Systems of Interaction

Taking your business to the mobile era,…
While making your information systems a source of innovation
– Part 1

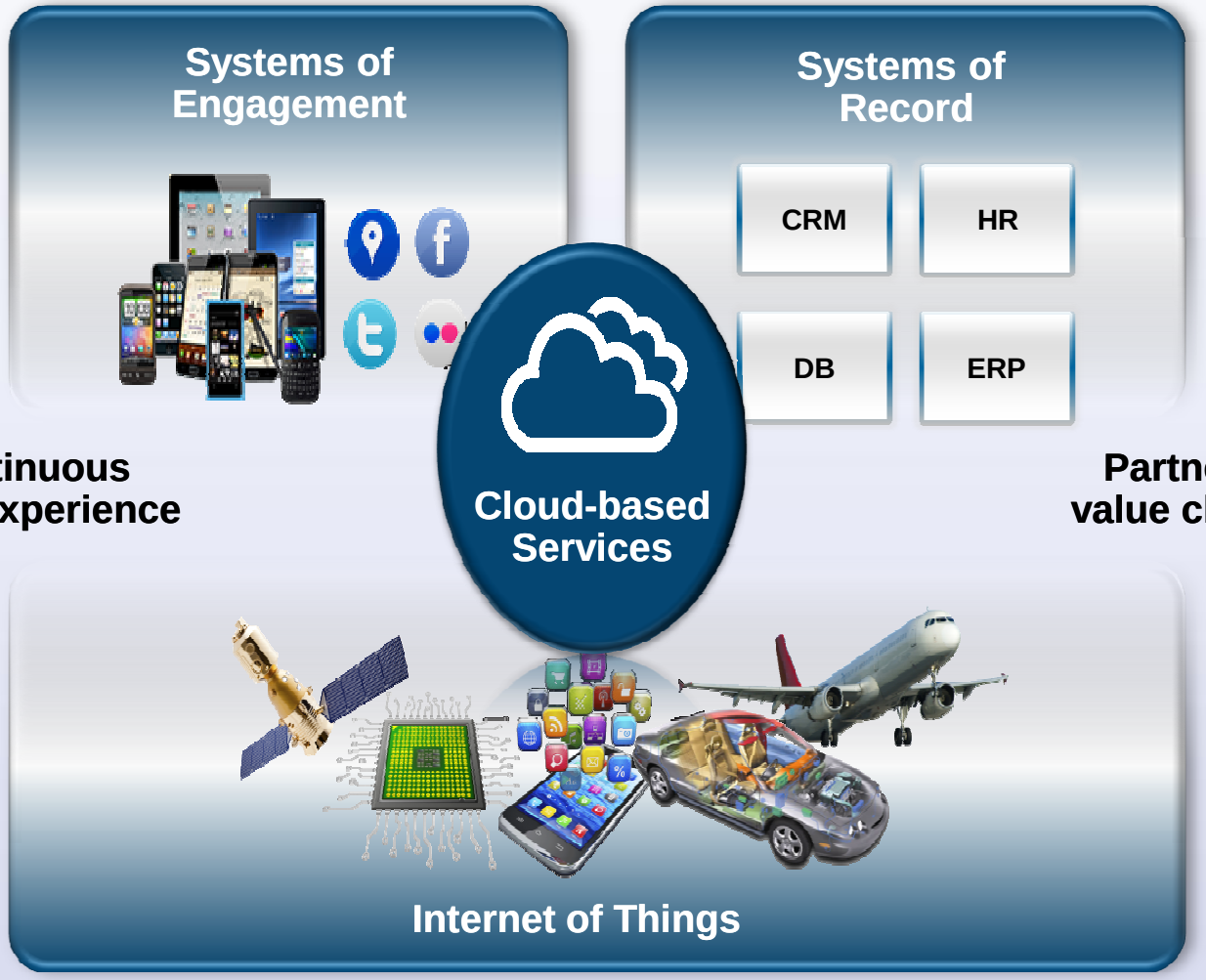
Jerry Cuomo

IBM Fellow, VP, WebSphere CTO

Mobile re-inventing everyday Live

Systems of Interaction

Systems of Interaction



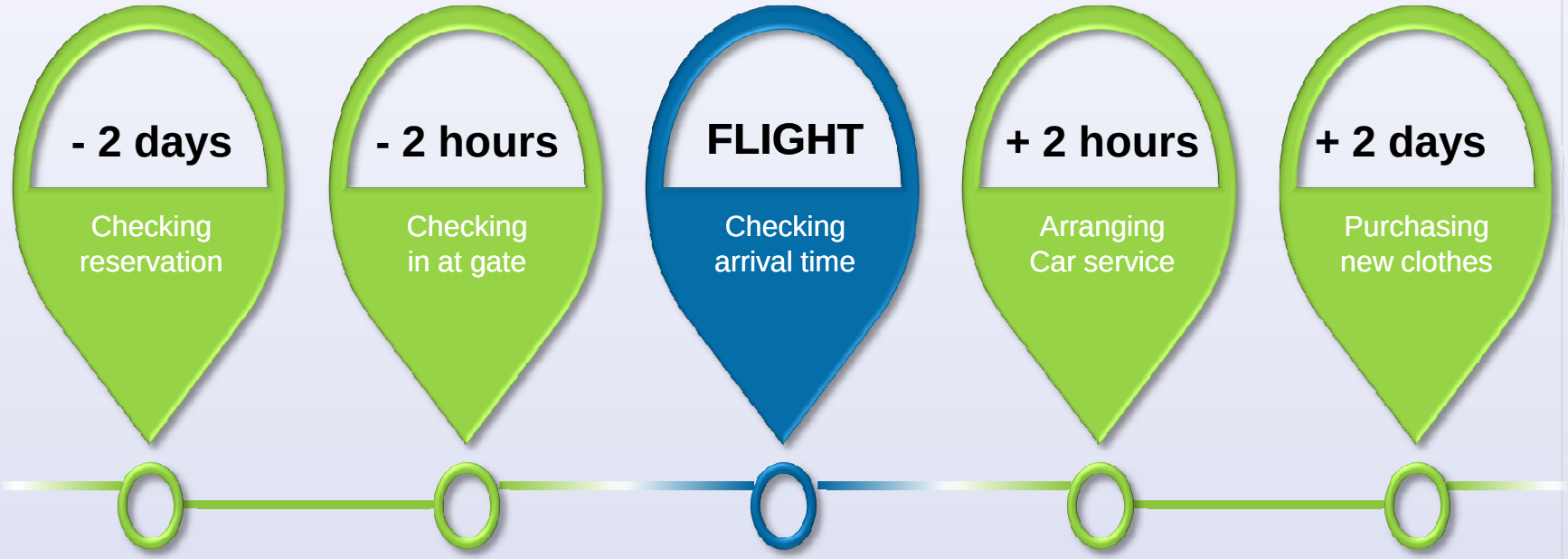
Types of Interactions

Time and Location | **Social and Behavior** | **Multi-channel**

The power of context

Extended Transaction Scope

Time and Location Social and Behavior Multi-channel



Airline example based on user time

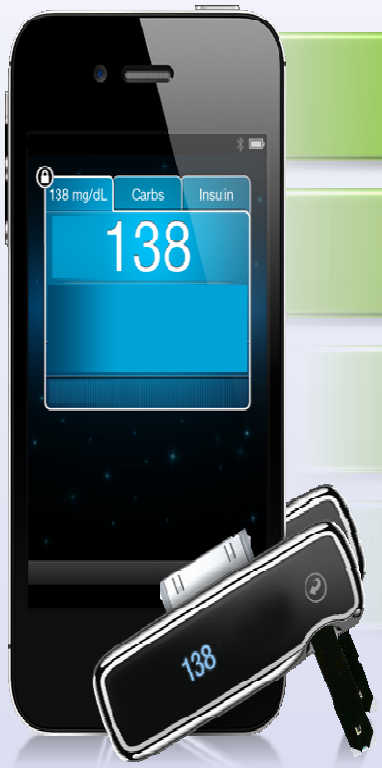
Insights driving actions

Time and Location **Social and Behavior** Multi-channel

Credit card program example

360° experience

Time and Location Social and Behavior **Multi-channel**



Diet

Exercise

Status

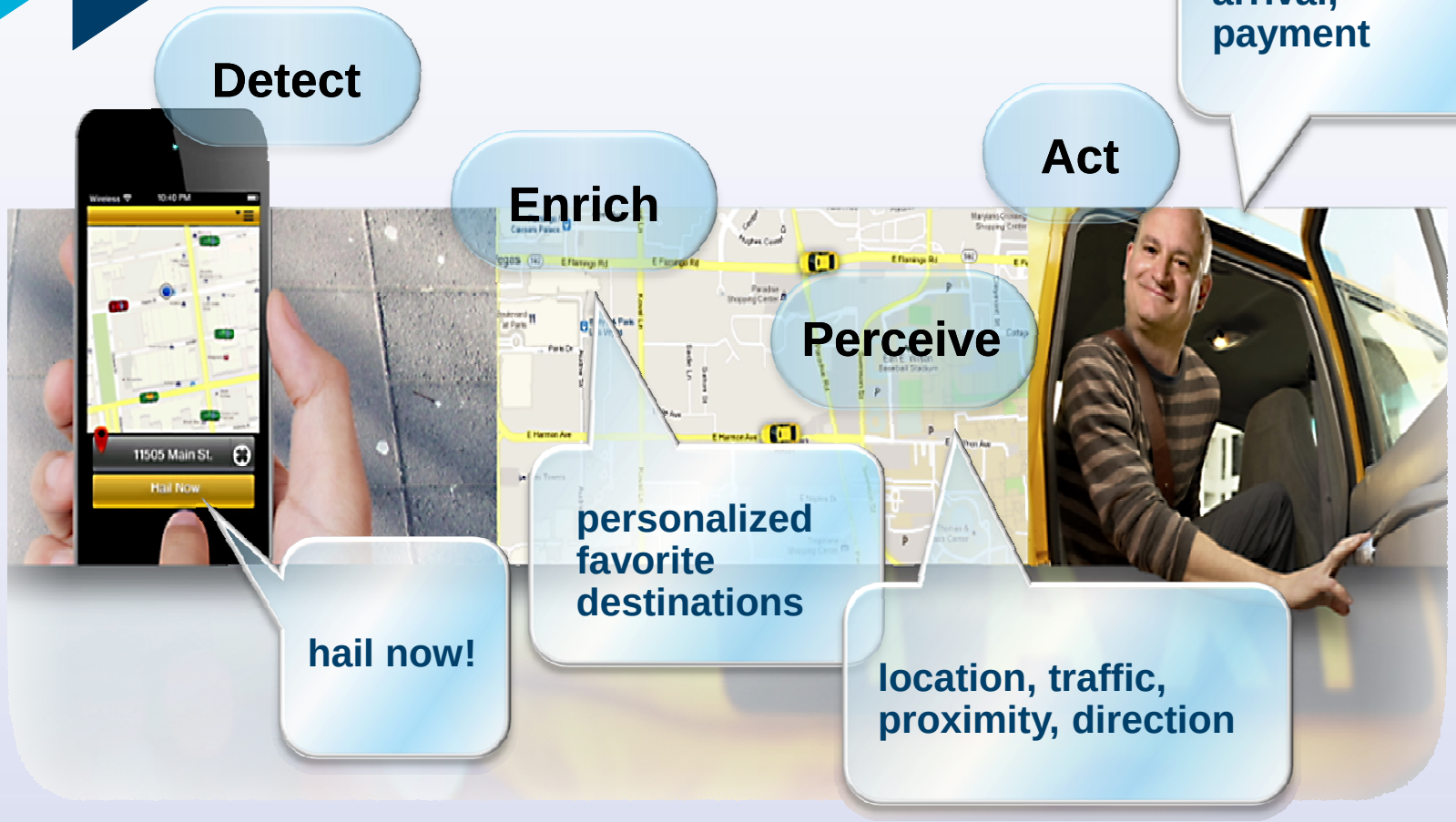
Insights

Blood glucose check

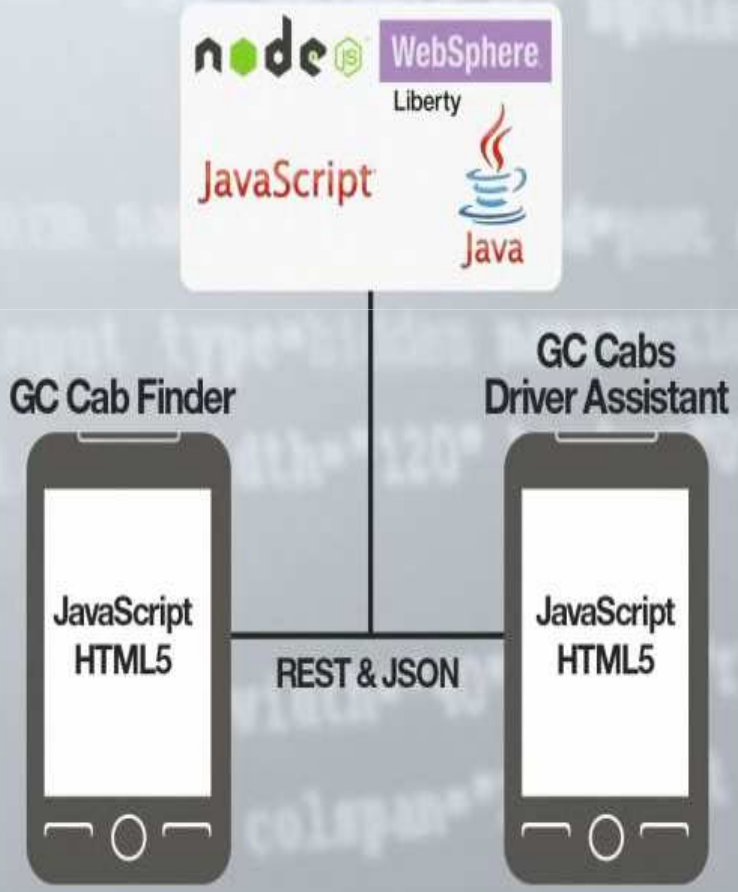
Systems of Interaction

- Detect – opportunities to engages users
- Enrich – content with historical data and trends
- Perceive – “in the now” context
- Act – on new insights gained

Systems of Interaction



OPEN ARCHITECTURE



OPEN ARCHITECTURE

Services

mongoDB — Customer data

twilio — Calls and SMS

at&t — Calls and SMS

Google — traffic and routing

VeriFone — electronic payments

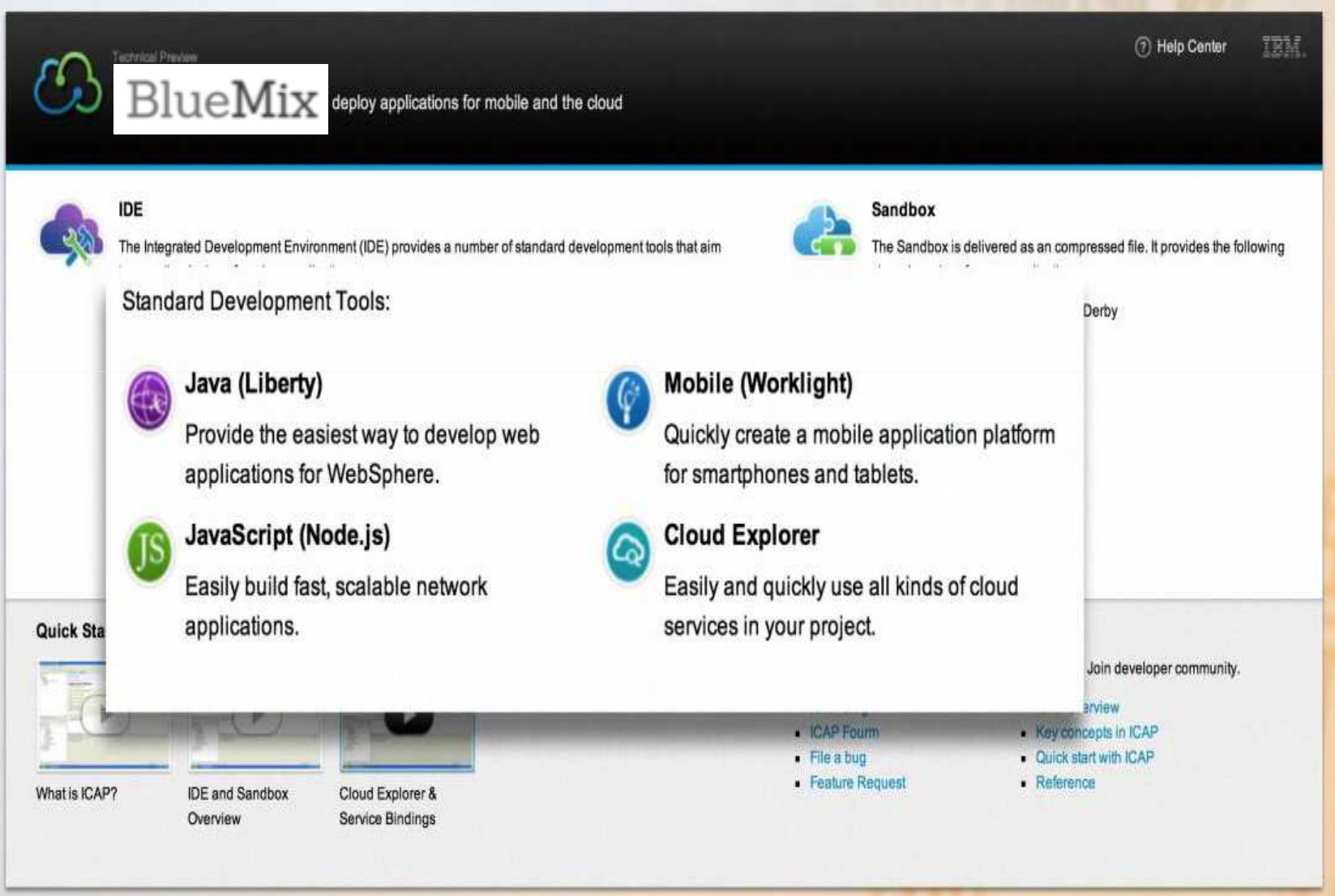
ELASTIC CACHING — predictive-analytics

GC Cab Finder

REST & JSON

GC Cabs
Driver Assistant

OPEN PLATFORM



OPEN PLATFORM

Improve the entire process
from hail to payment

DETECT | ENRICH | PERCEIVE | ACT

BUILDING THE APP IN WORKLIGHT

DETECT | ENRICH | PERCEIVE | ACT

New **geo-location** capabilities, available in Worklight, are able to better **detect** opportunities for interactions

BUILDING THE APP IN WORKLIGHT

DETECT | ENRICH | PERCEIVE | ACT

Worklight's location-based triggers, eliminates network chatter, by pushing interaction data to the mobile client. Reduces network usage and saves battery life.

BUILDING THE APP IN WORKLIGHT

DETECT | ENRICH | PERCEIVE | ACT

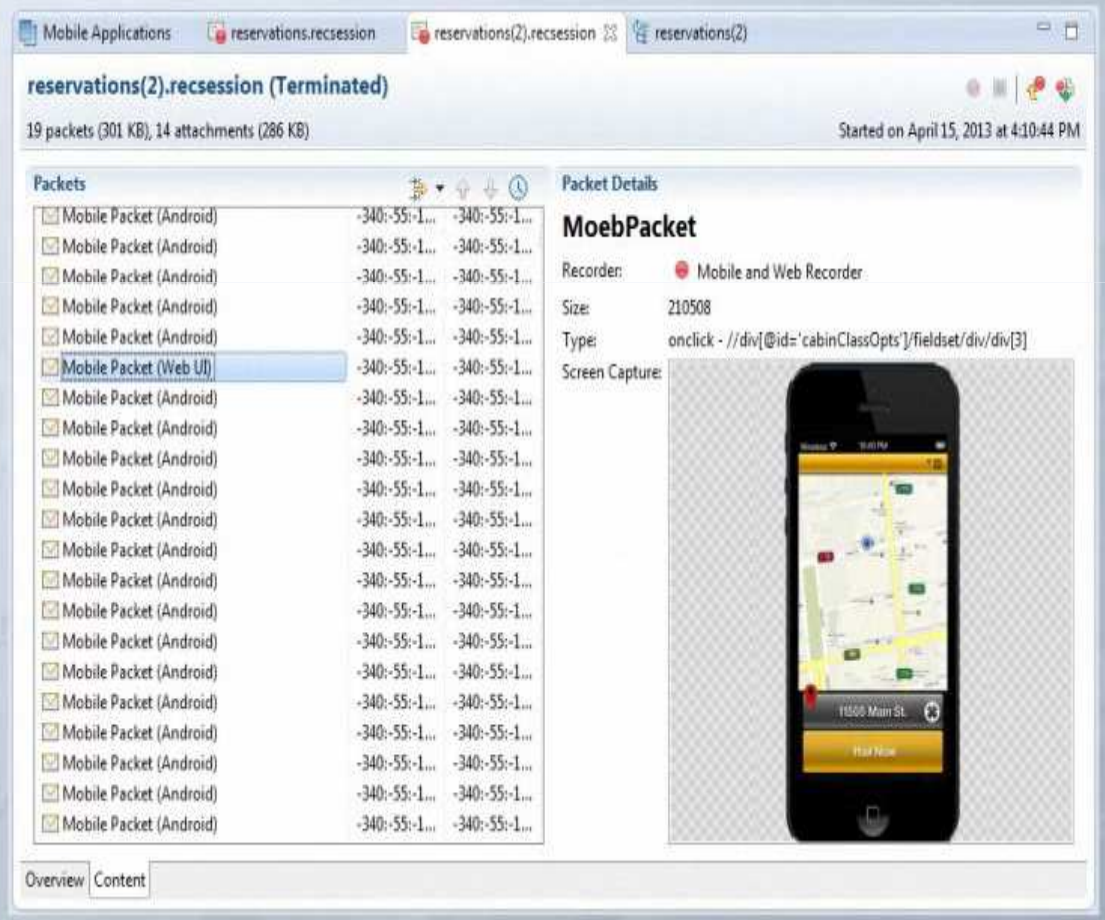
```
var acqPolicy= {
    Geo: {enableHighAccuracy: true,
timeout: 10}};

var triggers;
for (var geofence in fences)
     triggers.Geo[geofence.id] = {
          type: "Entering",
          area: geofence.pts,
          callback: callbackFunction,
         transmit: {event:
geofence.event}});

WL.Device.startAcquisition(acqPolicy,
triggers, failureFn);
WL.Client.setEventTransmissionPolicy({maxIn
terval: 10});
```

Code Snip-it to form a geo-fence, between the driver and the passenger, to secure the payment process

BUILDING THE APP IN WORKLIGHT

DETECT | ENRICH | PERCEIVE | ACT

With rapid revision, we must guarantee, **Continuous quality**.



