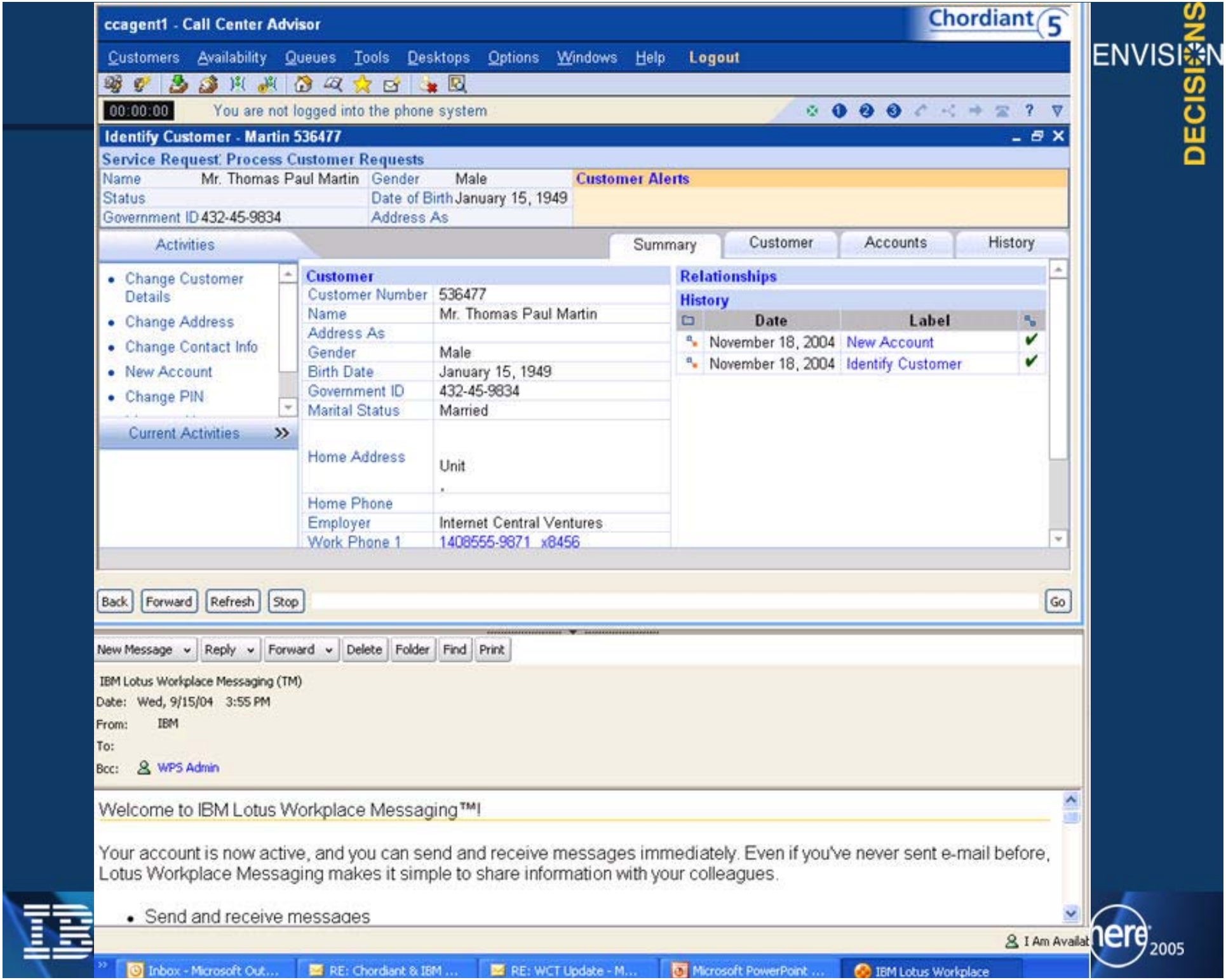
- **Profil des <u>sociétés</u> concernées :**
  - **... Multi-sites**
  - **... Réduction de coûts et transformation des rôles / du modèle économique**
  - **... Nombre signifiant d'utilisateurs accédant à des applications dédiées**
  - **... Besoin de déployer des applications dans un environnement d'OS hétérogènes : Windows, Linux or Mac**
  - **... Sensibilité à la sécurité, l'auditabilité**

- **Côté <u>applications</u> :**
  - **... Entrée de nombreuses données avec besoin de validation rapide (customer care), manipulation de données (trier, filtrer)**
  - **... Opérations en mode déconnecté**
  - **... Utilisation de web services et accès à de multiples sources de données**
  - **... Réponse en temps réel et visualisation**

Top Vertical Industries:

Top LOB Applications:




ccagent1 - Call Center Advisor
Chordiant 5
Customers Availability Queues Tools Desktops Options Windows Help Logout
00:00:00
You are not logged into the phone system
Identify Customer - Martin 536477
Service Request: Process Customer Requests
Name Mr. Thomas Paul Martin
Gender Male
Status
Date of Birth January 15, 1949
Government ID 432-45-9834
Address As
Customer Alerts
Activities
Summary
Customer
Accounts
History
Change Customer Details
Change Address
Change Contact Info
New Account
Change PIN
Current Activities
Customer
Customer Number 536477
Name Mr. Thomas Paul Martin
Address As
Gender Male
Birth Date January 15, 1949
Government ID 432-45-9834
Marital Status Married
Home Address Unit
Home Phone
Employer Internet Central Ventures
Work Phone 1 1408555-9871 x8456
Relationships
History
Date
Label
November 18, 2004 New Account
November 18, 2004 Identify Customer
Back
Forward
Refresh
Stop
Go
New Message
Reply
Forward
Delete
Folder
Find
Print
IBM Lotus Workplace Messaging (TM)
Date: Wed, 9/15/04 3:55 PM
From: IBM
To:
Bcc: WPS Admin
Welcome to IBM Lotus Workplace Messaging™!
Your account is now active, and you can send and receive messages immediately. Even if you've never sent e-mail before, Lotus Workplace Messaging makes it simple to share information with your colleagues.
Send and receive messages
I Am Availat
Inbox - Microsoft Out...
RE: Chordiant & IBM ...
RE: WCT Update - M...
Microsoft PowerPoint ...
IBM Lotus Workplace

Principaux avantages du client riche d'IBM

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- Composer de façon dynamique un poste de travail
- Travail mode déconnecté pour les applications du portail
- Réduction du TCO grâce au client géré par le serveur (déploiements automatiques, provisionning), capitalisation sur les investissements en place (annuaire LDAP, portail…)
- Réduction des coûts de formation, de support grâce à une navigation intuitive et personnalisée.
- Sécurité déterminée au niveau du serveur (appliquée sur le client et le serveur)
- Editeurs bureautiques intégrés
- Choix et flexibilité des plates-formes (serveur et client : Linux, MacOs, Windows…)
- Utilisation de standards : OSGI, Java, Eclipse, J2EE, XML, SyncML, etc.
- Modèle homogène pour les terminaux mobiles
- Réutilisation des développements et possibilité de "customization" forte
- Services collaboratifs "out of the box" proposés par IBM

Client Market Trends

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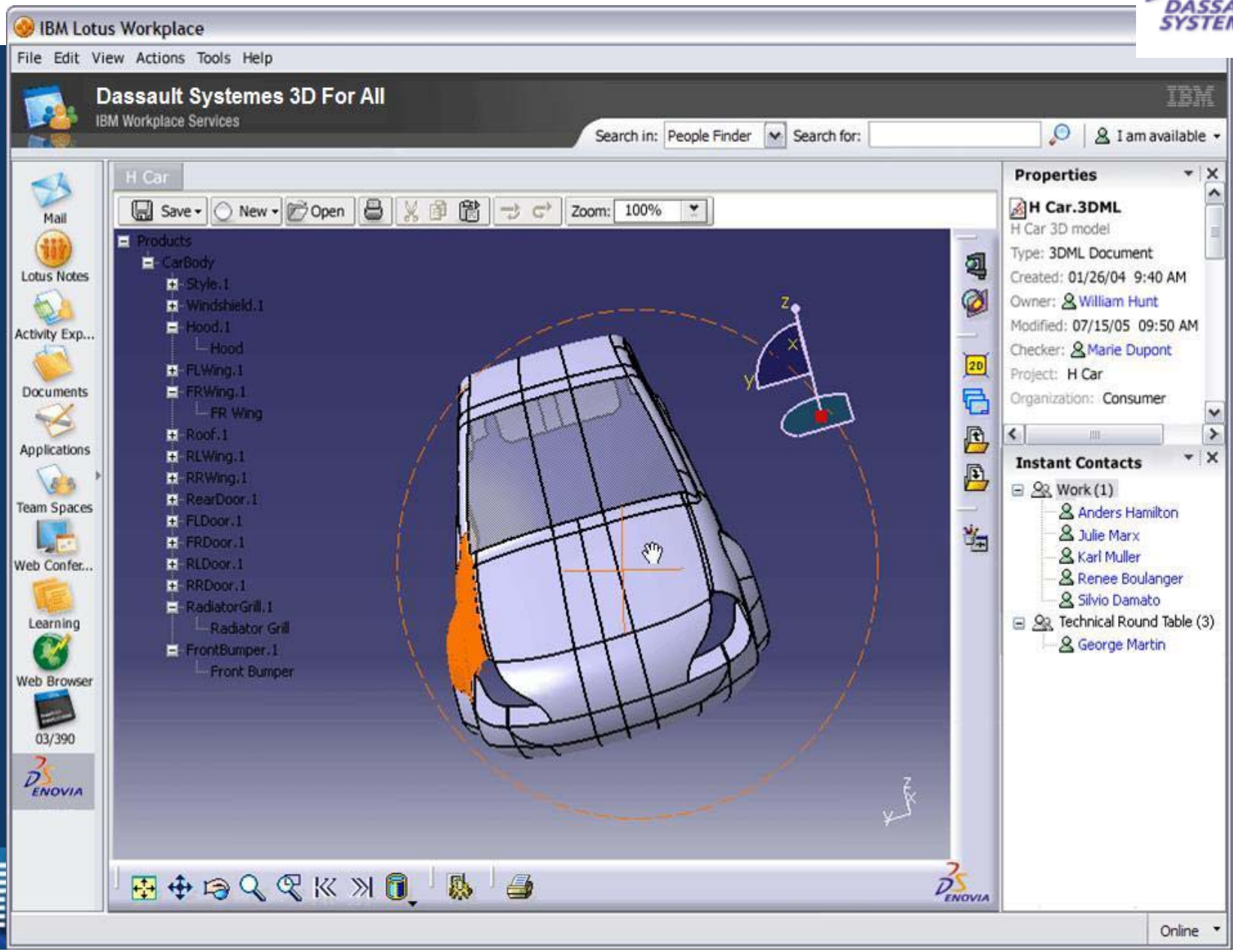
- **"Next generation" rich client technologies will increase within IT environments as a strong alternative to HMTL for applications, according to analysts.**
- **Technology shift from client/server to service oriented architectures (SOA)**
- **Customers seek hybrid client models that are "rich" and "smart," integrating the rich user interactivity and offline capabilities of traditional fat clients**
- **Although e-mail is a mature market, there's strong market demand for new email-centric functionality related to antispam, content filtering, antivirus.**
- **Collaboration, content management and portal SW markets are converging, increasing demand for a wide variety of client devices.**

"Dassault Systemes' *3D technology integrated with IBM Workplace Client Technology is a great illustration of how innovative companies will be able to capitalize on their existing investments leveraging the right PLM based on XML. Its impact goes far beyond manufacturing industry as 3DXML and IBM's Workplace Client becomes fundamental for collaboration'' –*

Dominique Florack, Dassault Systemes EVP Research & Development



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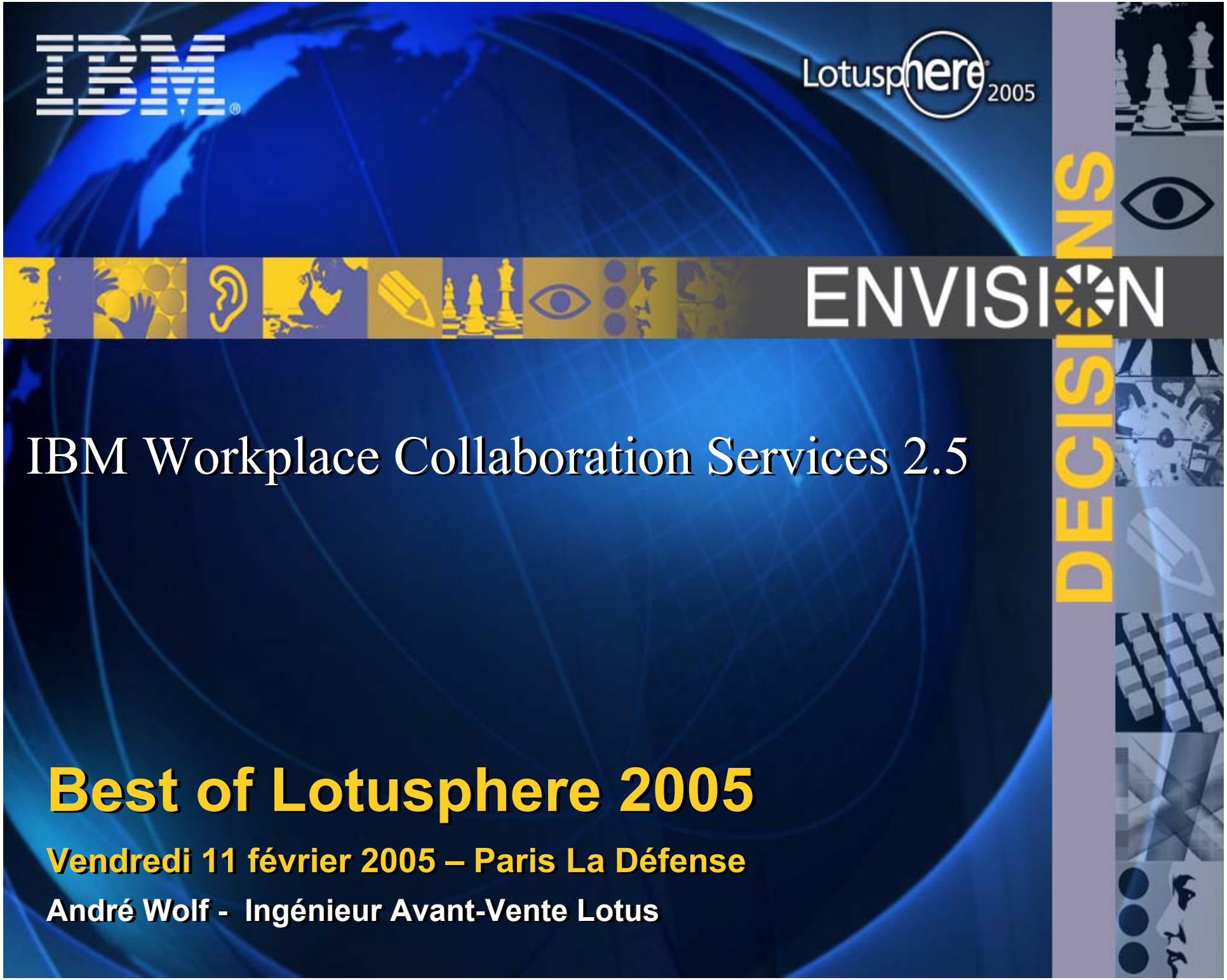
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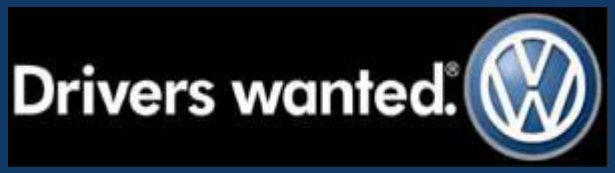
IBM Workplace Collaboration Services 2.5
Best of Lotusphere 2005
Vendredi 11 février 2005 – Paris La Défense
André Wolf - Ingénieur Avant-Vente Lotus

Agenda

ENVISION DECISIONS

- Why IBM Workplace
- IBM Workplace Collaboration Services:
  - Capabilities
  - Deployment
- Conclusion

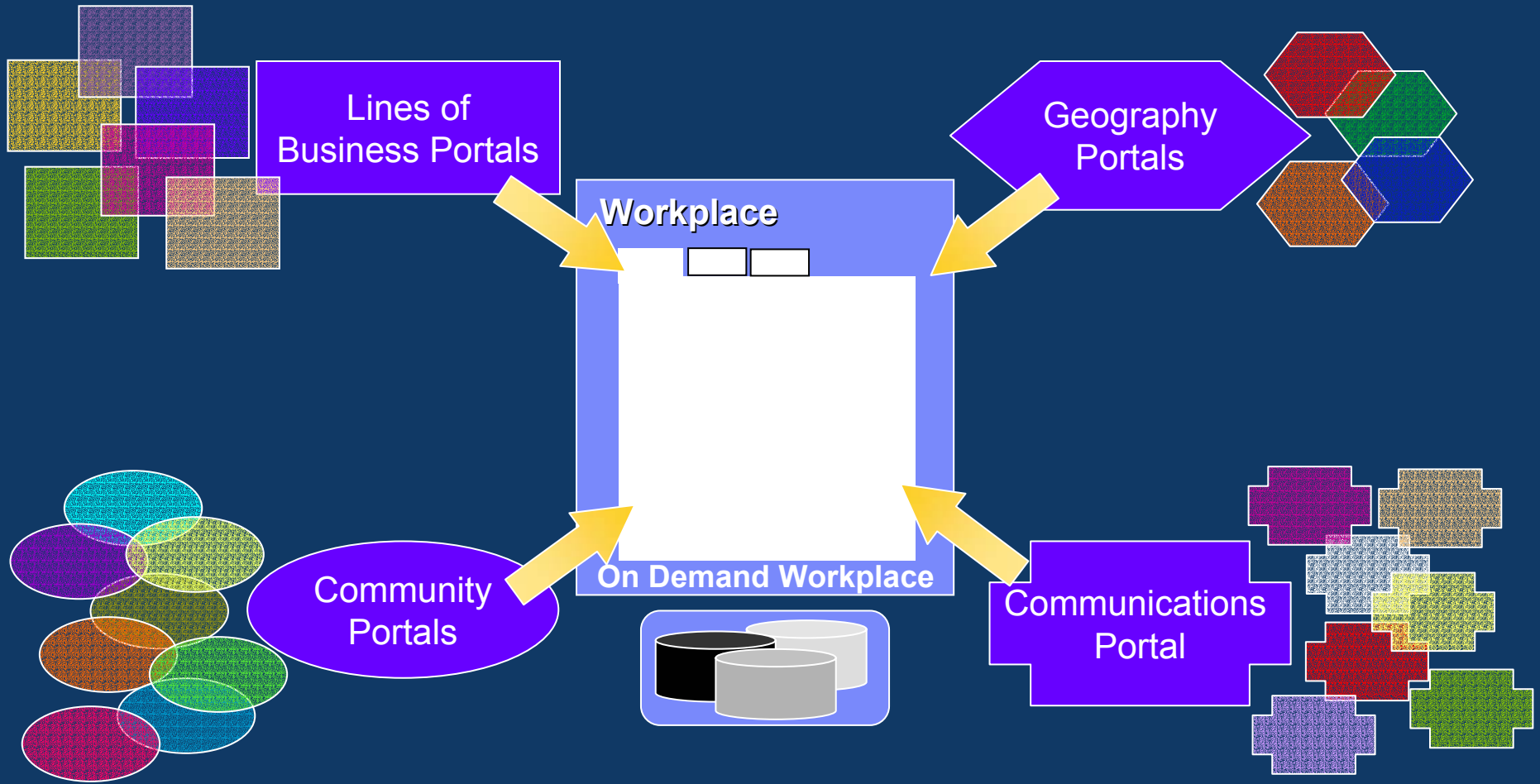
Volkswagen



"Today, 70% of the time of our people is spent by analyzing, searching information and only 30% by making intelligent decisions. We want to flip the ratio 70/30, by providing 70% of intelligent and analytical time decision making and only 30% of administrative work."

— Dr. Martin Hofmann
Exec. Director, Group Supply Strategy
Volkswagen AG

The IBM vision is to move from unit portals & standalone applications to a single workplace



Introducing IBM Workplace Collaboration Services

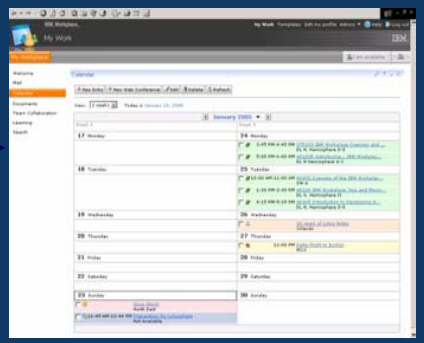
The Product for Everyday Collaboration

ENVISION DECISIONS

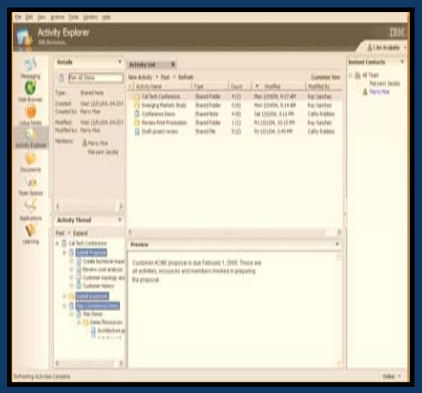
A single product providing a range of fully integrated ready-to-use communication and collaboration tools that enable people to do their jobs more effectively – anytime, anywhere.

Workplace Collaboration Services

Mail/Calendar
Instant Messaging
Presence awareness
Team spaces
Web conferencing
Learning
Web content management
Document management
Document editors
Workplace APIs
Templates
Forms
Activity explorer
Etc…….



Access via Web browser



Access via Workplace Rich Client

Pre-reqs
Workplace Client Technology

Access via Workplace Mobile Client

Available in future release
Currently Tech Preview

Planned for 31th March 2005 availability

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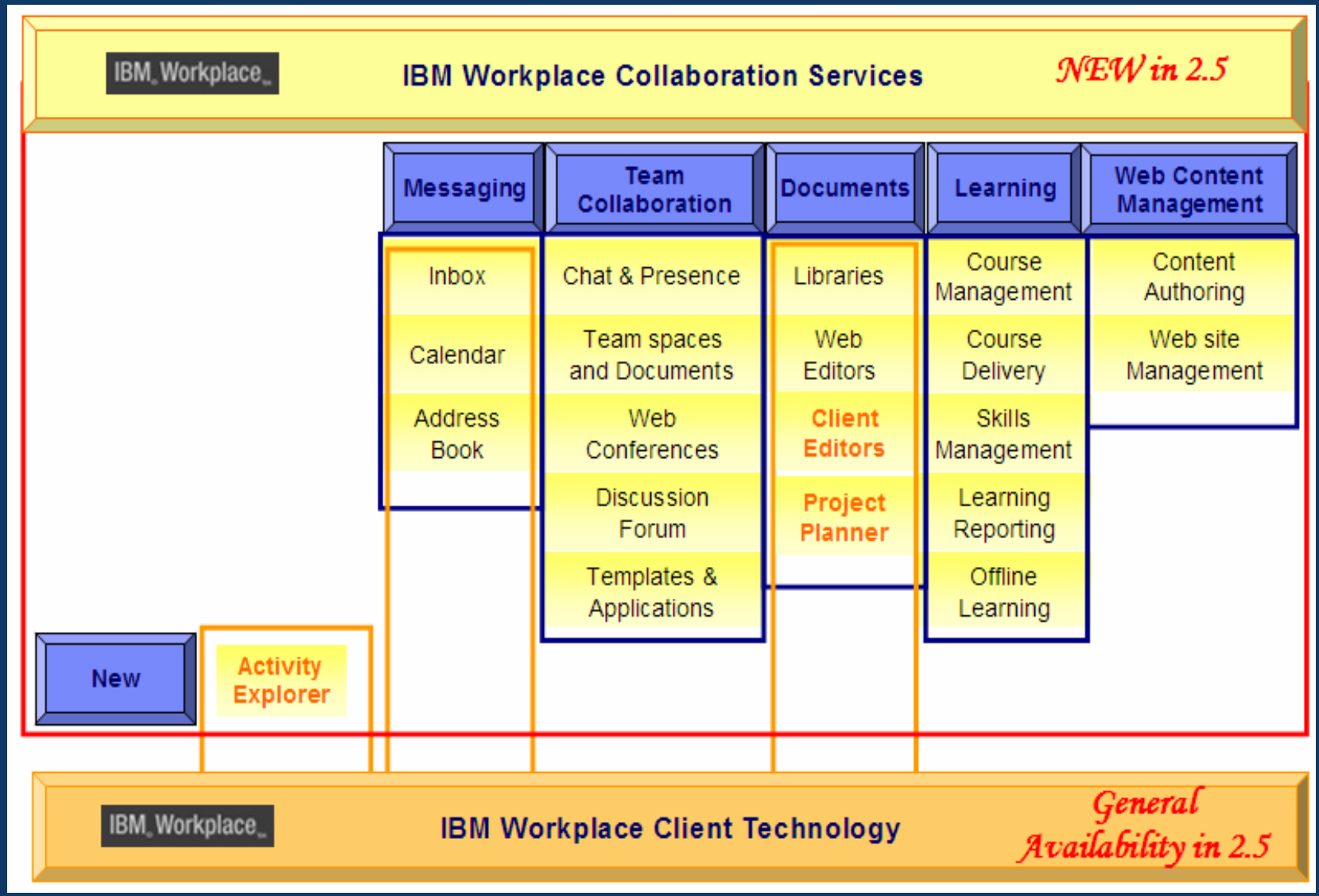
IBM Workplace Collaboration Services - Overview



Agenda

- Why IBM Workplace
- IBM Workplace Collaboration Services:
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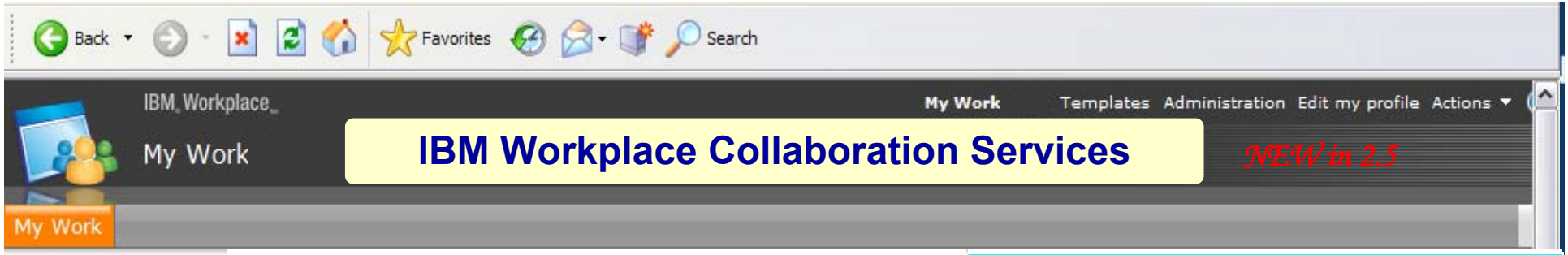


IBM Workplace Collaboration Services

NEW in 2.5

What is this offering ?

1. **A rich collaborative environment**
   - Provides a set of tools for different types of collaborations: ad-hoc, activity-centric, team, formal
   - Intuitive and consistent role-based user interface
   - Central management and provisioning of end users' environments reduce administration costs
2. **A Portal-based interface for integrating applications**
   - Ex: Domino-based apps., with browser or rich client

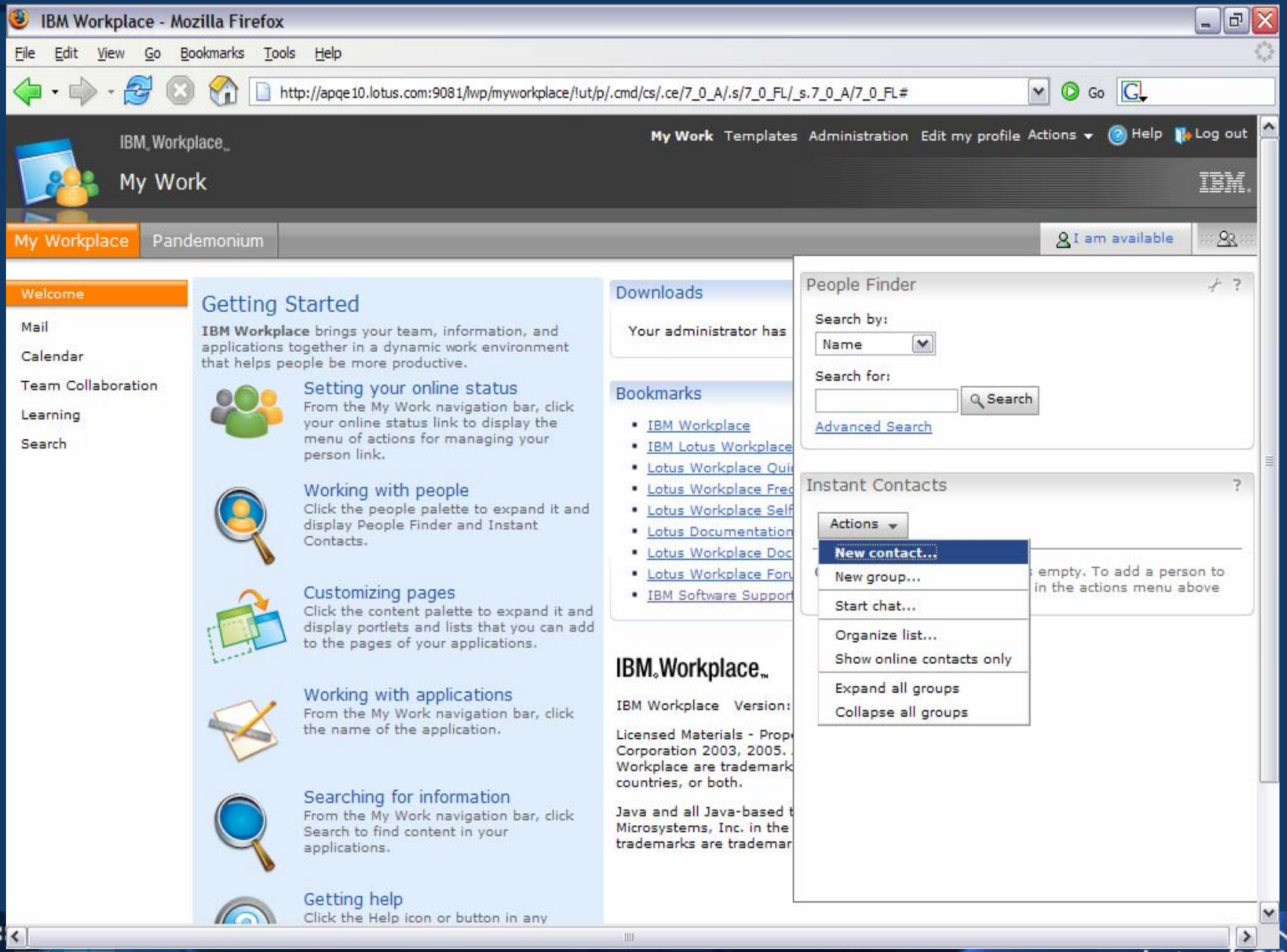
Key Features

1. **Team Collaboration**
2. **Document Management**
3. **Messaging**
4. **Learning**
5. **Web Content Management**
6. **Centrally managed, easy to use, user management**
7. **Integrates with rich client (additional purchase)**
   - Offline use and synchronization with server stores increase productivity
   - Mobile access for email and calendar (preview)
8. **Common infrastructure**
   - Easy "Archive" installation for speedy deployments
   - Platform independence to optimize investments

New in the 2.5 release

1. **User Interface enhancements**
   - Multiple skins & themes for a better selection of user interfaces
   - Quickly customize pages with drag & drop
   - Fly-out controls (instant contacts) for a cleaner layout and speedy launch
   - Application launcher for the rich client
2. **New platforms**
   - iSeries (OS/400) and Sun Solaris
   - MS SQL Server 2000. MS AD 2003
3. **Speedy and simple installation**
   - "Archive" installation saves time for IT and enhances reliability
4. **Performance enhancements**
   - Currently scales to department sizes
5. **Activity Explorer (requires rich client)**
   - Activity & process centric collaboration
   - Merges collaboration "objects" in one central place
6. **Data Access tool (requires rich client)**
   - Create custom database-based applications with forms, views and reports
7. **Notes Application Plug-in for rich client**
   - Run native Notes applications in rich client
8. **Microsoft integration**
   - Document library and editors

Workplace collaboration services layout



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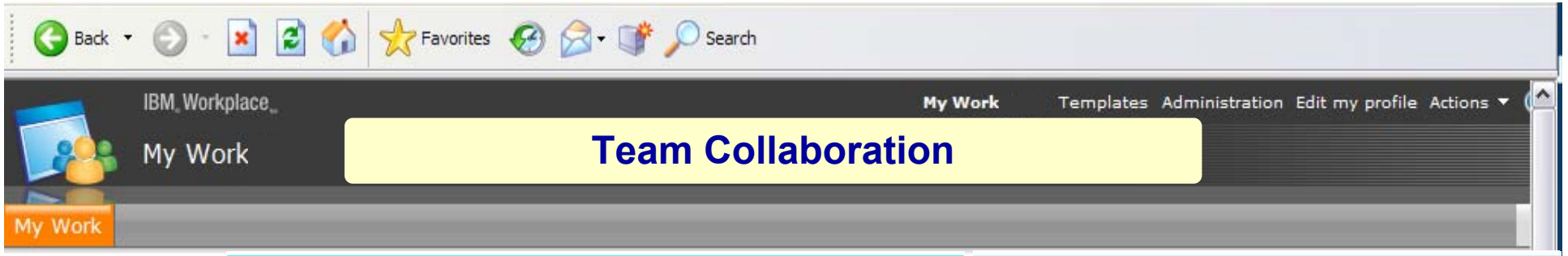


Welcome
Team Collaboration
Documents
Messaging
Learning
Web Content Mgmt.
Search

What is this set of capabilities ?

1. **Integrated synchronous & asynchronous collaboration based on J2EE architecture**
   - Ad-hoc collaboration (Instant Messaging)
   - Team collaboration (Team Spaces)
2. **Part of a larger collaboration platform**

Key Features

1. **Presence & Instant Messaging**
   - Live names, contact lists, multi-way chatting
   - Based on SIP/SIMPLE standard for easier integration
2. **Web Conferences**
   - Share presentations and files (e.g. MS Office), URLs and screens
   - Edit the agenda, invite attendees, download files
3. **Team Spaces**
   - Self-service web site creation, based on templates that can contain discussion forums (with categories, and optional moderation), task lists, persistent chat rooms, team calendars with web conferencing integration, and, collaborative document management
   - Membership management & access control
4. **Editing application templates and forms**
   - Self-service tool for power users to create and edit templates and forms, to build custom applications, that can better meet their business needs

New in Team Collaboration 2.5

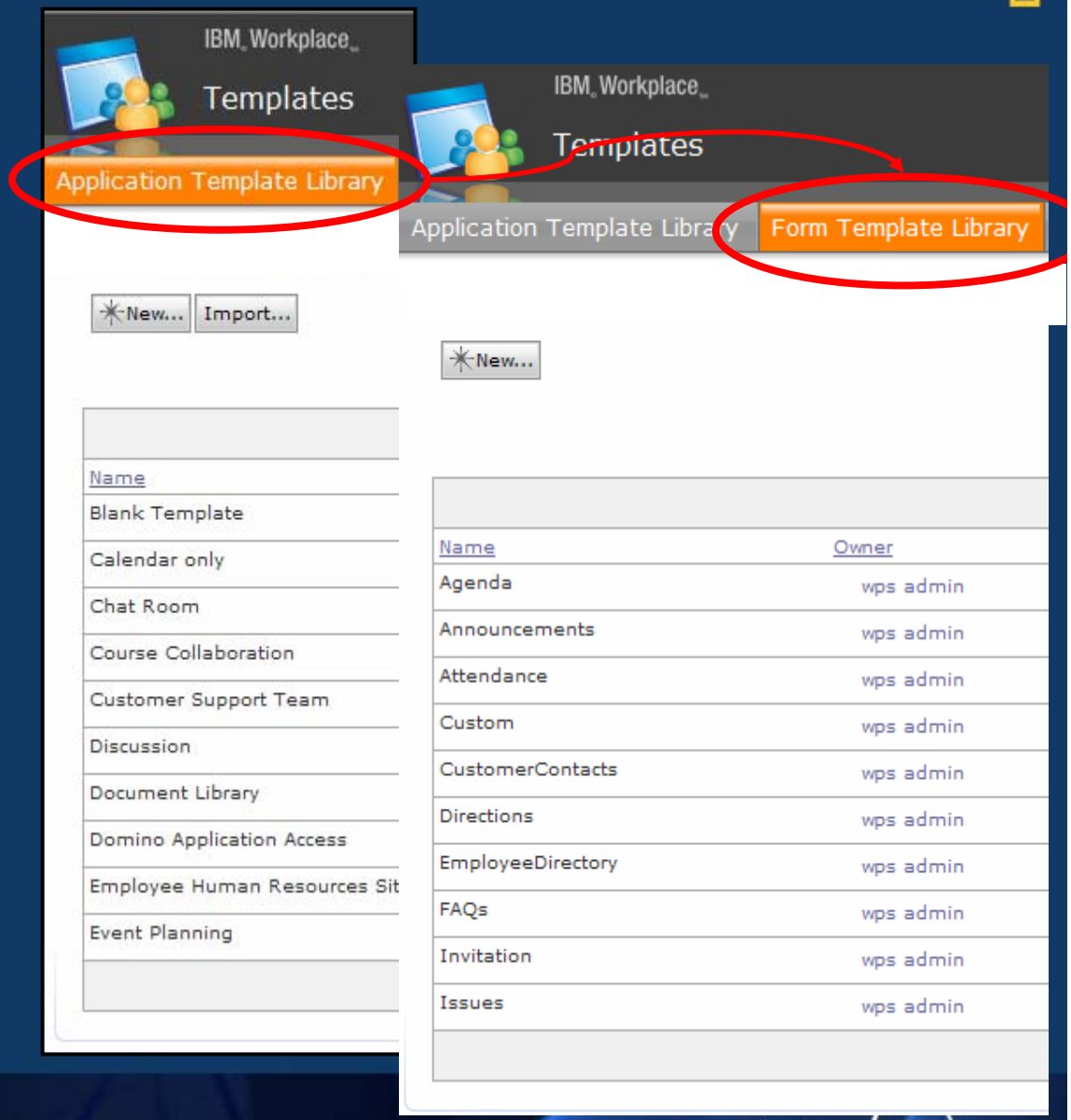
1. **More Team Space templates**
   - Ex: Customer support, Event planning
   - … or create new custom apps with your own fields and views to meet your needs
2. **More "built-in" portlets**
   - Built-in portlets (FAQ's, milestones, issues, etc..) are building blocks for rich applications
   - Can be customized to meet your needs
3. **Enhanced navigation**
   - Streamlined creation of team spaces
4. **Document management enhancements**
   - MS Office and MS Windows integration

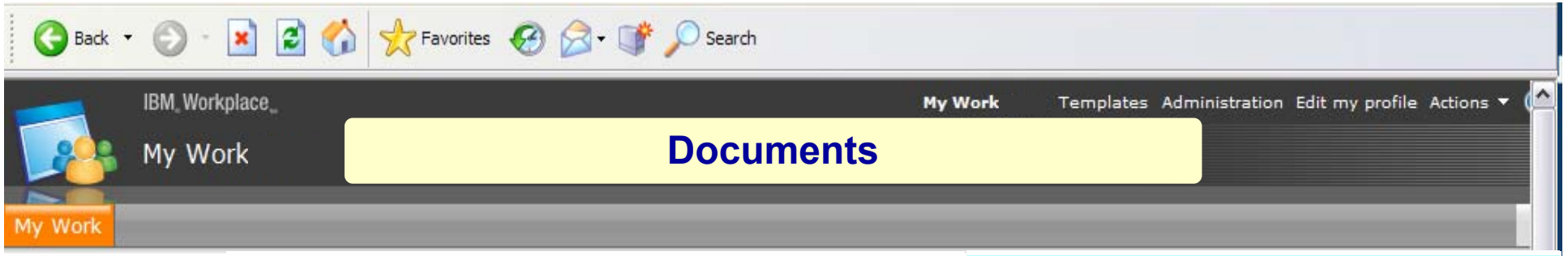
Integration points for collaboration

1. **IM gateway for integration with Sametime**
   - Chat with non-Workplace users
2. **Other Workplace applications are enabled for presence and chat**

Templates

- Templates allow you to customize and roll-out rich applications for specific constituencies
  - Simple browser-based design provides flexibility and rapid application deployment
  - Consistency: deployed applications are based off templates
- Design new applications that meet your users' needs:
  - Use out-of-the-box templates:
    - **Applications**: Event Planning, Sales Team, Marketing Team, HR Team, Customer Support Team, Employee HR Site
    - **Forms**: Agenda, Announcements, Attendance, Custom, Customer Contacts, Employee Directory, FAQ's, Invitations, Issues, Links, Milestones, Minutes, Prospects, Sales Tracking, Sign-up Sheet, Survey, Vacations
  - Or create your own custom templates for applications and forms





What is this set of capabilities ?

1. **A standards-based document management system with core document library services and integrated collaborative capabilities**

2. **Enhanced features with rich client**
   - Productivity tools (documents, spreadsheet, etc..)
   - Offline use and synchronization of document libraries with the server

Key Features

1. **Document management**
   - Document lifecycle: check-in/out, versioning, drafts
   - Nested document libraries with custom views and folders for better organization of documents
   - Set up library memberships and document access rights for a secure repository
   - Import MS Office documents
   - Cross library document searches
2. **Productivity tools**
   - Compose/edit documents with editors (word processing, spreadsheet, presentation)
3. **Optional server-managed client capabilities:**
   - Dynamic client provisioning, configuration & upgrade
   - Offline capability with server synchronization
   - Rich document editors are available when original application is not available
   - Drag-and-drop documents from file system to a secure managed document repository

New in Documents 2.5

1. **MS Windows Explorer integration with document libraries**
   - Use a familiar interface
2. **File Menu integration for MS Office**
   - Blends Workplace into the users' familiar environment
3. **New Productivity tool: Project Planner**
   - A new tool to enable tracking & reporting of project data with a Gantt chart view
   - Integrates with MS Project

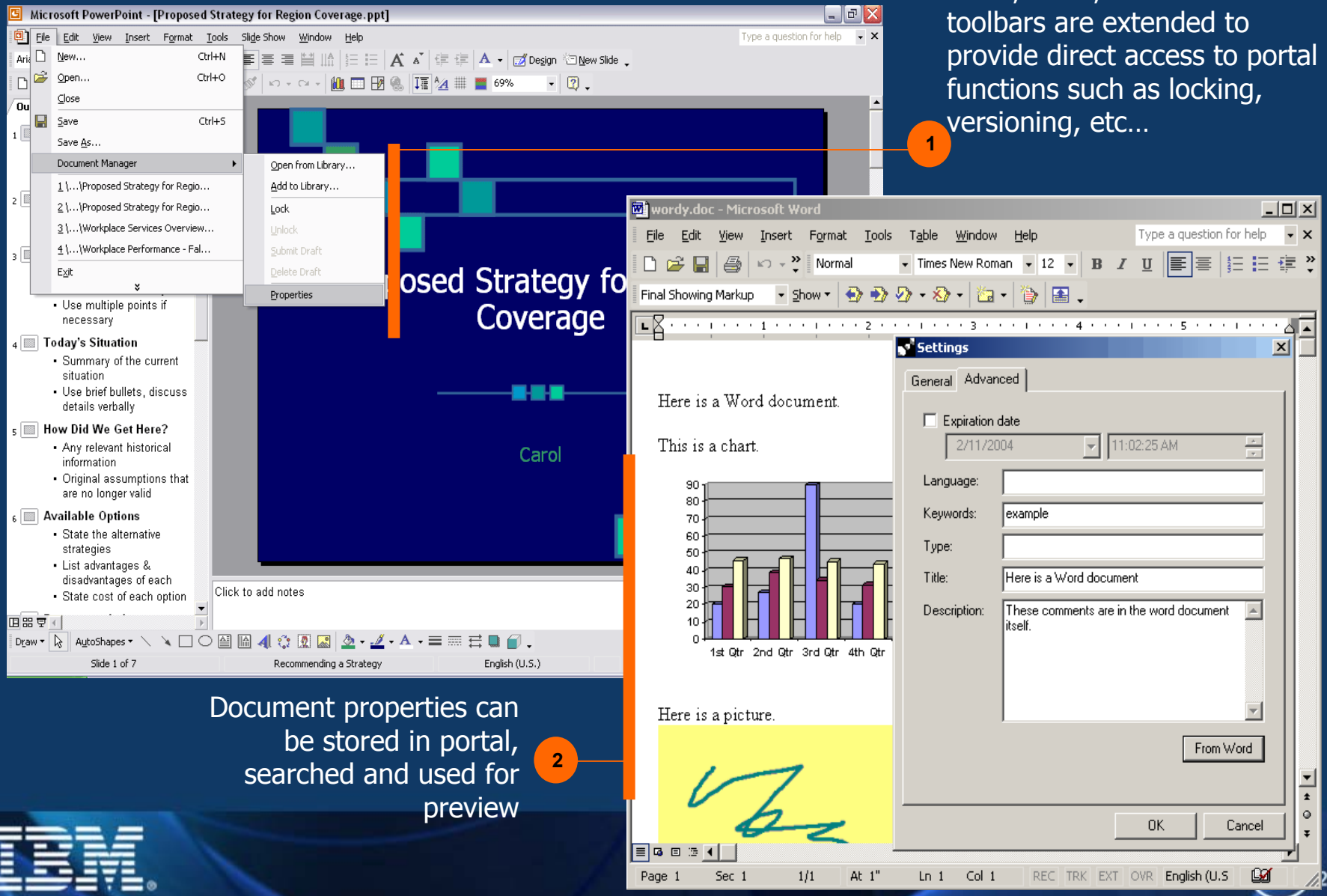
Integration points for collaboration

1. **Enabled for presence and IM**
   - Instant collaboration with document authors and editors

2. **Comments on documents**
   - Promote quality of repository, keep track of changes and requests

3. **Save mail and mail attachments directly into document libraries**
   - Facilitate mail archival and promote reuse of information
   - Reduce file sizes

Microsoft Office Integration



1

Word, Excel, and PowerPoint toolbars are extended to provide direct access to portal functions such as locking, versioning, etc...

2

Document properties can be stored in portal, searched and used for preview

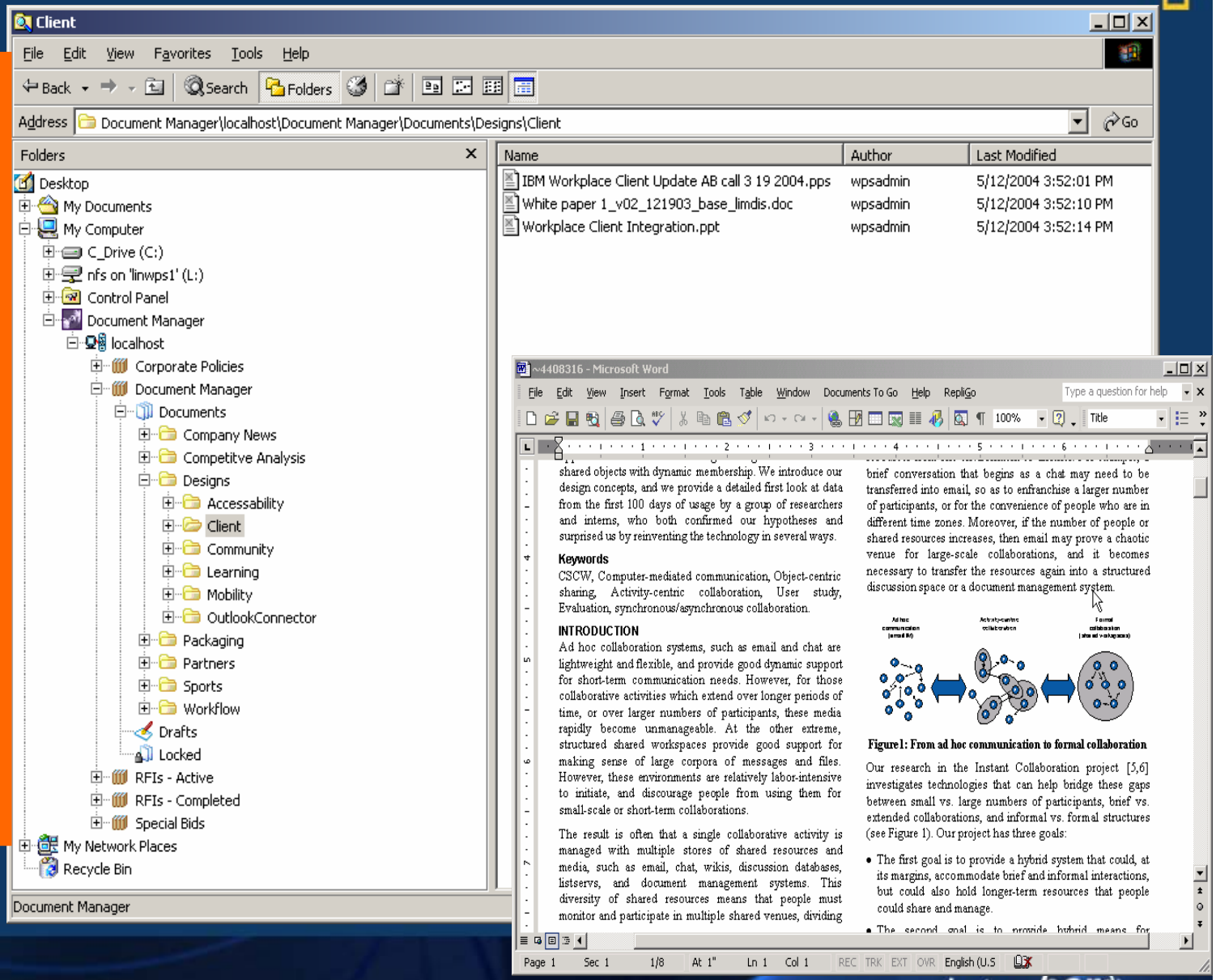
Desktop Integration

ENVISION DECISIONS

Windows Explorer extension lets you work with server documents as if they were local files

1

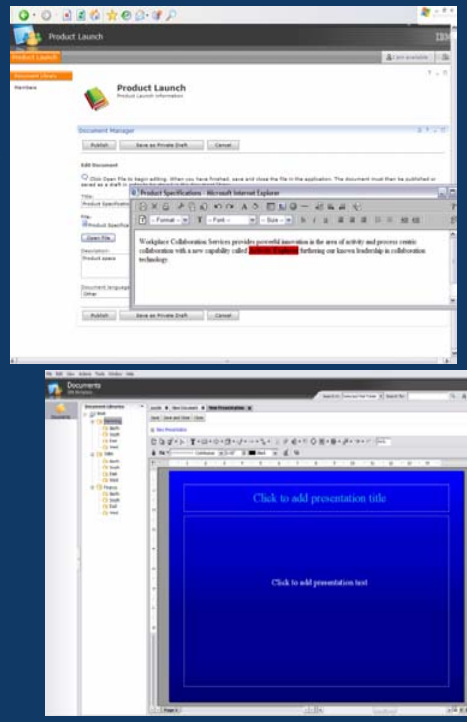
Files are automatically stored back on the server after being saved in Windows applications



Productivity Tools

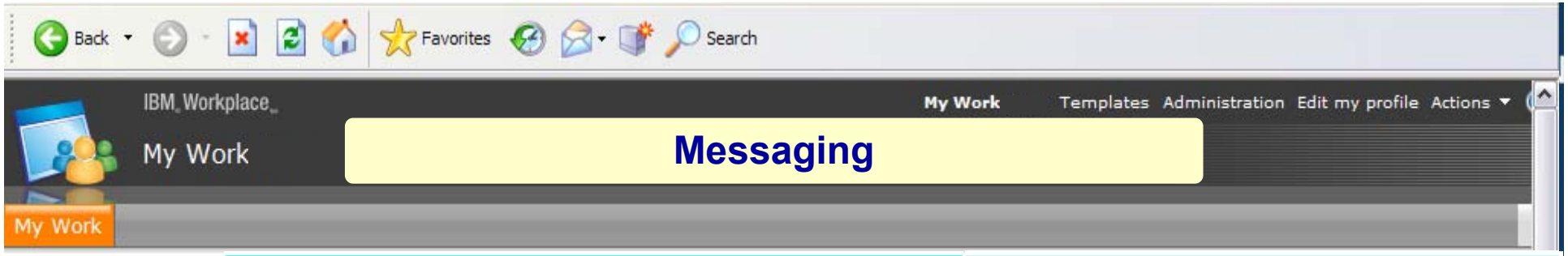
ENVISION DECISIONS

- Browser-based editors
  - Lightweight applications:
    - Word Processing editor
    - Spreadsheet editor
    - Presentation editor
  - Inline viewing of many file types and convenient editing of MS Office files:
    - Not a substitute to traditional productivity applications
    - Saves costs and provides better integrated end-user experience



- Rich client editors
  - Full feature applications requiring Workplace Client Technology (WCT):
    - Word Processing editor
    - Spreadsheet editor
    - Presentation editor
    - Project Planner
  - Provide rich and robust functionality of, and, compatibility with MS Office
    - A real alternative to traditional productivity software
    - With the benefits of a centrally managed client

Editors in WCS release 2.5	Web-Based Editors		Rich-client Editors	
	Can read MS Office formats ?	Can save as MS Office formats ?	Can read MS Office formats ?	Can save as MS Office formats ?
Documents	Yes	No	Yes	Yes
Presentation	Yes	No	Yes	Yes
Spreadsheet	Yes	Yes	Yes	Yes



- Welcome
- Team Collaboration
- Documents
- Messaging
- Learning
- Web Content Mgmt.
- Search

What is this set of capabilities ?

1. **A standards-based, lightweight, easy-to-use messaging system**
   - Provides core messaging features
   - Includes built-in collaboration (e.g. presence, web conferencing, archival of emails)
2. **A messaging solution for un-served users**

Key Features

1. **Messaging**
   - Compose, reply, forward, print emails
   - Priority, delivery confirmation, signatures, etc…
   - Nested folders for better mail organization
2. **Calendar**
   - All event types (appointments, meetings, reminders, all-day events, anniversaries)
   - Individual or repeating events
   - Global calendar formats for international users
   - C&S workflow for approvals/rejections.
3. **Address Book**
   - Personal names and groups, selection from Directory
4. **Support for Rich client & Mobile client (preview)**
   - Key capabilities exposed through other clients
   - Note: requires additional purchase

New in Messaging 2.5

1. **Messaging: SPAM filtering & Junk mail**
   - SPAM user voting and smart filtering provide for increased efficiency and productivity
2. **UI Enhancements**
   - Attention indicators & mail threading for an even more intuitive rich client interface
3. **Database partitioning on DB2 & Oracle**
   - Overcome database size limitations
4. **Support for pervasive devices**
   - Use Workplace anywhere (requires additional purchase) = **tech preview** !

Integration points for collaboration

1. **Enabled for presence and IM**
   - Chat with your mail correspondents for speedier communication
2. **Mail archival**
   - Archive your mail and attachments into document libraries to save space and promote reuse
3. **Web conference integration**
   - Launch a web conference from your calendar

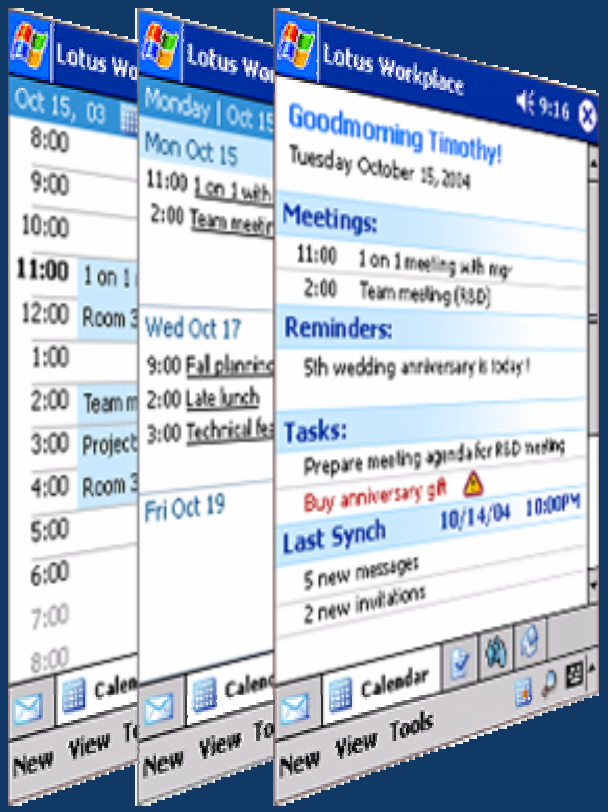
Workplace Mobile Client (Tech Preview)

ENVISION DECISIONS

Mail

- Act on your email
- Stylus tapping optimized

Calendar



- Multiple calendar views
- Manage your calendar

Contacts/IM/ Presence

- Address and phone book
- Live names
- Instant messaging
- 'Quick text'

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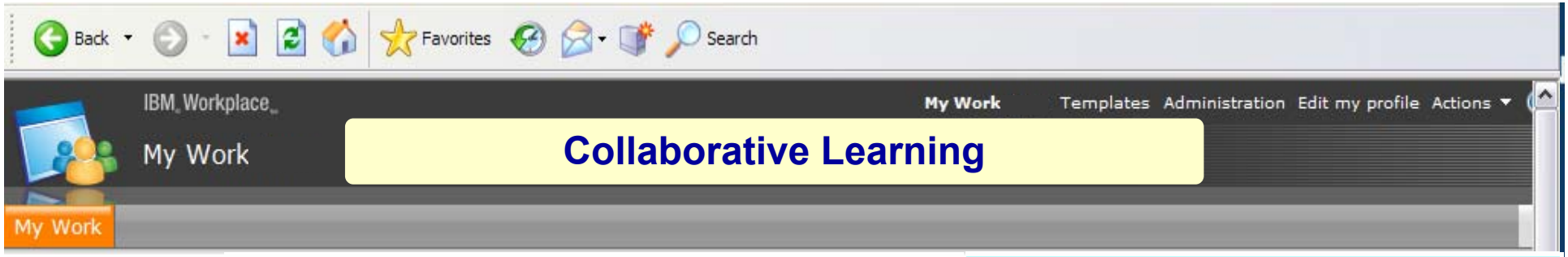


What is this set of capabilities ?

1. **Learning capabilities to enhance Workplace & Portal applications**
   - Ex: Pre-req. messaging course for roll-out of email
   - Ex: Include Sox-related courses for Workplace Business Control and Reporting
2. **A complete learning solution** supporting self-paced, collaborative & classroom-based courses

Key Features

1. **Course Catalog that supports blended learning**
   - Delivery of online courses
   - Schedule classroom-based courses with resources
   - Curricula and certifications
2. **Embed Learning information in other applications**
   - Ex: Recommended courses
3. **Collaboration capabilities**
   - Course discussion areas & document sharing
   - Course calendaring and web conferencing
4. **Report generation**
   - Multiple outputs, schedule reports, email distribution
5. **Course authoring**
   - Tests, quizzes, surveys, learning objects
6. **Skills management**
   - Skills dictionary, individual learning plans

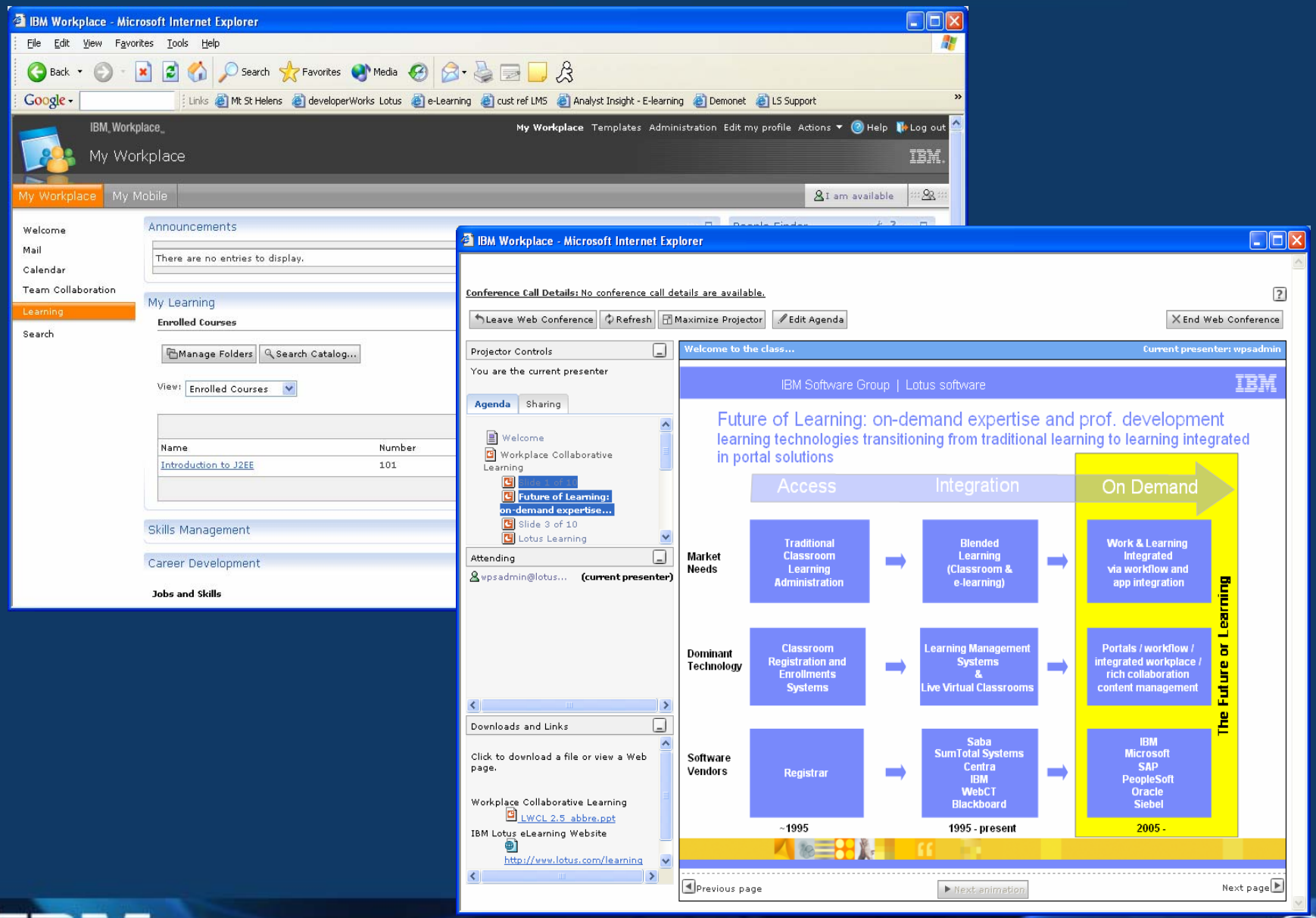
New in Learning 2.5

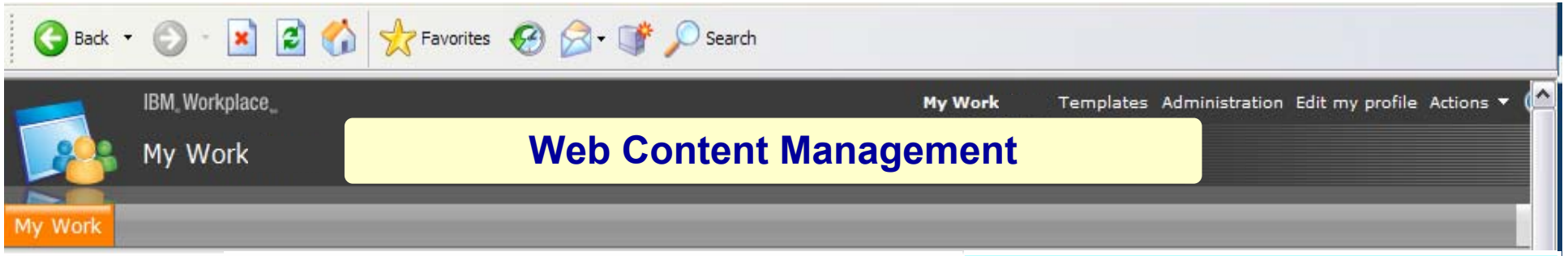
1. **Course Collaboration template**
   - Promote collaboration between course participants: questions for instructors and experts, discussions to develop new best practices, keep track of tasks and milestones, schedule ad-hoc live sessions
2. **New web service API's to automate external processes**
   - Integrate with ERP systems to retrieve information (e.g. courses) or update user profile and course information

Integration points for collaboration

1. **Enabled for presence and IM**
   - Chat with instructor and students
2. **Collaboration tools available to support courses & tie to communities**
   - Course announcements and outline, discussion forums, tasks, document management, course/team calendars, and web conferences
3. **Email and calendar integration**
   - Course events added to calendar

Course enrolment





What is this set of capabilities ?