This ensures a **consistent** experience, **regardless** of device type.

MANAGE AND CONSUME APIs

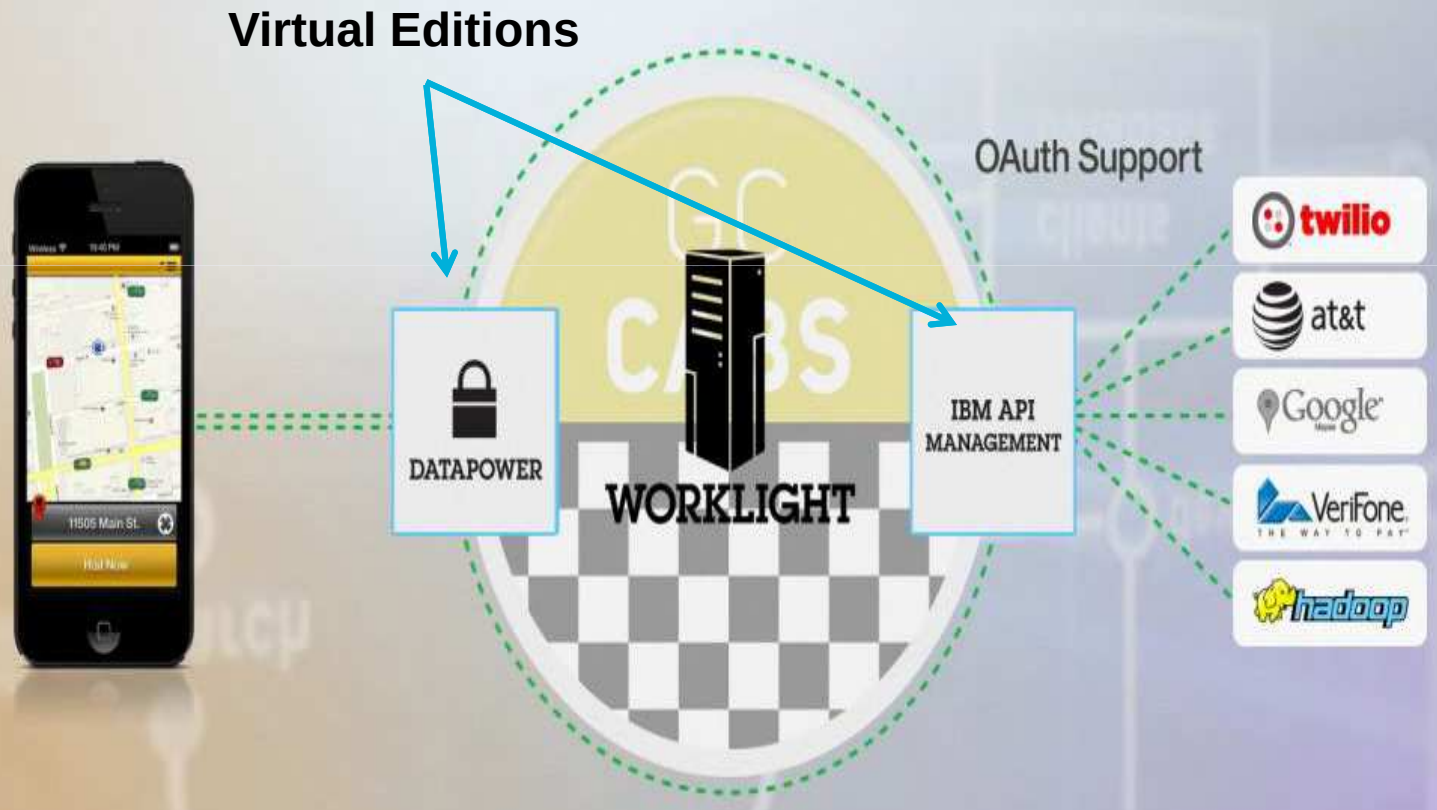
DETECT | **ENRICH** | PERCEIVE | ACT

Our system **is enriched** by data from a variety of sources. This is all about integration.

Manage and consume data feeds, from partners, with information such as payment and traffic data.

MANAGE AND CONSUME APIs

DETECT | ENRICH | PERCEIVE | ACT



Using our **OAuth** support, we can consume these data feeds, and offer developers a **hassle-free way** to implement **secure access** to APIs.

"IN THE NOW" INFORMATION

DETECT | ENRICH | PERCEIVE | ACT

… paying

"a location"

dynamic style of queries

"in a specific area"

moving, walking, running

"a direction"

real-time data sources form the **glossary of terms,** used in our business rules

"IN THE NOW" INFORMATION

DETECT | ENRICH | PERCEIVE | ACT

Decision Center | HOME | LIBRARY | WORK | Robert

GC Taxi Cab > Summer Release > Change Driver Rating and Proximity Rules >

Taxi positioning rule

Undo | Redo | Preconditions | Details | End Edit

```
if
    'the hail request' is in 'the area' where
            count of unsatisfied 'hail requests' over last 30 min is greater than 3
then
    call all available 'taxi cabs' within 5 miles radius into the 'uncovered area'
```

IBM

Creating business rules that combine taxi location, with real-time data sources; such as traffic and weather

"IN THE NOW" INFORMATION

DETECT | ENRICH | **PERCEIVE** | ACT

A map illustrating **customers** waiting for taxis.

The longer they wait, the larger their **dots**-grow on our map. We can **analyze** the region where customer are growing **impatient** …

"IN THE NOW" INFORMATION

DETECT | ENRICH | **PERCEIVE** | ACT

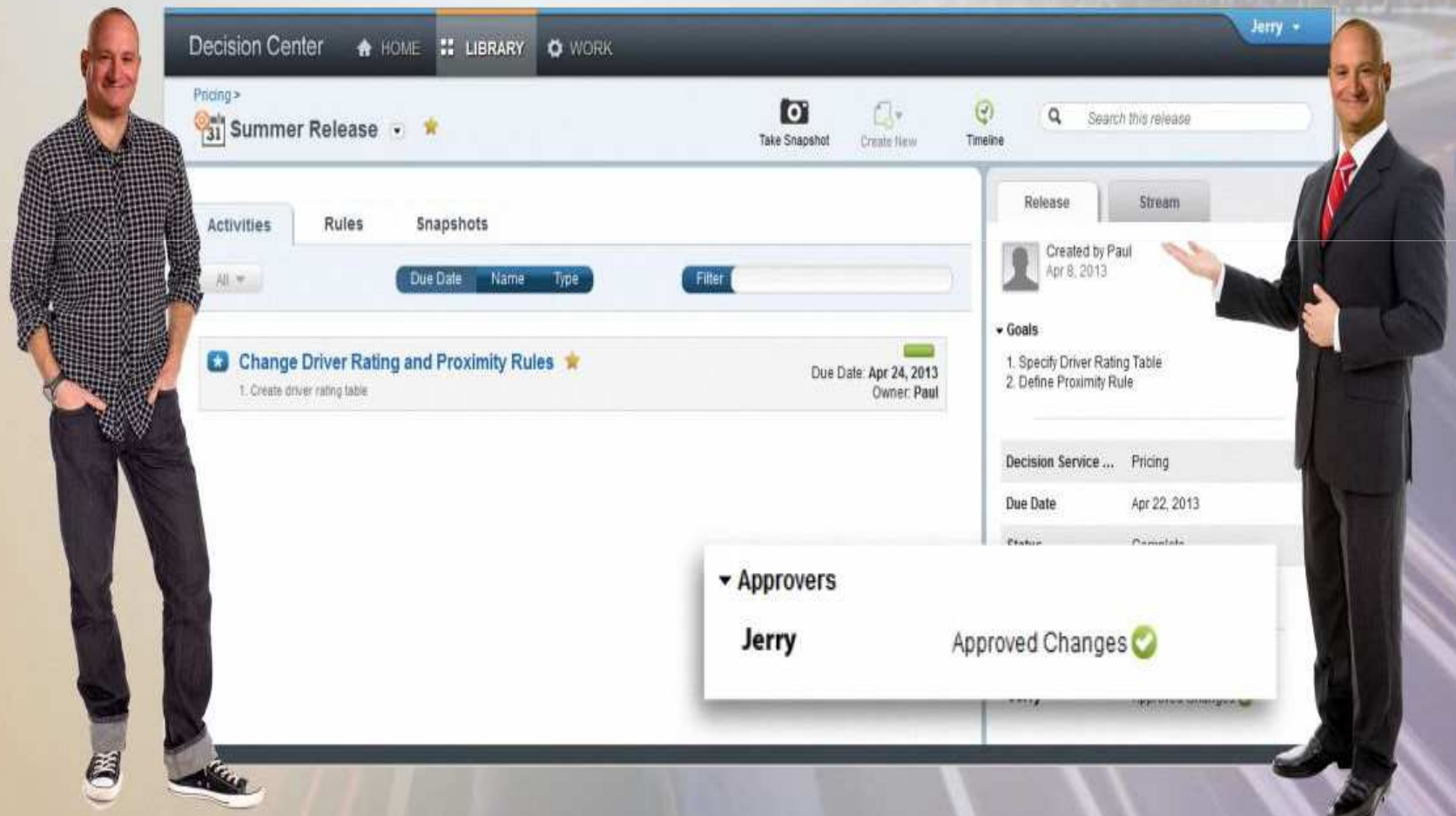
… and generate a business rule, to **notify** drivers and positions them **closer-to** customers.

This **improves** response time and also drives additional fares, which means more transactions.

"IN THE NOW" INFORMATION

DETECT | ENRICH | PERCEIVE | ACT

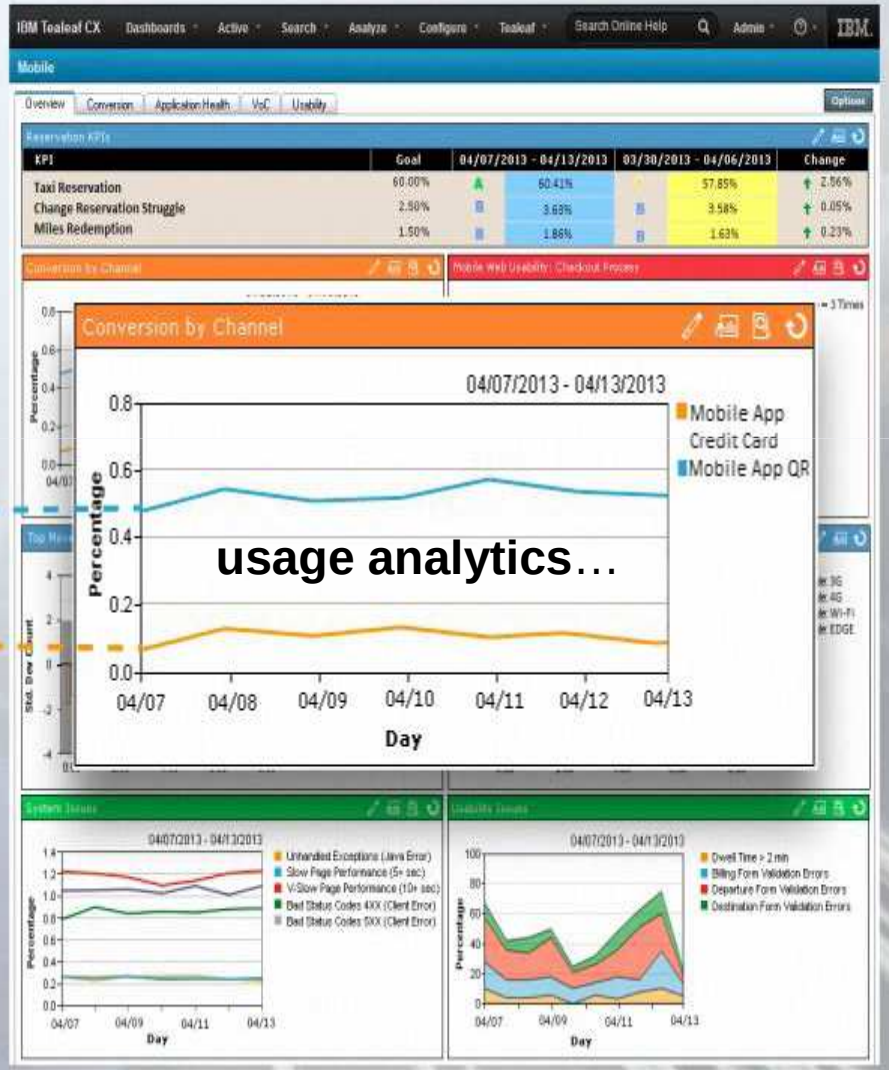
Decision Manager enables **collaboration** between developer and business



ANALYZE USAGE DURING INTERACTION

DETECT | ENRICH | PERCEIVE | ACT

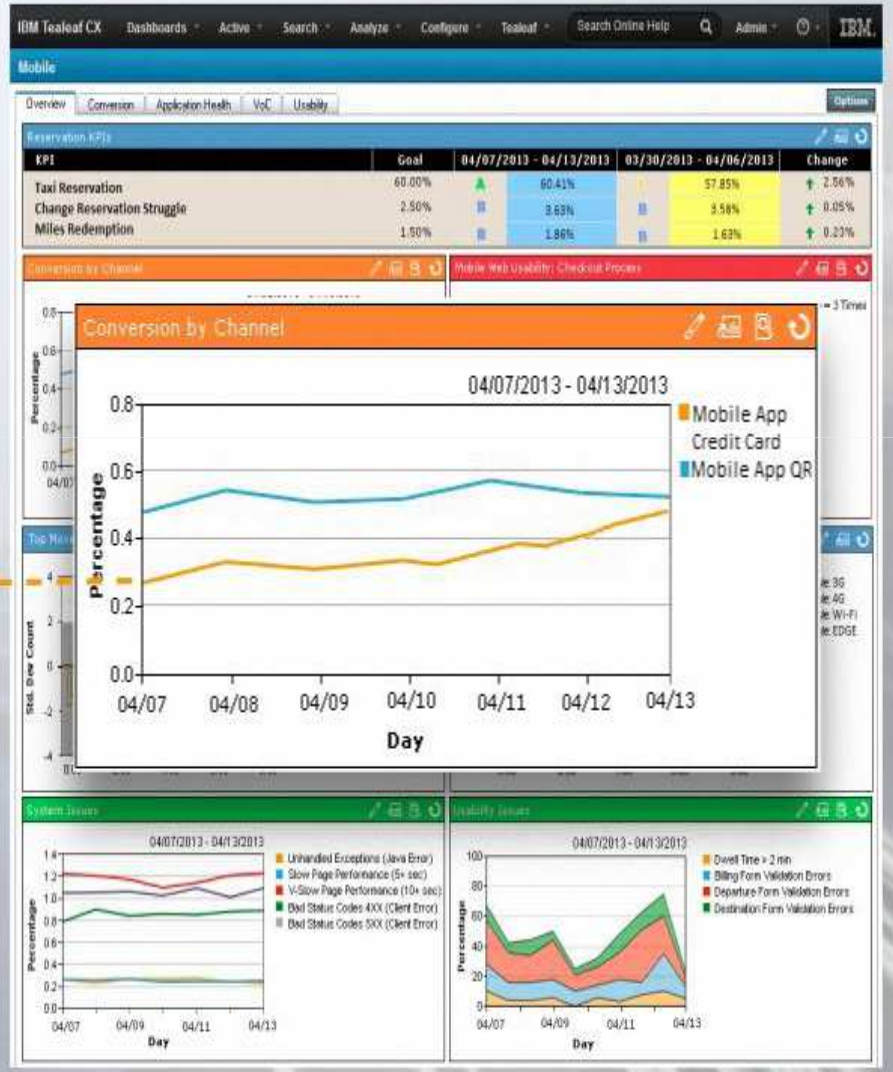
Optimize **mobile payment process**



IBM TeaLeaf…

ANALYZE USAGE DURING INTERACTION

DETECT | ENRICH | PERCEIVE | ACT



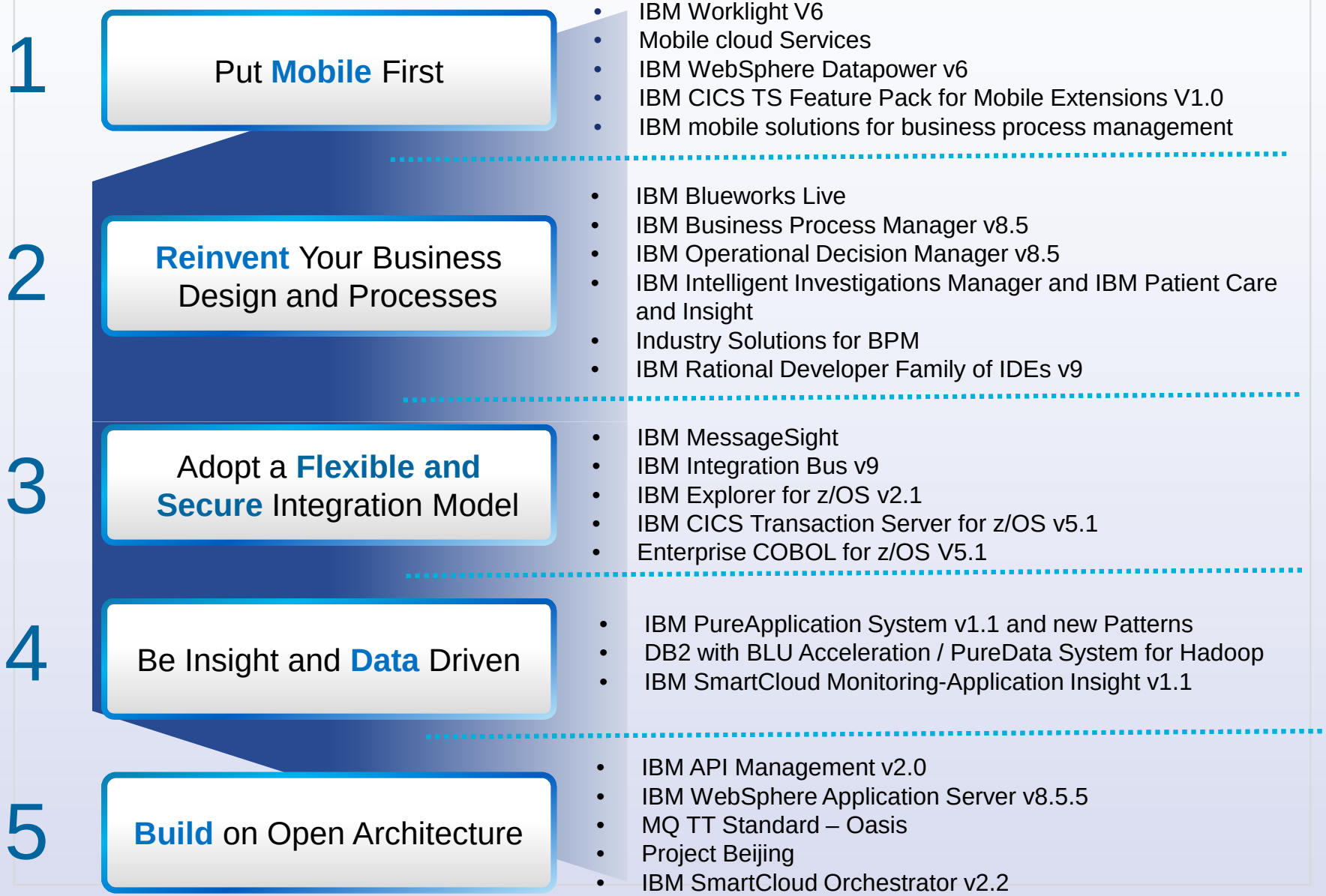
automatically process a payment, when the user reaches their destination…

DESIGNING A SYSTEM OF INTERACTION

DETECT | ENRICH | PERCEIVE | ACT

Mobile **re-inventing**… everyday life

New Announcements for Systems of Interaction



Systems of Interaction

Taking your business to the mobile era…
While making your information systems a source of innovation
– Part 2

Jerry Cuomo

IBM Fellow, VP, WebSphere CTO

*"Sprint has been assembling a team of impressive technology partners to help build its Velocity connected car platform, but starting Wednesday it's **bringing in a ringer**... IBM MessageSight…*

***Leader quadrant** in Business Process Management Suites*
*"**market share leader** in application infrastructure and middleware software for 12 consecutive years."*
*Worklight momentum moves IBM to **leader quadrant***

API management should be a key element of enterprises' social, mobile, and cloud strategy

*IBM **leads the pack** in the Forrester Wave for Enterprise Mobility*
*Five-Year Risk-Adjusted **ROI** of IBM Worklight is **363%!***
***Leader** in the Forrester Wave for BPM Suites*
BPM suites Take Center stage in The age of digital disruption

***Best** Mobile Development Solution 2013*

*Ranks Capital One **top mobile banking app** – built on Worklight*

*IBM Pure Application System v1.1 up to **2.6x lower** cost/core, up to **6.6x better** price performance, up to **4x less** labor*

- IBM Confidential -

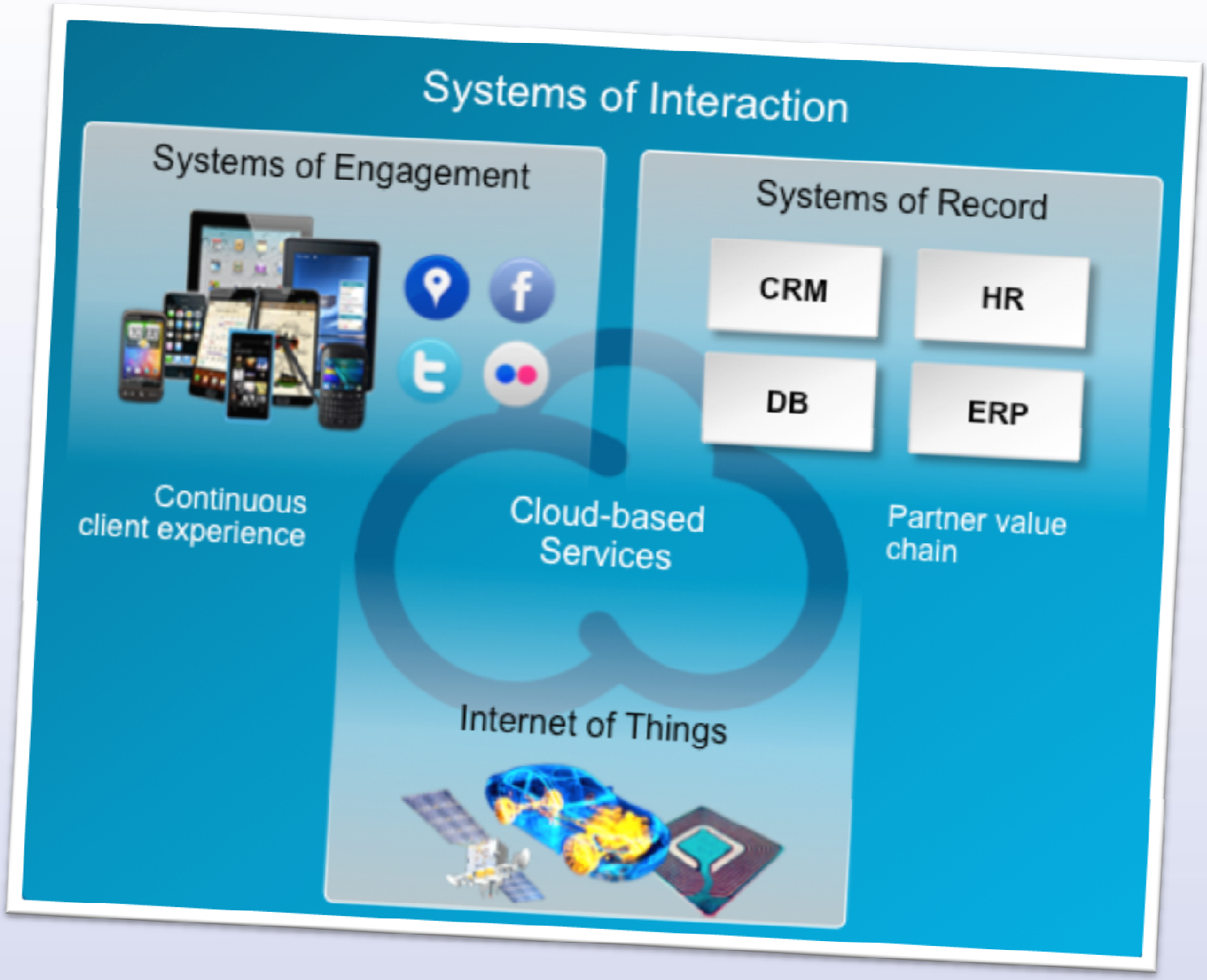
"IBM Announces Platinum Sponsorship of the New OpenStack Foundation"

"IBM and 10gen Collaborate to Bring Mobile to the Enterprise."

"IBM to Acquire SoftLayer to Accelerate Adoption of Cloud Computing in the Enterprise"

"IBM and Pivotal to Accelerate Open Cloud Innovation with Cloud Foundry"

...Including WebSphere Liberty buildpack


Systems of Interaction
Systems of Engagement
Systems of Record
CRM
HR
DB
ERP
Continuous client experience
Cloud-based Services
Partner value chain
Internet of Things

LOB

Angela – Business User

Responding immediately to changing business
Shift away from IT to self-reliant Business organization

Dave – Business Developer / Data Analyst

Responsiveness to Angela by rapidly composing business apps
Shift towards minimal coding with domain specific services

Jane – Domain Specialized Developer

Rapidly construct reusable domain vertical function
Shifts towards domain specialization, producing SOE apps leveraging Backend Services

Bob – Backend Service Developer

Needs a platform to create and operate standardized, scalable SOE and SOR services
Shifts from creating & configuring middleware services to composing frameworks with DevOps

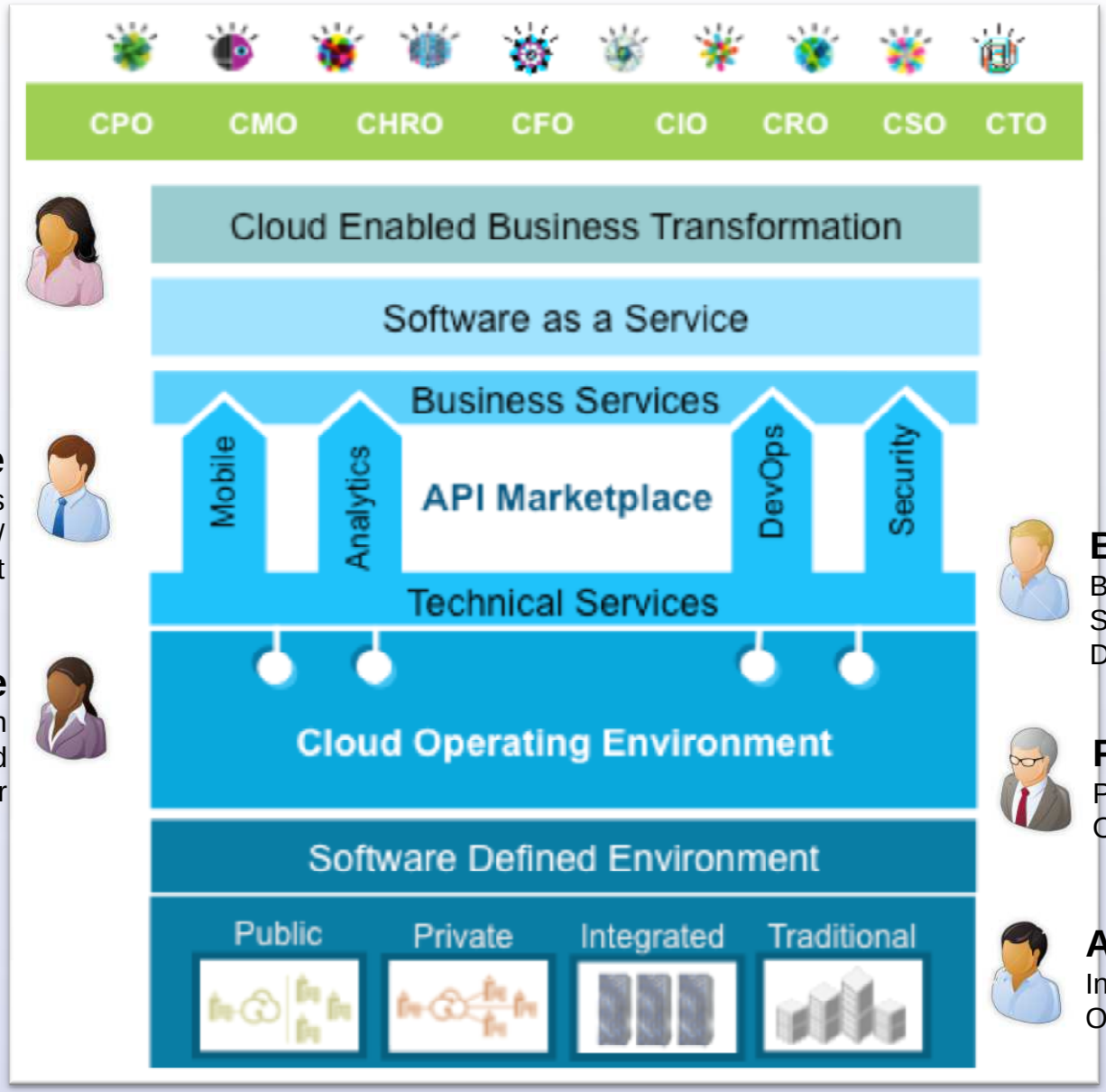
Fred – Platform Operations

Needs software defined infrastructure to provide and manage the platform (on or off premise)
Shifts from traditional IT operation to creating orchestration and automation services

Andrew – Infrastructure Operations

Needs cross infrastructure management and administration tools. Ability to expose standardized IaaS
Shifts from server consolidation and virtualization to exposing standardized infrastructure services

IT



Angela
Business User

Dave
Business Developer/ Data Analyst

Jane
Domain Specialized Developer

Bob
Backend Service Developer

Fred
Platform Operations

Andrew
Infrastructure Operations

Key concepts

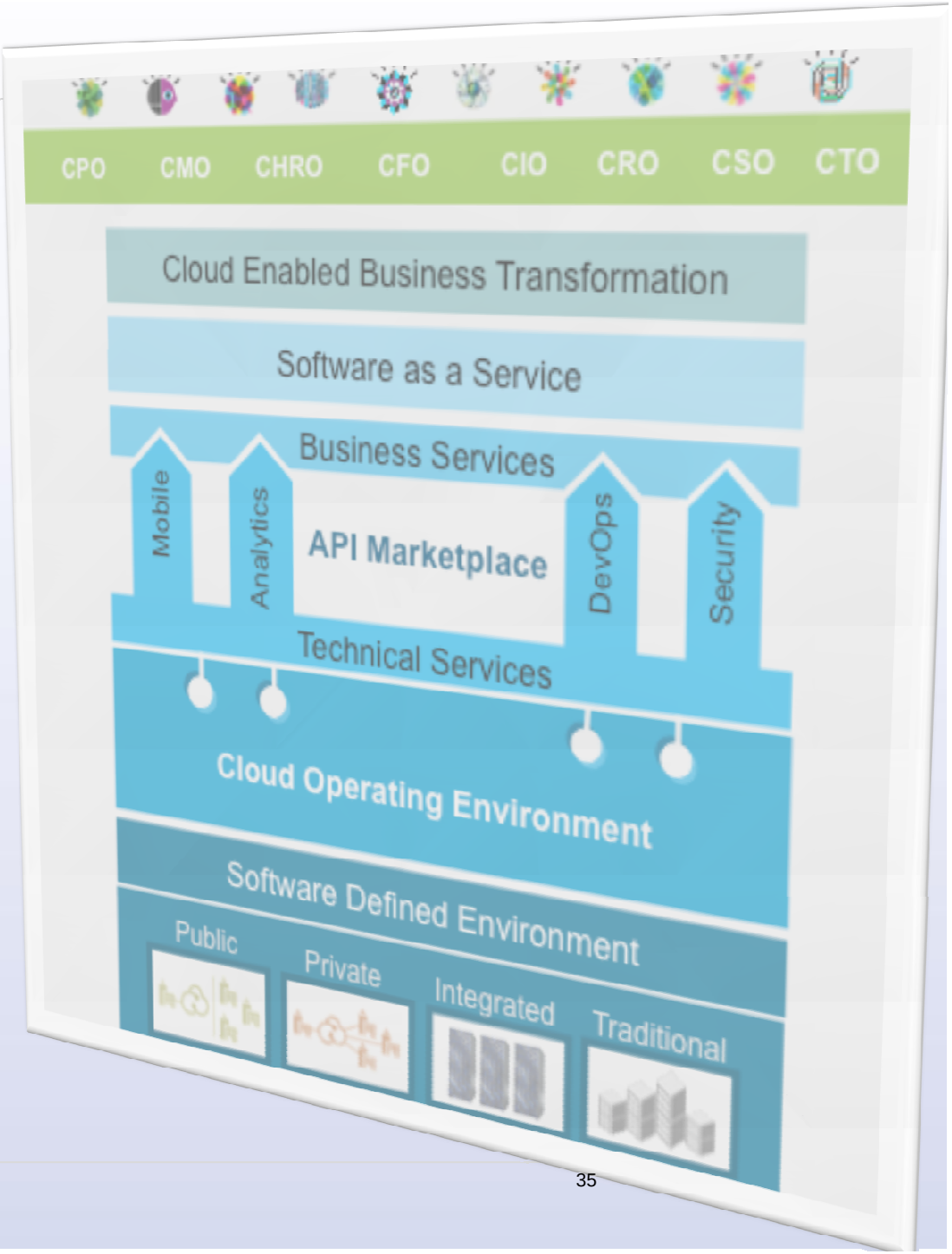
Cloud enabled Business Transformation
Enterprise business transformation by adoption of Social, Mobile, Analytics and Cloud

API Marketplace
API-accessible business services made available to third-party innovators composing solutions

Cloud Operating Environment
Fabric, composition, marketplace & services for born-on-the-cloud solutions and integration to traditional middleware

Software Defined Environment
Dynamic next generation infrastructure for deploying cloud service & enterprise data centers

IaaS+PaaS
- Enterprise-class set of Platform Services
- Flexible Infrastructure-as-a-Service based on SoftLayer
- Integrated Systems Based on Pure Application System



DATA.GOV
EMPOWERING PEOPLE
programmableweb
eclipse
WordPress
JSON
HTML
OAuth
stackoverflow
Chef
redi
OASIS
TOSCA
NGINX
mongoDB
dojo
github
SOCIAL CODING
cloudfoundry.org
W3C
Java
openstack
OSLC
OPEN
DAYLIGHT
ISO JTC 1 IEC
INFORMATION TECHNOLOGY STANDARDS
OpenFlow
Software as a Service
Business Services
Mobile
Analytics
API Marketplace
DevOps
Security
Technical Services
Cloud Operating Environment
Software Defined Environment
Public
Private
Integrated
Traditional

Business and BPM cloud services

Angela
Business User

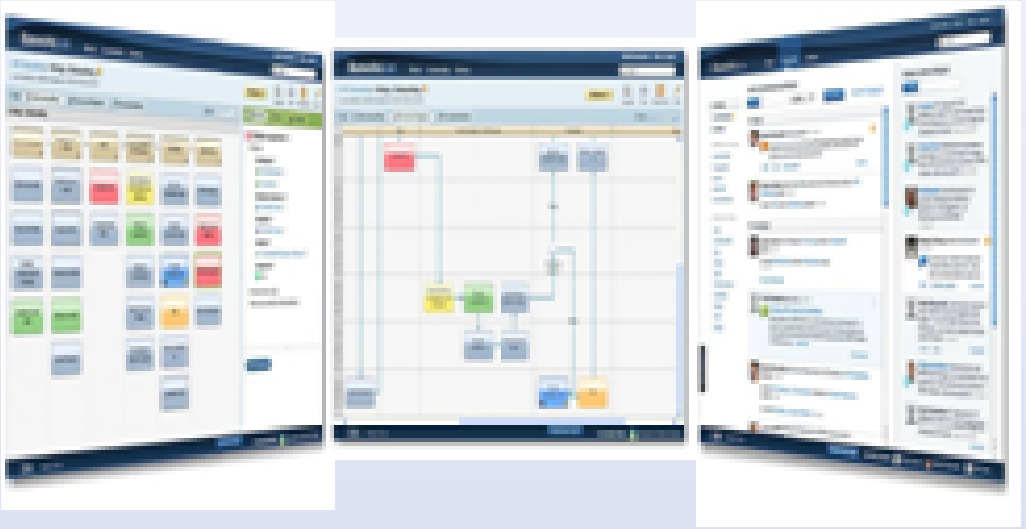
Dave
Business Developer/ Data Analyst

IBM BPM on Cloud

Get up and running with BPM quickly for enhanced time to value with a managed, secure BPM environment in the cloud

BlueworksLive

Discover, document, automate critical business processes collaboratively and securely



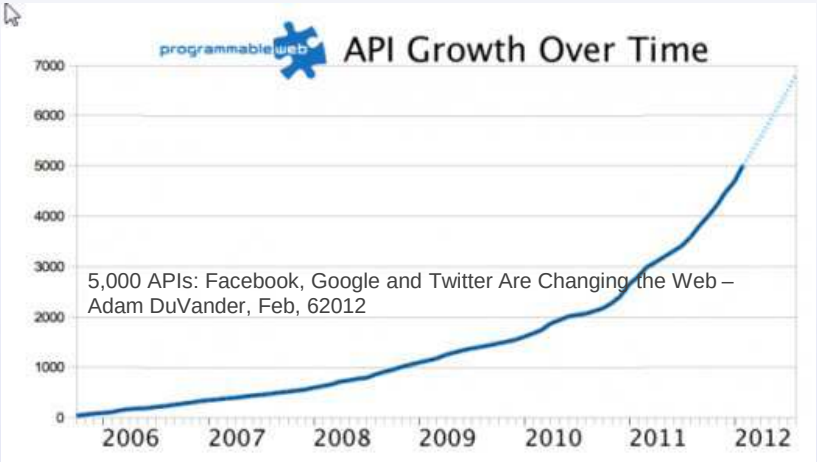
API Marketplace

Company	APIs	Most Popular
Twitter	3 + 101	Twitter API
Google	96	Google Maps API
Yahoo	51	Flickr API
XIgnite	43	XIgnite Realtime Stock Quotes API
Microsoft	33	Microsoft Bing Maps
AOL	30	MapQuest API
Amazon	23	Amazon Product Advertising API
Orange	19	Orange Location
eBay	18	eBay API
Ericsson	16	Ericsson Web Maps
New York Times	14	New York Times Article Search
Yandex	10	Yandex Search API
AT&T	9	US Yellow Pages API
Salesforce.com	8	Salesforce.com CRM API
USA Today	8	USA Today News API
Facebook	8	Facebook API
Rackspace	6	RackSpace Cloud Servers API
Telenor	6	Telenor Payment
InfoChimps	5	InfoChimps Twitter
Deutsche Telekom	5	Deutsche Telekom Send SMS API
SingTel	5	SingTel Messaging API
T-Mobile	5	Developer Garden API
Telefonica	5	BlueVia Location API
Pearson	3	Longman Dictionary API
Vodafone	3	Vodafone Geolocation
Verizon	2	Verizon NavBuilder LocationKit

Angela
Business User

Dave
Business Developer/ Data Analyst

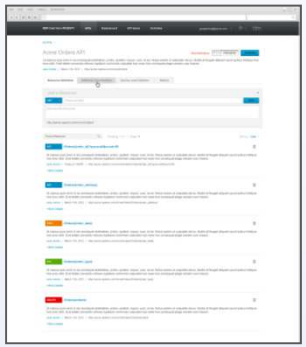
Bob
Backend Service Developer



http://www.programmableweb.com/

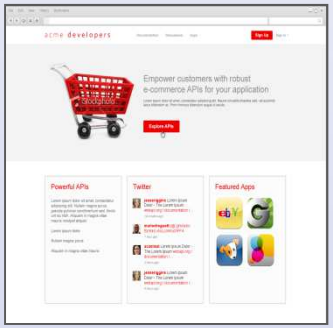
IBM WebSphere Cast Iron Live – Web API Services