1. **A system to author, manage and deliver web content**
   - Manage intranet, internet, extranet sites
   - Integrates collaborative documents (emails, chats, office), rich media and document images
2. **Web Content Management is also available on native Portal and Domino**

Key Features

1. **Author web content**
   - Template-based content authoring with WYSIWYG rich text editor to easily create content
2. **Manage web site**
   - Versioning and roll-back for restoring or creating different versions for multiple uses (e.g. based on date)
   - Integration of information from multiple sources
3. **Publish web content**
   - Workflow processing and approvals for improved accuracy and relevancy of content
   - Personalized delivery lets author create content once and reuse in many places based on role and preferences

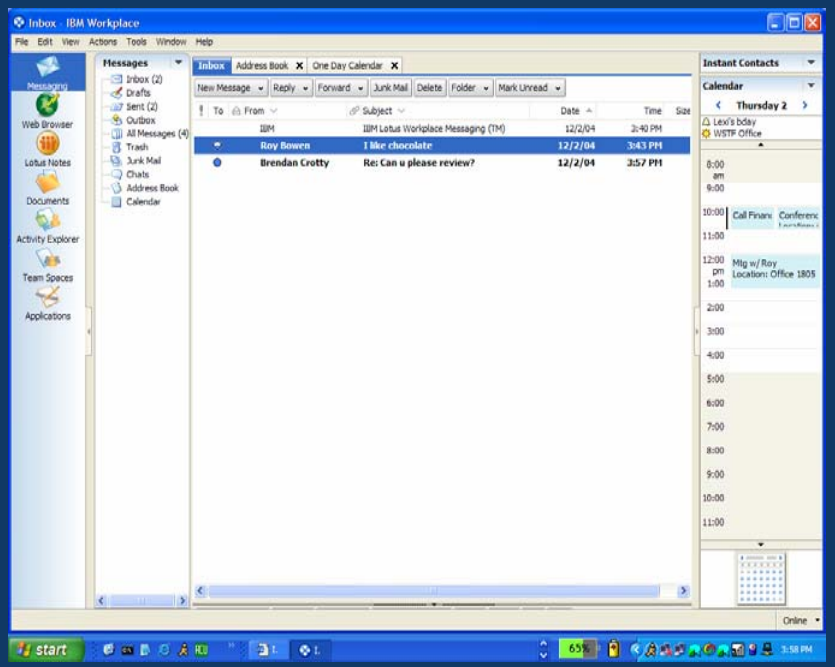
New in Web Content Management 2.5

1. **Enhanced portlet-based UI**
   - Authoring and publishing
2. **Integration with Workplace User Mgmt.**
   - Simplified user management
3. **Enhanced integration for installation**
   - Easier installation process

IBM Workplace Client Technology

ENVISION DECISIONS

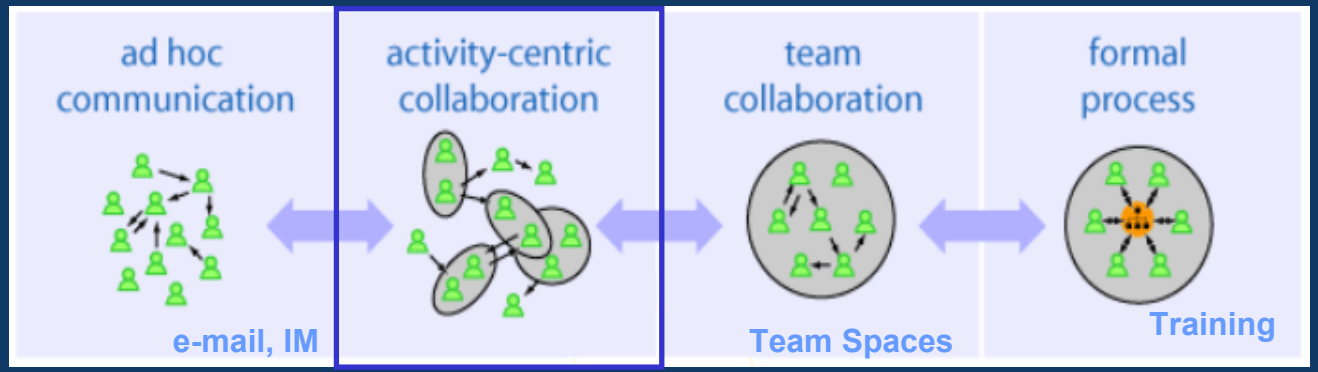
- Provides Workplace experience through a rich client:
  - Messaging = E-mail, calendar
  - Documents = Library management, editing with productivity components, project management
  - Collaboration Services = Activity Explorer, Data Access
- Key Benefits:
  - Native desktop experience
    - **Rich user interface based on open source Eclipse framework**
    - **Multi-platform – Windows, Linux**
  - Designed for manageability, low TCO
    - **Server-managed components**
    - **Role-based provisioning and administration**
  - Support for disconnected use & synchronization
  - Rich client portal
    - **Broad programmability**
    - **Composite Applications**
    - **New Innovation – Activity Explorer**



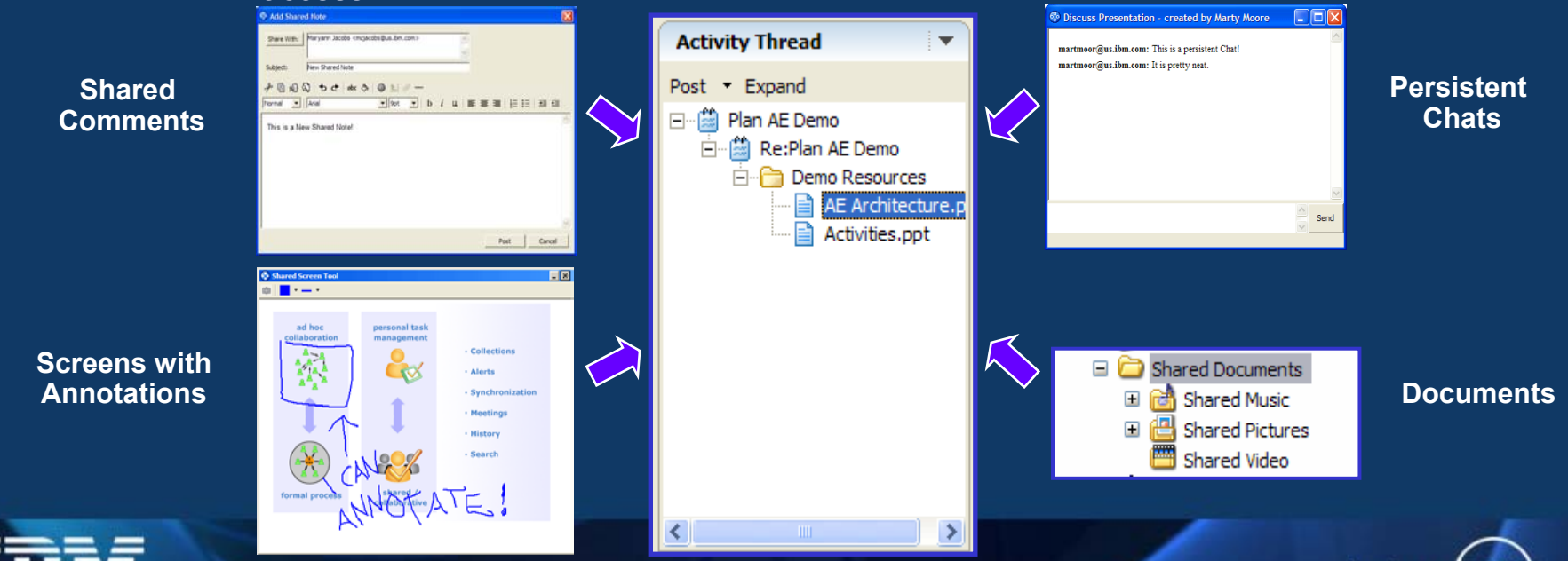
Activity Explorer: A New Collaborative Experience

ENVISION DECISIONS

- Experience different types of collaborations



- Use of activity threads for more efficient real-time collaboration
  - Shared contextual views of activities, with threading and hierarchical structure for easy access



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Activity Explorer

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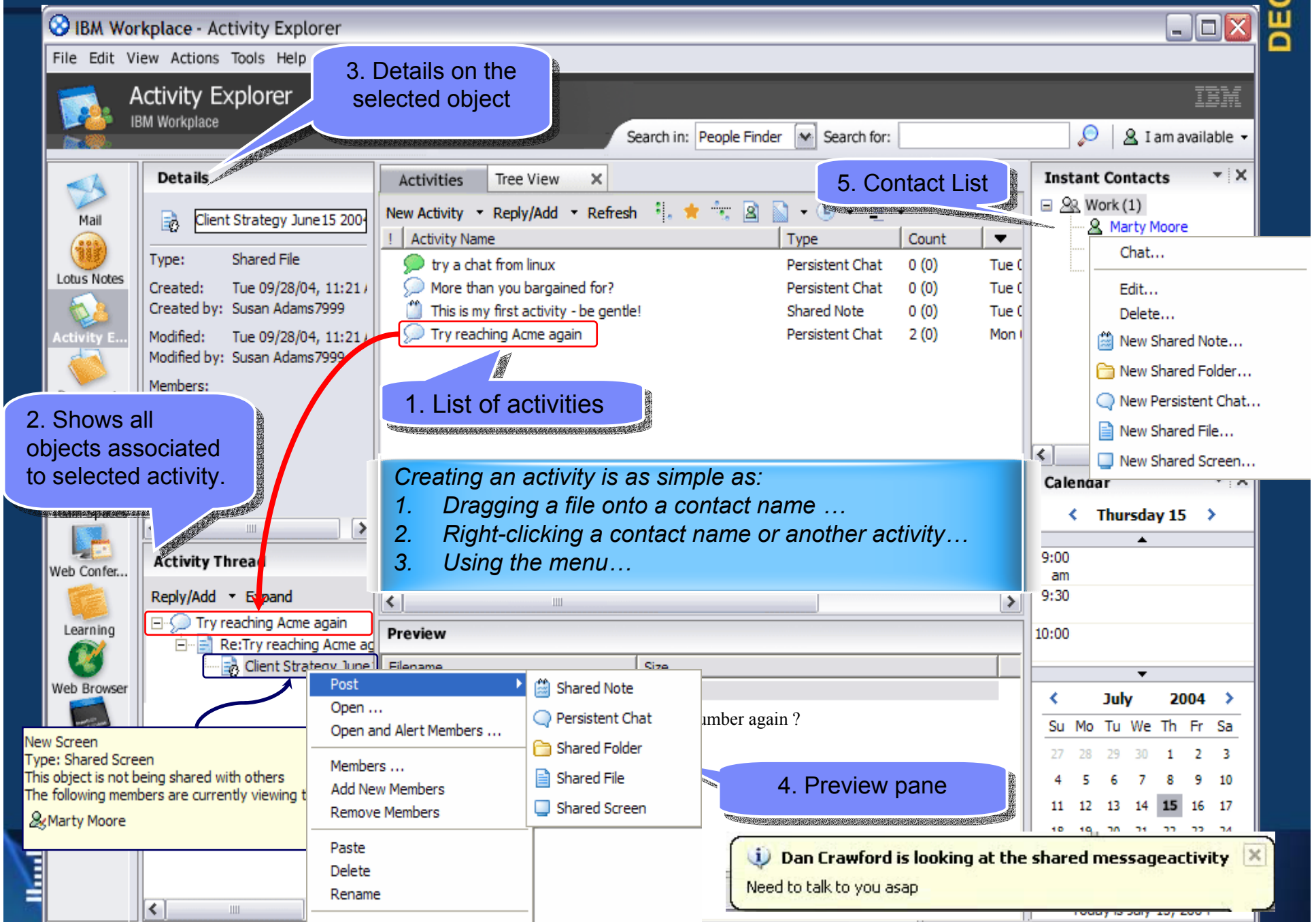
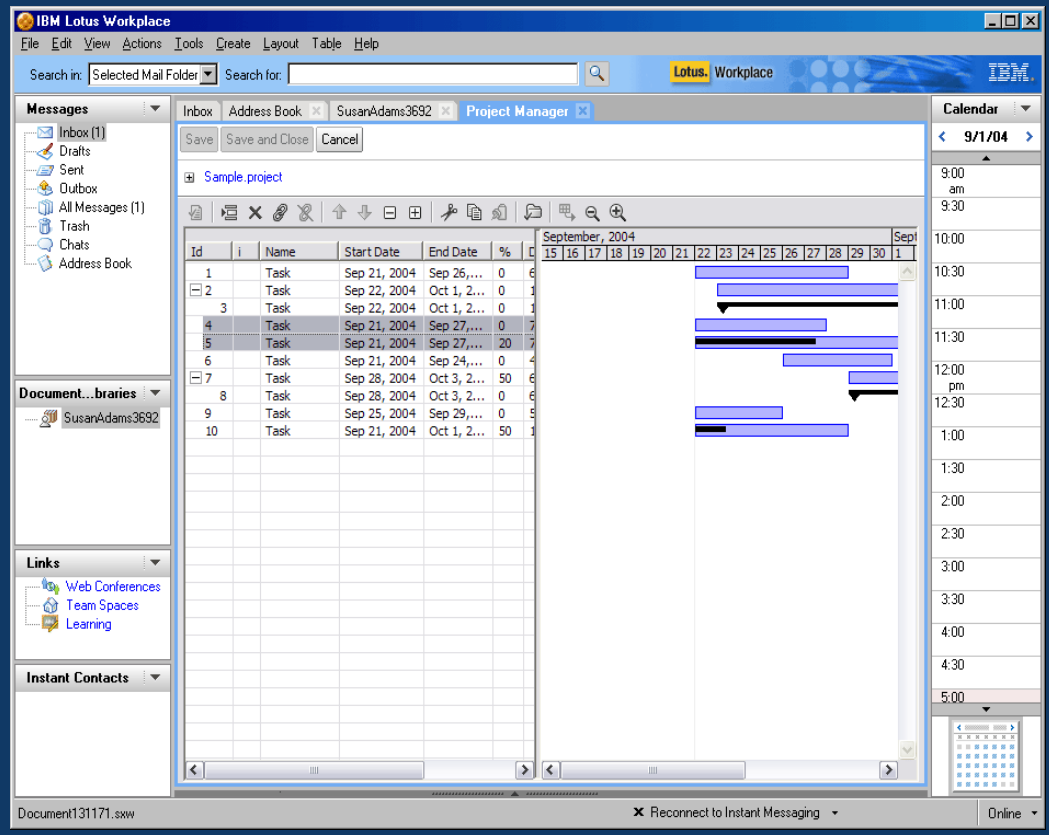


Project Planner

- Delivered as rich client component and packaged with:
  - Workplace Collaborative Services
  - Workplace Documents
- Enables tracking & reporting of projects
- Provides a subset of MS Project:
  - View Gantt chart
  - Add project tasks and resources
  - Assign tasks to resources
  - Create sub & summary tasks
  - Link dependent tasks
- Import/Export data from MS Project XML files
  - MS Project 2000 and 2003



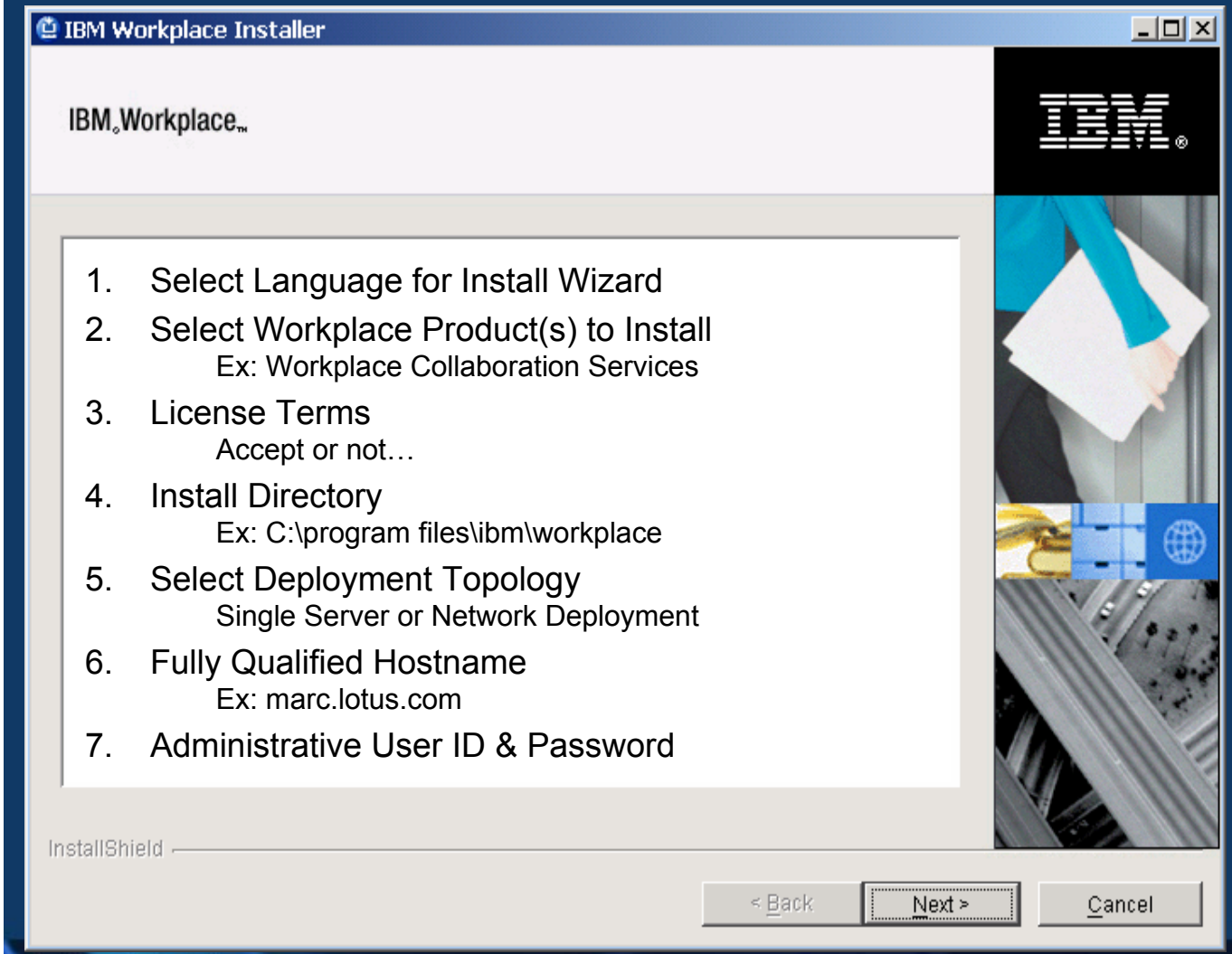
Agenda

ENVISION DECISIONS

- Why IBM Workplace
- IBM Workplace Collaboration Services:
  - Capabilities
  - Deployment
- Conclusion

Installation

New “Archive” installation:
From Zero to … Workplace Collaboration Services… in a few simple steps:



Post-installation tasks required for production:

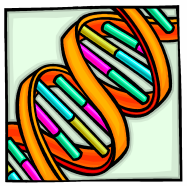
i. Connect to LDAP directory
ii. Replace Cloudscape with another database

Components of Workplace Collaboration Services 2.5

ENVISION

What is it for ?

- Integrate multiple disparate user directories → **Tivoli Directory Integrator** V5.2
  - Optional
- Store user information and provide authentication → **Directory Server (LDAP)** V5.1
  - Allows for Substitution
    - Domino Directory
    - Microsoft AD
    - Novell eDirectory
    - Sun One
    - IBM Directory
- Store production data → **DB2 Universal Database** V8.1
  - Optional
- Store data for pilots (default) → **Cloudscape** V5.1
  - Allows for Substitution
    - Oracle 9i
    - MS SQL Server 2000
- Provide common services including portlet-based UI → **Websphere Portal Server** V5.0.2.2
- Provide common services for deployments → **Websphere Application Server** V5.0.2.6
  - No Substitution Allowed

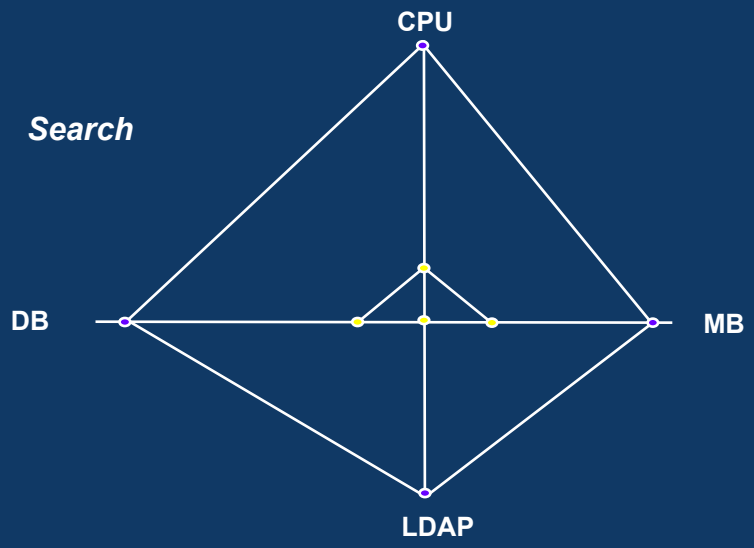


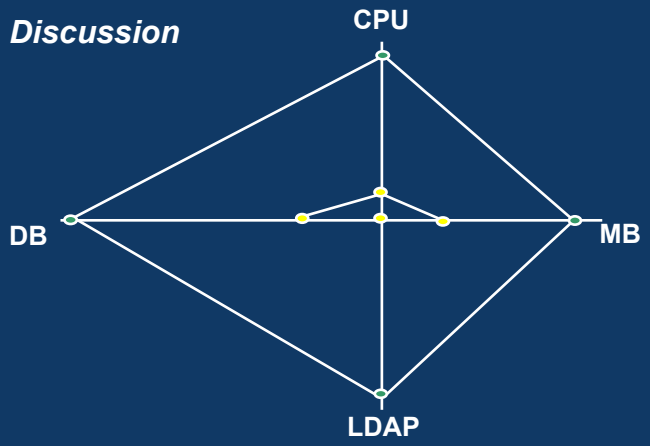
Note: other versions of Websphere Portal Server (e.g. 5.1) & Websphere Application Server are NOT supported

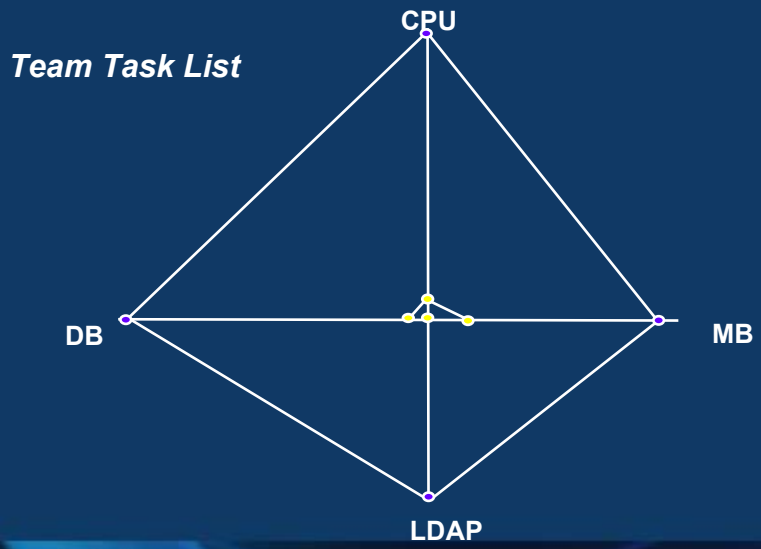
Note: All bundled Software is restricted for use with Workplace Collaboration Services

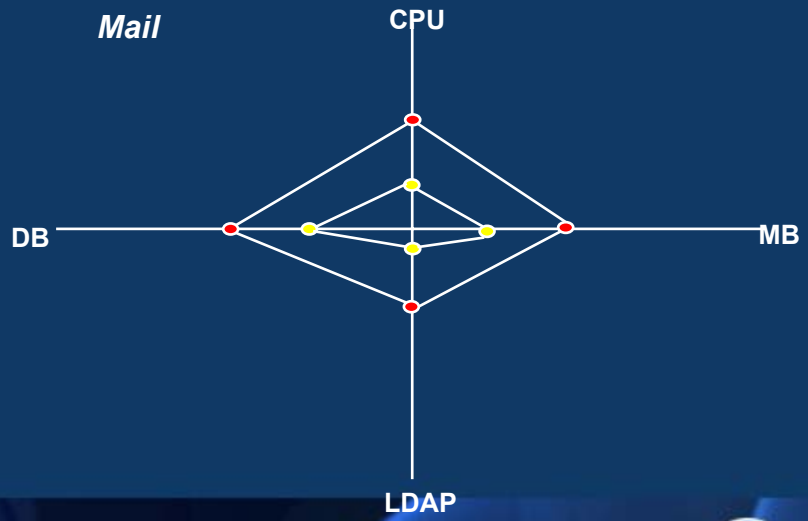
Workplace 2.5 Performance Improvements

ENVISION DECISIONS









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Supported Platforms

ENVISION DECISIONS

- **Server OS:**
  - Win 2000 Server and Advanced Server
  - Win 2003 Standard and Enterprise Edition
  - Red Hat Enterprise Linux AS for Linux (x86) 3.0
  - SuSE SLES 8, 2.4 Kernel (for Intel) *Updated*
  - AIX 5.2 & 5.3
  - **iSeries - OS/400** V5R3 *Updated* *NEW in 2.5*
  - **Solaris** 9 *NEW in 2.5*
- **Server Database:**
  - DB2 Enterprise Server Edition V8.1
  - DB2 Workgroup Edition V8.1
  - Oracle 9i
  - **MS SQL Server** Enterprise 2000
  - Cloudscape 5.1 *NEW in 2.5*
  - DB2 For iSeries: V5R3
  - DB2 Clustering via HACMP (post GA) *NEW in 2.5* *NEW in 2.5*
- **Proxy Servers:**
  - Websphere Edge Server 2.0.2 *NEW in 2.5*
  - Tivoli Access Manager 5.1
  - Sun One Portal Server 6.2

- **Client - Browser OS:**
  - Windows XP
  - Windows 2000
  - SuSE Linux Desktop (SLD) v1.0
  - Red Hat Enterprise Linux WS v3.0
- **Client - Browsers:**
  - IE 6.0 SP1 - JRE Sun 1.4.2 or MS JVM 1.1 *Updated*
  - Mozilla 1.4 on Linux - JRE Sun 1.4.2
  - Mozilla 1.4 on Windows - JRE Sun 1.4.2
  - **Firefox** 1.0 on Linux - JRE Sun 1.4.2 *NEW in 2.5*
  - Firefox 1.0 on Windows - JRE Sun 1.4.2 *NEW in 2.5*
- **LDAP**
  - IDS V5.2
  - Domino 6.5 *Updated*
  - MS Active Directory 2000 *Updated*
  - MS Active Directory 2003
  - Sun ONE Directory V5.2 *Updated*
  - Novell eDirectory V8.7 *Updated*
  - Domino Directory Assistance R6.5 (federate multiple Domino directories (NABs) only)
  - IDS - iSeries V5.1 (with OS400 V5R3) *NEW in 2.5*

Agenda

- Why IBM Workplace
- IBM Workplace Collaboration Services:
  - Capabilities
  - Deployment
- Conclusion

In conclusion

ENVISION DECISIONS

Transformation

- Innovations that transform the way people work
- Network delivery model

Improve Productivity

- Out-of-the-box value
- Productivity tools
- Role-based environment

Workplace Collaboration Services

Greater Flexibility

- Open standards
- Support for rich client
- Customization
- Integration with Domino
- Integration with Microsoft

Simplification

- Consistent look and feel
- Per-CPU licensing

IBM
ENVISION
DECISIONS
Lotusphere® 2005

WebSphere Portal V5.1

Stephane PAPAIX
Consulting IT/Specialist
IBM Software Group
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Best of Lotusphere 2005

Vendredi 11 février 2005 – Paris La Défense

Agenda

ENVISION DECISIONS

- **Principes & Architecture**
- Intégration d'applications
- Contenu
- Collaboration
- Conclusion

Le portail coté utilisateur

ENVISION DECISIONS

Le portail fourni un point d'accès unique , sécurisé, délivrant du contenu, des processus métiers, des applications et des fonctions collaboratives.

Cet environnement est personnalisé en fonction des besoins et des responsabilités des utilisateurs connectés.

Situation ancienne : L'utilisateur « est » le portail

Informations | Informations | Application | Application | Collaboration | Collaboration

Le portail intègre l'espace de travail de l'utilisateur

Portal

Informations | Informations | Application | Application | Collaboration | Collaboration

Le portail coté service informatique

ENVISION DECISIONS

Facilitateur pour « designer », développer, déployer et exploiter les composants au sein du système informatique.

- Unifier la présentation des sites et applications
- Unifier l'ergonomie
- Capitaliser sur les composants d'infrastructure tels que sécurité, login, SSO, navigation, multi device, workflow, service collaboratifs…
- Personnalisation simple à implémenter
- Éviter des « arbres de navigation » complexes dans les applications (découpage en portlet)
- Outils d'administration délivrés par WP
- Déploiement des composants facilité
- Tâches d'exploitation (cluster, traces, statistiques…)
- …

Choix de l'infrastructure hardware

- IBM AIX
- iSeries
- Sun Solaris
- Microsoft Windows
- Linux
- **z/OS**

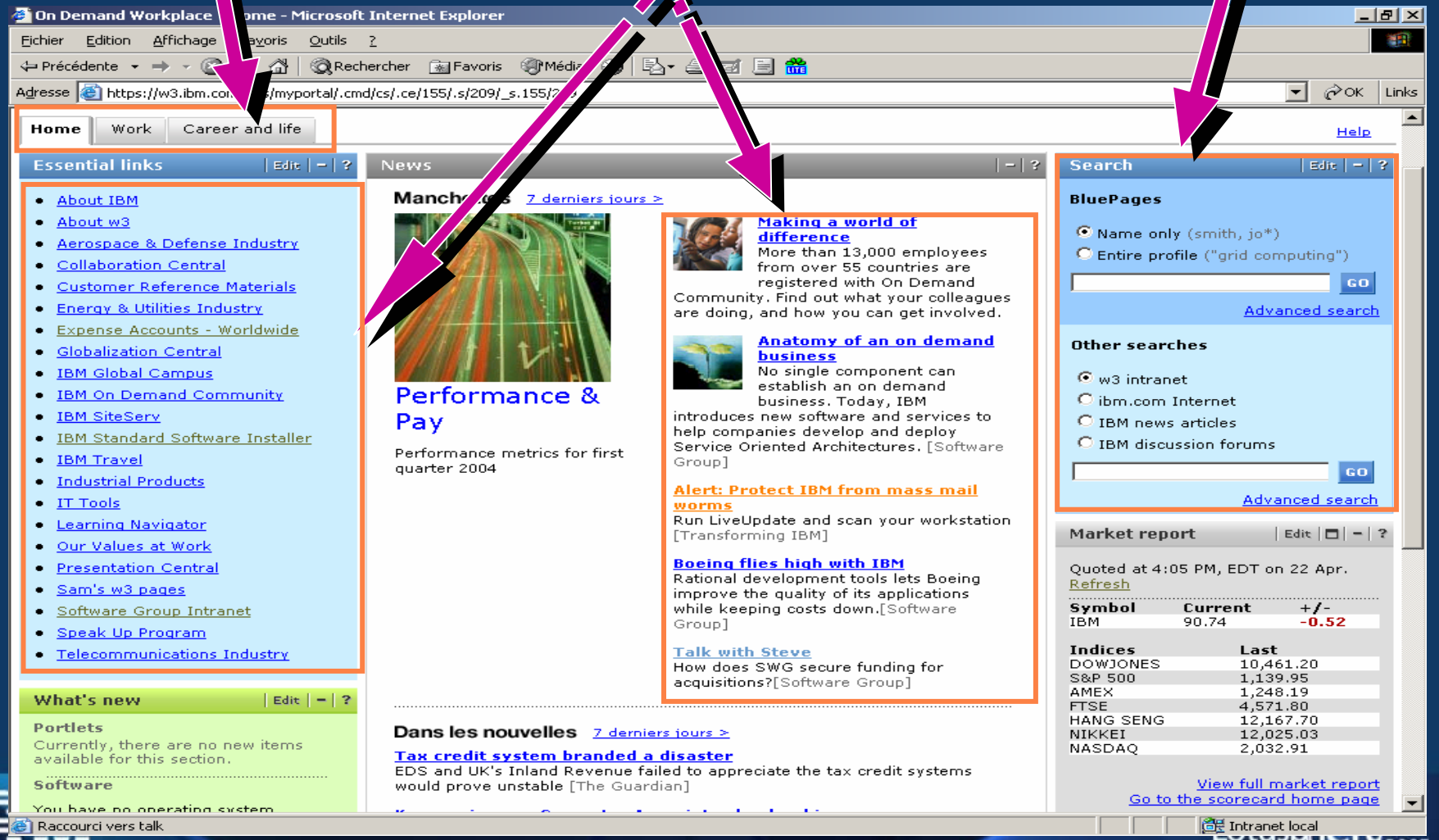
Une espace de travail pour l'utilisateur