DevOps Dashboard
for easy assembly of new APIs and to secure and manage APIs from an IT Ops perspective



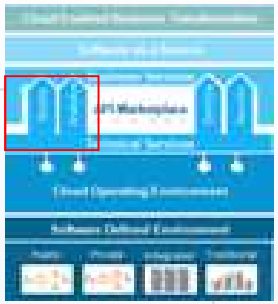
Business Ops Dashboard
with analytics and controls to publish APIs, document APIs, set quotas, manage communities and monitor service levels

Application Developer Portal
with Self-Service registration and with hooks into social communities



Mobile cloud services

Jane
Domain
Specialized
Developer



Mobile

Mobile Application Management

App Distribution

Push, geo-triggers, passes, encrypted storage, offline synch accelerate mobile construction

Application Container

Feedback management

Crash analysis & performance

Quality assurance

Development

Client SDK
SDK for omni-channel

Cross platform application tools

Management

Integrated development dashboard

Analytics

Security

APIs & Data

Domain specific database schemas

API management

Connectivity

Location

Cloud Code

Scripted Logic
Elastic execution

Extension Mechanism

Marketplace

Expanding our mobile portfolio with new capabilities

125+ patents for wireless inventions in 2012, bringing the total to 270

1H 2012

Worklight

IBM acquired:
IBM Worklight

IBM INTERACTIVE

Named leader in interactive design

Emptoris

IBM acquired:
Emptoris Rivermine Telecom Expense Management

IBM announced:
IBM Endpoint Manager for mobile devices

1H 2013

urban{code}

IBM acquired:
Urban Code DevOps Platform

//CODiE// 2013 SIIA CODiE WINNER

Worklight named 'Best Mobile Development Solution'

IBM announced:
IBM MessageSight

IBM announced:
IBM MobileFirst

developerWorks Labs

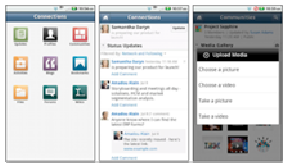
IBM announced:
IBM mobile cloud services

tealeaf an IBM Company

IBM acquired:
Tealeaf CX Mobile

IBM announced:
Managed Mobility and MAPM Services

IBM announced:
IBM Security Access Manager for Cloud and Mobile



IBM announced:
IBM Connections Mobile

2H 2012

IBM Worklight: A mobile application platform

Speeding the development, integration and management of mobile applications and infrastructure

Accelerate Development

- Web, hybrid, and native development: open, flexible, standard-based, multi-screen/omni-channel
- Functional testing
- Development lifecycle tools and integration

Facilitate App Security and Trust

- Server-enforced authentication
- App authenticity and user-app-device binding
- Secure and syncable on-device storage
- App version enforcement

Enable User Engagement

- Unified push and SMS notifications
- Geolocation and context collections and intelligence
- Mobile-friendly integration

Support Mobile Analytics

- Efficient acquisition of analytics data
- Development, operational, and business analytics
- Offline and online event management integration

//CODiE//
2013 SIIA CODiE WINNER

"Best Mobile Development Solution"
voted by SIIA members, 2013 CODiE Awards

IBM MessageSight appliance for Mobile and M2M

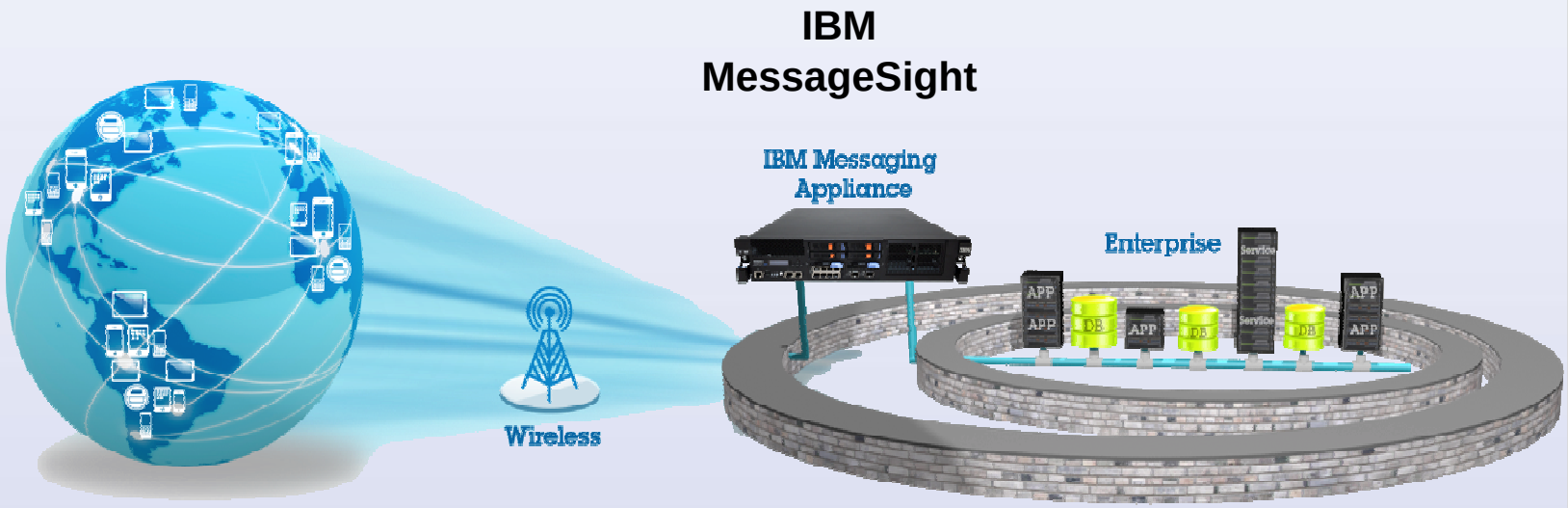
Simplifies “Internet of things”, connected car, and mobile

Designed for millions things, millions of events, very dense, very green technology

m2m engineered for wireless, with low latency, reliable delivery and quality of service

93x faster, 10x less battery, 8x lower bandwidth versus HTTPS

1 rack does 273M messages/sec, 21M concurrent connections (like 1,000 web servers)



Introducing IBM BlueMix

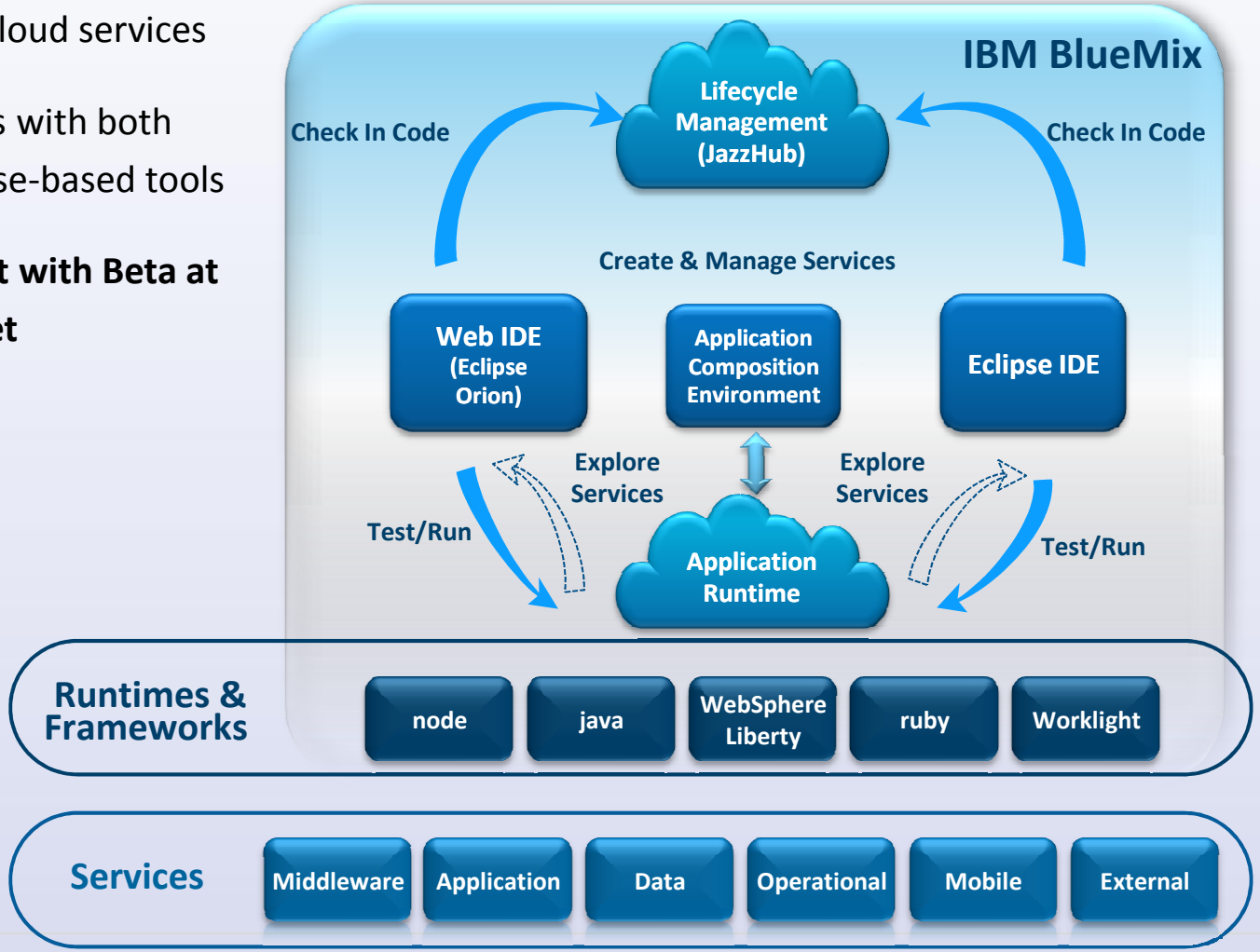
Bob
Backend
Service
Developer

IBM initiative to develop an open Cloud Operating Environment

IBM and partner cloud services

Integrated DevOps with both Browser and Eclipse-based tools

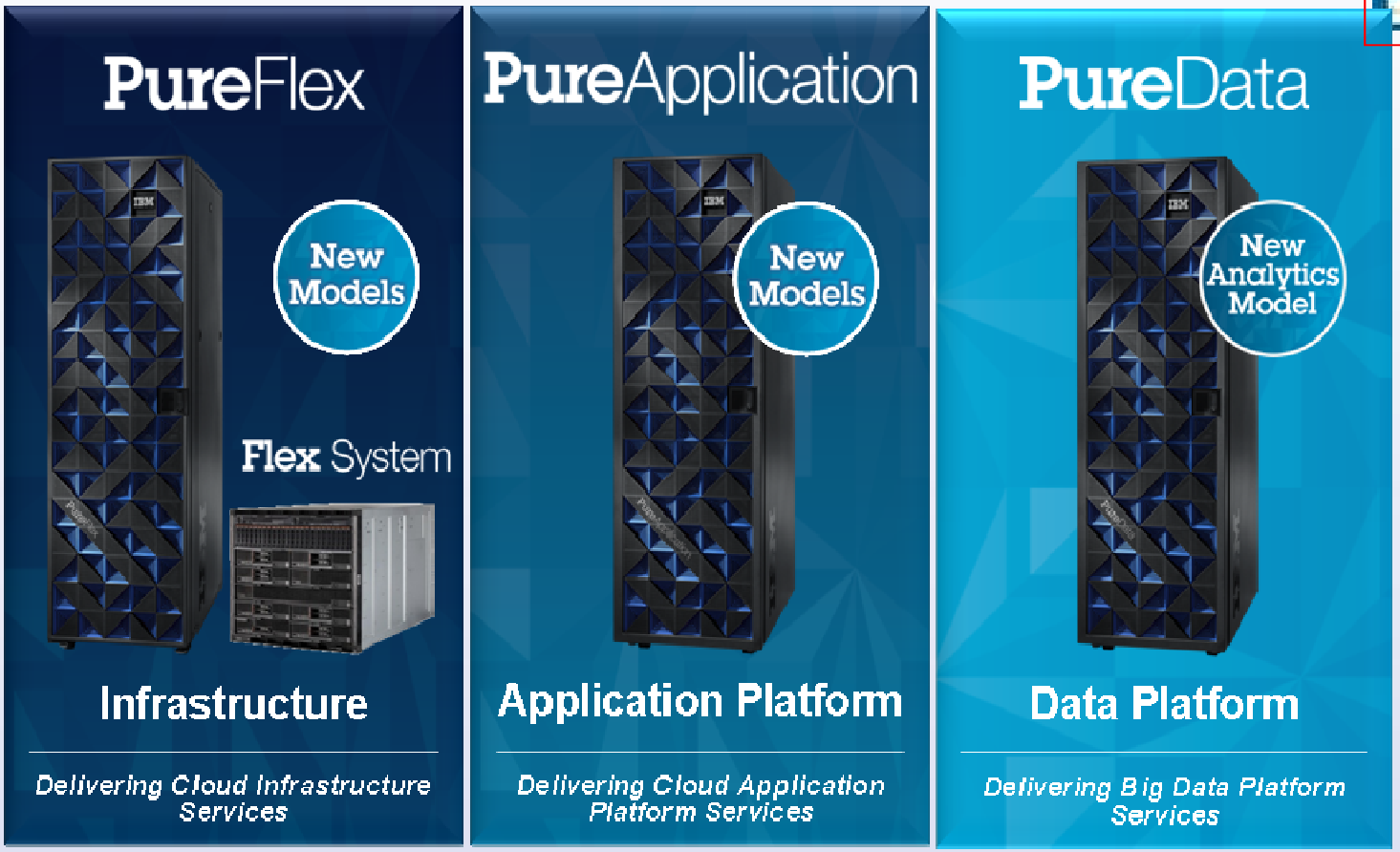
Come, experiment with Beta at http://bluemix.net