ENVISION DECISIONS

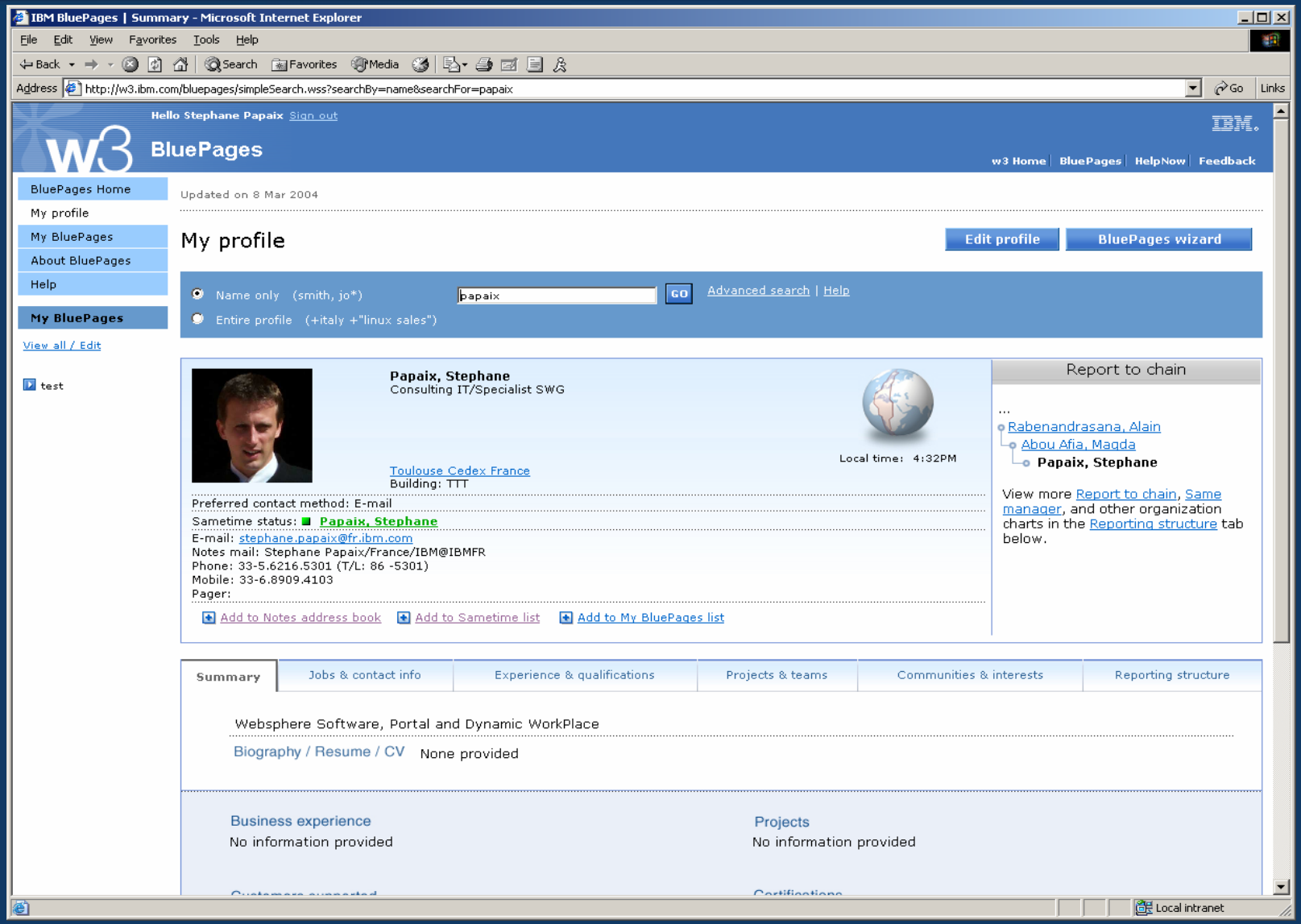
Navigation simple & intuitive à partir d'onglets / pages

Chaque page est partagée en zones visuelles, appelées Portlets

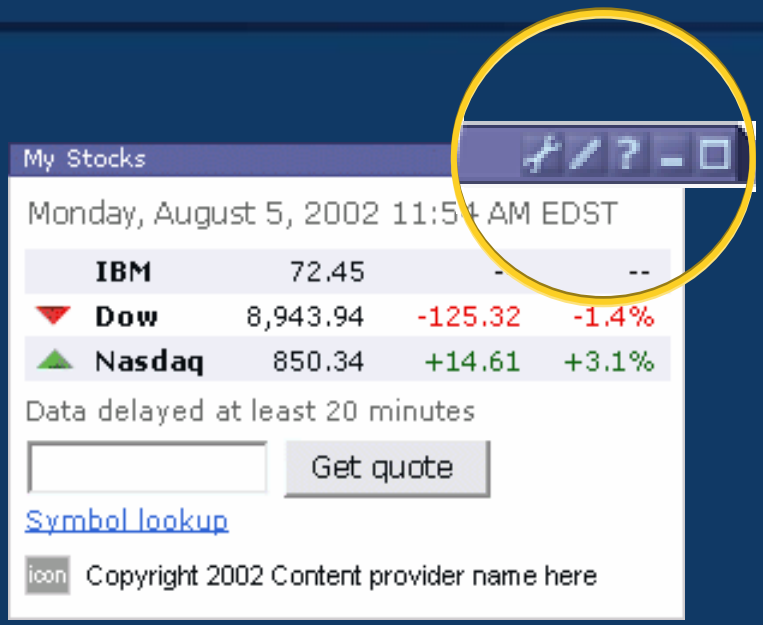
Des fonctions accessibles en permanence



Un exemple de composant collaboratif sur le w3 IBM

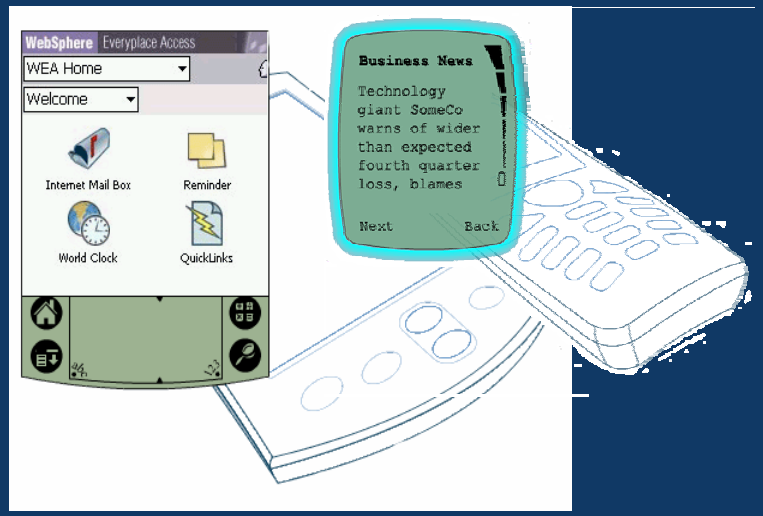


Les Portlets



Portlet = module applicatif séparé

- Développements indépendants
- Modes & états
- Placement libre sur la page
- Standards JSR 168 & WSRP

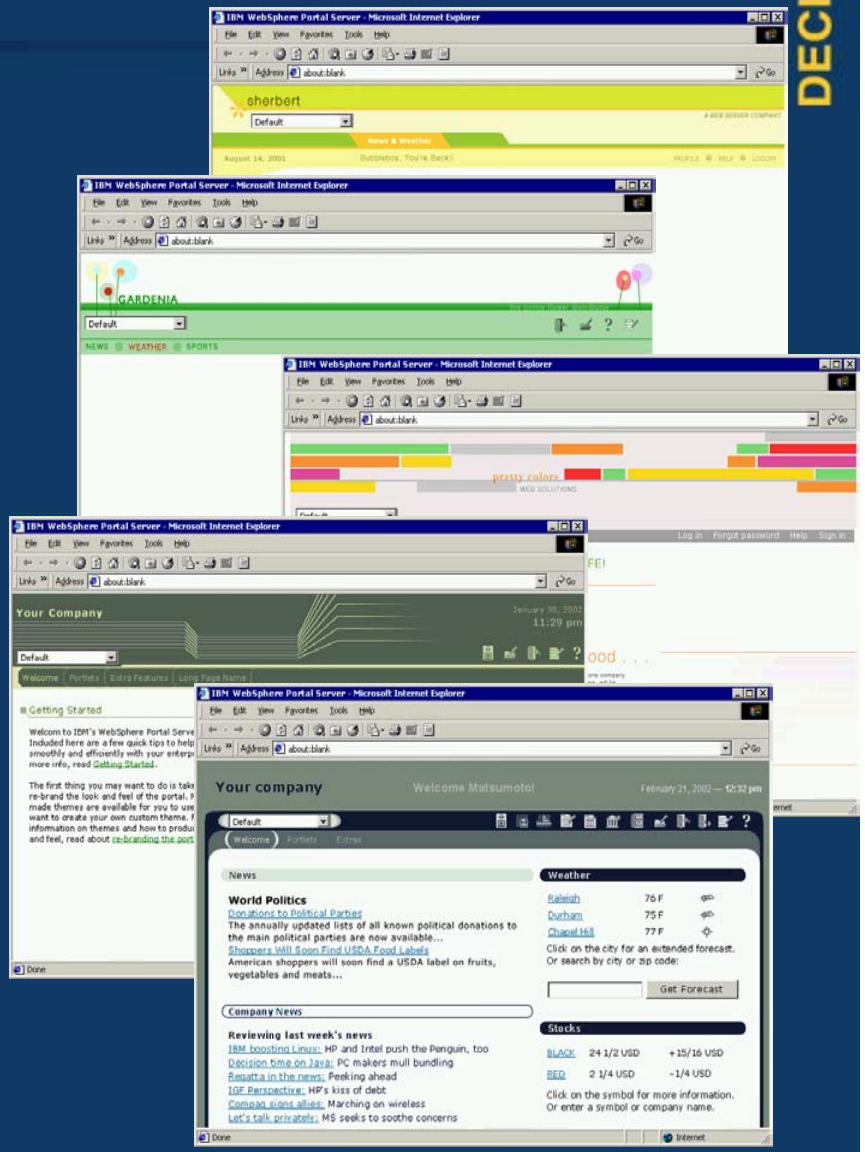


Gestion de périphériques divers

- Téléphones, assistants personnels, systèmes vocaux
- Vue unique pour chaque périphérique avec une logique applicative partagée

Thèmes & Encadrements

- Thèmes
  - Couleurs, polices et espacements figurant sur la page
  - Feuilles de style en cascade, images, …
  - S'appliquent à un groupe de pages
- Encadrements
  - Motif décoratif appliqué autour de chaque portlet
  - Un encadrement différent par portlet
- Affectation libre des thèmes et encadrements à tout groupe de pages
- Compatibilité entre navigateurs



Demo…

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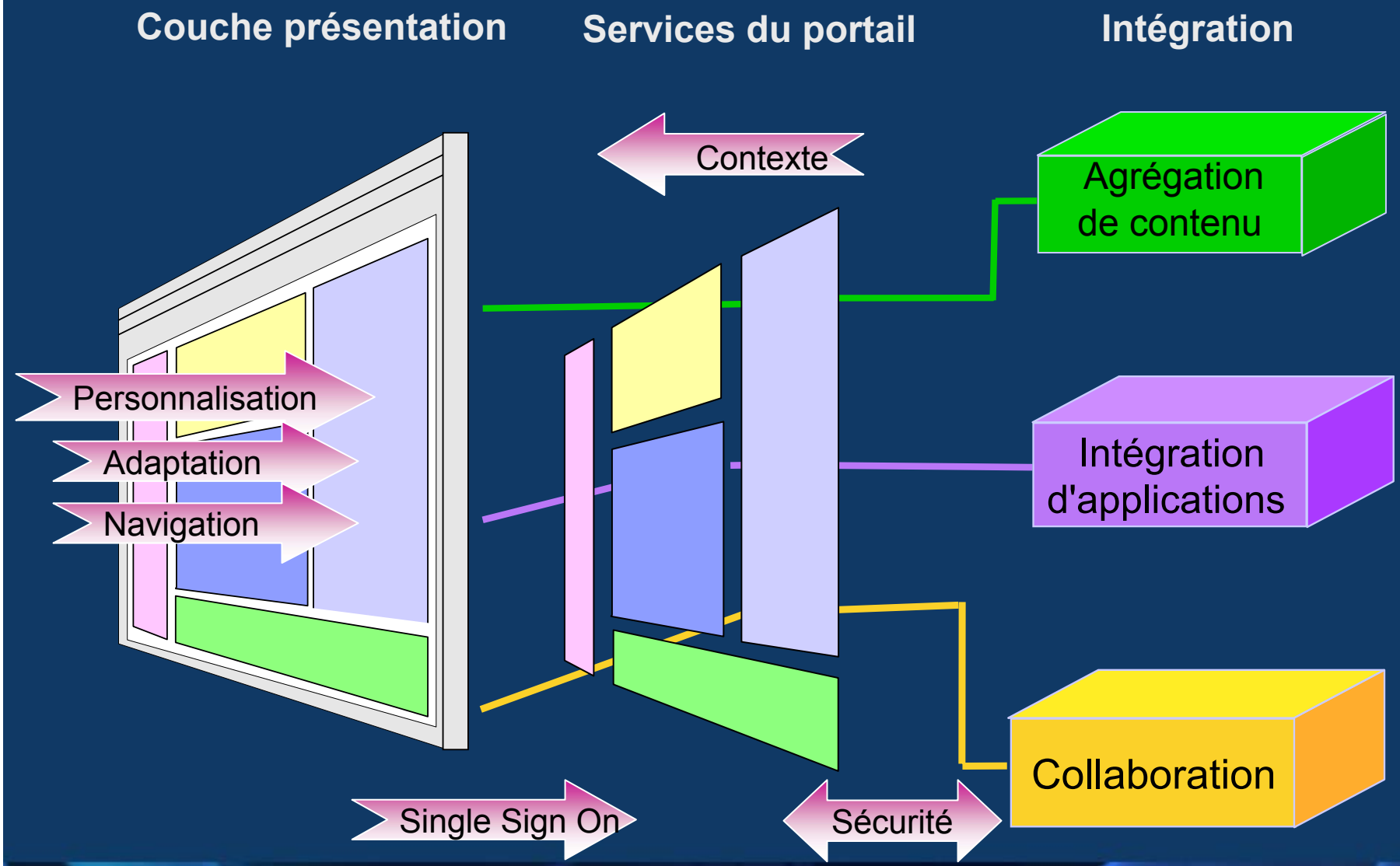
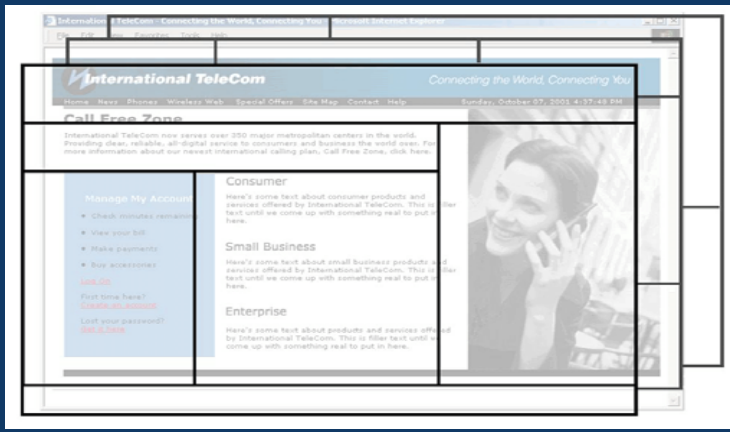
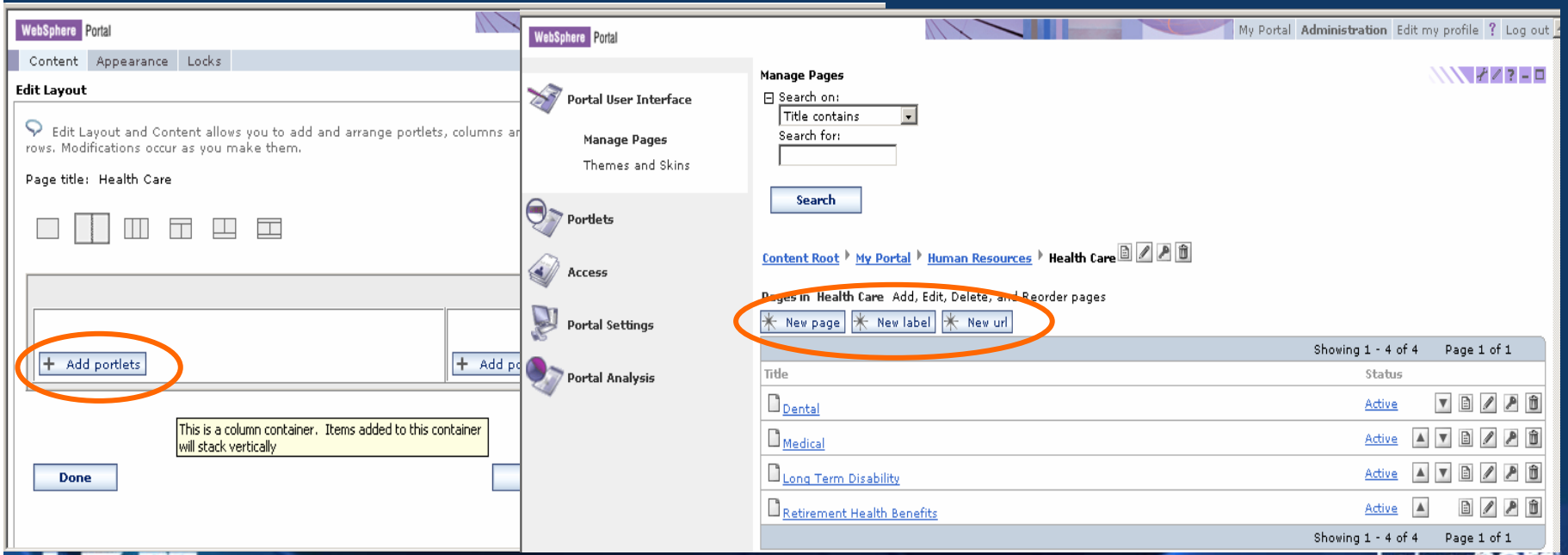
Le portail IBM est bien plus qu'une interface utilisateur



Mise en page assistée et sous contrôle

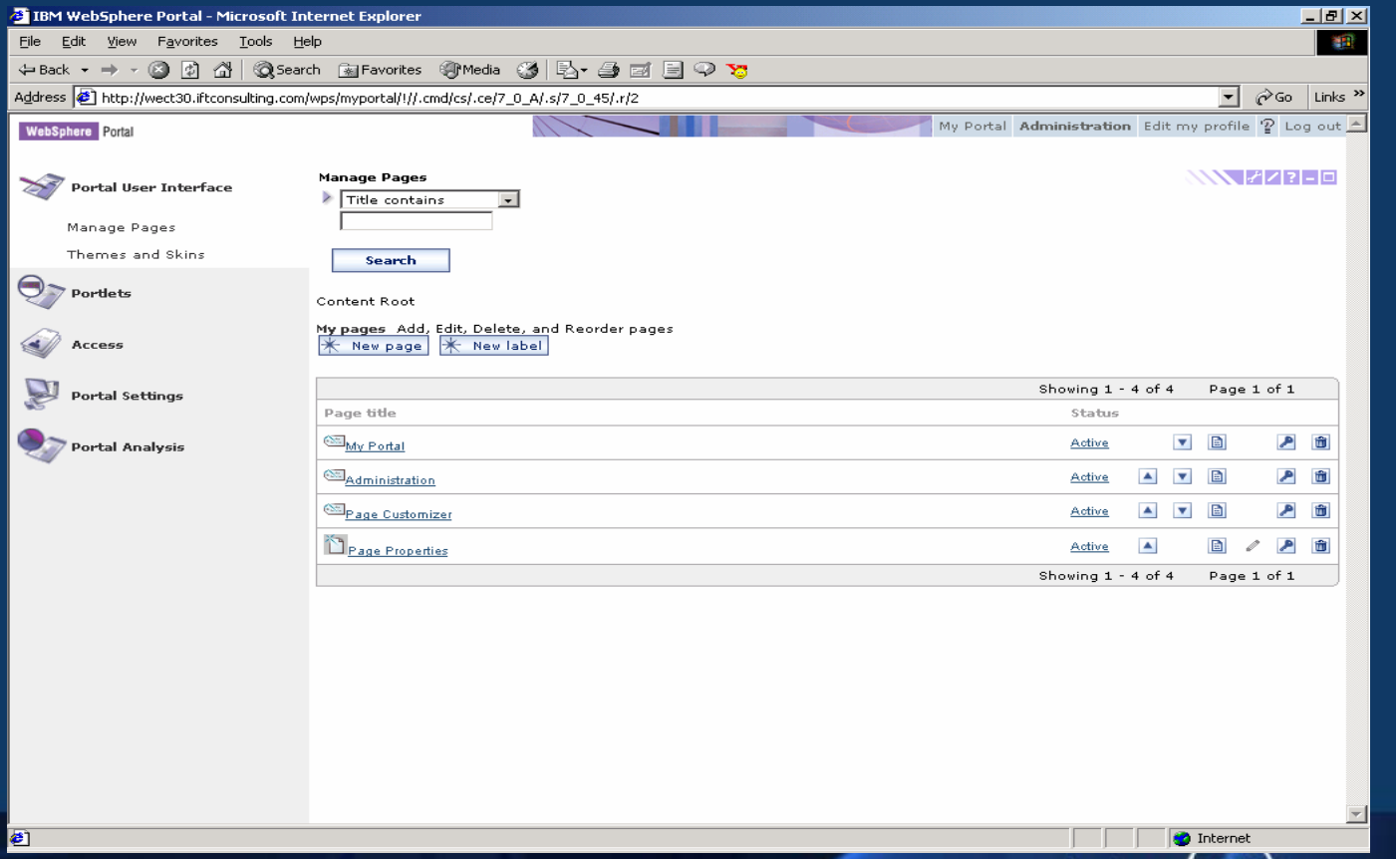
- Création de pages incluant
  - ✓ Pages & sous pages
  - ✓ Labels
  - ✓ Liens externes
  - ✓ Intégration des portlets





Administration intégrée

- Avec des outils “out of the box”
  - Interface utilisateur
  - Portlets
  - Accès
  - Paramètres
  - Analyse
  - Portail virtuels



Administration via Xmlaccess

```
<content-node action="update" uniquename="wps.My Portal">
  <access-control>

    <role-block type="propagation" actionset="User"/>

     <role actionset="Administrator" update="set">
       <mapping subjectid="uid=hsimpson,o=default“ subjecttype="USER"
                              update="set"/>
    </role>

     <role actionset="User" update="set">
       <mapping subjectid="anonymous portal user" subjecttype="USER"
                              update="set"/>
    </role>

    </access-control>
</content-node>
```

Demo…

ENVISION DECISIONS
IBM
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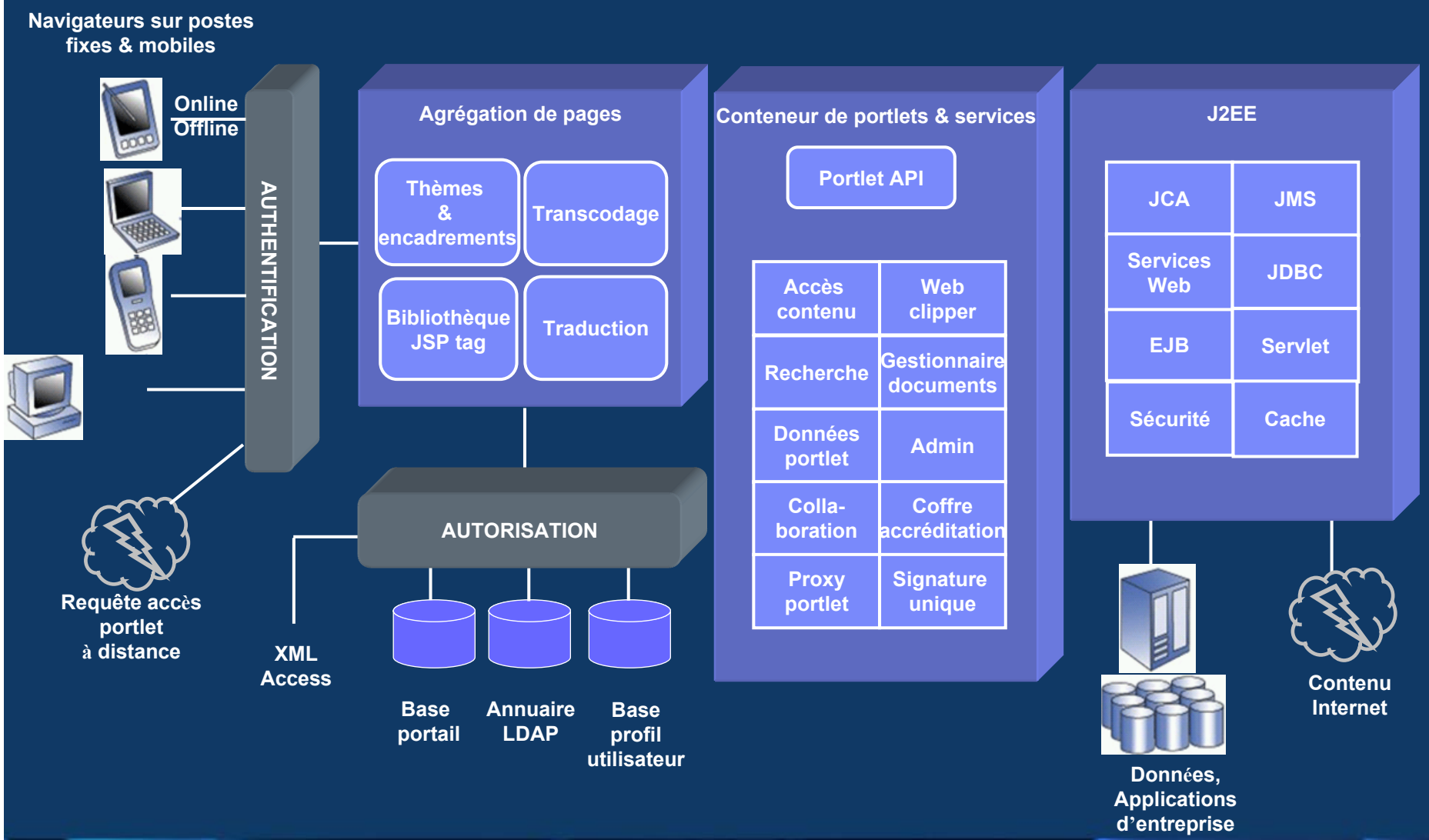
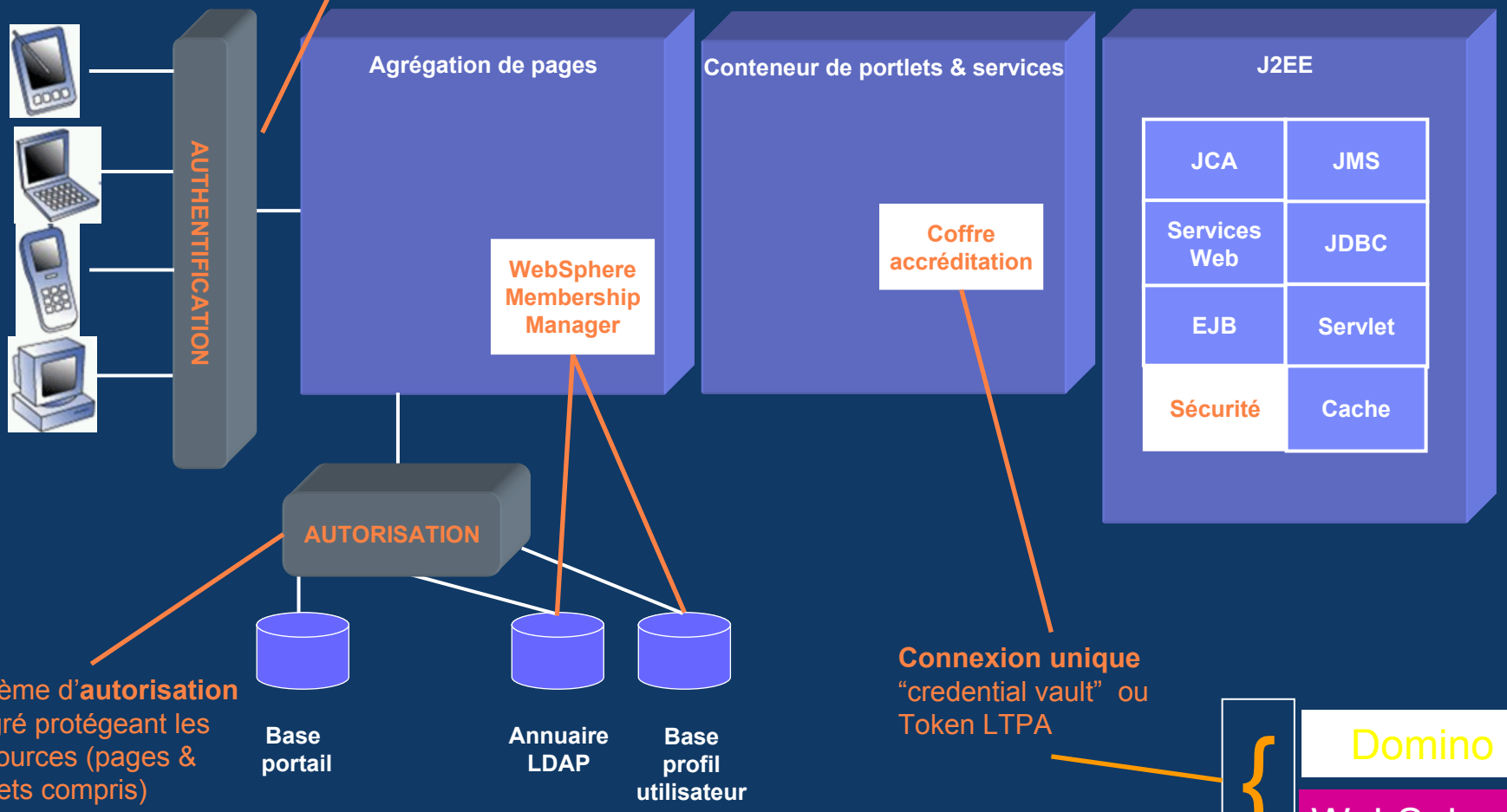
Architecture détaillée du portail WebSphere



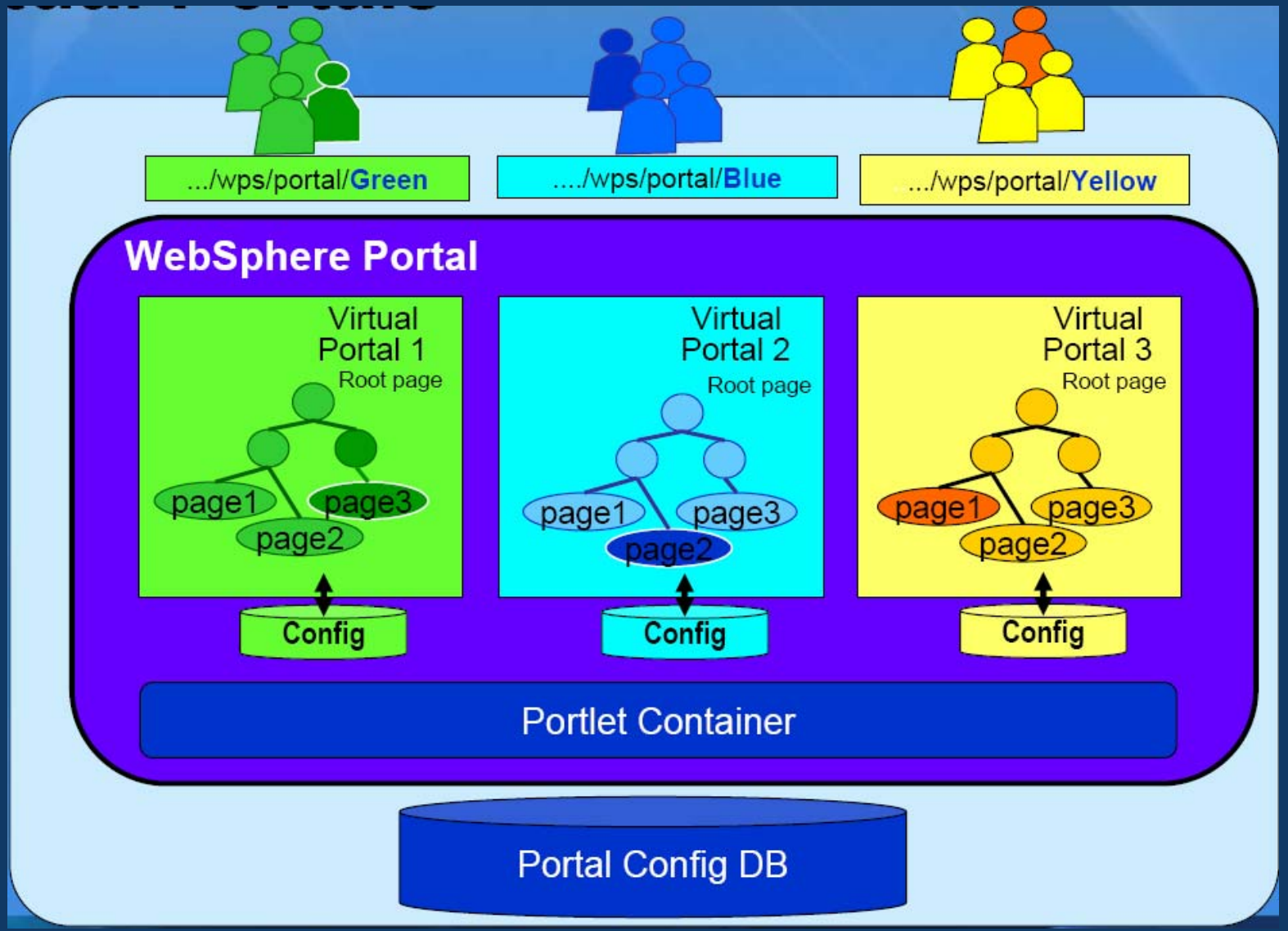
Gestion de la sécurité intégrée

ENVISION DECISIONS

Authentification à partir de masque, via WebSphere Security et des serveurs proxy tiers