Patterns and the PureSystems

Andrew
Infrastructure
Operations

Fred
Platform
Operations

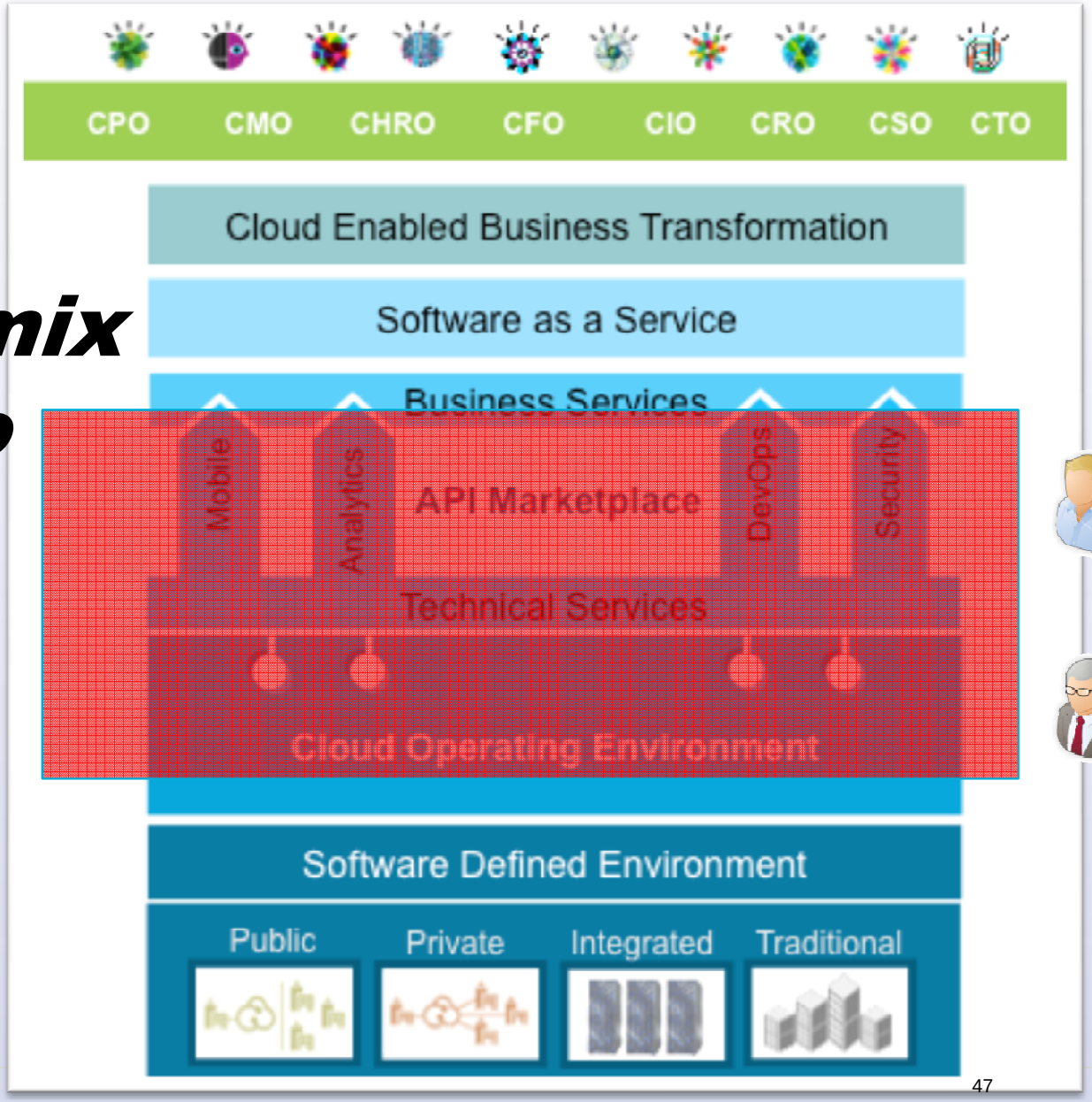


Patterns and the PureSystems

Andrew
Infrastructure
Operations

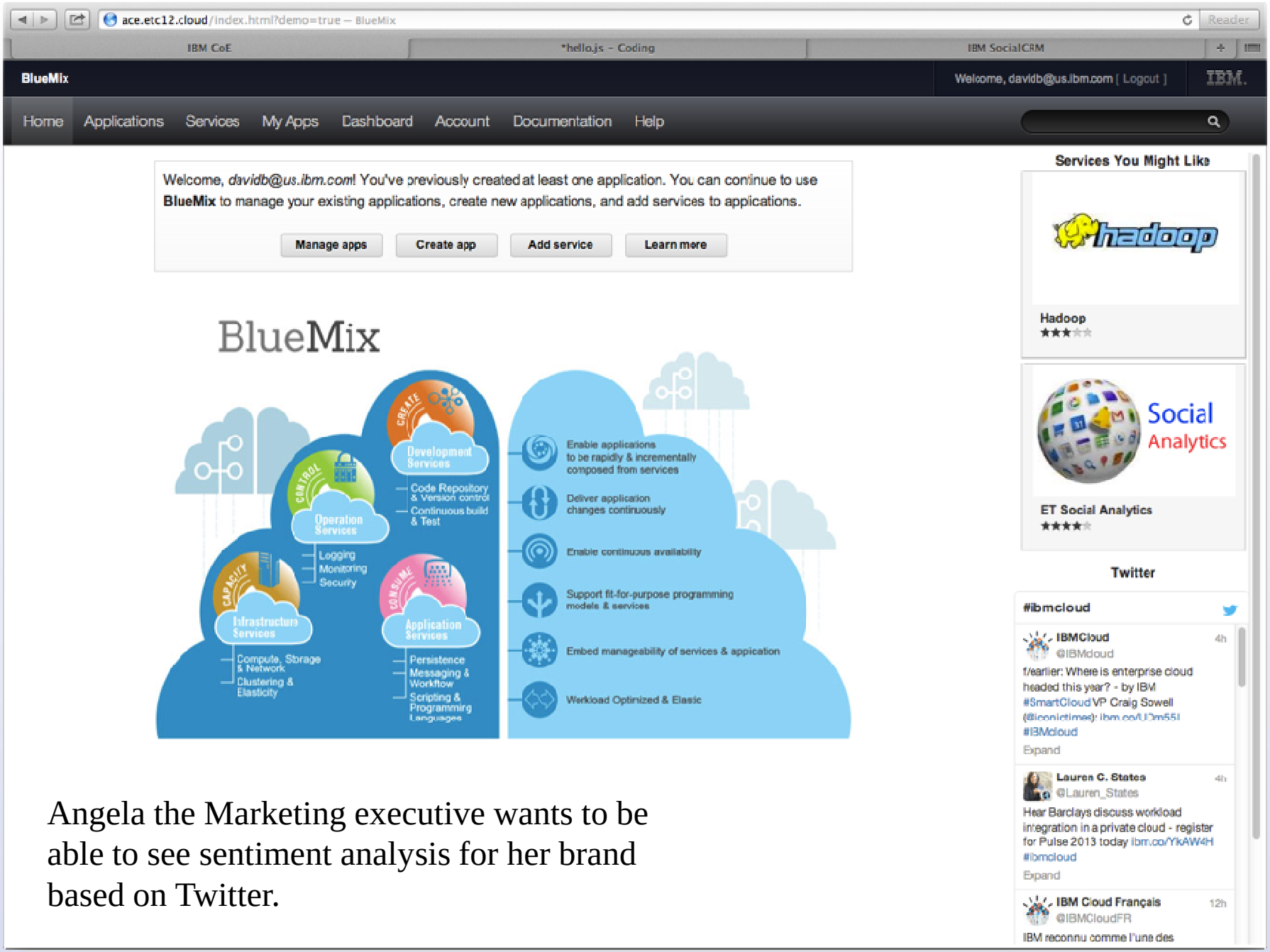
Fred
Platform
Operations

Bluemix Demo

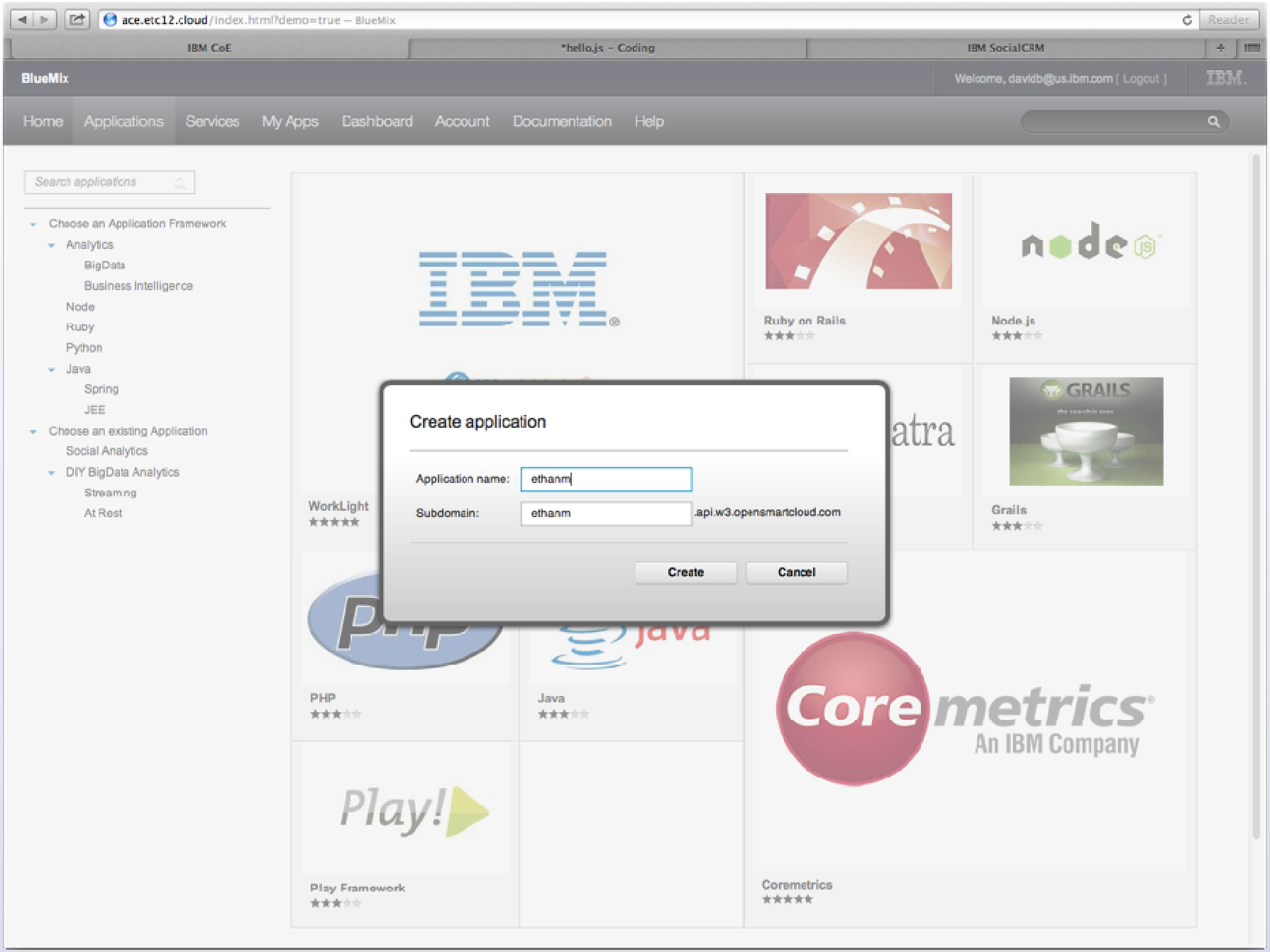


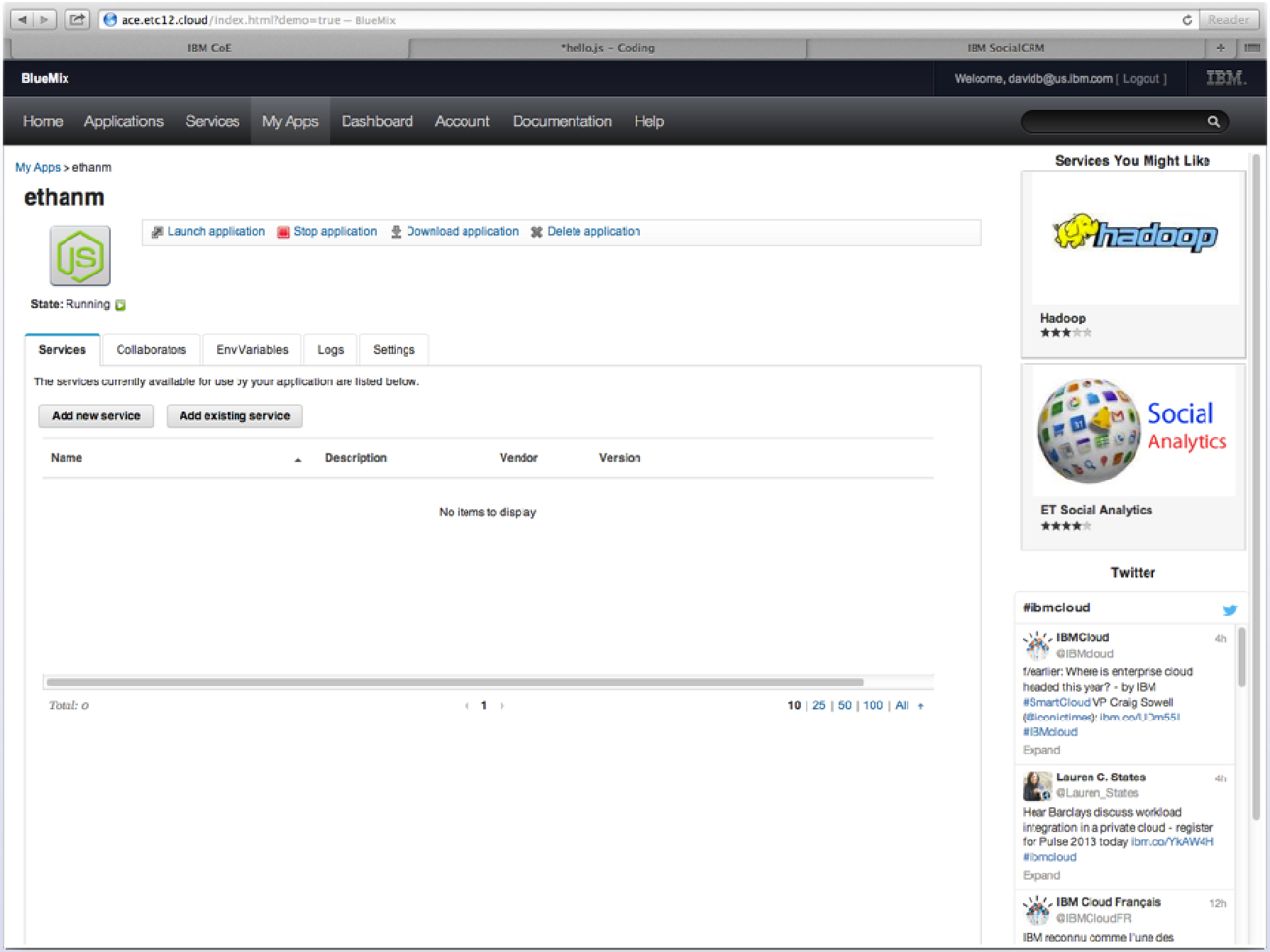
Bob
Backend Service Developer

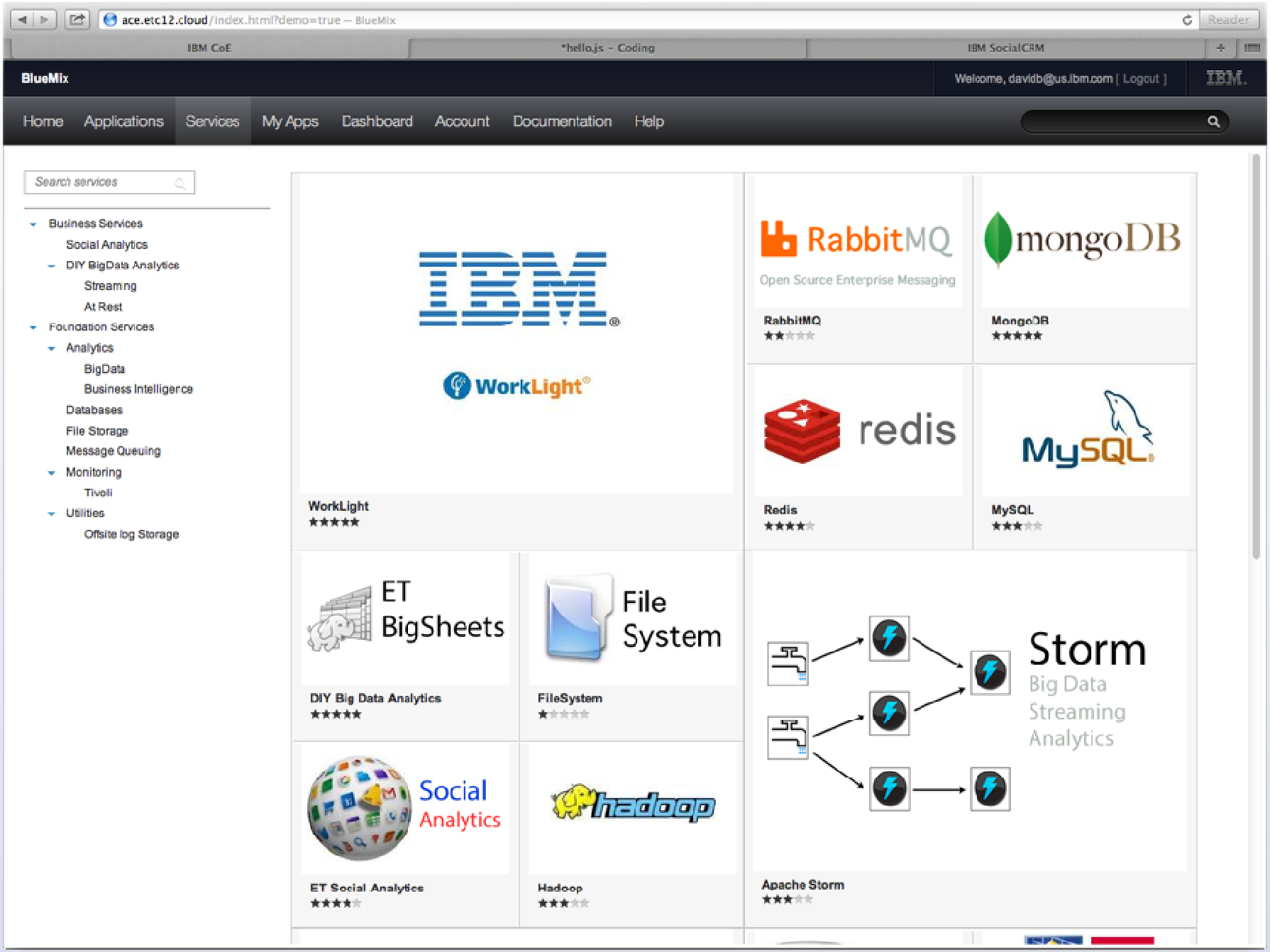
Fred
Platform Operations

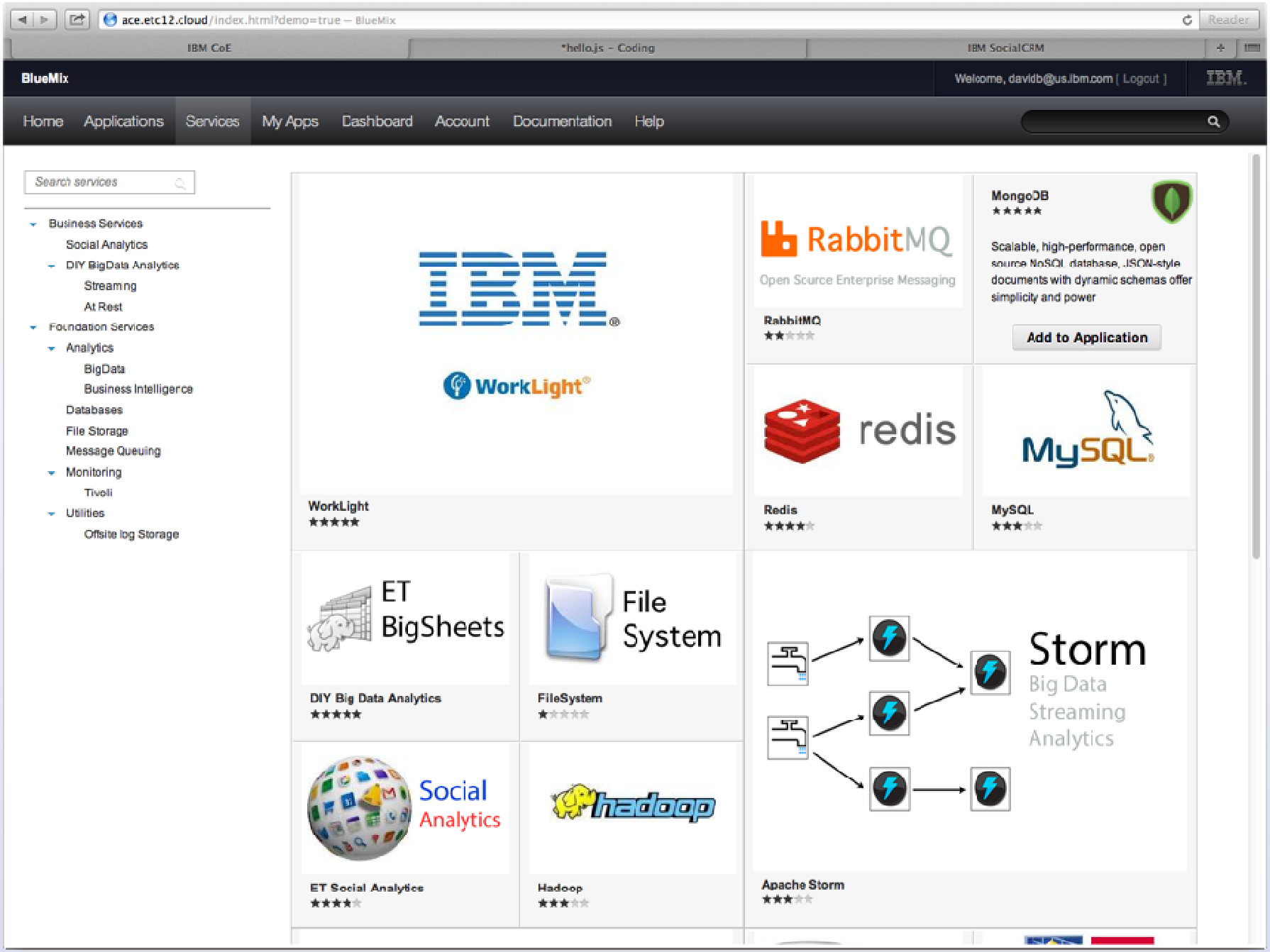


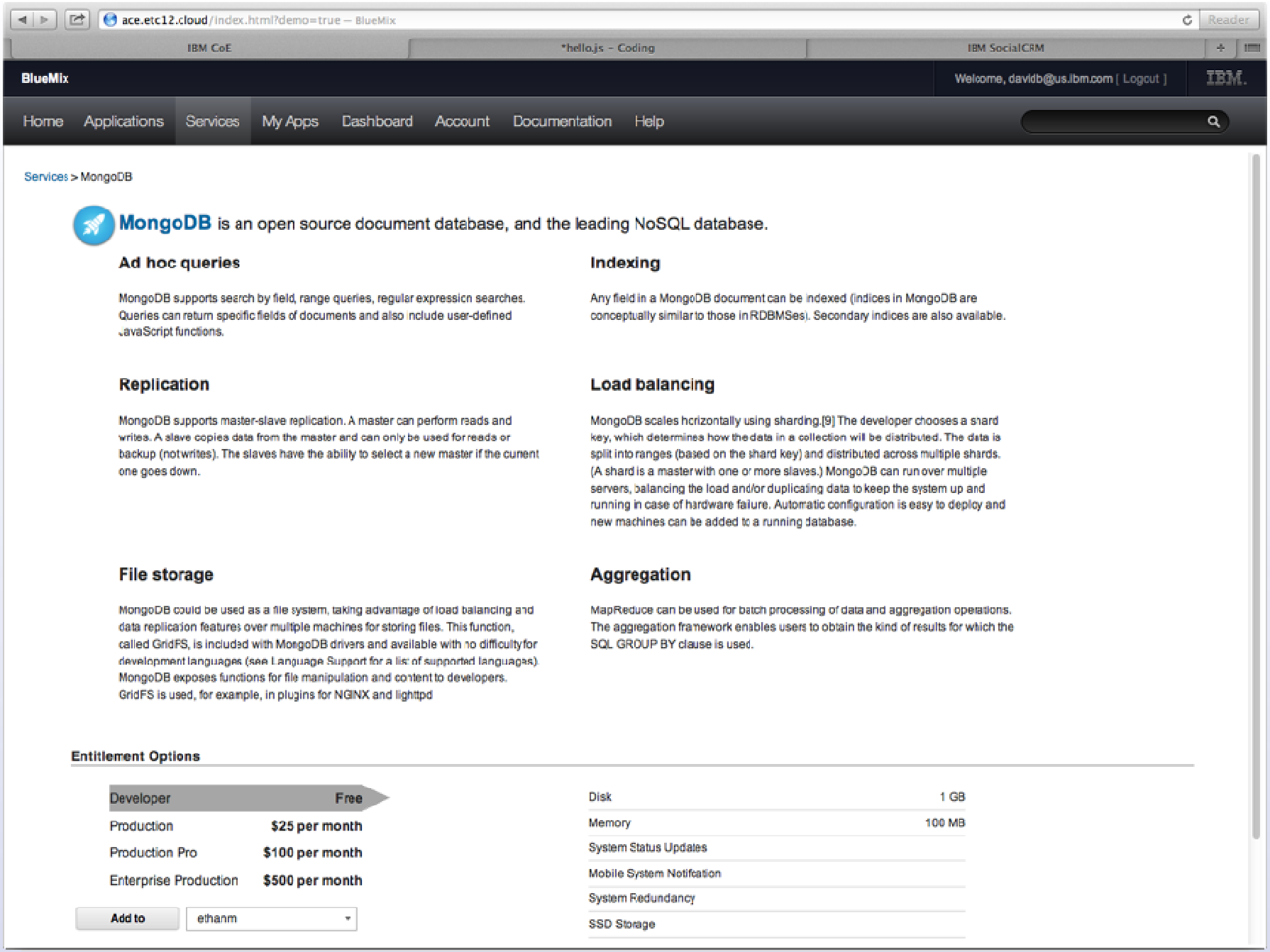
Angela the Marketing executive wants to be able to see sentiment analysis for her brand based on Twitter.

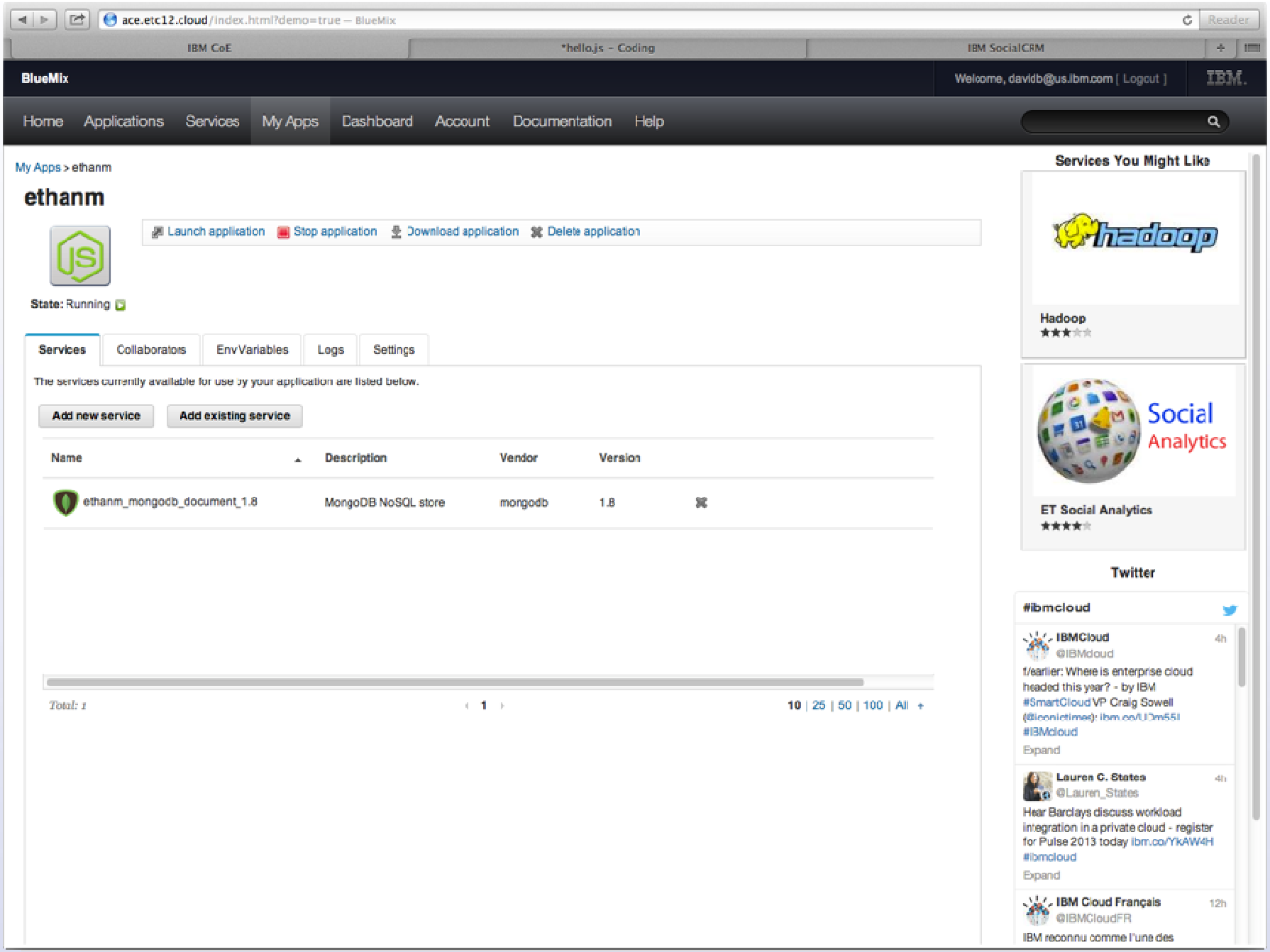

ace.etc12.cloud/index.html?demo=true — BlueMix
Reader
IBM CoE
*hello.js - Coding
IBM SocialCRM
BlueMix
Welcome, davidb@us.ibm.com [Logout]
Home
Applications
Services
My Apps
Dashboard
Account
Documentation
Help
Search applications
Choose an Application Framework
Analytics
BigData
Business Intelligence
Node
Ruby
Python
Java
Spring
JEE
Choose an existing Application
Social Analytics
DIY BigData Analytics
Streaming
At Rest
Create application
Application name:
ethanm
Subdomain:
ethanm
.api.w3.opensmartcloud.com
Create
Cancel
Ruby on Rails
Node.js
Grails
WorkLight
PHP
Java
Play Framework
Coremetrics
An IBM Company

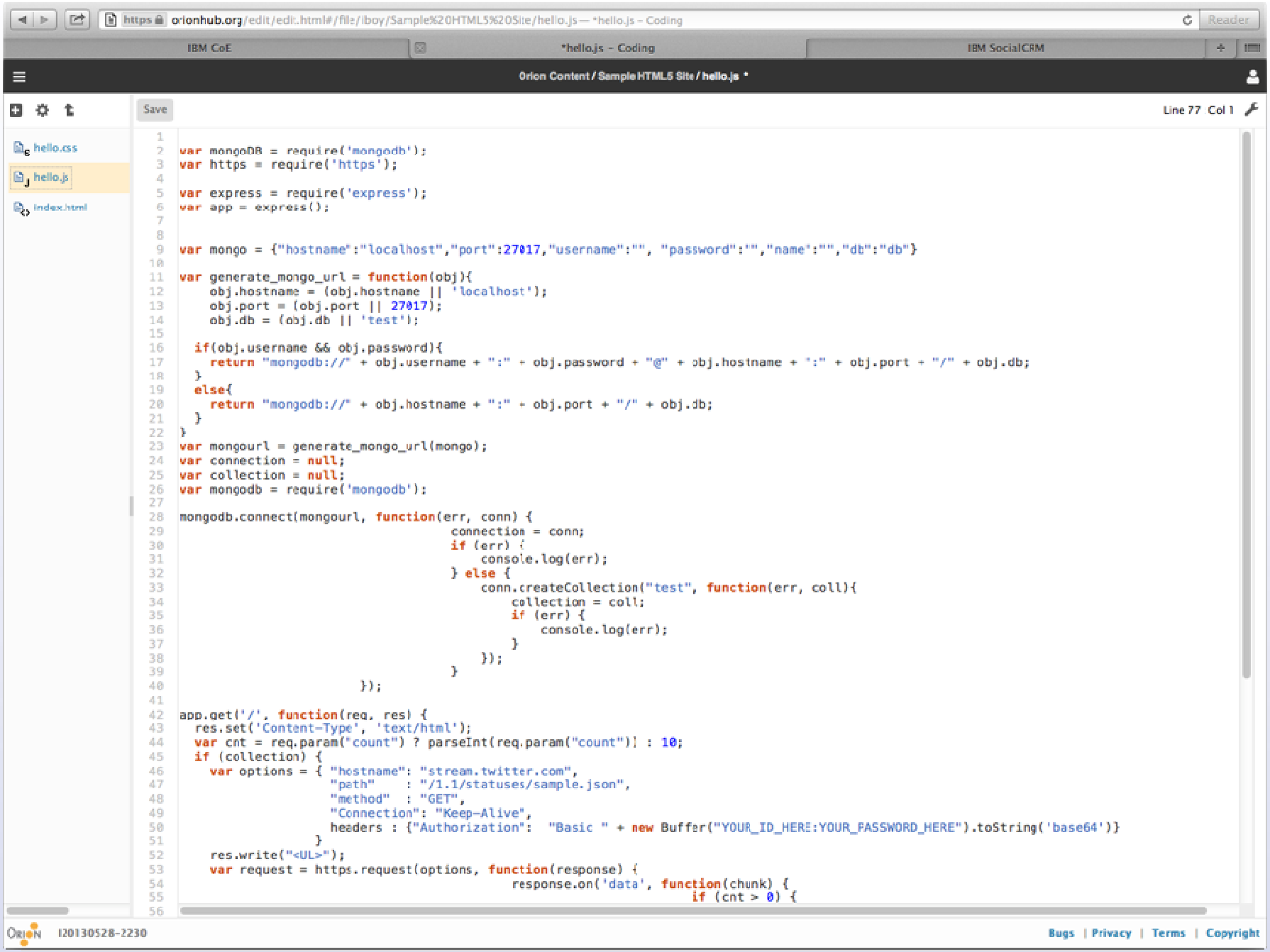

ace.etc12.cloud/index.html?demo=true — BlueMix
Reader
IBM CoE
*hello.js - Coding
IBM SocialCRM
BlueMix
Welcome, davidb@us.ibm.com [Logout]
IBM.
Home
Applications
Services
My Apps
Dashboard
Account
Documentation
Help
My Apps > ethanm
ethanm
Launch application
Stop application
Download application
Delete application
State: Running
Services
Collaborators
EnvVariables
Logs
Settings
The services currently available for use by your application are listed below.
Add new service
Add existing service
Name
Description
Vendor
Version
No items to display
Total: 0
1
10 | 25 | 50 | 100 | All +
Services You Might Like
Hadoop
ET Social Analytics
Twitter
#ibmcloud
IBMCloud
@IBMcloud
4h
Expand
Lauren C. States
@Lauren_States
4h
Hear Barclays discuss workload integration in a private cloud - register for Pulse 2013 today ibm.co/YkAW4H #ibmcloud
Expand
IBM Cloud Français
@IBMCloudFR
12h
IBM reconnu comme l'une des

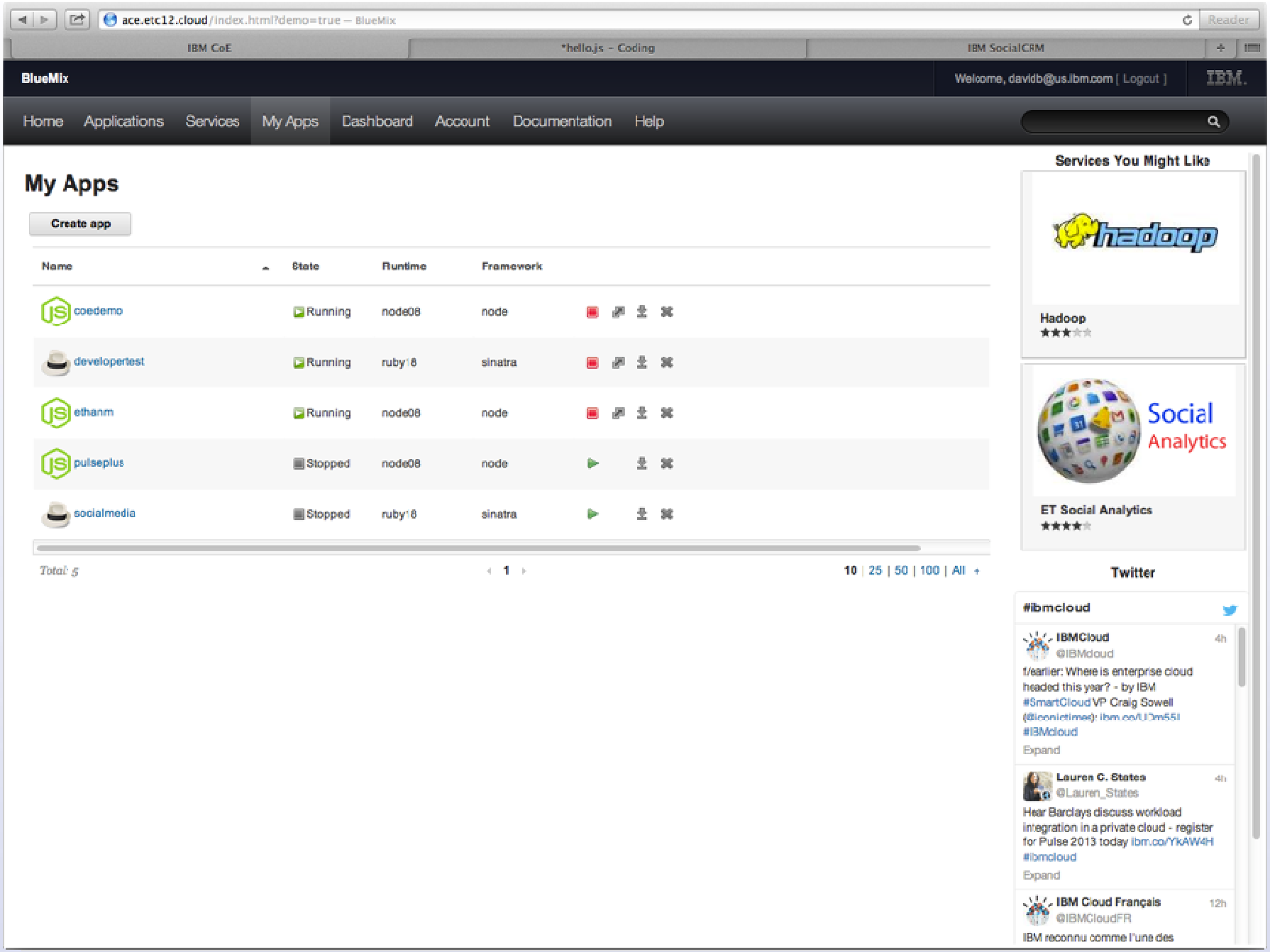

ace.etc12.cloud/index.html?demo=true — BlueMix
Reader
IBM CoE
*hello.js - Coding
IBM SocialCRM
BlueMix
Welcome, davidb@us.ibm.com [Logout]
IBM.
Home
Applications
Services
My Apps
Dashboard
Account
Documentation
Help
Search services
Business Services
Social Analytics
DIY BigData Analytics
Streaming
At Rest
Foundation Services
Analytics
BigData
Business Intelligence
Databases
File Storage
Message Queuing
Monitoring
Tivoli
Utilities
Offsite log Storage
IBM
WorkLight
WorkLight
RabbitMQ
Open Source Enterprise Messaging
RabbitMQ
mongoDB
MongoDB
redis
Redis
MySQL
MySQL
ET
BigSheets
DIY Big Data Analytics
File
System
FileSystem
Storm
Big Data
Streaming
Analytics
Apache Storm
Social
Analytics
ET Social Analytics
hadoop
Hadoop

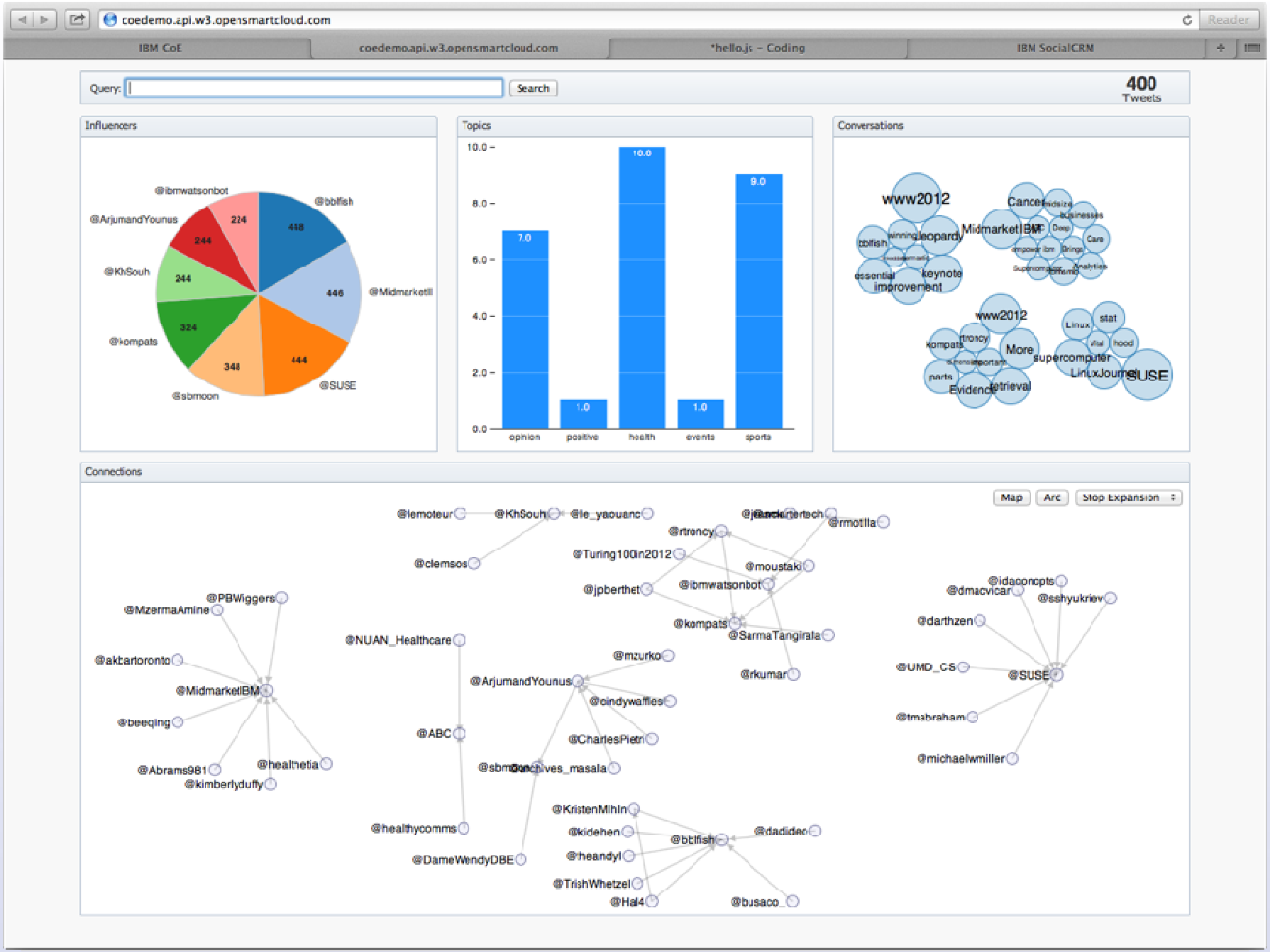

ace.etc12.cloud/index.html?demo=true — BlueMix
Reader
IBM CoE
*hello.js - Coding
IBM SocialCRM
BlueMix
Welcome, davidb@us.ibm.com [Logout]
IBM.
Home
Applications
Services
My Apps
Dashboard
Account
Documentation
Help
Search services
Business Services
Social Analytics
DIY BigData Analytics
Streaming
At Rest
Foundation Services
Analytics
BigData
Business Intelligence
Databases
File Storage
Message Queuing
Monitoring
Tivoli
Utilities
Offsite log Storage
IBM
WorkLight
WorkLight
RabbitMQ
Open Source Enterprise Messaging
RabbitMQ
MongoDB
Scalable, high-performance, open source NoSQL database. JSON-style documents with dynamic schemas offer simplicity and power
Add to Application
redis
Redis
MySQL
MySQL
ET BigSheets
DIY Big Data Analytics
File System
FileSystem
Storm
Big Data Streaming Analytics
Apache Storm
Social Analytics
ET Social Analytics
hadoop
Hadoop