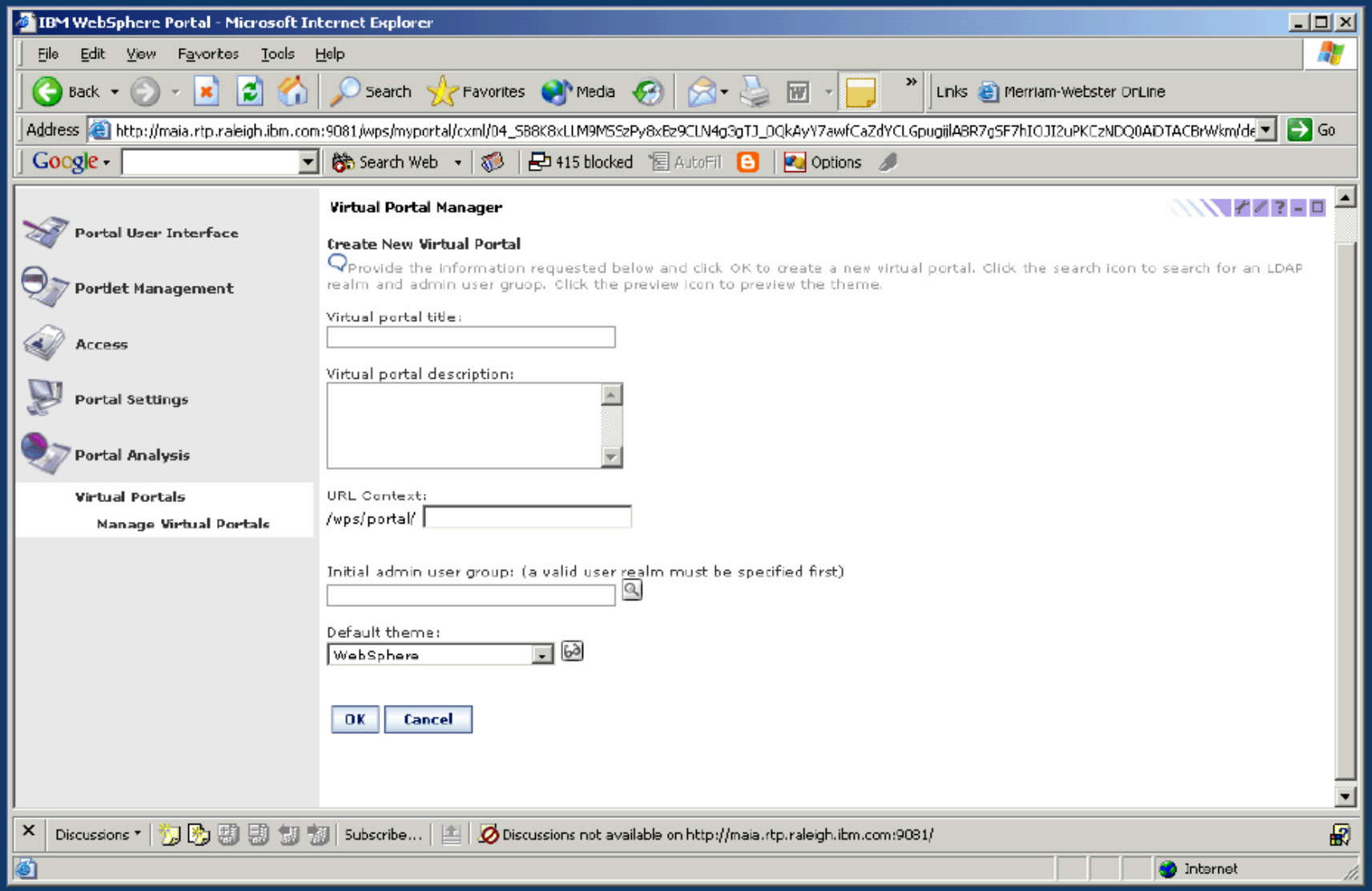


Les Portails virtuels



ENVISION DECISIONS
IBM
Lotusphere 2005

Portails virtuels => gérés par les outils d'admin



ENVISION DECISIONS
IBM
Lotusphere 2005

Agenda

ENVISION DECISIONS

Principes & Architecture

Intégration d'applications

- **Catalogue de portlets**
- **Portlet builder (WPAI)**
- **Websphere studio & portal toolkit**
- **Workflow**

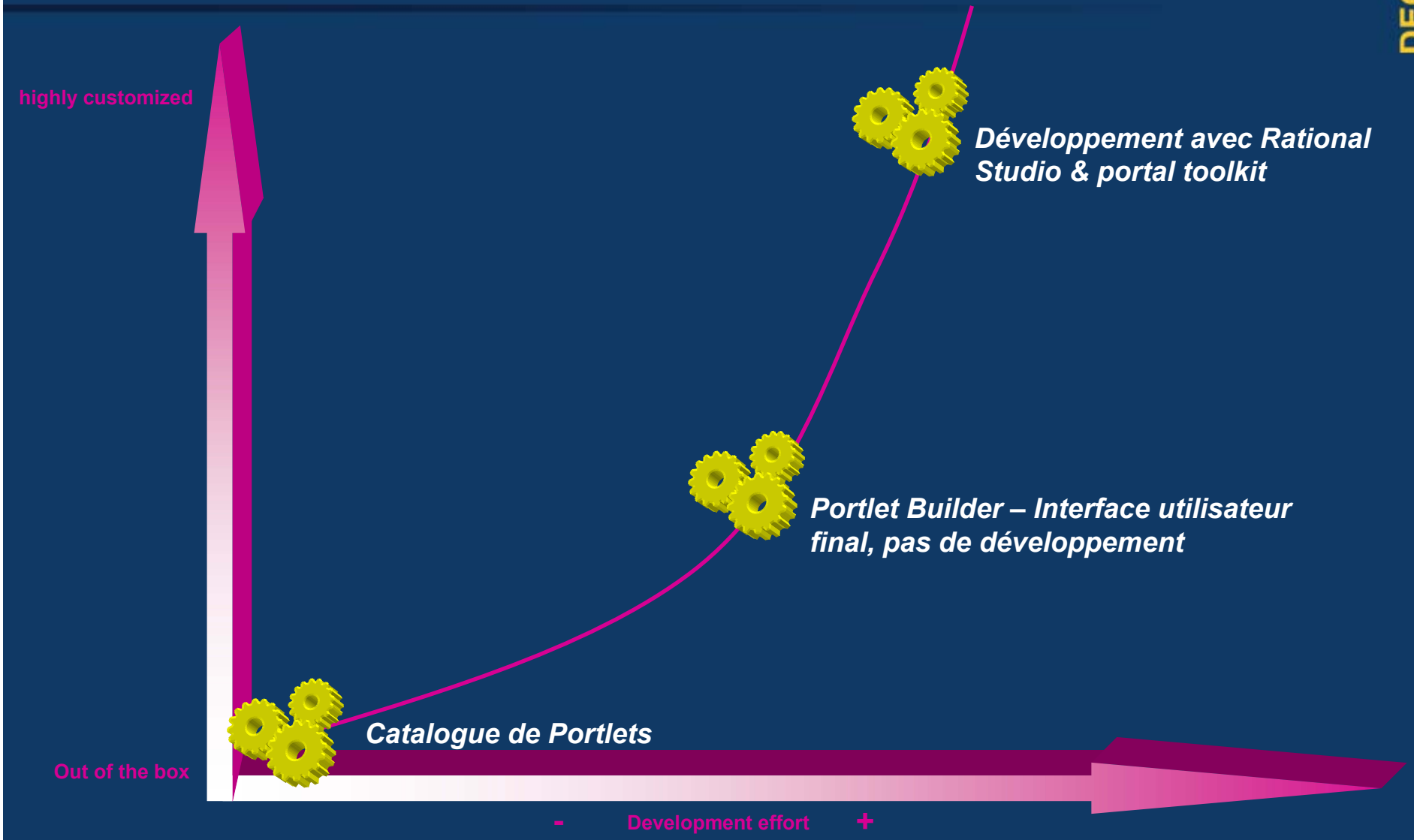
Contenu

Collaboration

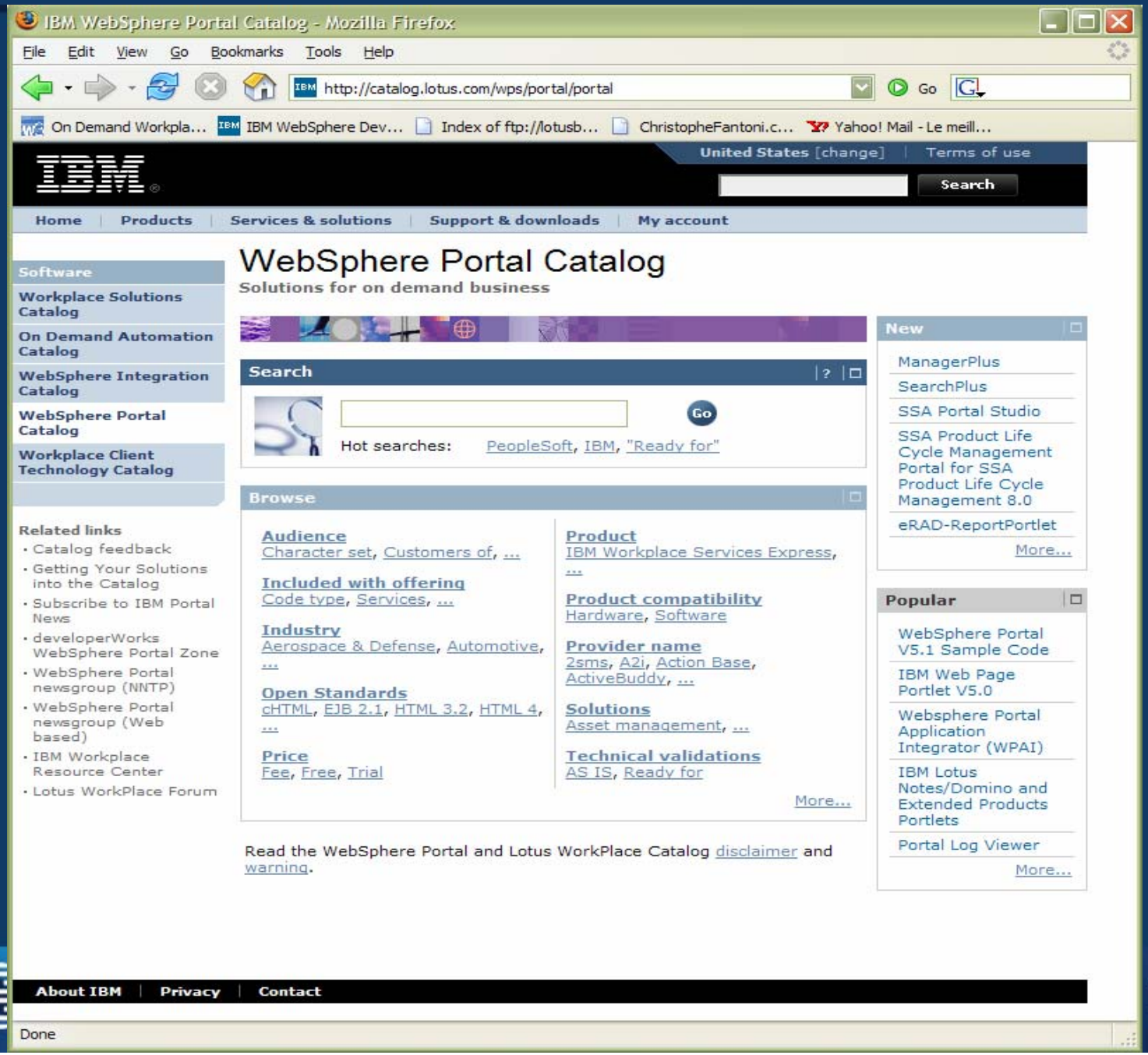
Conclusion

Intégration d'applications

ENVISION DECISIONS



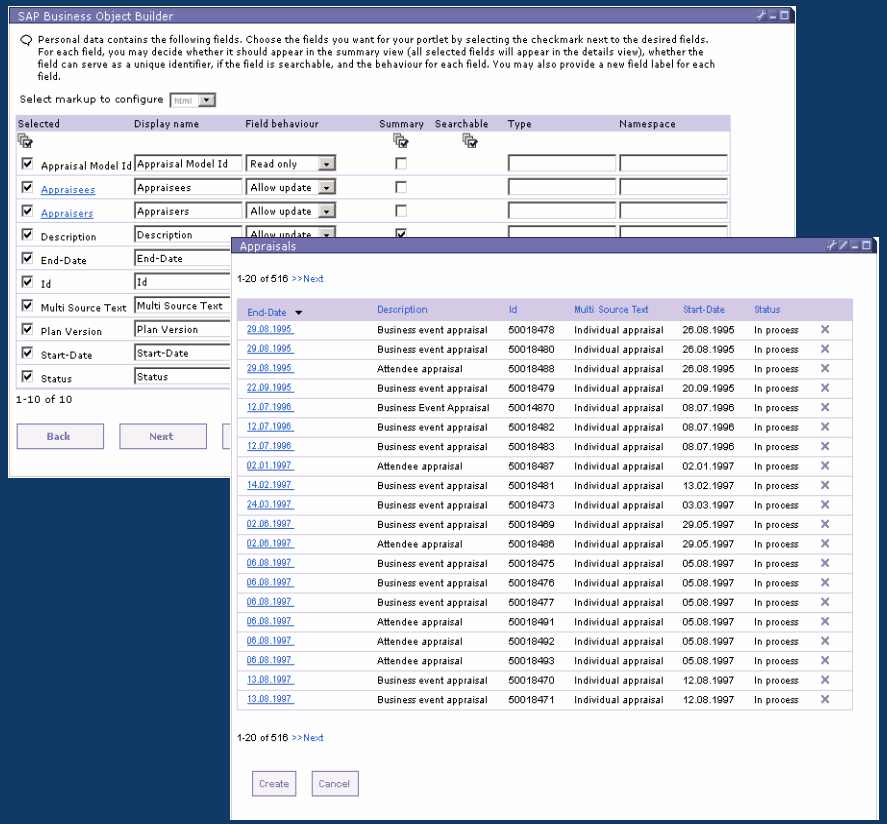
Catalogue de portlets en ligne



WebSphere Portal Application Integrator (WPAI)

ENVISION DECISIONS

Création simplifiée de portlets (sans développement)



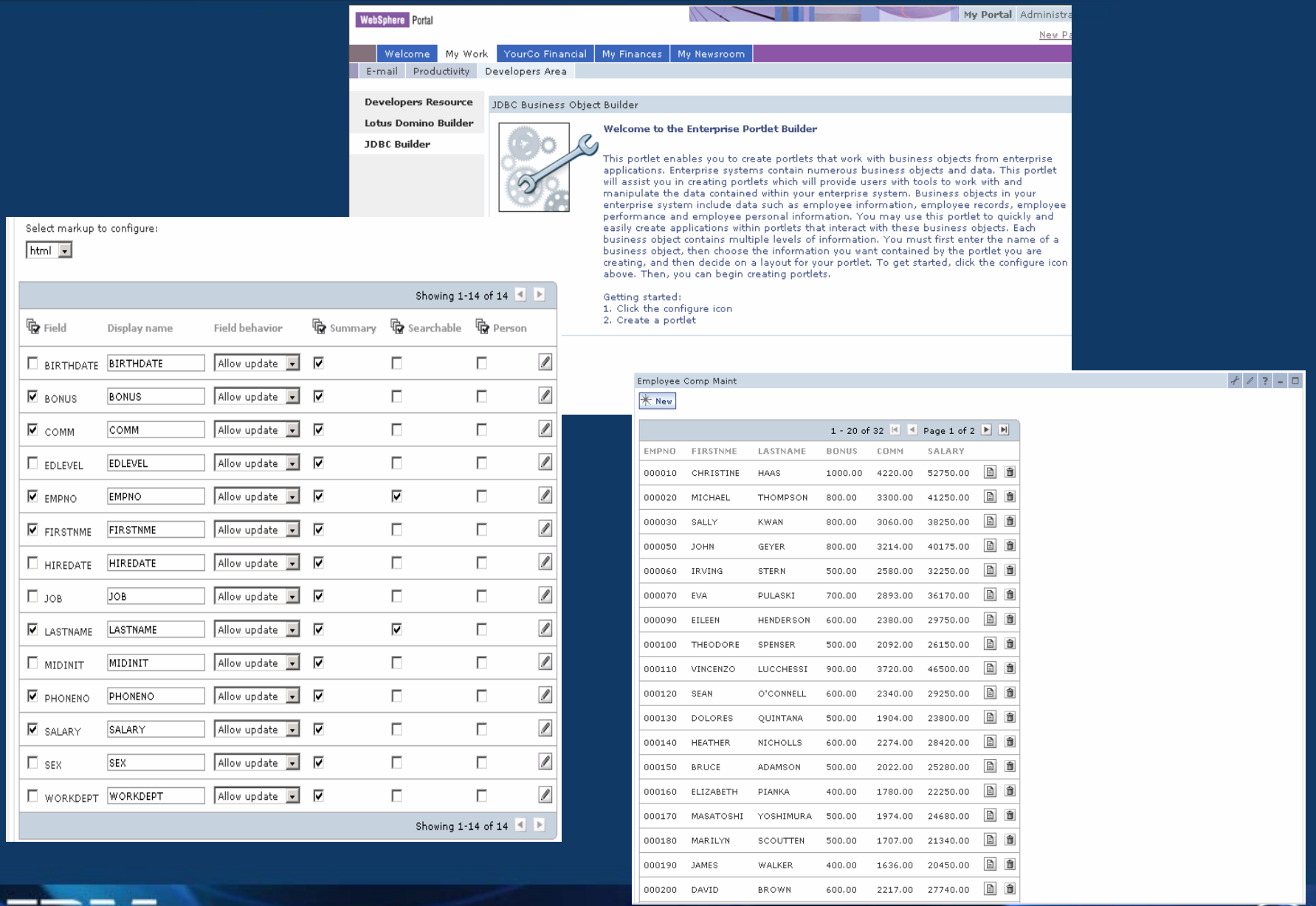
“Boîtes à outils” de création de portlets

- ✓ PeopleSoft 8.0 & 7.5 Builder
- ✓ Siebel Builder
- ✓ SAP Builder, SAP iView Builder
- ✓ JDBC Builder
- ✓ Domino Builder
- ✓ WPCP Builder
- ✓ Oracle Builder
- ✓ …

Création automatique de l’interface & du contrôleur à partir du framework

- ✓ Interface utilisateur cohérente
- ✓ Activation automatique des fonctions “ClicToAction”, présence en ligne, accessibilité, …

Quelques écrans de WPAI



ENVISION DECISIONS

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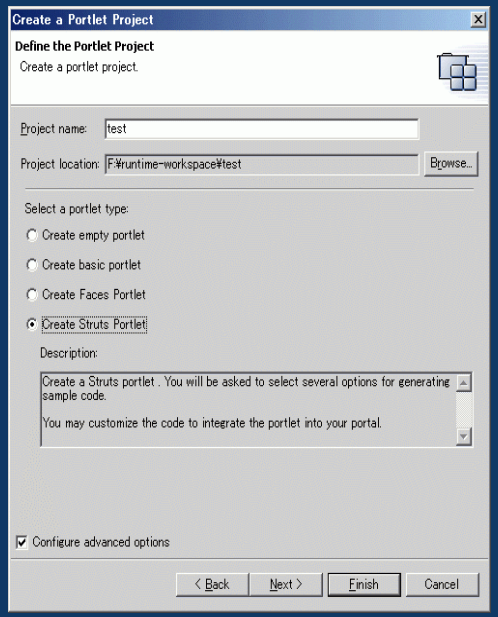
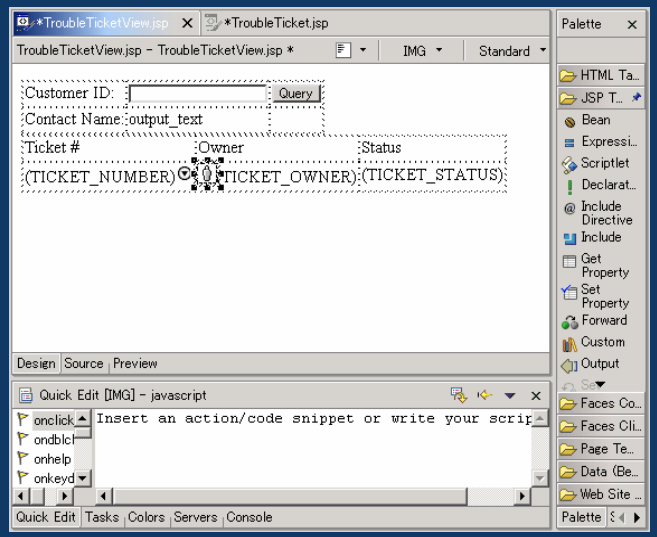
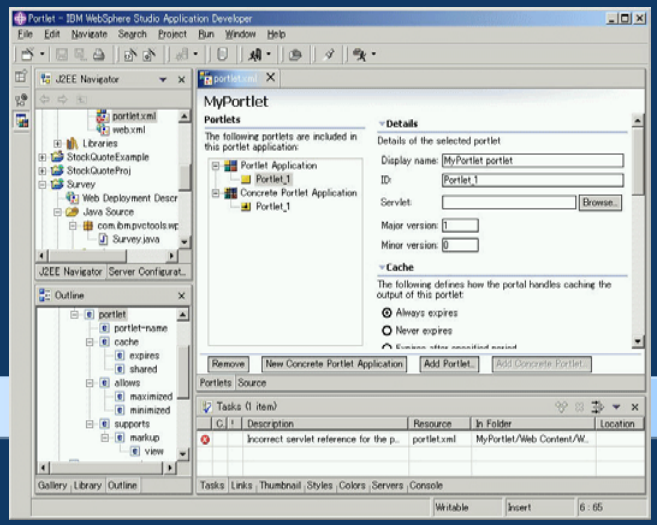
Rational Application Developer & Portal toolkit

ENVISION DECISIONS

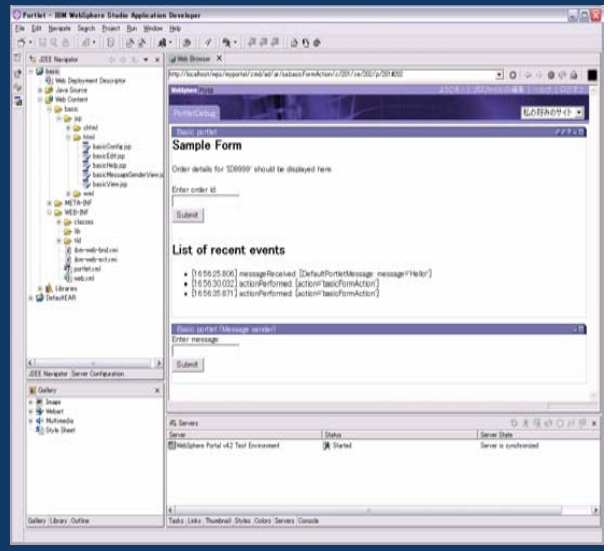


Generate Portlets by Wizard





Building and Customizing



Test and Debug In Test Environment

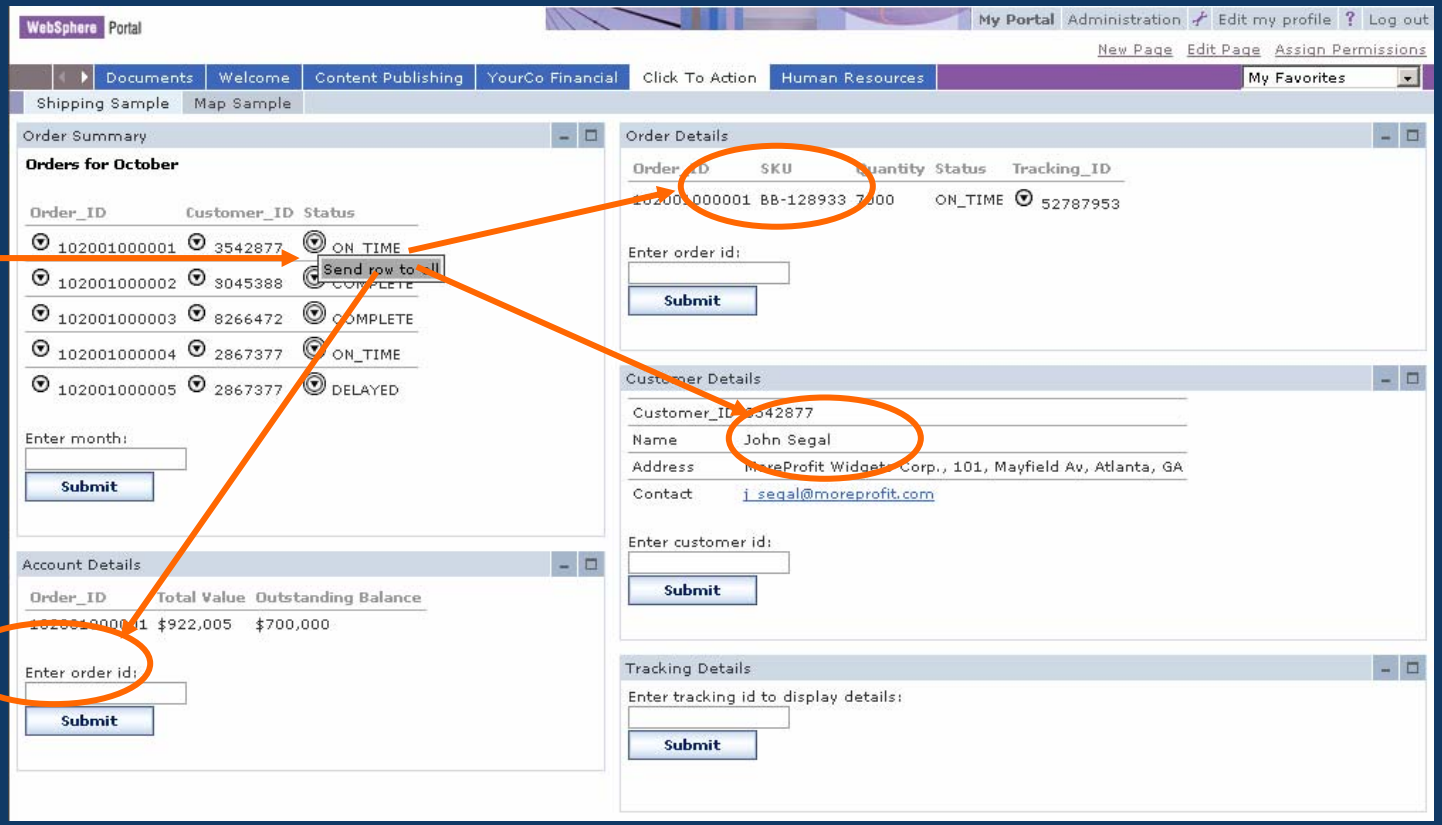
Coopération entre portlets - Click To Action

ENVISION DECISIONS

Facilite l'accès aux applications (Vue unifiée)

Envoi de données d'une portlet à une autre

Correspondance des types de données en fonction de l'action des portlets



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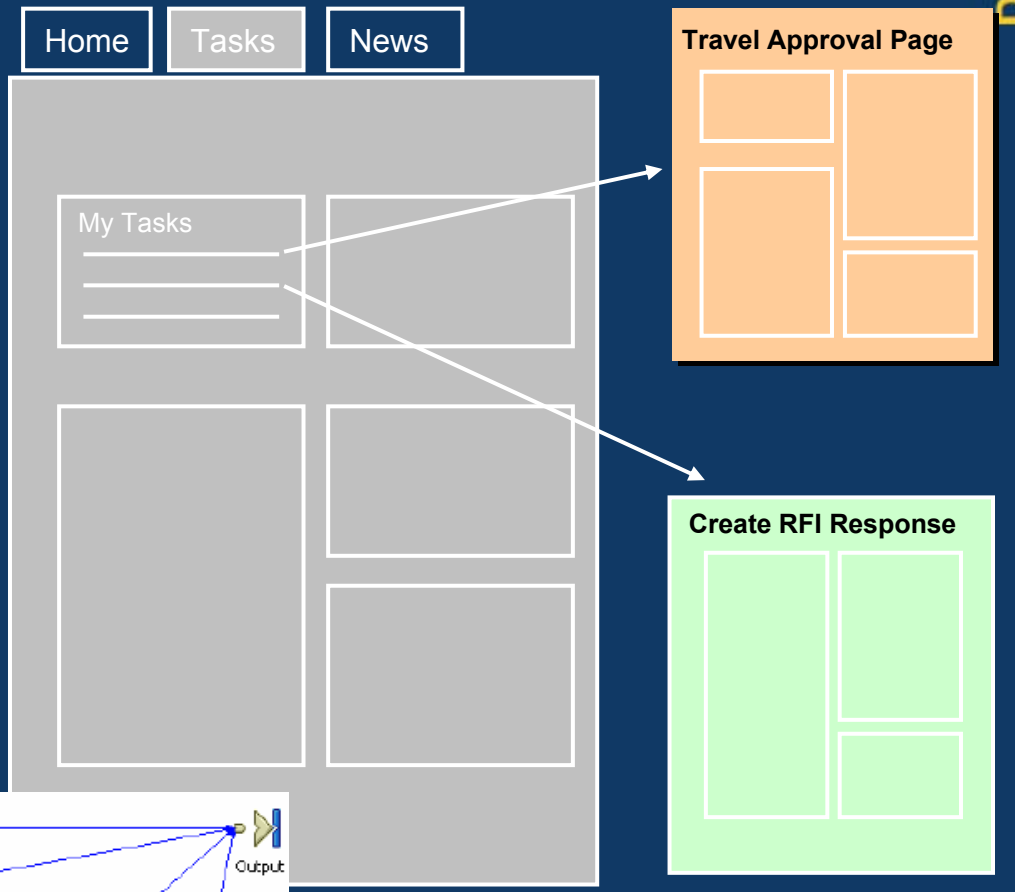
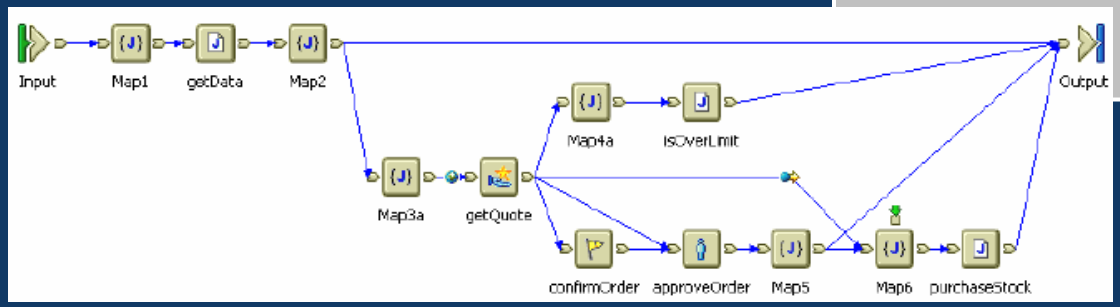
Business Process Integration

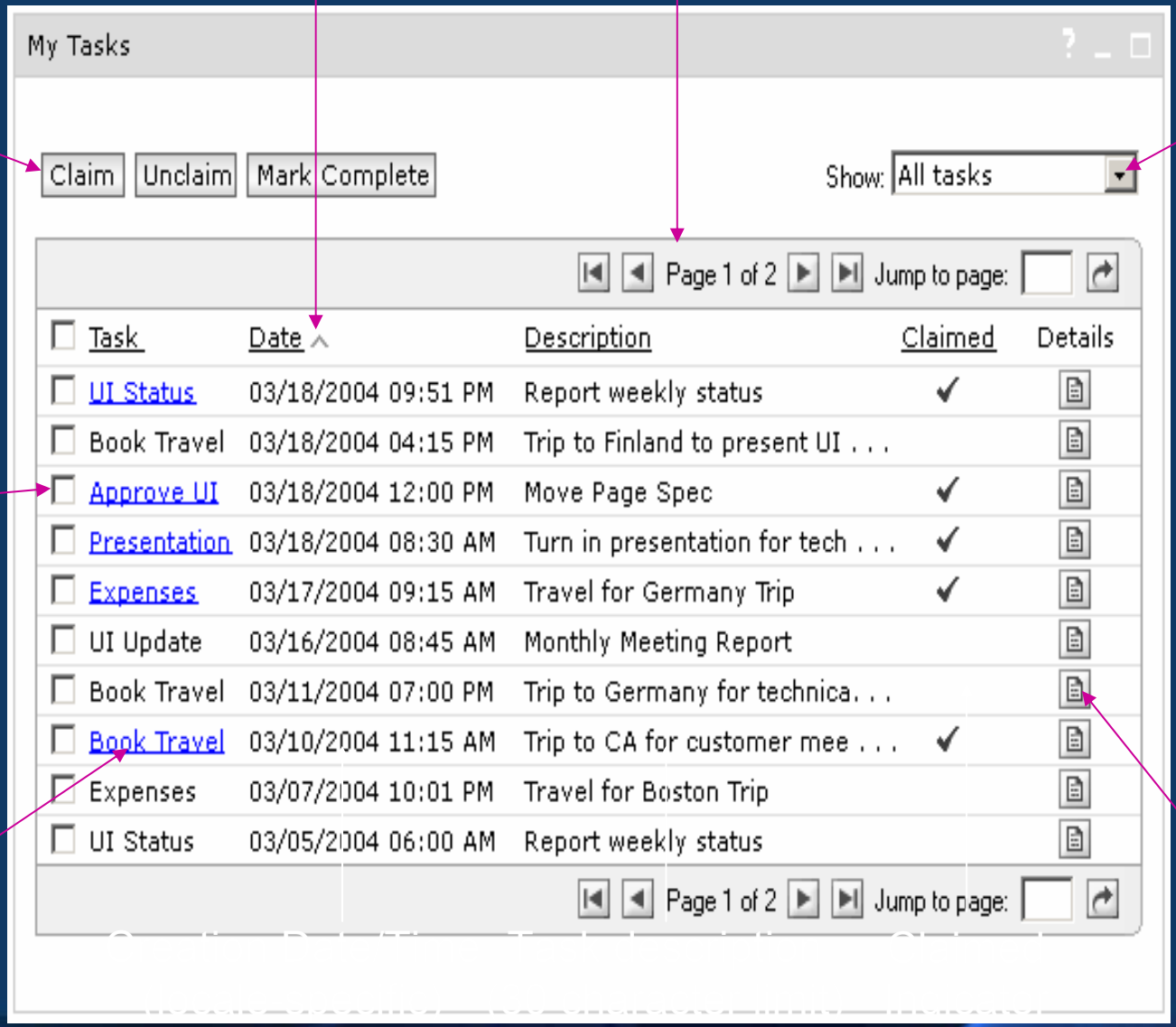
ENVISION DECISIONS

- La portlet “My Tasks” permet aux utilisateurs d’interagir avec les processus gérés par “WebSphere Process Choreographer”.
- Chaque fois qu’une tache est sélectée pour action, la pages et les portlets nécessaires sont présentées à l’utilisateur (dynamiquement).
- Le système de navigation du portail prend en compte les activités en cours et leurs états dans le système de Workflow.





Task Portlet



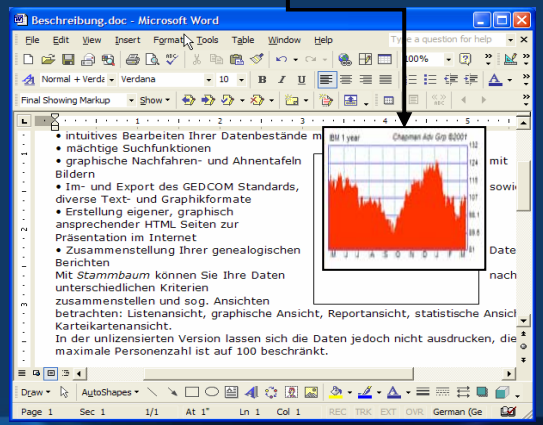
WSRP - Remote Portlets

ENVISION DECISIONS

Data service

100 100 100
101 101 101
96 96 96
100 100 100

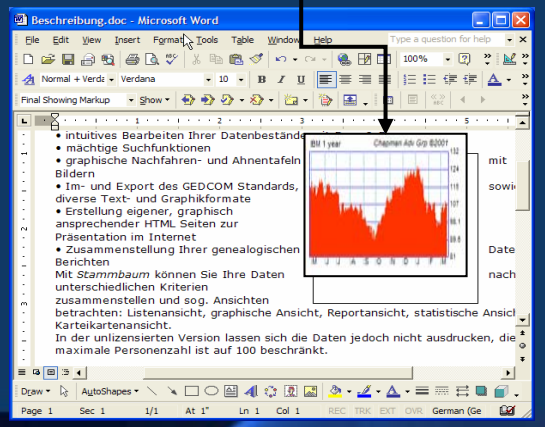
Couche présentation



WSRP Service

100 100 100
101 101 101
96 96 96
100 100 100

Couche présentation



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Comment utiliser WSRP…

ENVISION DECISIONS

Producteur

- Développement d'une portlet (utilisant IBM API ou JSR 168)
- Installer la portlet (installation standard)
- Exposer la portlet comme un service WSRP (1 click !!!)

Consommateur

- Établir une connexion sur le Producteur (à faire 1 x)
- Consommer la portlet sur le portail Producteur
- Positionner les droits et les rôles sur cette nouvelle portlet (idem portlet locale)
- Positionner la portlet dans une page

Agenda

ENVISION DECISIONS

Principes & Architecture

Intégration d'applications

Contenu

- **Portal Document Manager (PDM)**
- **Editeur de documents bureautiques**
- **Recherche**
- **WCM**
- **Perso**

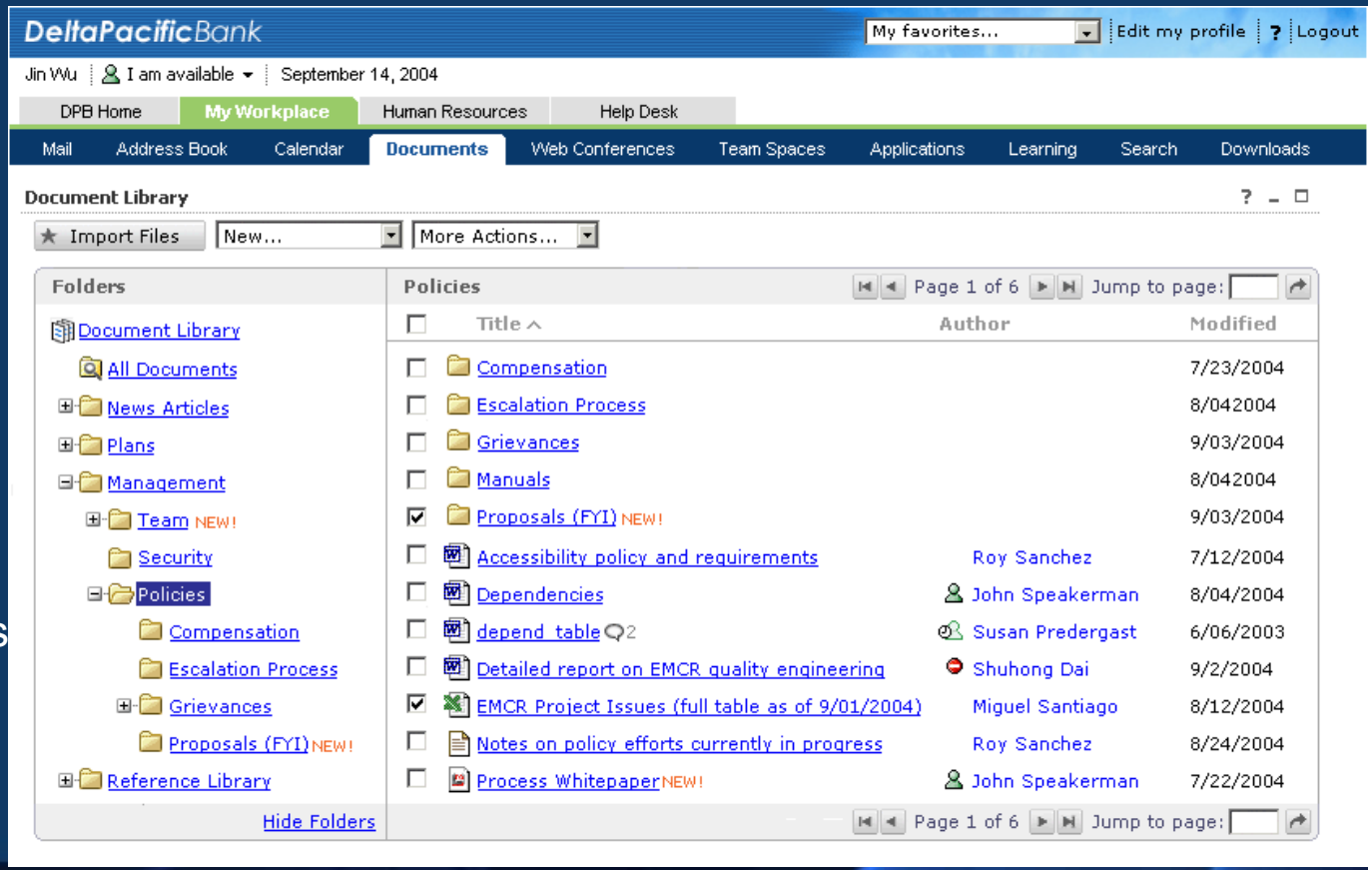
Collaboration

Conclusion

Portal Document Manager

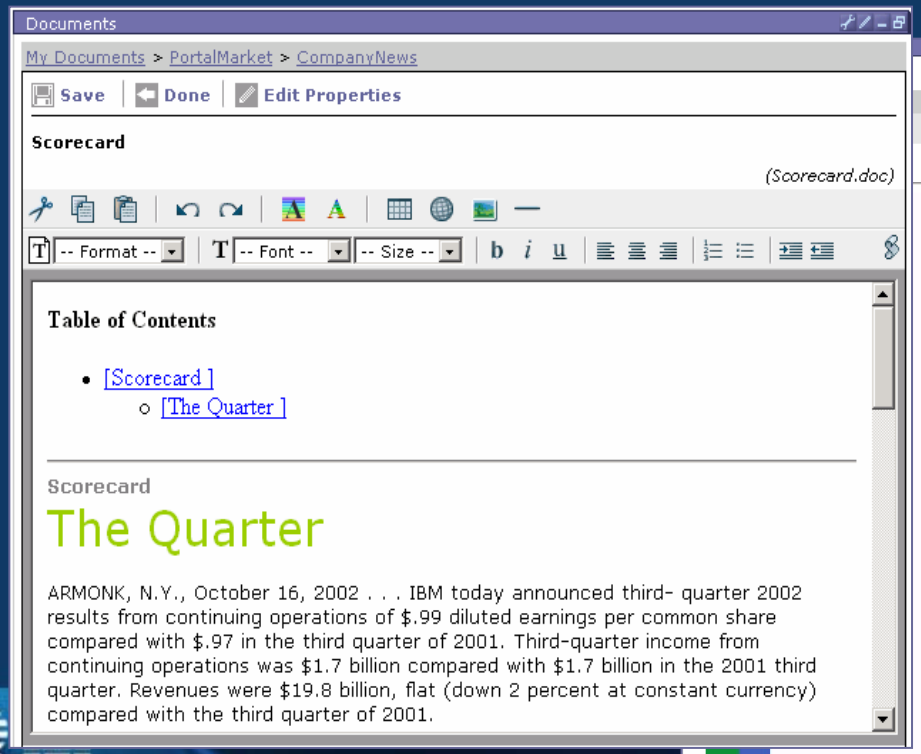
- Gestion de documents depuis WebSphere Portal
  - Navigation à travers la hiérarchie des dossiers définie par l'utilisateur
  - Catégorisation, taxonomie
  - Affichage, ajout, suppression et modification des documents & dossiers

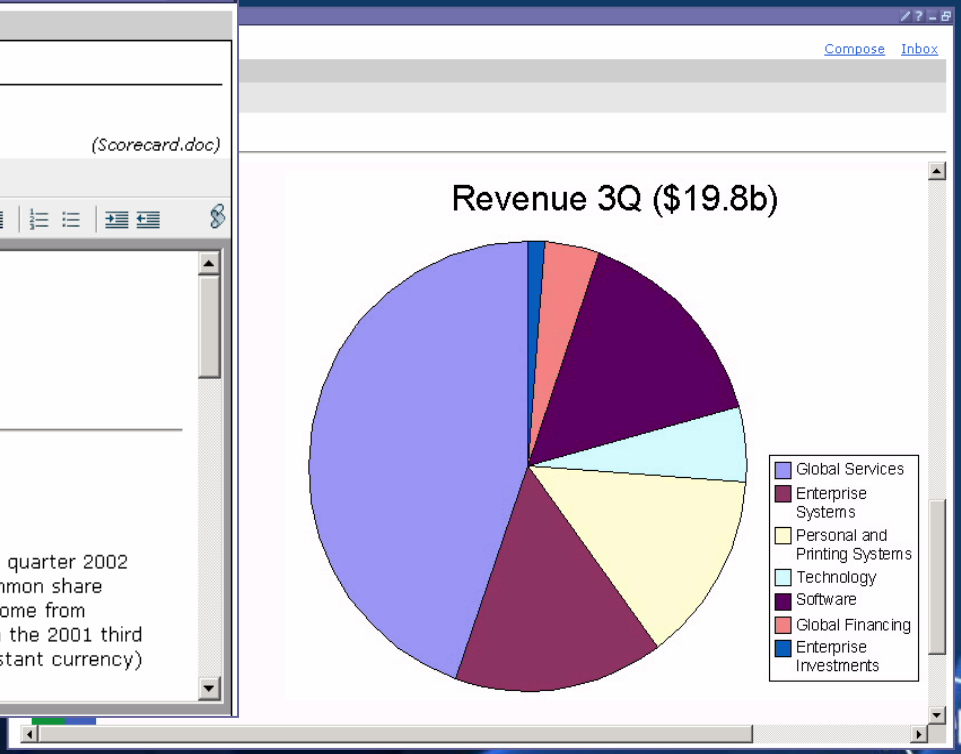
- Contrôle d'accès aux dossiers & documents
- Version de documents
- Approbation des modifications via un workflow personnalisable
- Recherche dans les dossiers & documents
- Abonnement aux dossiers & documents



Outils bureautique intégrés

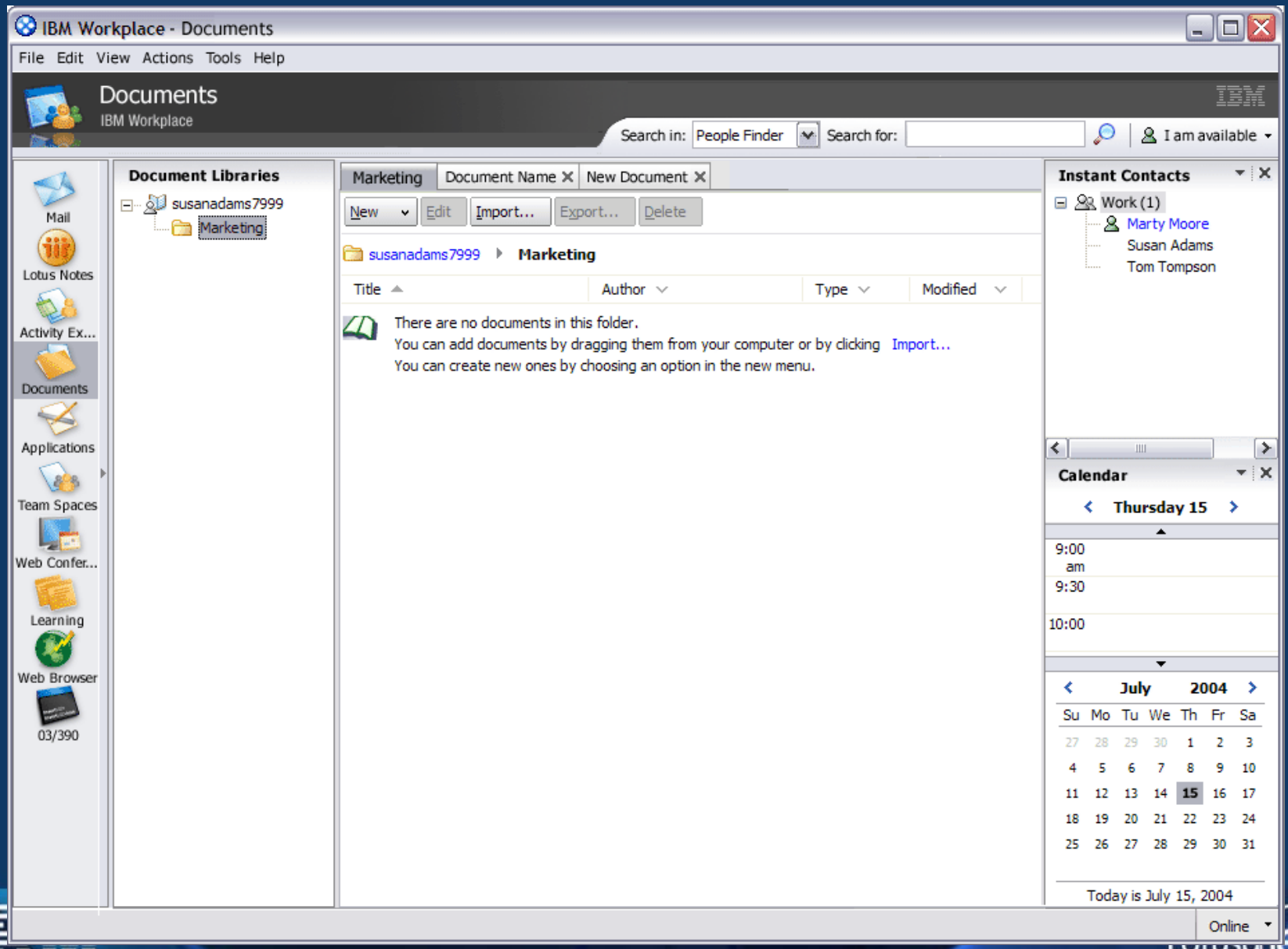
- Éditeurs texte riche, feuille de calcul et présentation
- Disponible depuis le navigateur et sans **aucune installation** sur le Poste Client
- **Aucune licence** à acquitter
- Convertisseur de formats de documents : un document MS Word peur être lu par la suite bureautique intégrée





Accès aux documents via Client Riche (*)

(*) fonction IBM Workplace

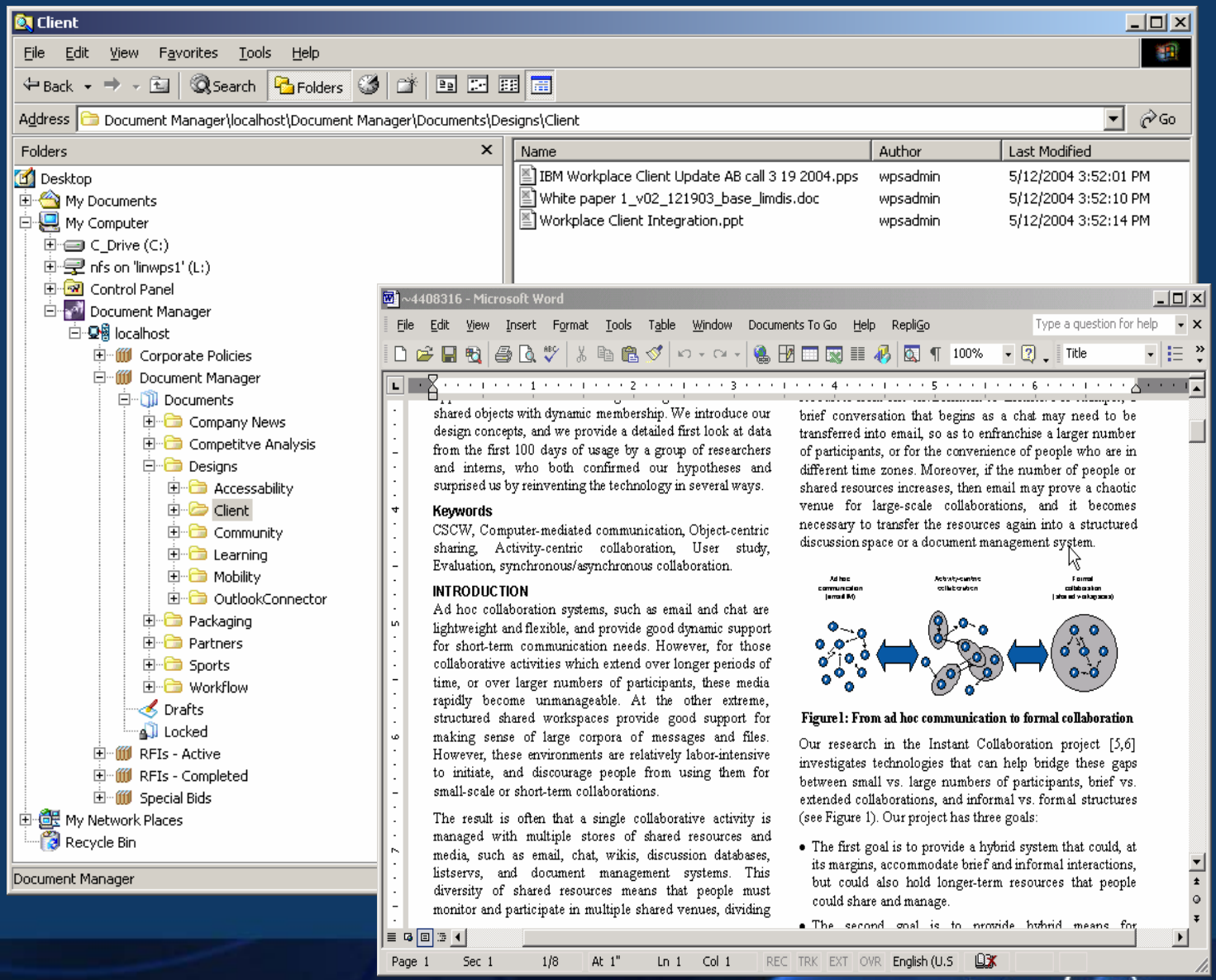


Intégration au bureau Windows (*)

(*) Délivré maintenant dans IBM® Workplace™ Services Express et prochainement dans WebShere Portal

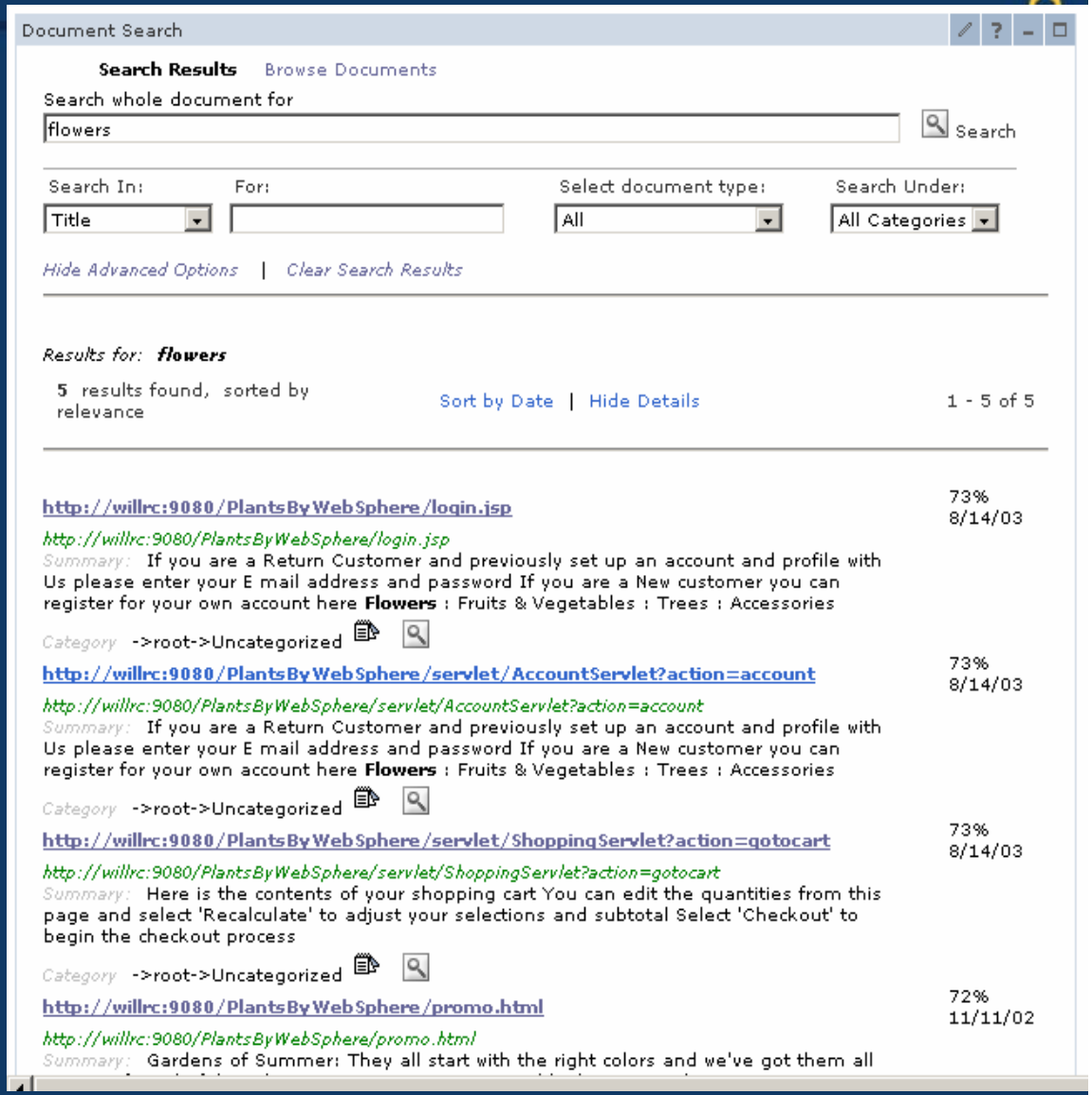
L'extension à l'explorateur Windows permet de travailler avec des documents serveur comme si ils étaient locaux

Les fichiers sont automatiquement stockés sur le "Portal Document Manager" du serveur



Recherche

- Fonctions d'indexation et de recherche améliorée
  - Analyse de texte évoluée, résumé, catégorisation, taxonomie
- Augmentation du nombre de formats de documents indexés
- Portlets d'archivage, de recherche et d'accès aux documents



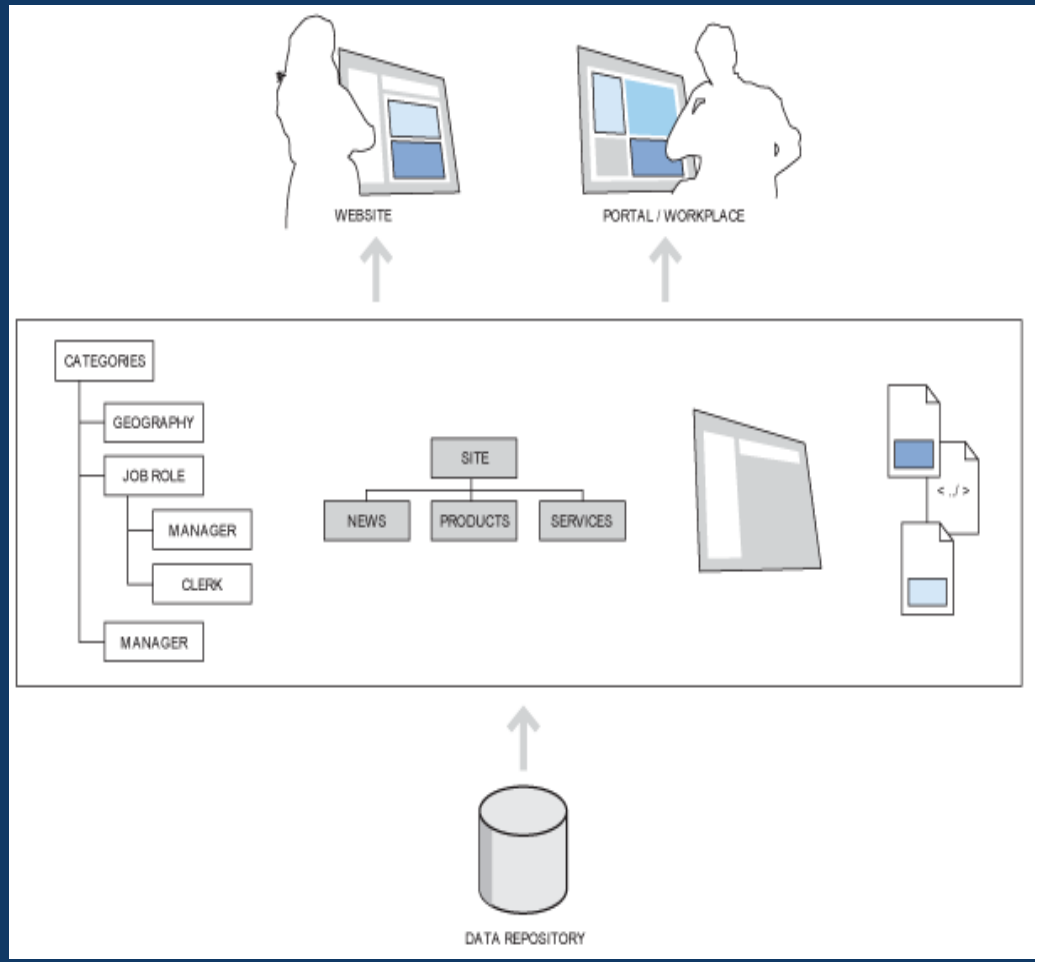
Demo…

ENVISION DECISIONS
IBM
Lotusphere 2005

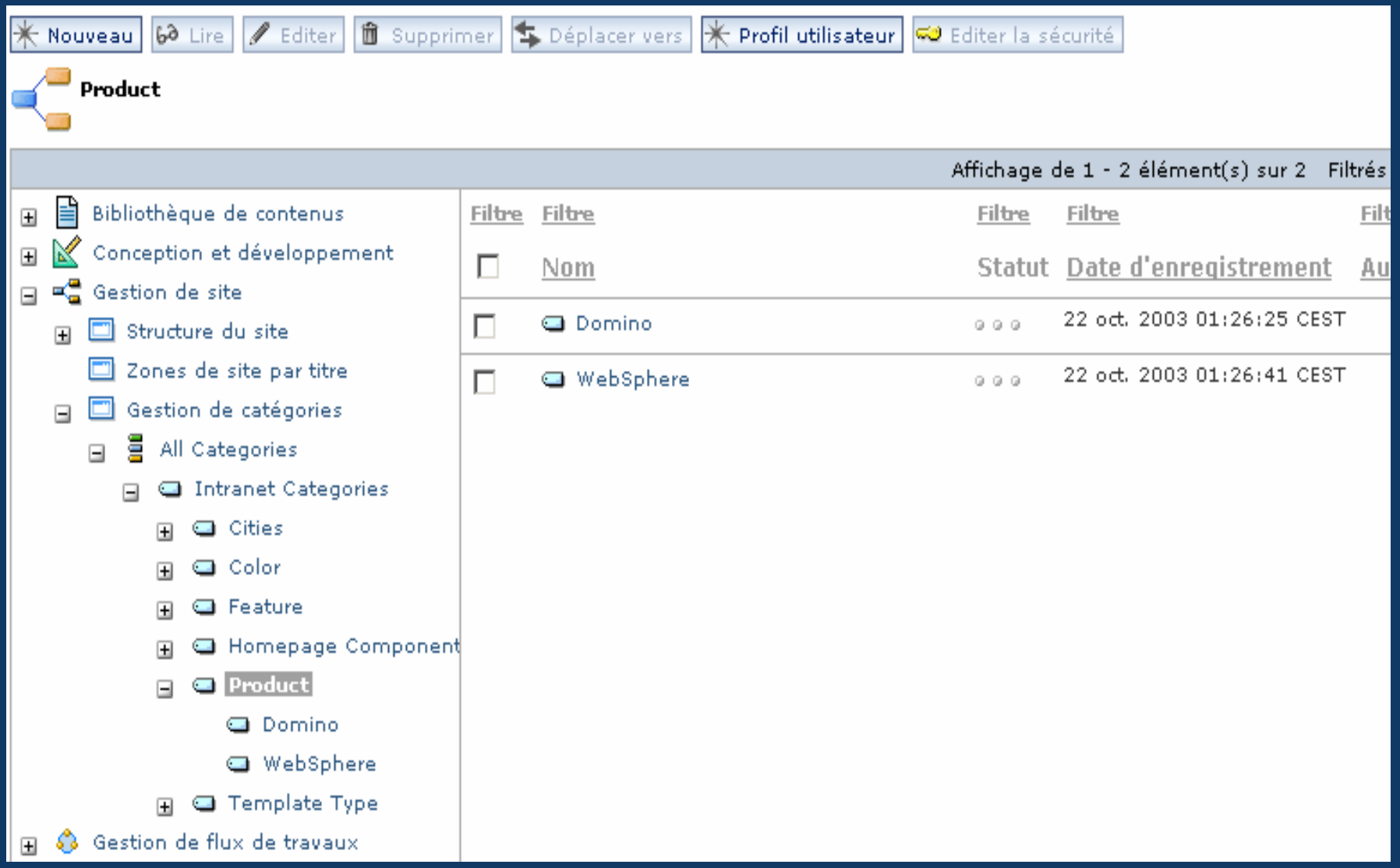
IBM Lotus Workplace Web Content Management