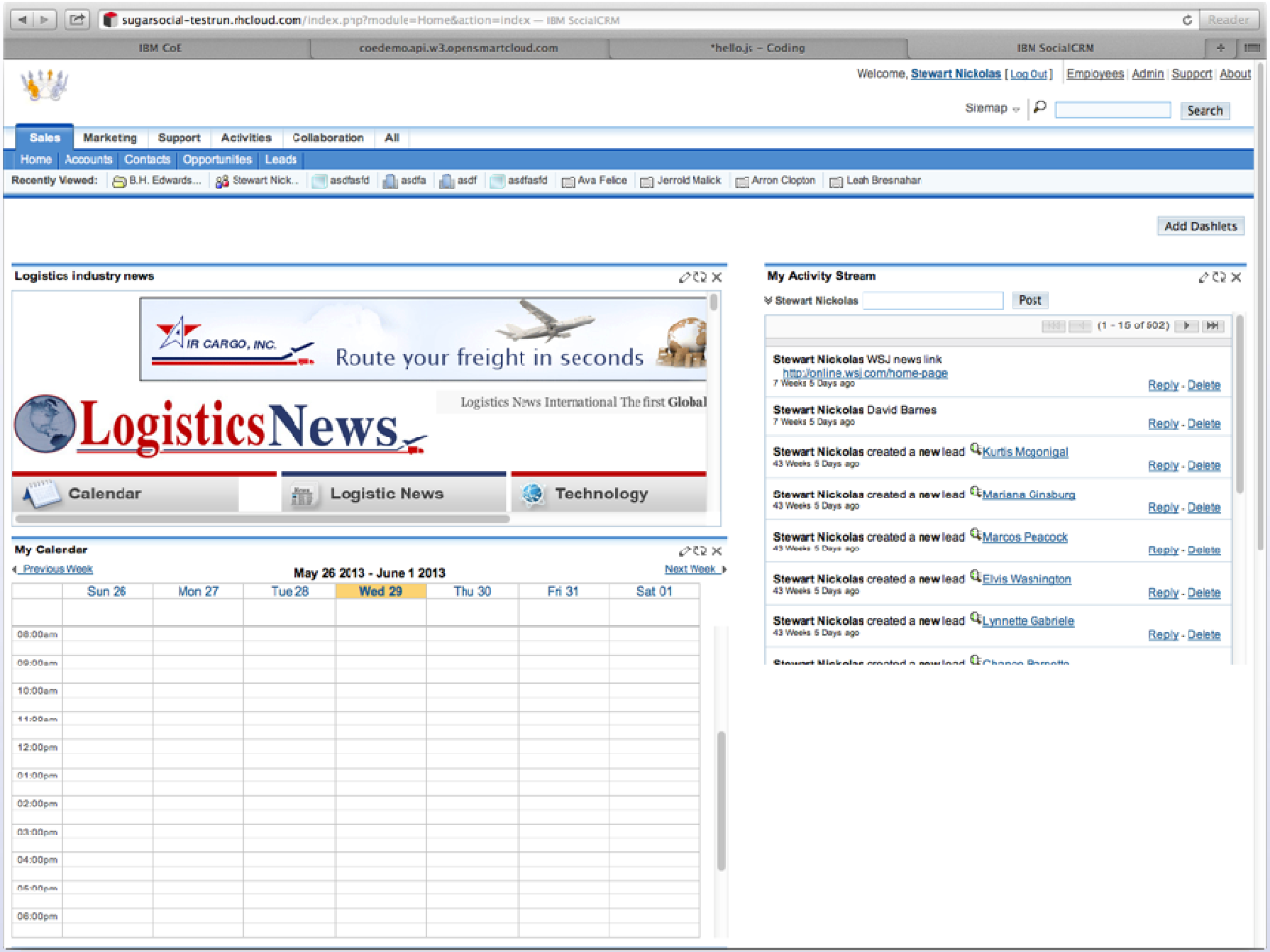

ace.etc12.cloud/index.html?demo=true — BlueMix
Reader
IBM CoE
*hello.js - Coding
IBM SocialCRM
BlueMix
Welcome, davidb@us.ibm.com [Logout]
IBM.
Home
Applications
Services
My Apps
Dashboard
Account
Documentation
Help
Services > MongoDB
MongoDB is an open source document database, and the leading NoSQL database.
Ad hoc queries
MongoDB supports search by field, range queries, regular expression searches. Queries can return specific fields of documents and also include user-defined JavaScript functions.
Indexing
Any field in a MongoDB document can be indexed (indices in MongoDB are conceptually similar to those in RDBMSes). Secondary indices are also available.
Replication
MongoDB supports master-slave replication. A master can perform reads and writes. A slave copies data from the master and can only be used for reads or backup (not writes). The slaves have the ability to select a new master if the current one goes down.
Load balancing
MongoDB scales horizontally using sharding.[9] The developer chooses a shard key, which determines how the data in a collection will be distributed. The data is split into ranges (based on the shard key) and distributed across multiple shards. (A shard is a master with one or more slaves.) MongoDB can run over multiple servers, balancing the load and/or duplicating data to keep the system up and running in case of hardware failure. Automatic configuration is easy to deploy and new machines can be added to a running database.
File storage
MongoDB could be used as a file system, taking advantage of load balancing and data replication features over multiple machines for storing files. This function, called GridFS, is included with MongoDB drivers and available with no difficulty for development languages (see Language Support for a list of supported languages). MongoDB exposes functions for file manipulation and content to developers. GridFS is used, for example, in plugins for NGINX and lighttpd
Aggregation
MapReduce can be used for batch processing of data and aggregation operations. The aggregation framework enables users to obtain the kind of results for which the SQL GROUP BY clause is used.
Entitlement Options
Developer Free
Production $25 per month
Production Pro $100 per month
Enterprise Production $500 per month
Add to
ethanm
Disk 1 GB
Memory 100 MB
System Status Updates
Mobile System Notification
System Redundancy
SSD Storage

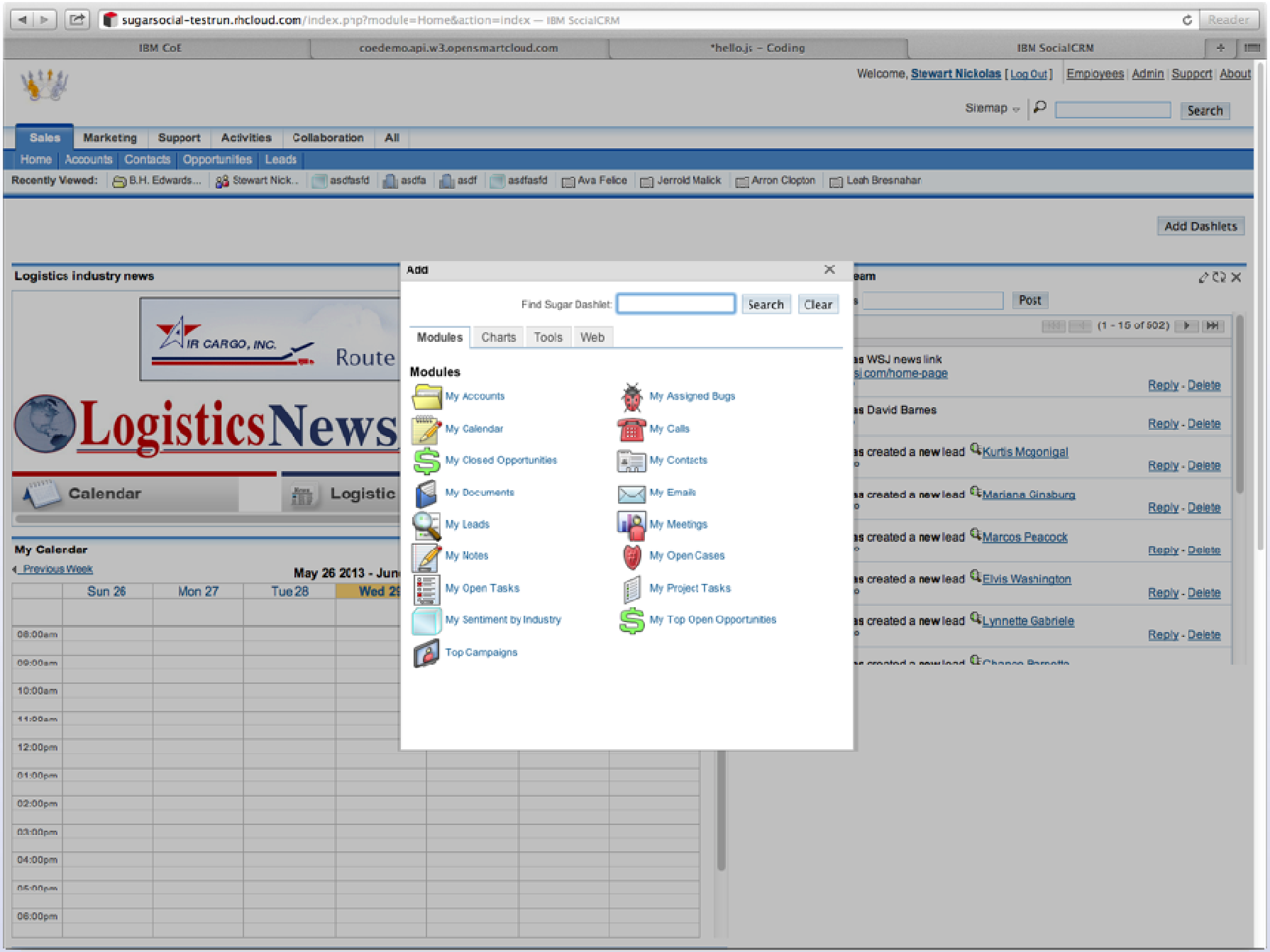

ace.etc12.cloud/index.html?demo=true — BlueMix
Reader
IBM CoE
*hello.js - Coding
IBM SocialCRM
BlueMix
Welcome, davidb@us.ibm.com [Logout]
IBM.
Home
Applications
Services
My Apps
Dashboard
Account
Documentation
Help
My Apps > ethanm
ethanm
Launch application
Stop application
Download application
Delete application
State: Running
Services
Collaborators
EnvVariables
Logs
Settings
The services currently available for use by your application are listed below.
Add new service
Add existing service
Name
Description
Vendor
Version
ethanm_mongodb_document_1.8
MongoDB NoSQL store
mongodb
1.8
Total: 1
1
10 | 25 | 50 | 100 | All +
Services You Might Like
Hadoop
ET Social Analytics
Twitter
#ibmcloud
IBMCloud
@IBMcloud
4h
Expand
Lauren C. States
@Lauren_States
4h
Hear Barclays discuss workload integration in a private cloud - register for Pulse 2013 today ibm.co/YkAW4H #ibmcloud
Expand
IBM Cloud Français
@IBMCloudFR
12h
IBM reconnu comme l'une des

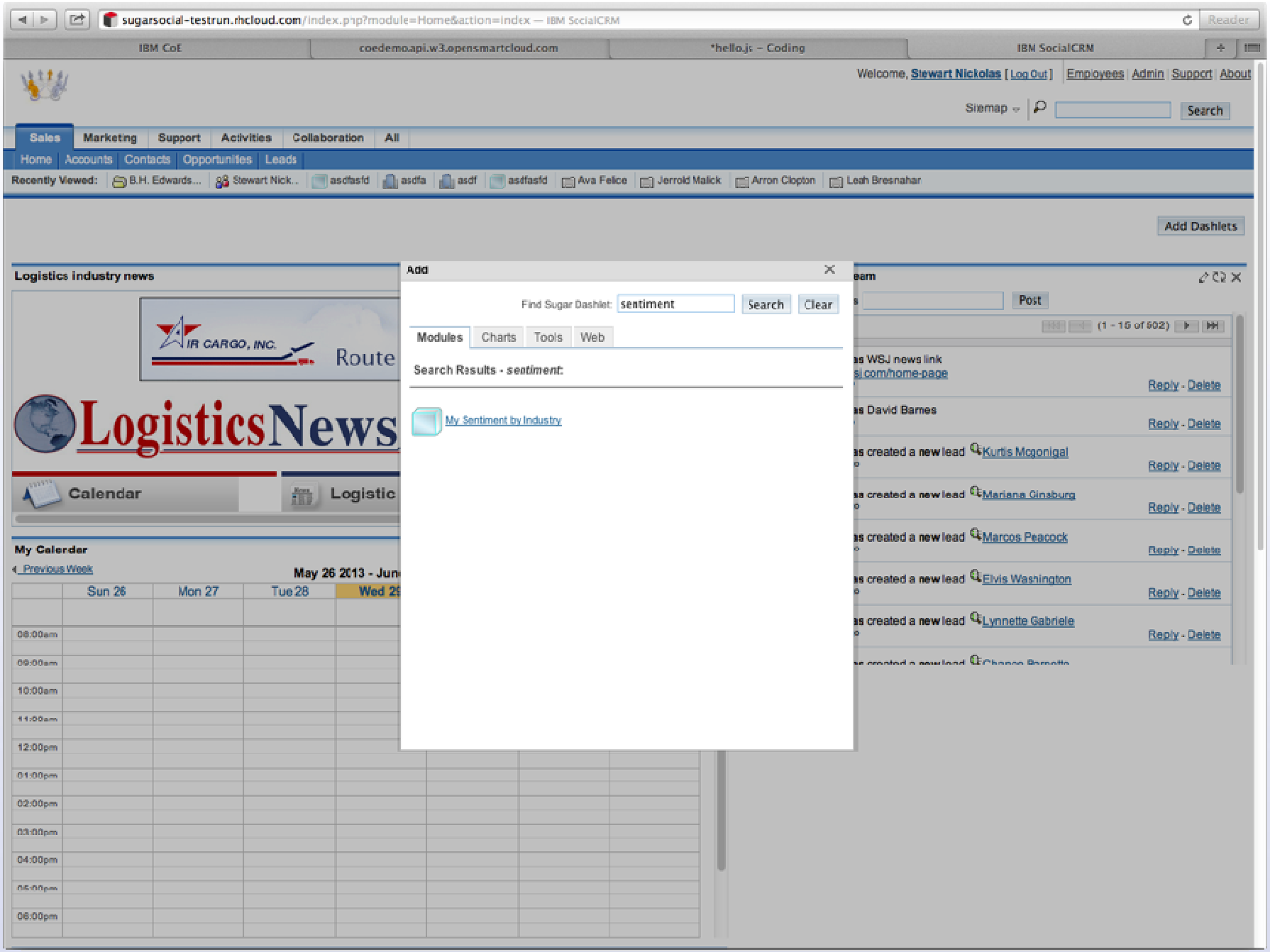

https orionhub.org/edit/edit.html#/file/iboy/Sample%20HTML5%20Site/hello.js — *hello.js - Coding
Reader
IBM CoE
*hello.js - Coding
IBM SocialCRM
Orion Content / Sample HTML5 Site / hello.js *
Save
Line 77 Col 1
hello.css
hello.js
index.html
var mongoDB = require('mongodb');
var https = require('https');
var express = require('express');
var app = express();
var mongo = {"hostname":"localhost","port":27017,"username":"", "password":"","name":"","db":"db"}
var generate_mongo_url = function(obj){
obj.hostname = (obj.hostname || 'localhost');
obj.port = (obj.port || 27017);
obj.db = (obj.db || 'test');
if(obj.username && obj.password){
return "mongodb://" + obj.username + ":" + obj.password + "@" + obj.hostname + ":" + obj.port + "/" + obj.db;
}
else{
return "mongodb://" + obj.hostname + ":" + obj.port + "/" + obj.db;
}
}
var mongourl = generate_mongo_url(mongo);
var connection = null;
var collection = null;
var mongodb = require('mongodb');
mongodb.connect(mongourl, function(err, conn) {
connection = conn;
if (err) {
console.log(err);
} else {
conn.createCollection("test", function(err, coll){
collection = coll;
if (err) {
console.log(err);
}
});
}
});
app.get('/', function(req, res) {
res.set('Content-Type', 'text/html');
var cnt = req.param("count") ? parseInt(req.param("count")) : 10;
if (collection) {
var options = { "hostname": "stream.twitter.com",
"path" : "/1.1/statuses/sample.json",
"method" : "GET",
"Connection": "Keep-Alive",
headers : {"Authorization": "Basic " + new Buffer("YOUR_ID_HERE:YOUR_PASSWORD_HERE").toString('base64')}
}
res.write("<UL>");
var request = https.request(options, function(response) {
response.on('data', function(chunk) {
if (cnt > 0) {
I20130528-2230
Bugs | Privacy | Terms | Copyright

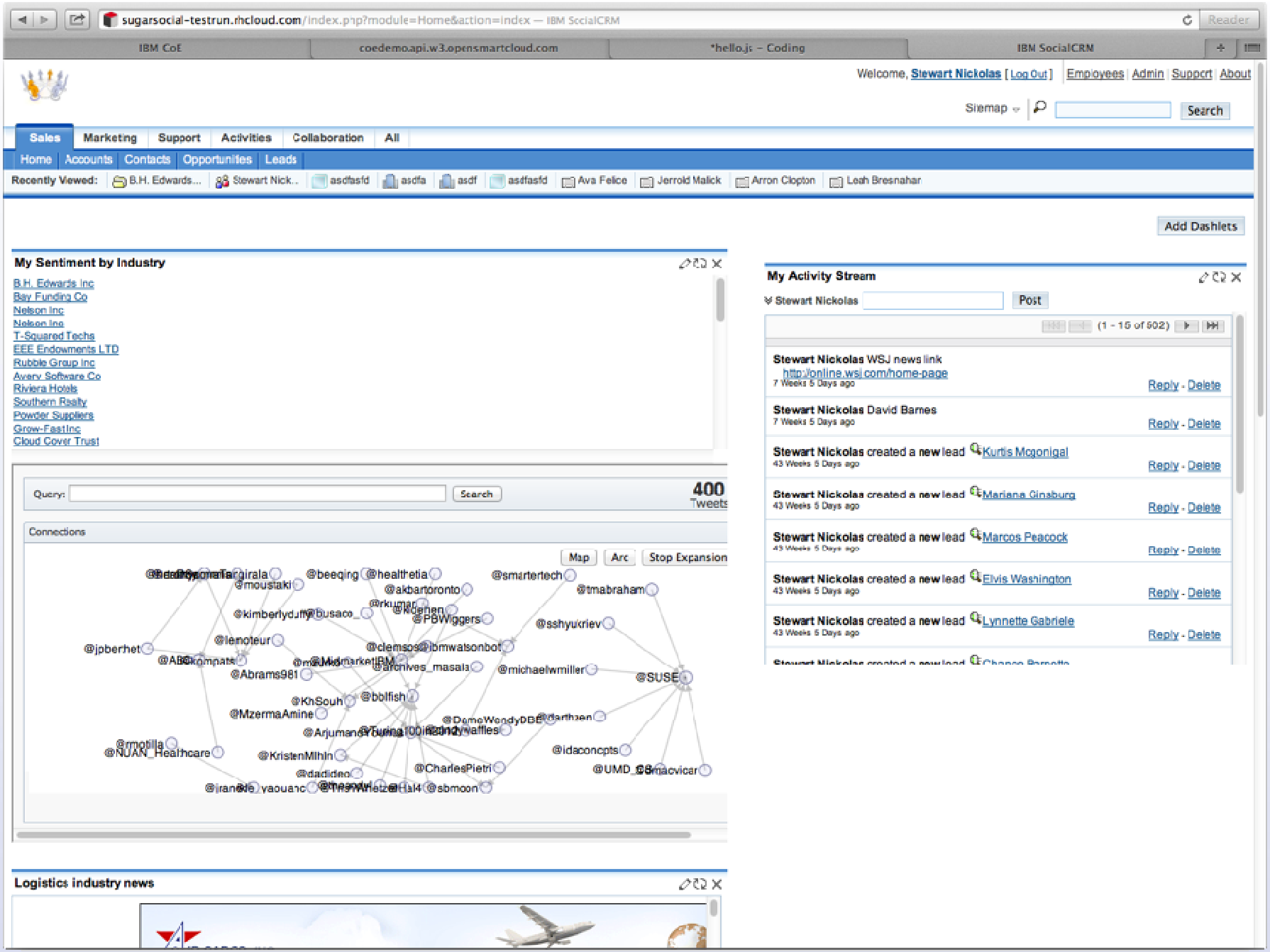

ace.etc12.cloud/index.html?demo=true — BlueMix
Reader
IBM CoE
*hello.js - Coding
IBM SocialCRM
BlueMix
Welcome, davidb@us.ibm.com [Logout]
IBM.
Home
Applications
Services
My Apps
Dashboard
Account
Documentation
Help
My Apps
Create app
Name
State
Runtime
Framework
coedemo
Running
node08
node
developertest
Running
ruby18
sinatra
ethanm
Running
node08
node
pulseplus
Stopped
node08
node
socialmedia
Stopped
ruby18
sinatra
Total: 5
1
10 | 25 | 50 | 100 | All
Services You Might Like
Hadoop
Social Analytics
ET Social Analytics
Twitter
#ibmcloud
IBMCloud
@IBMcloud
4h
Expand
Lauren C. States
@Lauren_States
Hear Barclays discuss workload integration in a private cloud - register for Pulse 2013 today ibm.co/YkAW4H #ibmcloud
Expand
IBM Cloud Français
@IBMCloudFR
12h


coedemo.api.w3.opensmartcloud.com
IBM CoE
coedemo.api.w3.opensmartcloud.com
*hello.js – Coding
IBM SocialCRM
Query:
Search
400
Tweets
Influencers
@ibmwatsonbot
@bblfish
@ArjumandYounus
@KhSouh
@Midmarketll
@kompats
@sbmoon
@SUSE
224
448
244
244
446
324
348
444
Topics
10.0
8.0
6.0
4.0
2.0
0.0
7.0
1.0
10.0
1.0
9.0
opinion
positive
health
events
sports
Conversations
www2012
Cancer
Midmarket IBM
Leopardy
keynote
improvement
essential
www2012
More
supercomputer
LinuxJournal
SUSE
Evidence
retrieval
Connections
Map
Arc
Stop Expansion
@lemoteur
@KhSouh
@le_yaouanc
@rtroncy
@rmotlla
@clemsos
@Turing100in2012
@moustaki
@jpberthet
@ibmwatsonbot
@idaconcpts
@dmacvicar
@sshyukriev
@PBWiggers
@MzermaAmine
@kompats
@SarmaTangirala
@darthzen
@NUAN_Healthcare
@akbartoronto
@mzurko
@UMD_CS
@SUSE
@ArjumandYounus
@rkumar
@MidmarketIBM
@cindywaffles
@beeqing
@tmabraham
@ABC
@CharlesPietri
@Abrams981
@healthetia
@michaelwmiller
@kimberlyduffy
@KristenMihlin
@healthycomms
@kidehen
@bblfish
@dadidec
@DameWendyDBE
@heandyl
@TrishWhetzel
@Hal4
@busaco