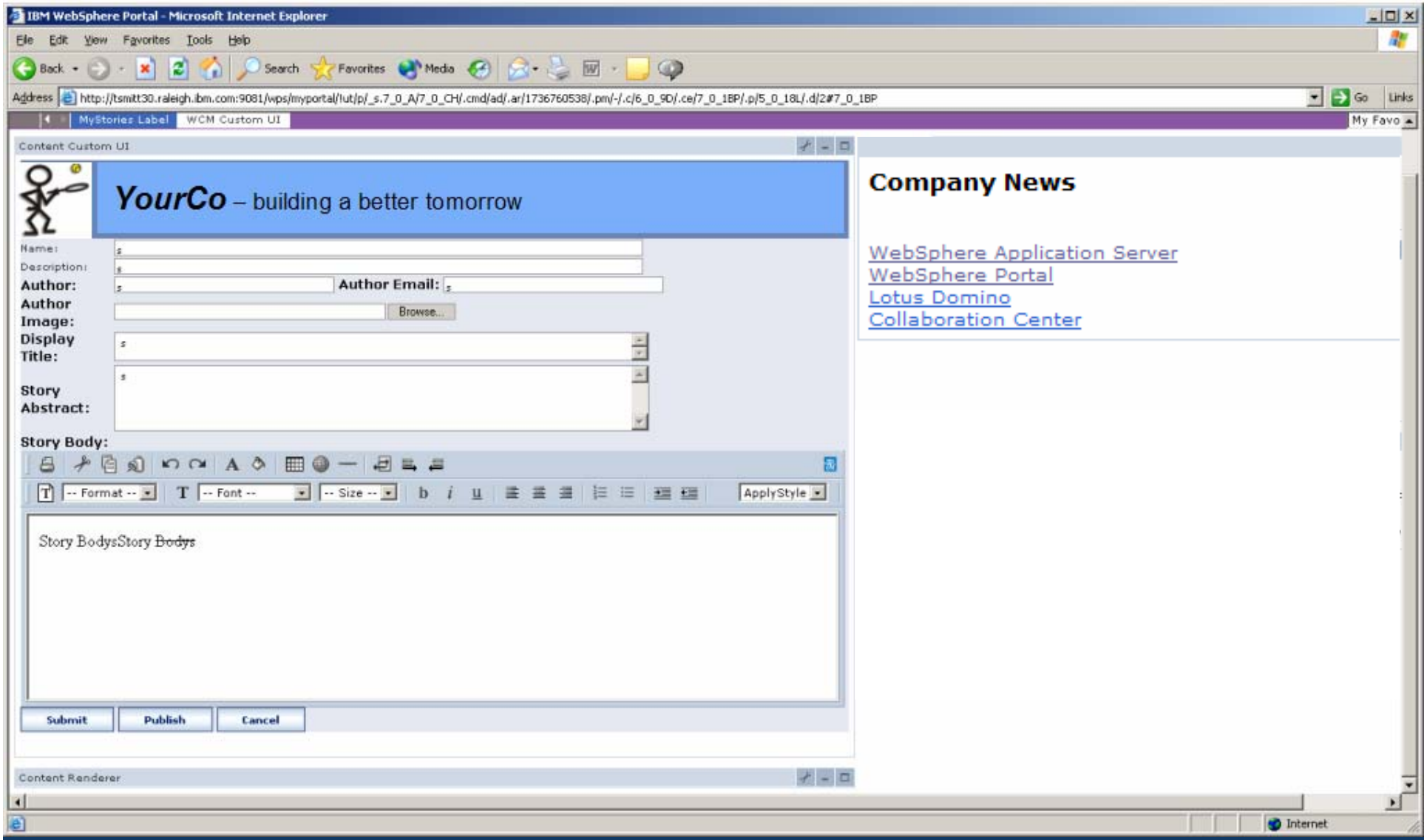
ENVISION DECISIONS

- Permet de Créer(Rédiger), d'Assembler, d'Organiser, de Maintenir et de Publier du contenu dans des sites Web.
- Rédaction basée sur des Templates
  - •End users
  - •Élimine l'action systématique des webmasters
- Séparation du contenu de la structure et du design
  - •Facilite la réutilisation.
- Sitemap
  - •Génère automatique la navigation
- Taxonomies
  - •Catégorisation des documents et réutilisation dans différentes localisation
  - •Personnalisation
- Sécurité
  - •Les utilisateurs ne voient que ce à quoi ils ont droits
- Composants réutilisables
- Cycle de vie
  - •De la création, jusqu'à l'archivage

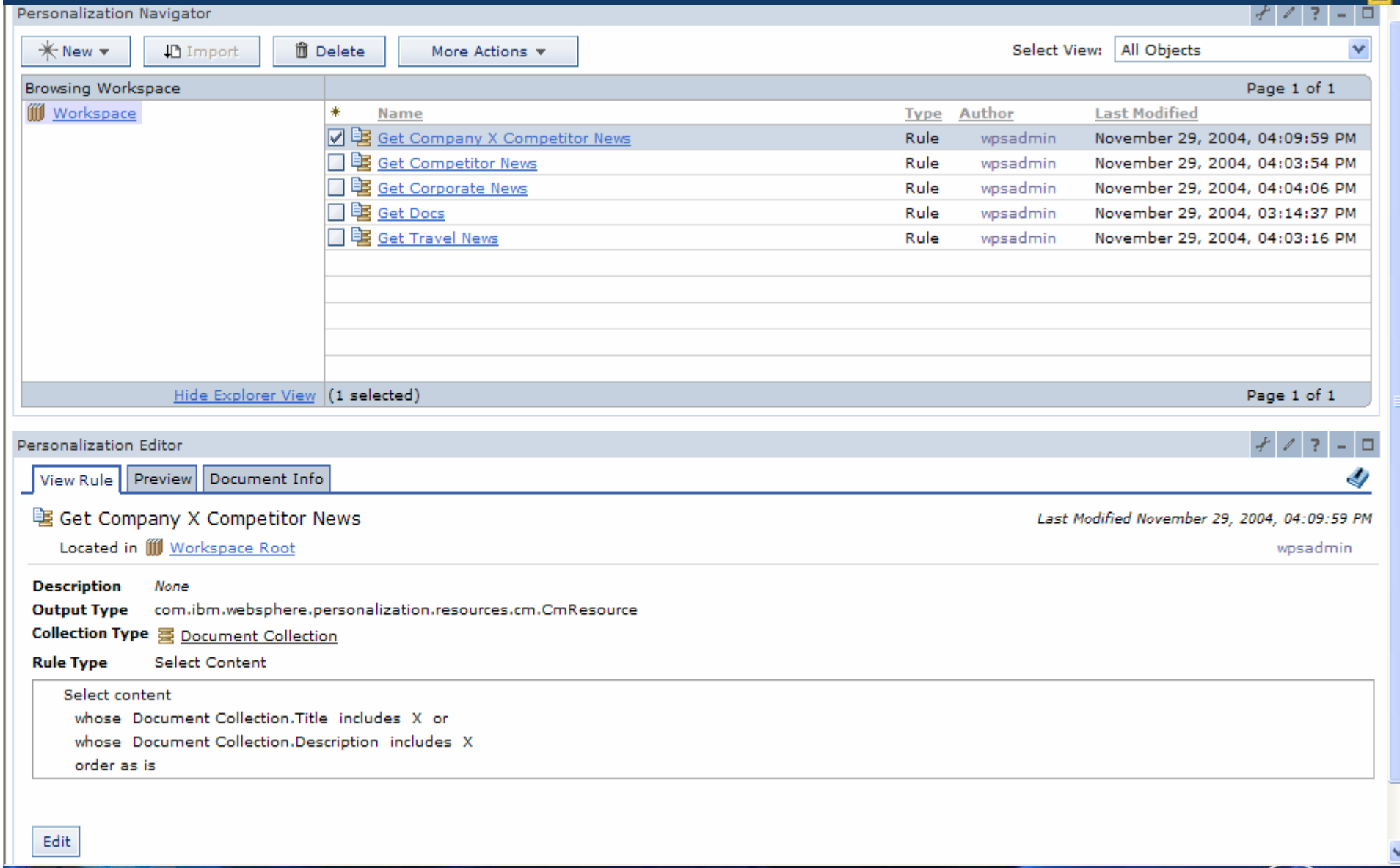


L’interface de gestion de contenu




IBM WebSphere Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://tsmitt30.raleigh.ibm.com:9081/wps/myportal/!ut/p/_s.7_0_A/7_0_CH/.cmd/ad/.ar/1736760538/.pm/-/.c/6_0_9D/.ce/7_0_1BP/.p/5_0_18L/.d/2#7_0_1BP
Go Links
MyStories Label
WCM Custom UI
My Favo
Content Custom UI
YourCo – building a better tomorrow
Name:
Description:
Author:
Author Email:
Author Image:
Browse...
Display Title:
Story Abstract:
Story Body:
-- Format --
-- Font --
-- Size --
ApplyStyle
Story BodysStory Bodys
Submit
Publish
Cancel
Content Renderer
Company News
WebSphere Application Server
WebSphere Portal
Lotus Domino
Collaboration Center
Internet

Personnalisation évoluée



Agenda

ENVISION DECISIONS

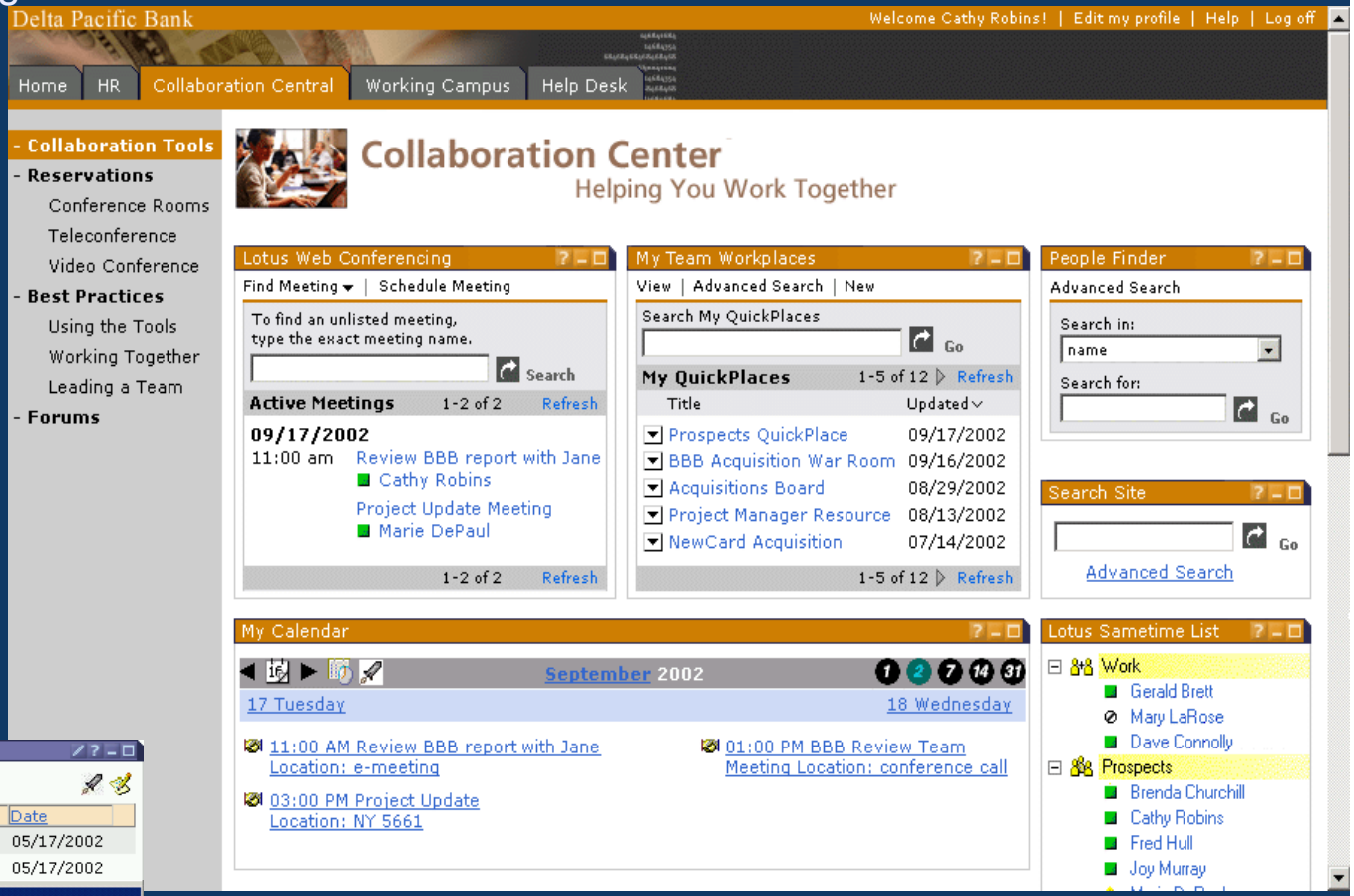
- Principes & Architecture
- Intégration d'applications
- Contenu
- **Collaboration**
- Conclusion

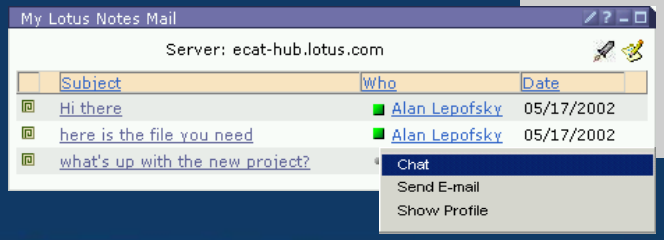
Collaboration Center

Helping You Work Together

ENVISION DECISIONS

- Forum de discussion
- Messagerie instantanée
- Bibliothèque de documents
- Calendrier de groupe
- Liste de tâches
- Formulaires web avec workflow associé
- Espaces de travail virtuels





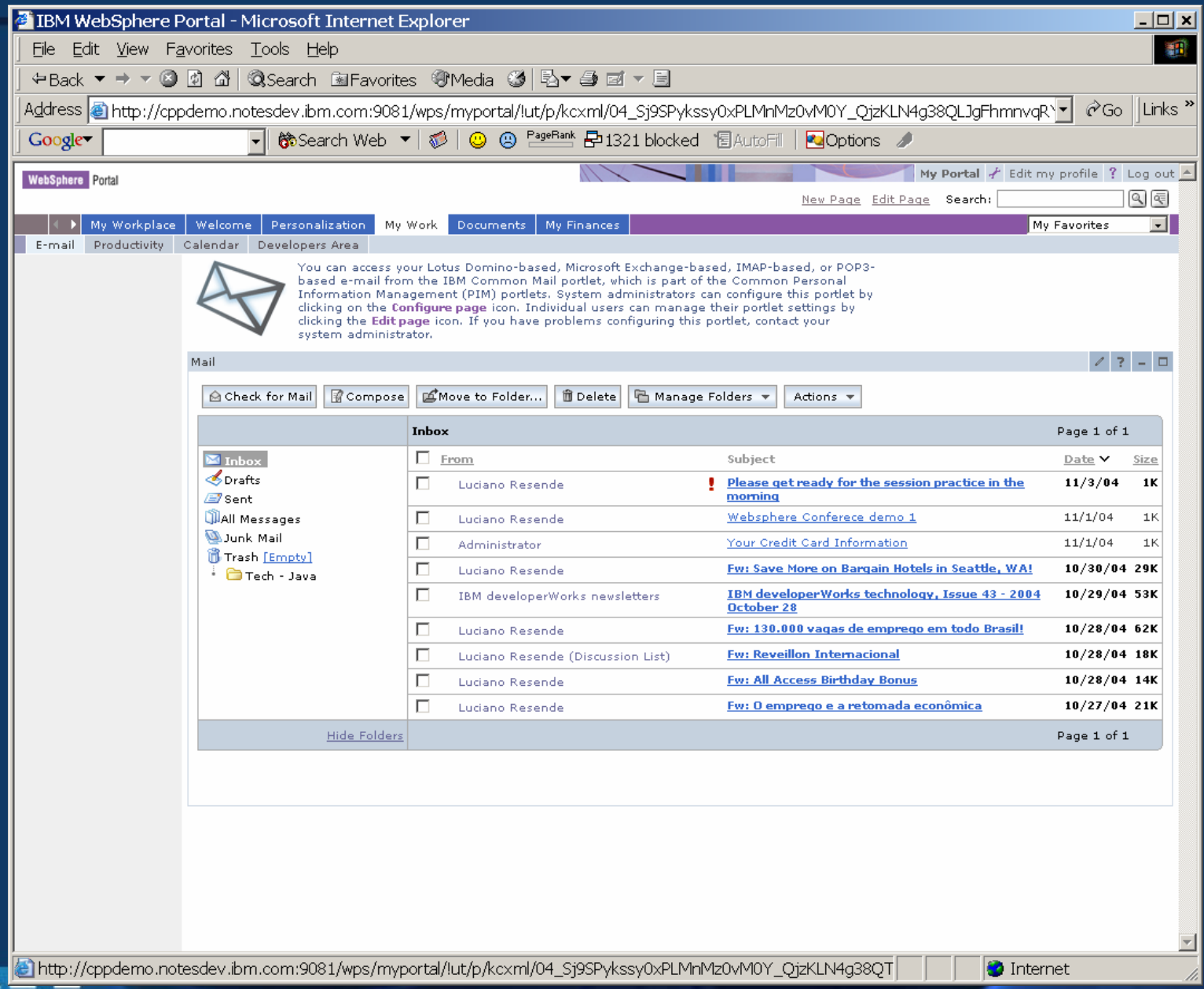
IBM

Lotusphere 2005

Demo…

ENVISION DECISIONS
IBM
Lotusphere 2005

Portlet d'"email" consolidée (Lotus , IMAP, POP3 et Exchange)



ENVISION DECISIONS

IBM

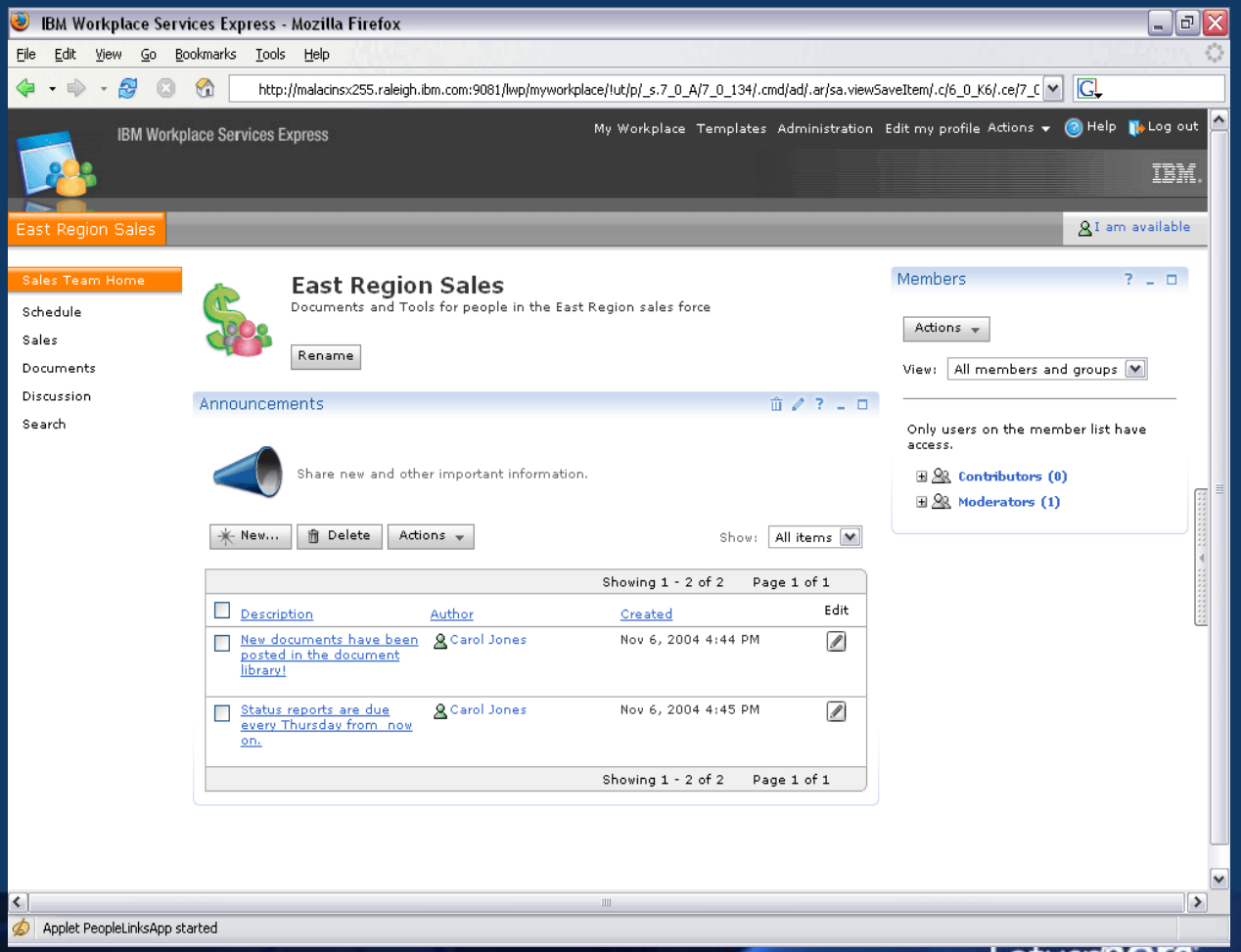
Lotusphere 2005

IBM® Workplace™ Collaboration Services

ENVISION DECISIONS

IBM® Workplace™ Collaboration Services est un ensemble de composants collaboratifs basés sur J2EE

- Team collaboration services
- Document services
- Messaging services
- Web content management services
- Learning services



Agenda

ENVISION DECISIONS

Principes & Architecture

Intégration d'applications

Gestion de documents & recherche

Collaboration

Conclusion

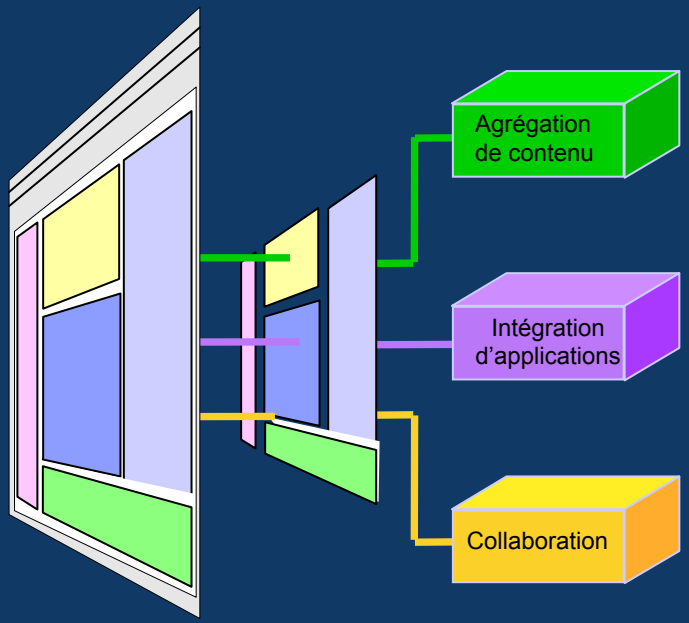
WebSphere Portal

Lotus Workplace

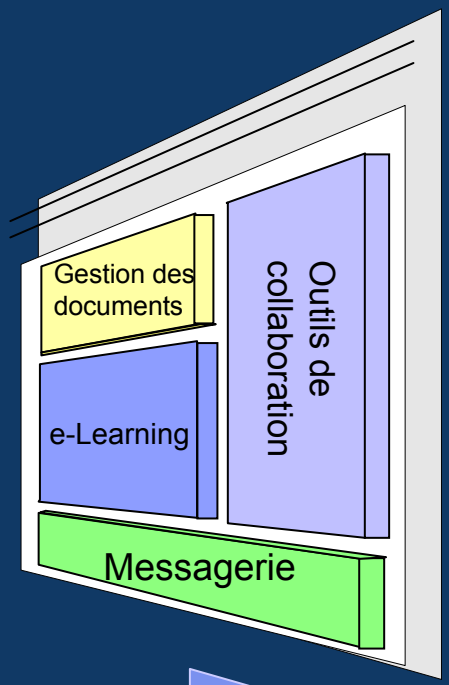
ENVISION DECISIONS

Interface utilisateur & Intégration

Présentation Services Portail Intégration



Applications collaboratives



Gestion des documents & contenu
Publication Web
Gestion documentaire d'entreprise

eLearning
Développement & gestion de cours
Cours en ligne

Collaboration
Messagerie instantanée
Réunions virtuelles
Espaces collaboratifs

Messagerie
Messagerie asynchrone
Agenda
Carnet d'adresses

Infrastructure partagée

IBM
ENVISION
DECISIONS
Lotusphere® 2005

IBM
Lotusphere 2005
ENVISION
DECISIONS
Le point sur la gestion des contenus
(documents, web, workflow,…)
Best of Lotusphere 2005
Vendredi 11 février 2005 – Paris La Défense
Herbert Hilhorst – pan-EMEA Technical Sales

Agenda

- Introduction : gestion de contenu
- JSR 170
- Domino
  - Lotus Domino Document Manager
  - Lotus Workflow
- Workplace
  - Workplace Documents
  - Workplace Web Content Management
- Résumé

Introduction de gestion de contenu

ENVISION DECISIONS

IBM

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IBM Content Management Portfolio

ENVISION DECISIONS

Documents collaboratifs:
- documents Office
- chats
- e-mail

Rich Media:
- photos
- videos
- audio

Entreprise Content Management (ECM) transforme l'information capturée en contenu facile à stocker, trouver, utiliser, mettre à jour et supprimer

GED de production:
- numérisation
- archivage des données
- Impression de masse / sorties écran

Gestion de contenu Web
- Internet
- intranet
- extranet

IBM

Lotusphere 2005

JSR 170

JSR 170 – API Java™ pour accès au (référentiel) contenu

- Le but du Java Community Process (JCP) est de standardiser la plate-forme Java à l'aide de spécifications JSR (Java Specification Request)
- JSR 170 est une API proposée pour standardiser l'accès au contenu
- Cette spécification permet de développer des applications de gestion de contenu qui peuvent être déployées sur des référentiels différents (ou quels que soient les référentiels utilisés)
- Spécifie une API et un modèle d'information pour
  - Liens
  - Contrôle de version
  - Recherche
  - Transactions
  - Verrouillage

IBM Content Management Portfolio – Support des standards

ENVISION DECISIONS

Lotus Domino Document Manager

DB2 Document Manager

DB2 Content Manager

Workplace Web Content Management

Workplace Documents

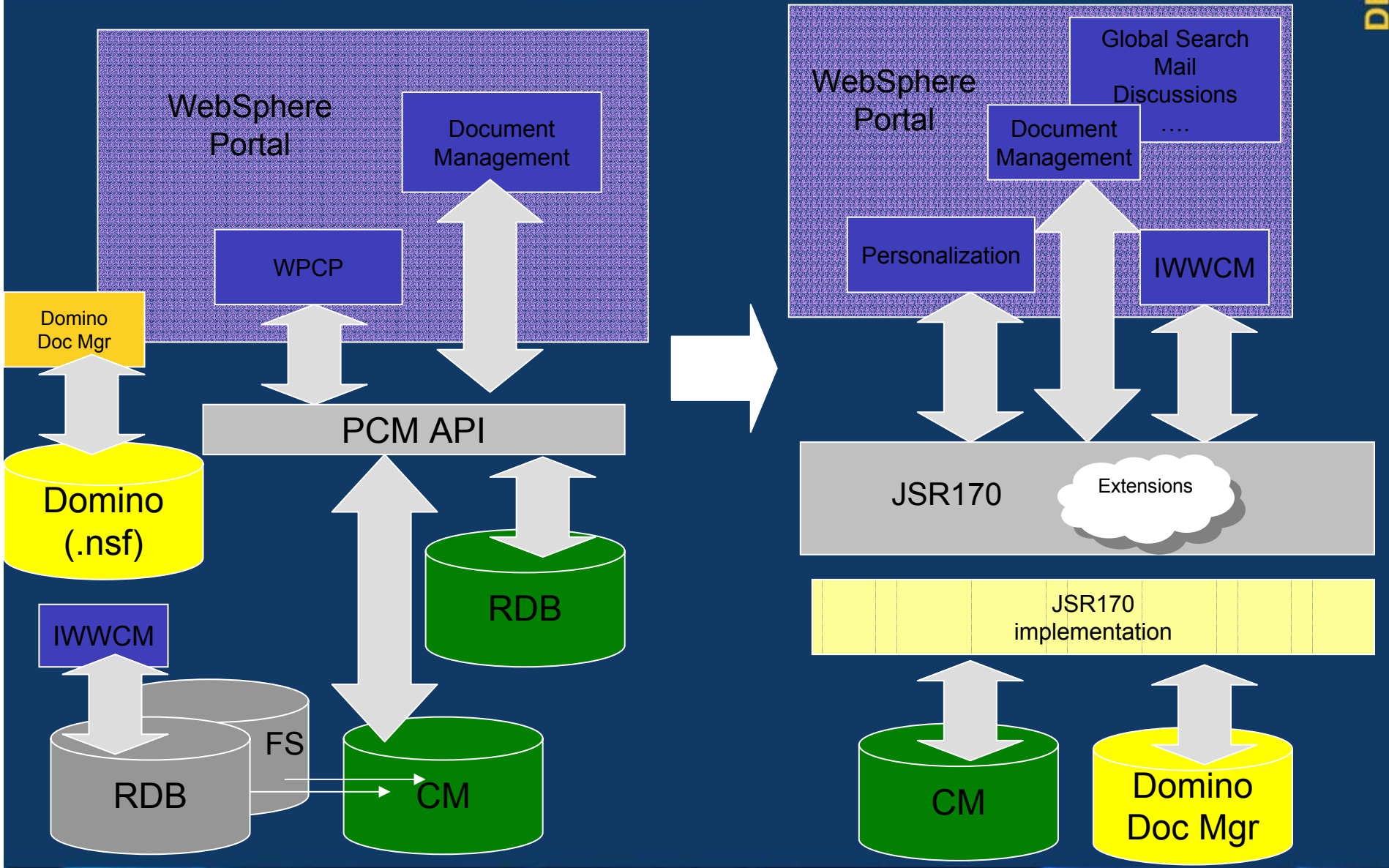
Websphere Portal

JSR 170

JSR 170 – Avantages

- Interface commune entre différents référentiels et différentes sociétés
- Permet une co-existence pour des référentiels multiples
- Garantit les évolutions futures
- Pont vers Lotus Workplace

Convergence de référentiels



Domino

La famille de produits autour de Domino

- Première version “commune” : 6.5.1
- Plates-formes communes
- Langues supportés communes
- Navigateurs supportés communs
- Les produits sont testés et supportés pour fonctionner ensemble

ENVISION DECISIONS
IBM
Lotusphere 2005

Lotus Domino Document Manager

ENVISION DECISIONS

IBM

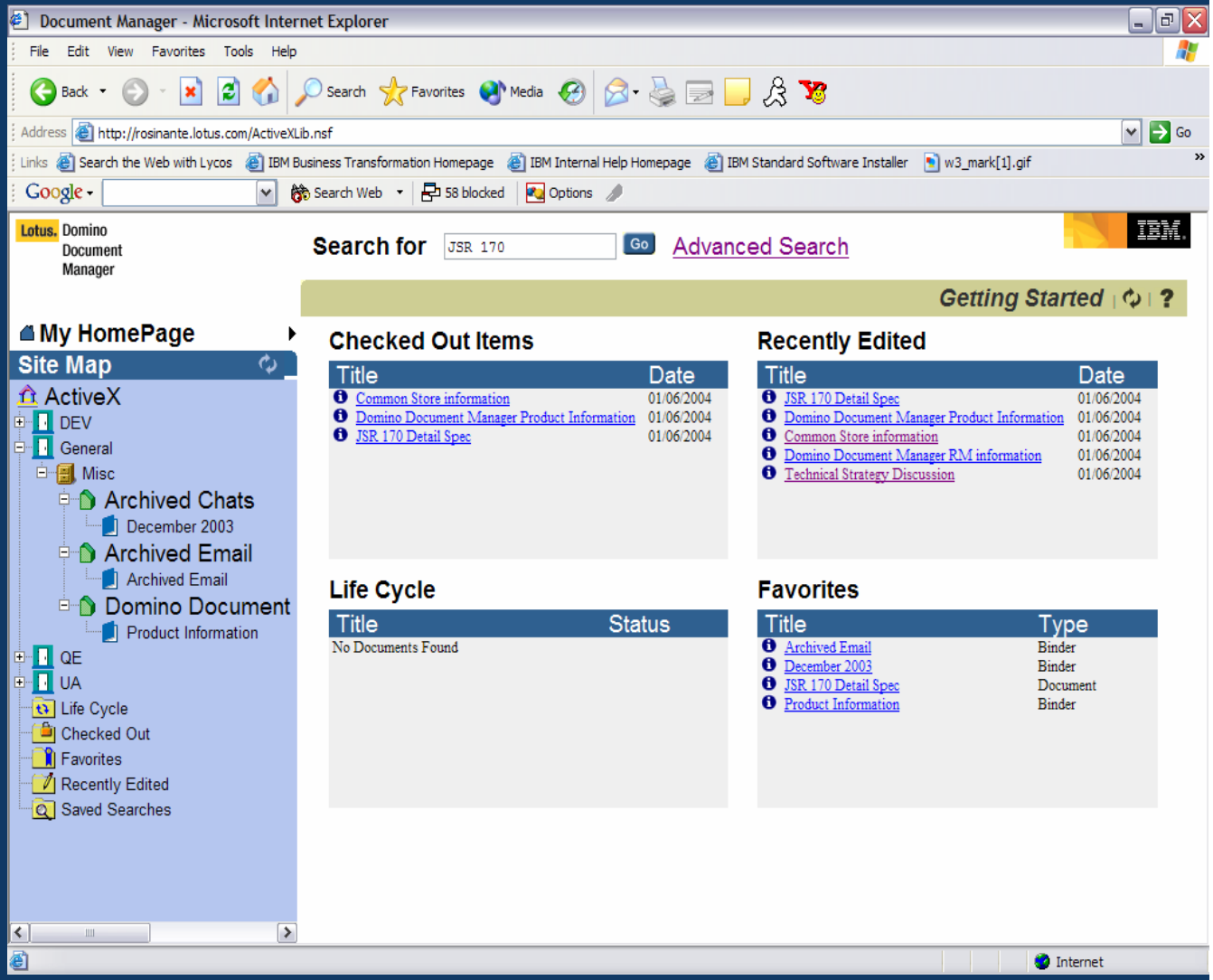
Lotusphere 2005

Les besoins de gestion documentaire

- Réduire les coûts de productivité des utilisateurs
- Réduire les coûts matériels
- Rendre le contenu auditable

Lotus Domino Document Manager (Domino.Doc)

- Bibliothèque
  - Profil des documents
  - Verrouillage en mise à jour distribué
  - Contrôle des versions
  - Sécurité
  - Recherche avancée
- Gestion du cycle de vie
  - Cycles de révision et d'approbation
  - Publication
  - Archivage
- Intégration (ODMA)
  - Interface avec Office
  - Messagerie (Outlook et Notes)
  - Explorateur Windows
- Collaboration
  - Forum de discussion
  - Intégration avec Sametime



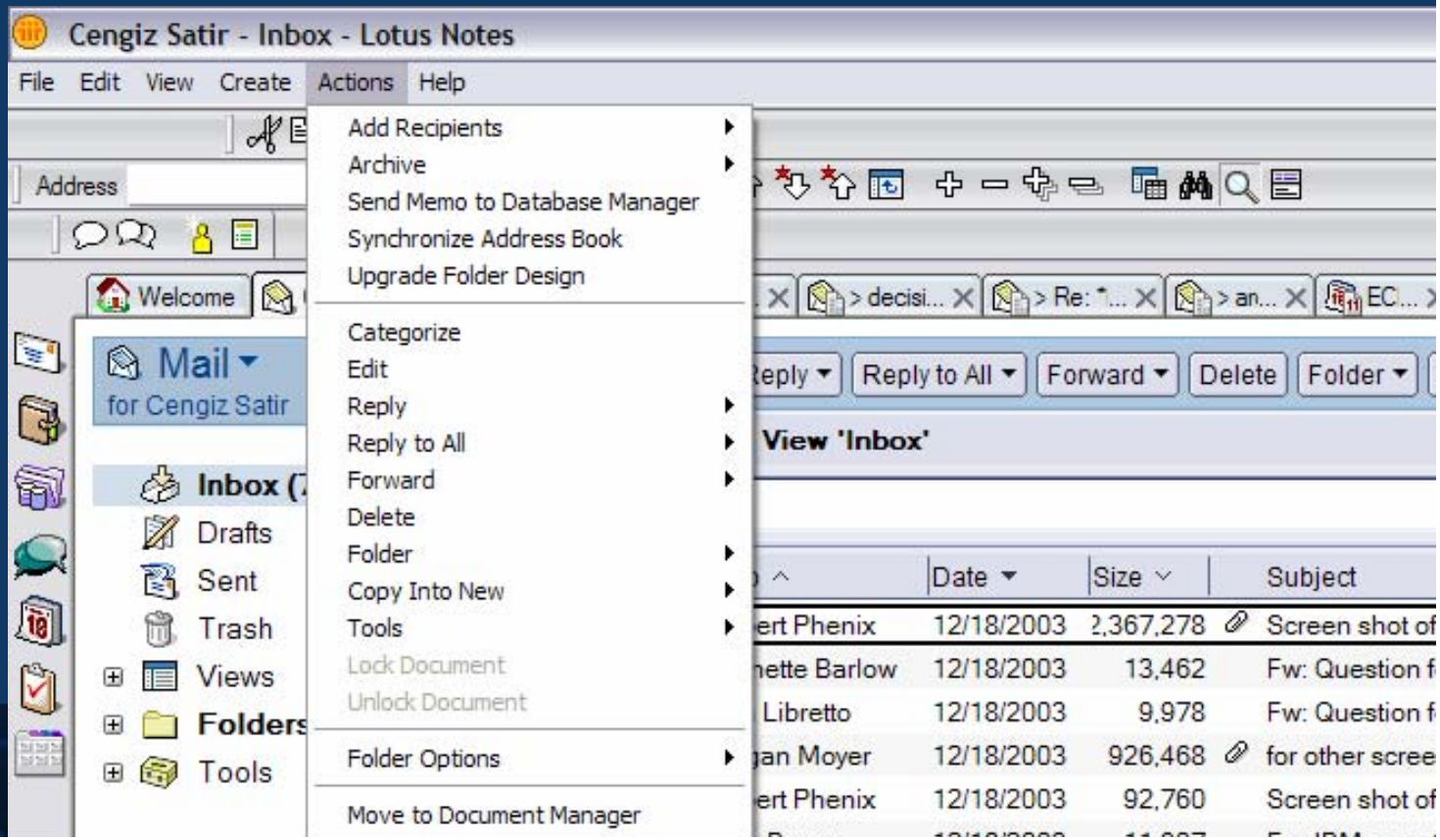
Les nouveautés dans 6.5.1

ENVISION DECISIONS

- Domino.Doc devient Lotus Domino Document Manager
- Améliorations de l'interface Web
- Intégration messagerie (Notes)
- Stockage des conversations instantanées (Sametime)
- Support LDAP (Single Sign On – SSO) – client bureautique et Web
- Performances de recherche

Exemple : intégration messagerie

- Interface utilisateur d'intégration installé directement avec client Notes
- Archiver des messages sélectionnés dans des bibliothèques spécifiées
- Options pour copier, déplacer ou supprimer des attachements, créer des documents multiples et envoyer des messages texte dans LDDM



Lotus Domino Document Manager 7.0

ENVISION DECISIONS

- JSR 170
- Support pour plus d'applications bureautiques
- Support pour le stockage optionnel dans DB2
- Améliorations pour l'administration
- Support pour Netegrity Siteminder
- Support des plates-formes
  - Notes/Domino 6.0.3, 6.5.2 et 6.5.3
  - Navigateurs Web : IE 6.0, Safari (Mac OSX seulement)
  - OS: Win XP, 2000, 2003 Serveur; AIX 5.1, AIX 5.2; Solaris 8/9, iSeries V5R3

Lotus Workflow

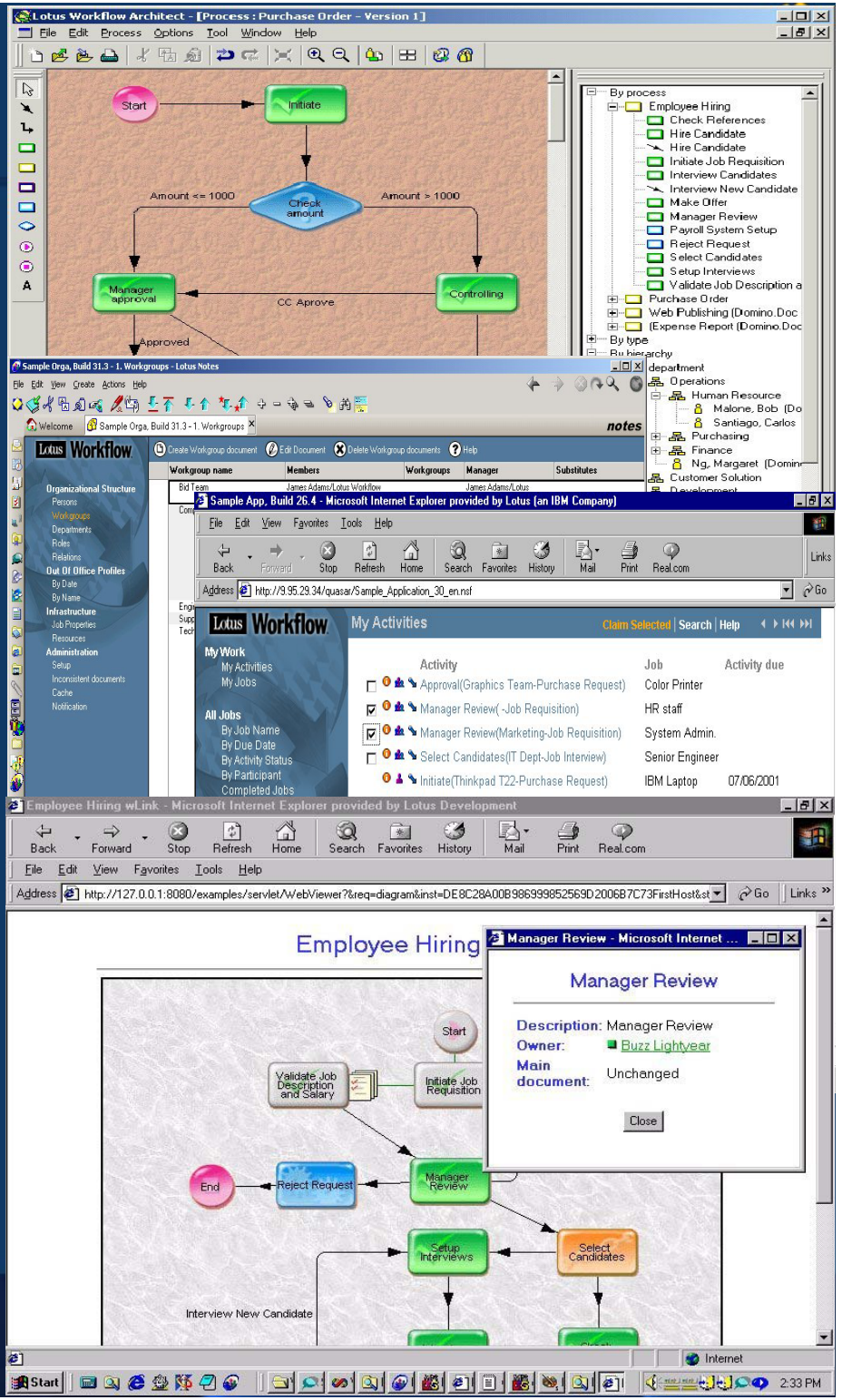
Les besoins de gestion des processus

ENVISION DECISIONS

- Elimination des coûts induits par les "retards" dans les processus d'entreprise
- Réduction des traitements d'opportunités dû aux processus non adaptables
- Surveiller, améliorer et redéfinir les processus rapidement sans discontinuité de service
- Gestion centralisée des processus avec accès sécurisé & contrôle des versions
- Automatiser les processus d'entreprise plus facilement et plus rapidement (réutilisation)

Lotus Workflow

- Architecte
  - Outil de modélisation graphique; modifier dynamiquement les organigrammes en glissant des tâches
  - Réutilisation des objets d'un processus
  - Maintenir des instances dans leur versions existantes et activer des nouvelles versions
- Moteur
  - Annuaire Organisation
  - Application
  - Définition des processus
  - Conteneur pour les objets des processus
  - Eléments optionnels
- Viewer
  - Visualisation des activités
  - Très utile pour des processus complexes avec plusieurs intervenants ou équipes
  - Disponible pour les clients Notes et Web



Lotus Workflow 6.5.1

- Améliorations des performances
- Améliorations LDAP
- Intégration avec Lotus Domino Document Manager pour les plates-formes non-Windows
- Archivage amélioré – plus fiable et facile
- Support de Mozilla pour Linux
- Amélioration de performances des APIs Java

Lotus Workflow 7

- Exposer des services basiques de Workflow en tant que Web Services
- Améliorations de productivité
- Fiabilité, disponibilité et facilité de gestion

ENVISION DECISIONS
IBM
Lotusphere 2005

Workplace

ENVISION DECISIONS
IBM
Lotusphere 2005

Workplace, c'est quoi?

- Un environnement dynamique qui intègre tous les **outils collaboratifs**, les **applications,** et les **connexions** demandés pour les besoins du métier
- Workplace intègre les fonctions en tenant compte de l'**identité** des utilisateurs, leur **rôle** dans le contexte du **processus du métier**.
- **Extensible** par les services informatiques et nos partenaires qui peuvent créer des applications métiers pour **améliorer la réactivité et l'agilité des entreprises**

Workplace Documents

ENVISION DECISIONS
IBM
Lotusphere 2005

Workplace Documents

- Le client riche inclut :
  - Gestion de documents autonome
  - Editeurs de document puissants (pour traitements de texte, tableurs et présentations)
  - Stockage chiffré et utilisation en mode déconnecté
- Le Navigateur internet inclut :
  - Fonctions de gestion documentaires avec accès aux bibliothèques de documents du portail
  - Editeurs de documents simplifiés
  - Présentiel et Messagerie instantanée intégrés; sauvegarde des discussions
- Autres fonctions uniques :
  - Bibliothèque de documents personnelle ;
  - Approbation des documents et brouillons / verrouillage de document / gestion de version ;
  - Visualiseurs de document, recherche et tri ;
  - Import des documents ; notifications
  - Etc …

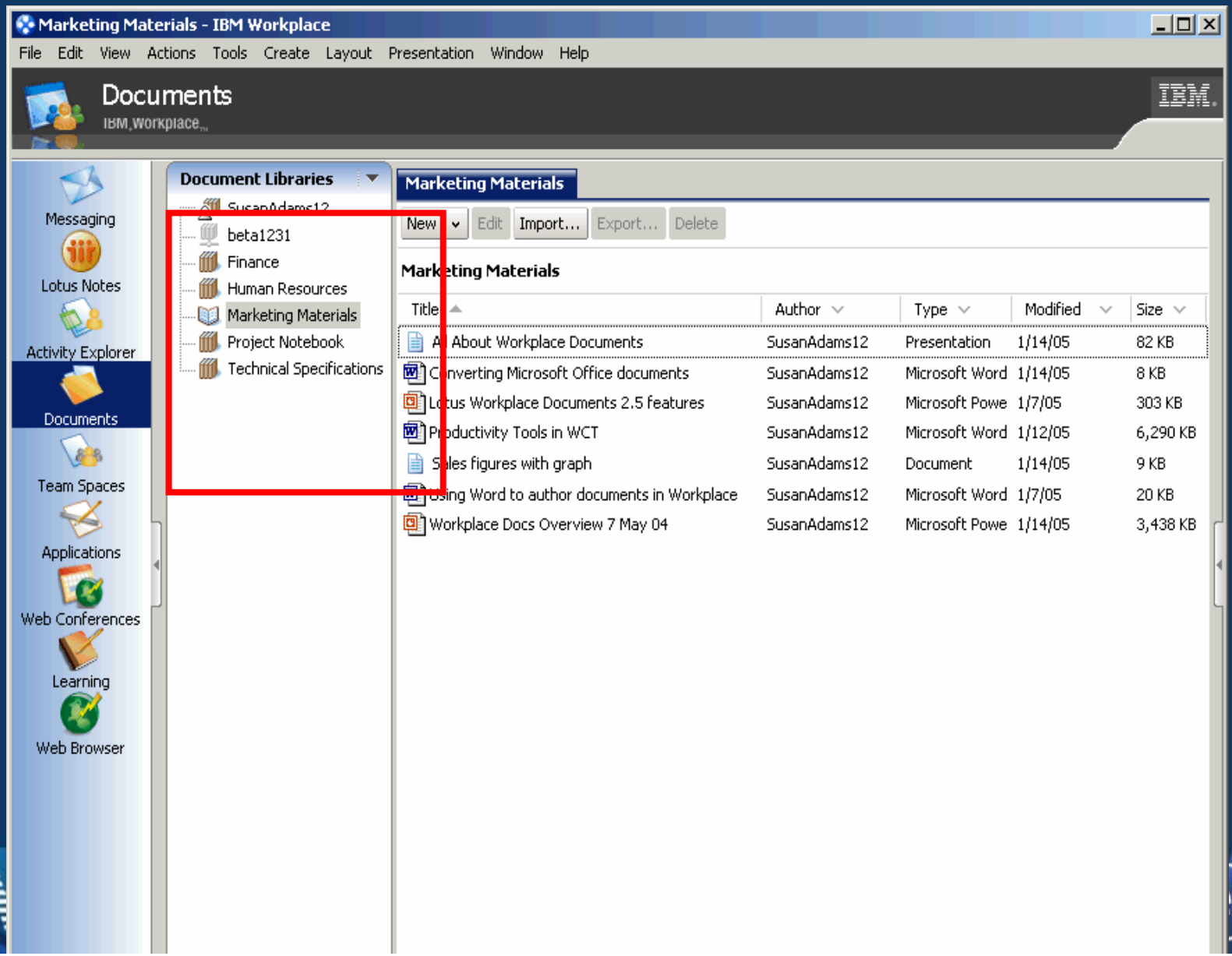
Workplace Documents 2.5

ENVISION DECISIONS

- **Intégration avec Explorateur Windows et Microsoft Office**
- **Expérience dans Workplace Client Technology**
  - Drag-and-Drop d'une bibliothèque personnelle
  - Création d'un bibliothèque dans le client
  - Importation d'un document dans une bibliothèque spécifique
- **Améliorations des éditeurs de documents**
  - Meilleure compatibilité avec Microsoft Office
  - Support des macros (OpenOffice scripting language)
  - Filtre Lotus 1-2-3 en lecture seulement (tech preview)
- **Nouvel outil 'Project Planner'**

Workplace Documents future

- **JSR 170 : exemple intégration avec LDDM**



Workplace Web Content Management

ENVISION DECISIONS

IBM

Lotusphere 2005

Besoins clients pour la gestion de contenu

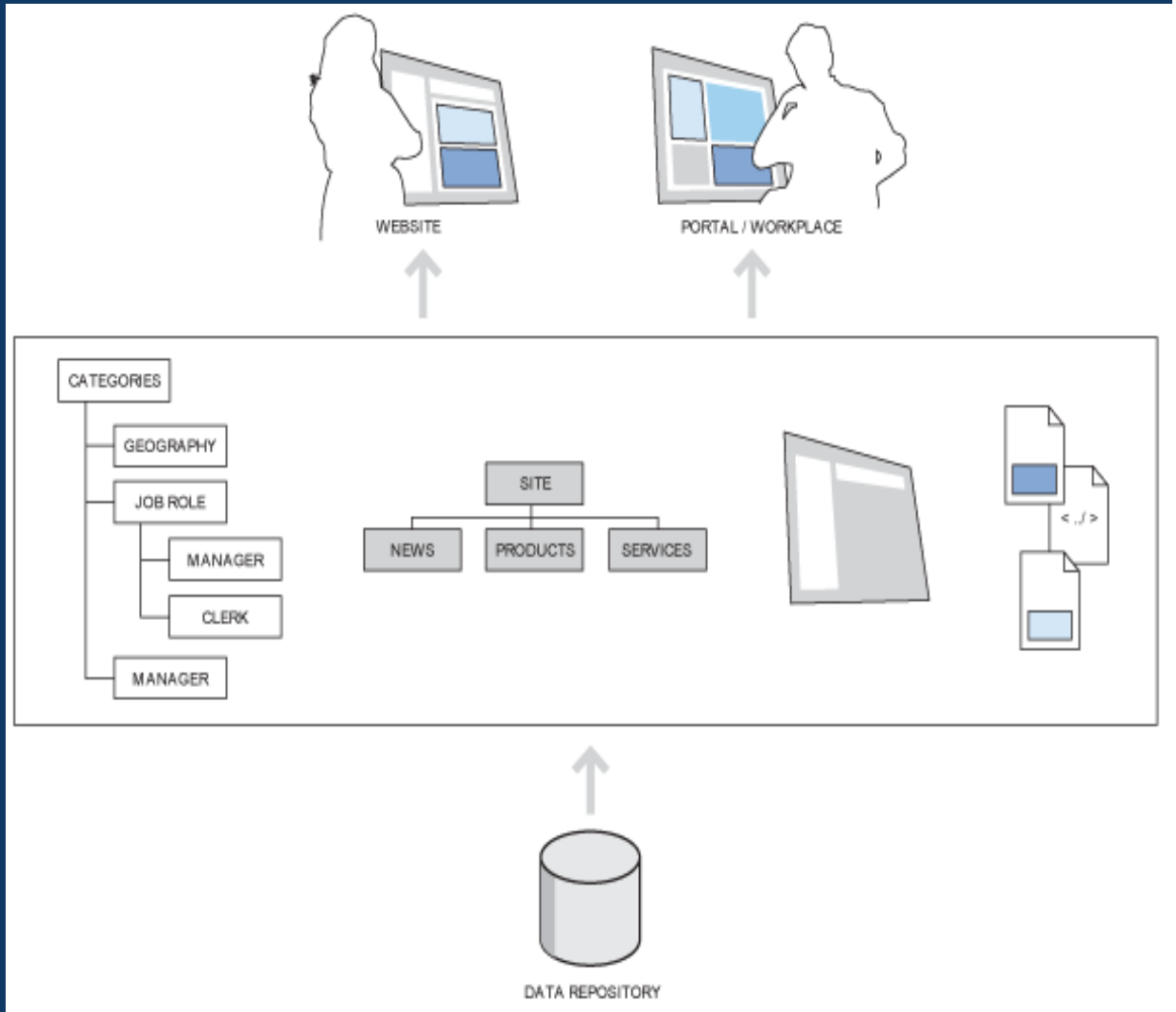
ENVISION DECISIONS

- Gérer le surplus d'informations – dans les deux ans à venir, on créera plus de contenu que dans toute l'histoire humaine.
- Obtenir la bonne information pour la bonne personne au bon moment, donc rendre les site web efficaces et utiles
- Les problèmes à résoudre :
  - Charge de travail du webmaster
  - Permettre aux utilisateurs concernés de contrôler leur contenu Web
  - Règles métier et gestion de flux pour une gestion de contenu centralisée
  - Personalisation pour cibler le contenu
- Réduire le coût total de possession (TCO) des projets web

Workplace Web Content Management

ENVISION DECISIONS

- Permet la gestion, assemblage, staging, maintenance, livraison de tout contenu pour les sites web
- Création basée sur des modèles
- Séparation du contenu, structure et format
- Sitemap
- Taxonomies
- Sécurité
- Composants ré-utilisables
- Cycle de vie
- ►API



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Workplace Web Content Management 5.1/2.5

- Interface utilisateur améliorée (basée sur des portlets), comme :
  - Tri et filtrage
  - Actions sur objets multiples
  - Editeurs de documents
  - Lien pour éditer directement du contenu
- Portlets personnalisables et liste de workflow
- Gestion des utilisateurs d'entreprise et support des annuaires
- Installation avec WebSphere Portal (5.1)
- Et 5.1 en plus…
  - Ré-utilisation de l'éditeur de documents de WebSphere Portal
  - Utilisation du contenu géré dans Portal Document Manager
  - *Bientôt intégration avec WebSphere Portal Personalization (5.0.1.1)*

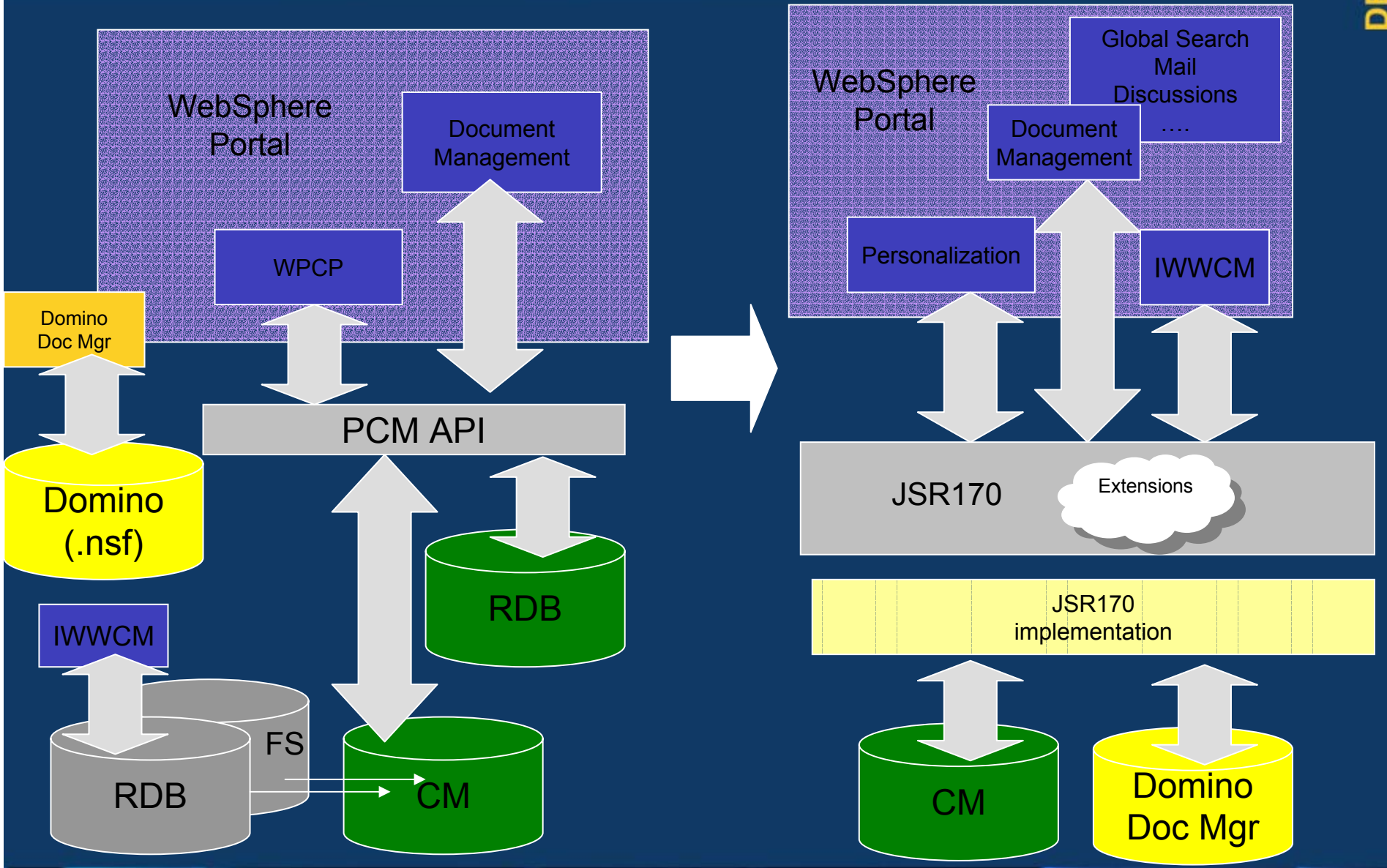
Workplace Web Content Management

ENVISION DECISIONS

- Démo !

Résumé

Convergence des référentiels



Roadmap*

ENVISION DECISIONS

Q1 2004	Q4 2004	Q1 2005	Q3 2005	2006	2007
Domino Document Manager 6.5.1 Worflow 6.5.1 Domino 6.5.1	Domino Document Manager 7.0 beta démarre Domino 6.5.3	Lotusphere January 23-27 Vous êtes ici	Domino Document Manager 7.0 Workflow 7.0 Notes/Domino 7.0	Domino Document Manager 7.X Workflow 7.X Notes/Domino 7.X	Domino Document Manager Next Workflow Next Notes/Domino Next
Workplace 2.0		Workplace 2.5		Workplace Next	

* Peut modifier

IBM
ENVISION
DECISIONS
Lotusphere® 2005

Quelques chiffres

- IBM Software = 40 000 employés
- 90,000 business partners worldwide
- 100 alliances stratégiques avec des éditeurs
- 30 laboratoires de recherche
- 14 000 employés dédiés aux standards ouverts incluant Linux, Java et XML. 4000 développeurs Java
- Lotus Sametime est utilisé par plus de 60% des 100 plus grandes entreprises (Fortune Global 100)
- Lotus Sametime est utilisé par 8 des 10 plus grandes banques mondiales, 6 des 10 plus grands constructeurs automobiles, 5 des 10 plus grands laboratoires pharmaceutiques américains
- 3.000.000 de messages instantanés par jour chez IBM
- IBM was ranked #1 in the Training Magazine "Top 100" ranking of organizations that excel at human capital development based on evaluations of leading e-learning offerings.

Magic Quadrant: Portal 2003 - 2004

ENVISION

Gartner Group – March 2003

Gartner Group – March 2004

IBM

Lotusphere 2005

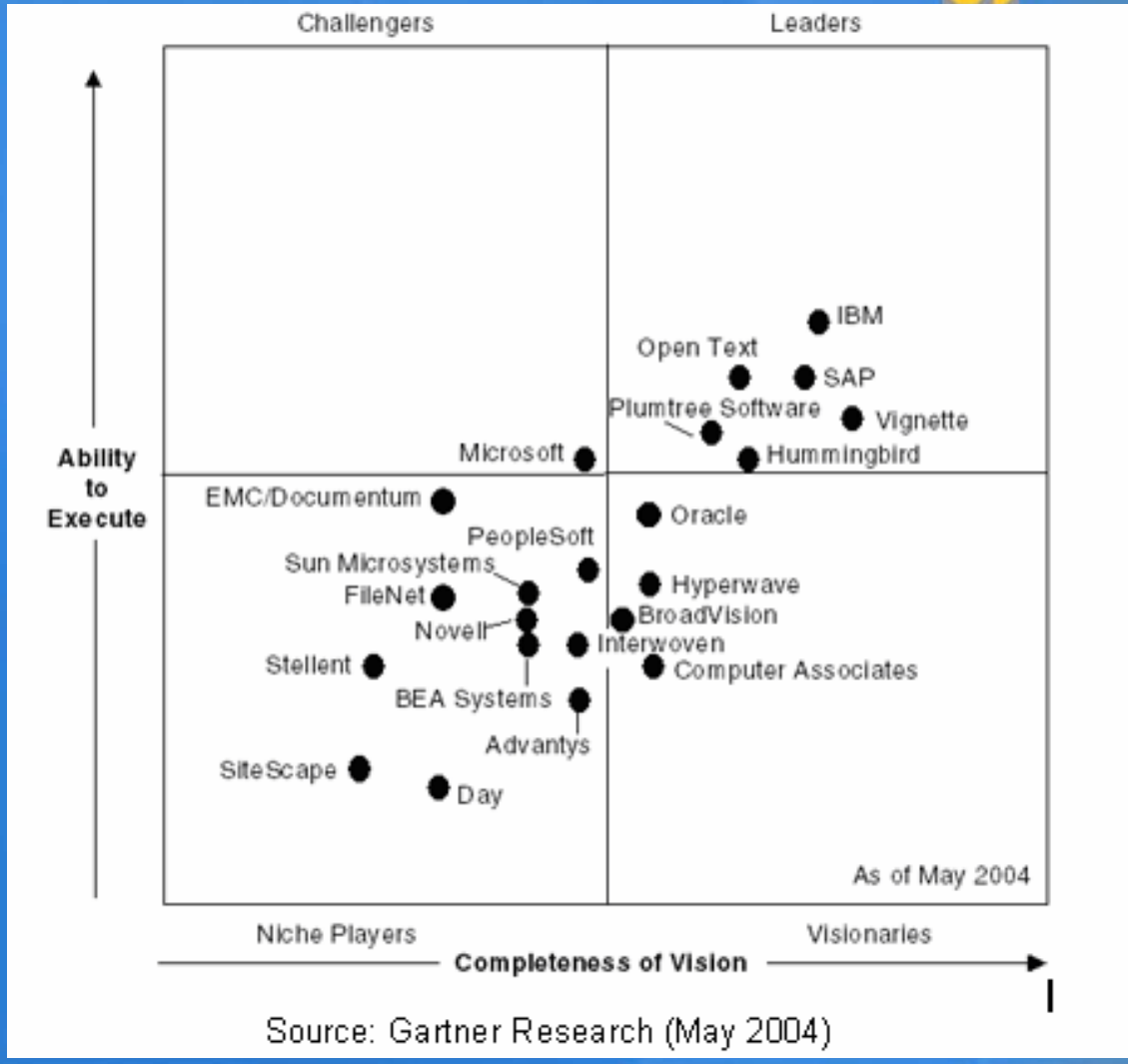
Smart Entreprise Suite

The SES:

Combines the functionality of portal, collaborative and content management technologies, and delivers these in an integrated suite

Provides a broad foundation to support knowledge or information work within an enterprise, or between groups in different enterprises, and may be considered the platform for knowledge management

Focuses on support for unstructured work processes, but through portal-based integration with business applications can provide a comprehensive digital or electronic workplace



Source: Gartner Research (May 2004)

3M
Abbott Laboratories
ABB
ABN·AMRO
accenture
ANA
ALSTOM
AIG
American General
Andersen
BANK ONE
BARCLAYS
Bayer
BASF
BNP PARIBAS
BOMBARDIER
CATERPILLAR
Central Intelligence Agency
ChevronTexaco
COLGATE·PALMOLIVE COMPANY
CSC
Countrywide Financial
DaimlerChrysler
Deutsche Bank
ExxonMobil
Federated
DEPARTMENT STORES, INC.
GM
Lotus
software
KAISER PERMANENTE
KRAFT
MARS
incorporated
MARSH
National
Nationwide
HYDRO
PETRONAS
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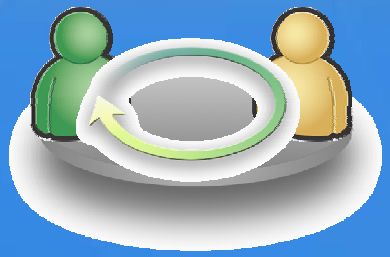

- ✓ **<u>L'innovation</u> au service de votre stratégie**

  (client riche, verticalisation de l'offre à travers les solutions IBM Workplace…)

- ✓ **Évolutivité et <u>pérennité</u> à travers le respect des standards ouverts**

- ✓ **<u>Vous accompagner dans vos réflexions</u> : sécurisation des données,**

  rationalisation du SI, optimisation du poste de travail, gestion des connaissances, migrations de messagerie…

Nos prochaines rencontres

15 et 16 mars : salon Documation – Cnit La Défense

8 avril : pour les partenaires : formation gratuite Workplace Services Express

https://www-926.ibm.com/events/spse/spse04.nsf

Avril : séminaire portail avec Euro RSCG (dir com, marketing)

26 mai : IBM Workplace Launch

+ démonstrations et manifestations partenaires en province à l'adresse suivante :

www.ibm.com/software/fr

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