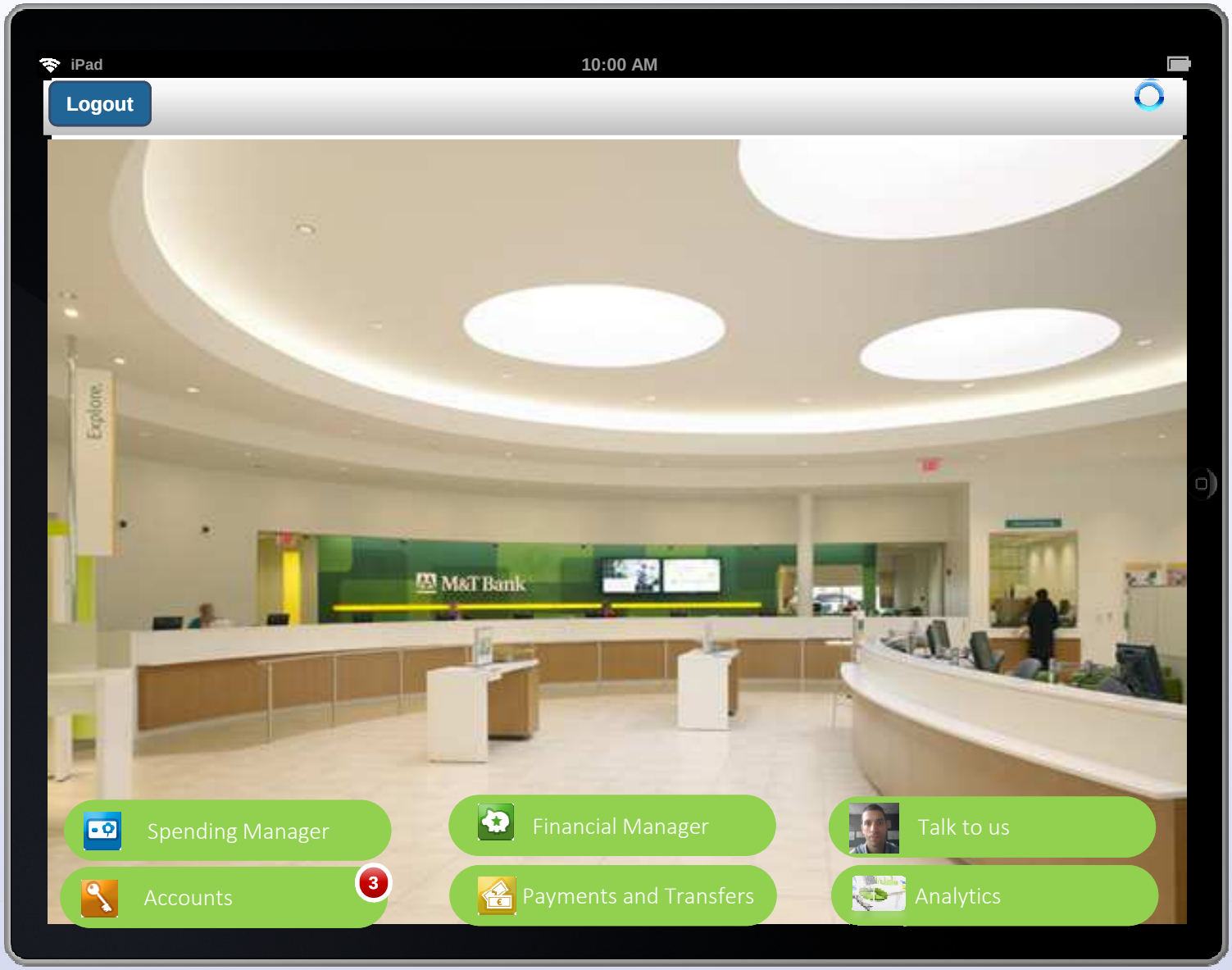

sugarsocial-testrun.rhcloud.com/index.php?module=Home&action=index — IBM SocialCRM
IBM CoE
coedemo.api.w3.opensmartcloud.com
*hello.js – Coding
IBM SocialCRM
Welcome, Stewart Nickolas [Log Out]
Employees | Admin | Support | About
Sitemap
Search
Sales | Marketing | Support | Activities | Collaboration | All
Home | Accounts | Contacts | Opportunities | Leads
Recently Viewed: B.H. Edwards... | Stewart Nick.. | asdfasfd | asdfa | asdf | asdfasfd | Ava Felice | Jerrold Malick | Arron Clopton | Leah Bresnahar
Add Dashlets
Logistics industry news
IR CARGO, INC.
Route your freight in seconds
LogisticsNews
Logistics News International The first Global
Calendar
Logistic News
Technology
My Calendar
Previous Week
May 26 2013 - June 1 2013
Next Week
Sun 26
Mon 27
Tue 28
Wed 29
Thu 30
Fri 31
Sat 01
08:00am
09:00am
10:00am
12:00pm
01:00pm
02:00pm
03:00pm
04:00pm
06:00pm
My Activity Stream
Stewart Nickolas
Post
(1 - 15 of 502)
Stewart Nickolas WSJ news link
http://online.wsj.com/home-page
7 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas David Barnes
7 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Kurtis Mcgonigal
43 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Mariana Ginsburg
43 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Marcos Peacock
43 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Elvis Washington
43 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Lynnette Gabriele
43 Weeks 5 Days ago
Reply - Delete


sugarsocial-testrun.rhcloud.com/index.php?module=Home&action=index — IBM SocialCRM
IBM CoE
coedemo.api.w3.opensmartcloud.com
*hello.js – Coding
IBM SocialCRM
Welcome, Stewart Nickolas [Log Out]
Employees | Admin | Support | About
Sitemap
Search
Sales | Marketing | Support | Activities | Collaboration | All
Home | Accounts | Contacts | Opportunities | Leads
Recently Viewed: B.H. Edwards... | Stewart Nick.. | asdfasfd | asdfa | asdf | asdfasfd | Ava Felice | Jerrold Malick | Arron Clopton | Leah Bresnahar
Add Dashlets
Logistics industry news
IR CARGO, INC.
Route
LogisticsNews
Calendar
Logistic
My Calendar
Previous Week
May 26 2013 - Jun
Sun 26
Mon 27
Tue 28
Wed 29
08:00am
09:00am
10:00am
12:00pm
01:00pm
02:00pm
03:00pm
04:00pm
06:00pm
Add
Find Sugar Dashlet:
Search
Clear
Modules
Charts
Tools
Web
Modules
My Accounts
My Assigned Bugs
My Calendar
My Calls
My Closed Opportunities
My Contacts
My Documents
My Emails
My Leads
My Meetings
My Notes
My Open Cases
My Open Tasks
My Project Tasks
My Sentiment by Industry
My Top Open Opportunities
Top Campaigns
Post
(1 - 15 of 502)
Reply - Delete
Kurtis Mcgonigal
Mariana Ginsburg
Marcos Peacock
Elvis Washington
Lynnette Gabriele

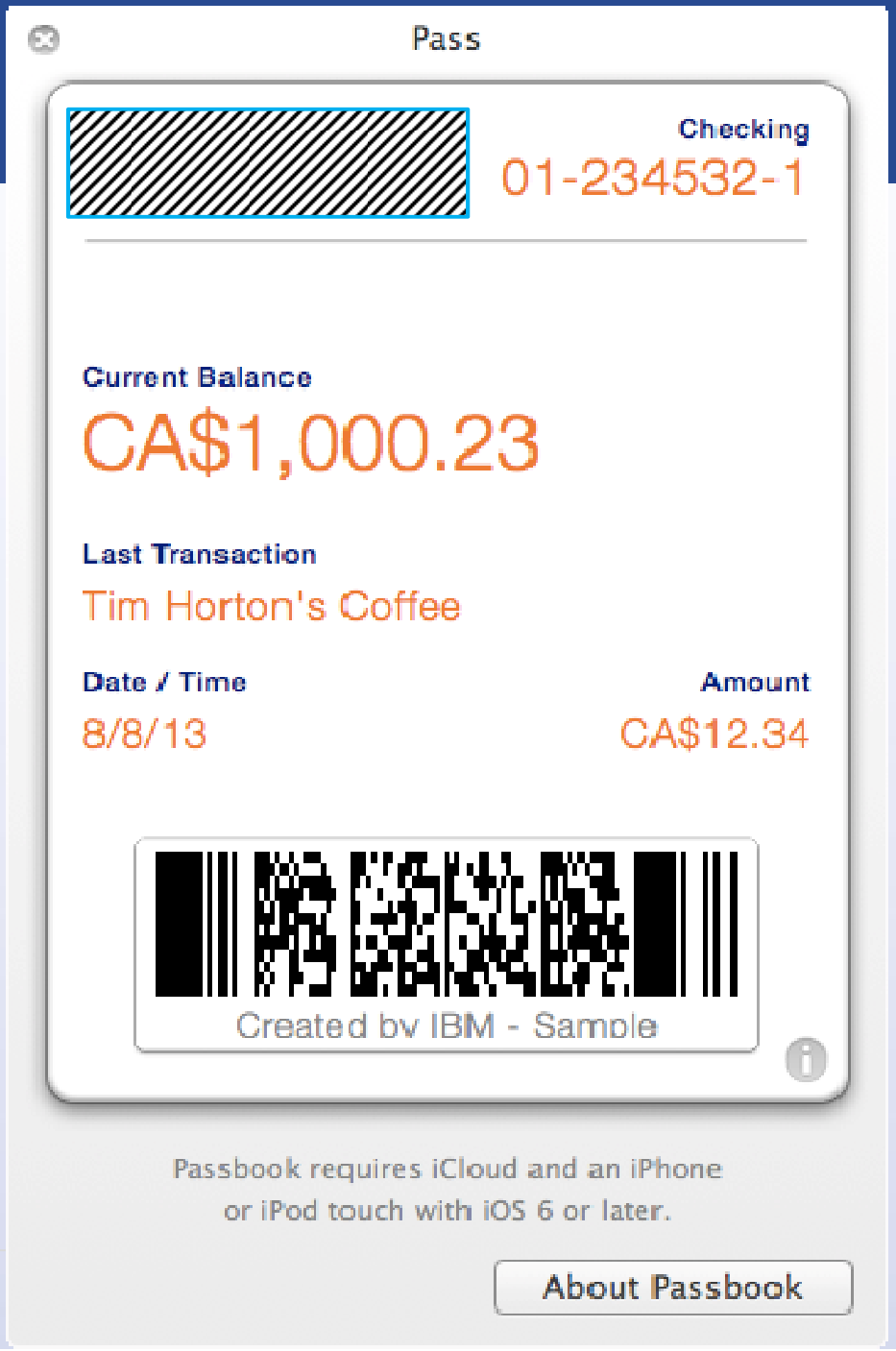

sugarsocial-testrun.rhcloud.com/index.php?module=Home&action=index — IBM SocialCRM
IBM CoE
coedemo.api.w3.opensmartcloud.com
*hello.js – Coding
IBM SocialCRM
Welcome, Stewart Nickolas [Log Out]
Employees | Admin | Support | About
Sitemap
Search
Sales | Marketing | Support | Activities | Collaboration | All
Home | Accounts | Contacts | Opportunities | Leads
Recently Viewed: B.H. Edwards... | Stewart Nick.. | asdfasfd | asdfa | asdf | asdfasfd | Ava Felice | Jerrold Malick | Arron Clopton | Leah Bresnahar
Add Dashlets
Logistics industry news
IR CARGO, INC.
Route
LogisticsNews
Calendar
Logistic
My Calendar
Previous Week
May 26 2013 - Jun
Sun 26
Mon 27
Tue 28
Wed 29
08:00am
09:00am
10:00am
12:00pm
01:00pm
02:00pm
03:00pm
04:00pm
06:00pm
Add
Find Sugar Dashlet: sentiment
Search
Clear
Modules
Charts
Tools
Web
Search Results - sentiment:
My Sentiment by Industry
Post
(1 - 15 of 502)
WSJ news link
Reply - Delete
David Barnes
Reply - Delete
created a new lead Kurtis Mcgonigal
Reply - Delete
created a new lead Mariana Ginsburg
Reply - Delete
created a new lead Marcos Peacock
Reply - Delete
created a new lead Elvis Washington
Reply - Delete
created a new lead Lynnette Gabriele
Reply - Delete


sugarsocial-testrun.rhcloud.com/index.php?module=Home&action=index — IBM SocialCRM
IBM CoE
coedemo.api.w3.opensmartcloud.com
*hello.js – Coding
IBM SocialCRM
Welcome, Stewart Nickolas [Log Out]
Employees | Admin | Support | About
Sitemap
Search
Sales
Marketing
Support
Activities
Collaboration
All
Home
Accounts
Contacts
Opportunities
Leads
Recently Viewed:
B.H. Edwards...
Stewart Nick..
asdfasfd
asdfa
asdf
asdfasfd
Ava Felice
Jerrold Malick
Arron Clopton
Leah Bresnahar
Add Dashlets
My Sentiment by Industry
B.H. Edwards Inc
Bay Funding Co
Nelson Inc
Nelson Inc
T-Squared Techs
EEE Endowments LTD
Rubble Group Inc
Avery Software Co
Riviera Hotels
Southern Realty
Powder Suppliers
Grow-Fast Inc
Cloud Cover Trust
Query:
Search
400
Tweets
Connections
Map
Arc
Stop Expansion
@beeqing
@healthetia
@smartertech
@moustaki
@akbartoronto
@tmabraham
@rkumar
@kimberlyduff
@busaco_
@PBWiggers
@sshyukriev
@jpberhet
@lenoteur
@clemsos
@ibmwatsonbot
@Abrams981
@archives_masala
@michaelwmiller
@SUSE
@KhSouh
@bolfish
@MzermaAmine
@DemoWendyDBE
@idaconcpts
@motilla
@NUAN_Healthcare
@KristenMihin
@CharlesPietri
@UMD_CS
@macvicar
@sbmoon
My Activity Stream
Stewart Nickolas
Post
(1 - 15 of 502)
Stewart Nickolas WSJ news link
http://online.wsj.com/home-page
7 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas David Barnes
7 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Kurtis Mcgonigal
43 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Mariana Ginsburg
43 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Marcos Peacock
43 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Elvis Washington
43 Weeks 5 Days ago
Reply - Delete
Stewart Nickolas created a new lead Lynnette Gabriele
43 Weeks 5 Days ago
Reply - Delete
Logistics industry news

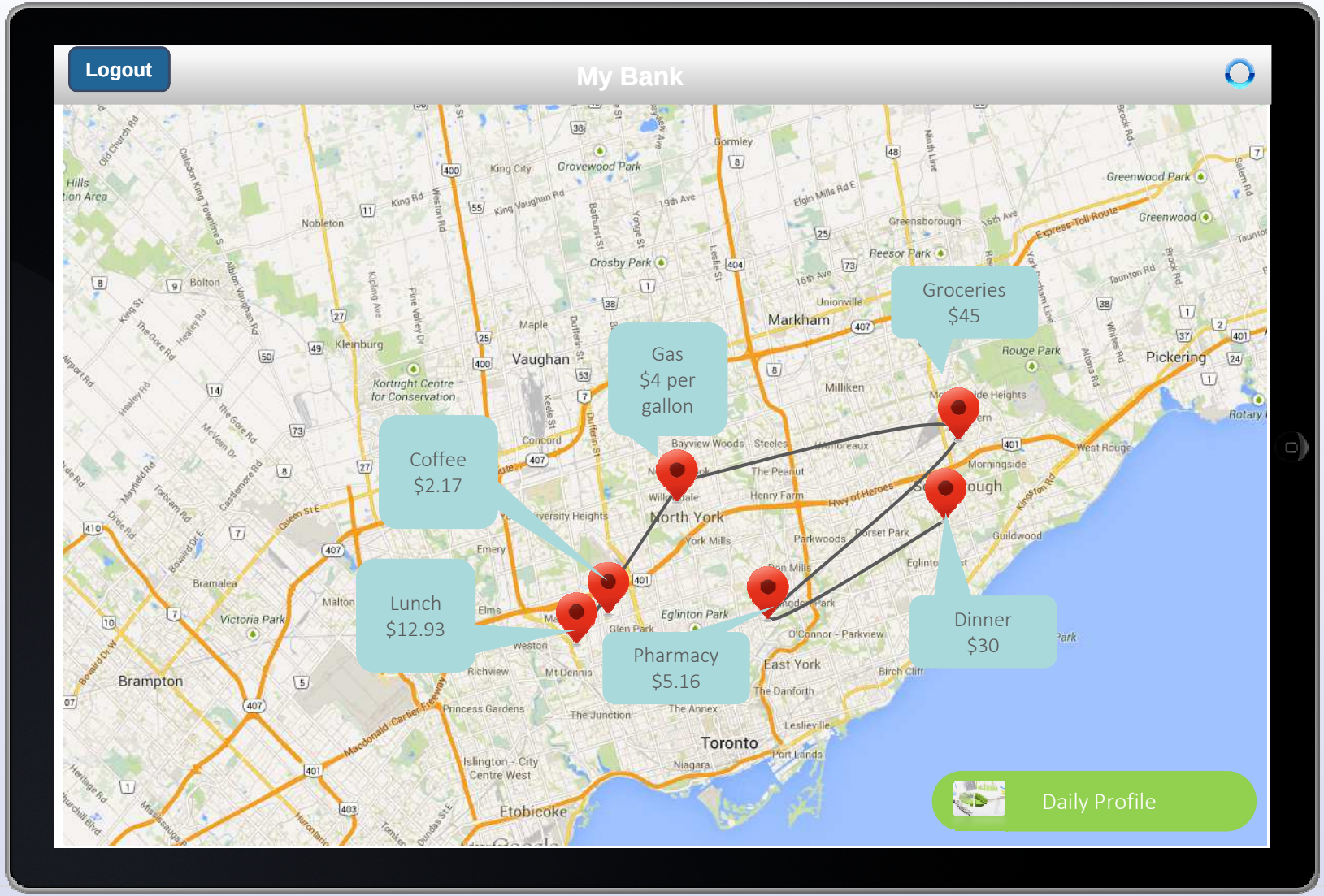
The Mobile Device is The Bank



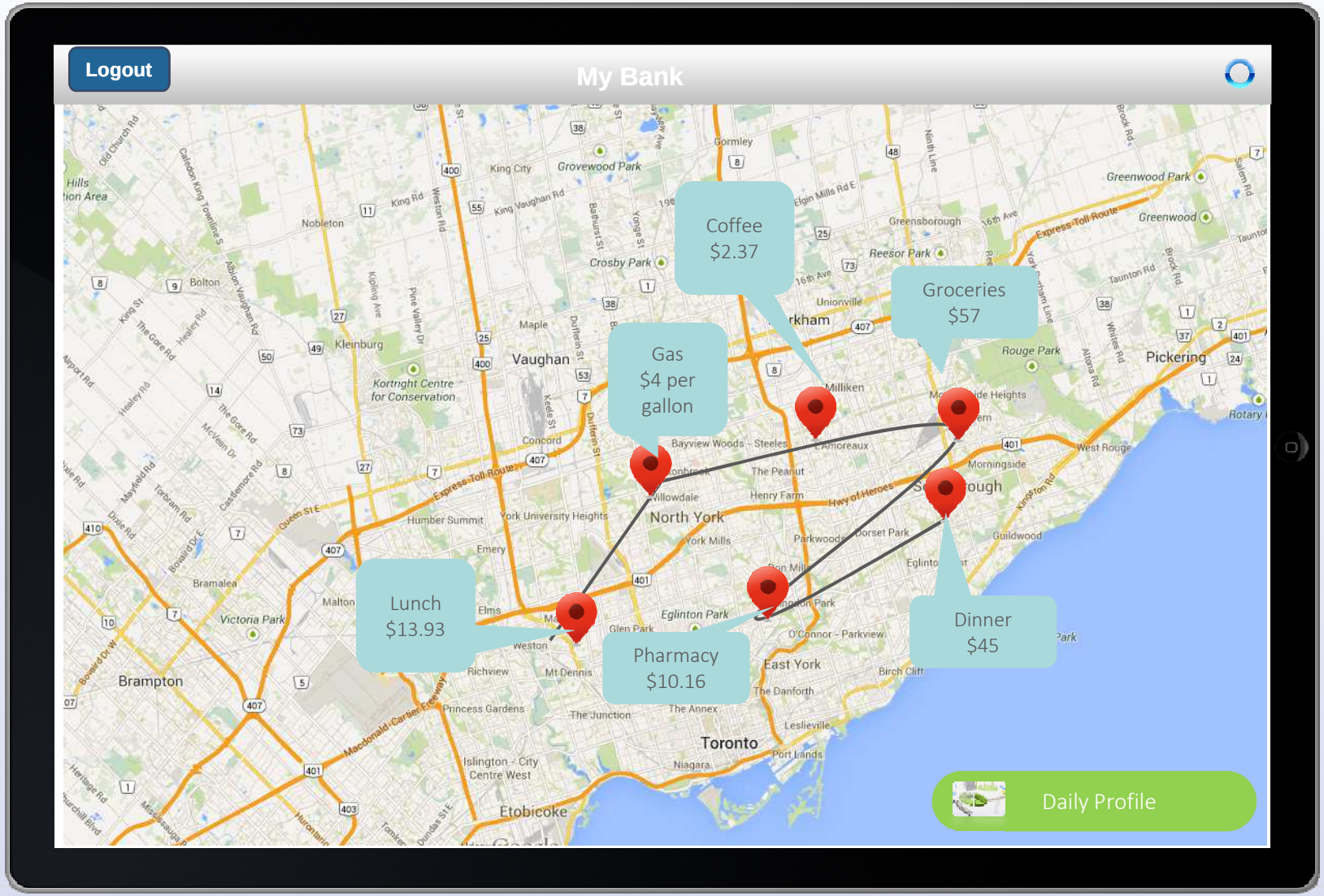
Proactive Banking



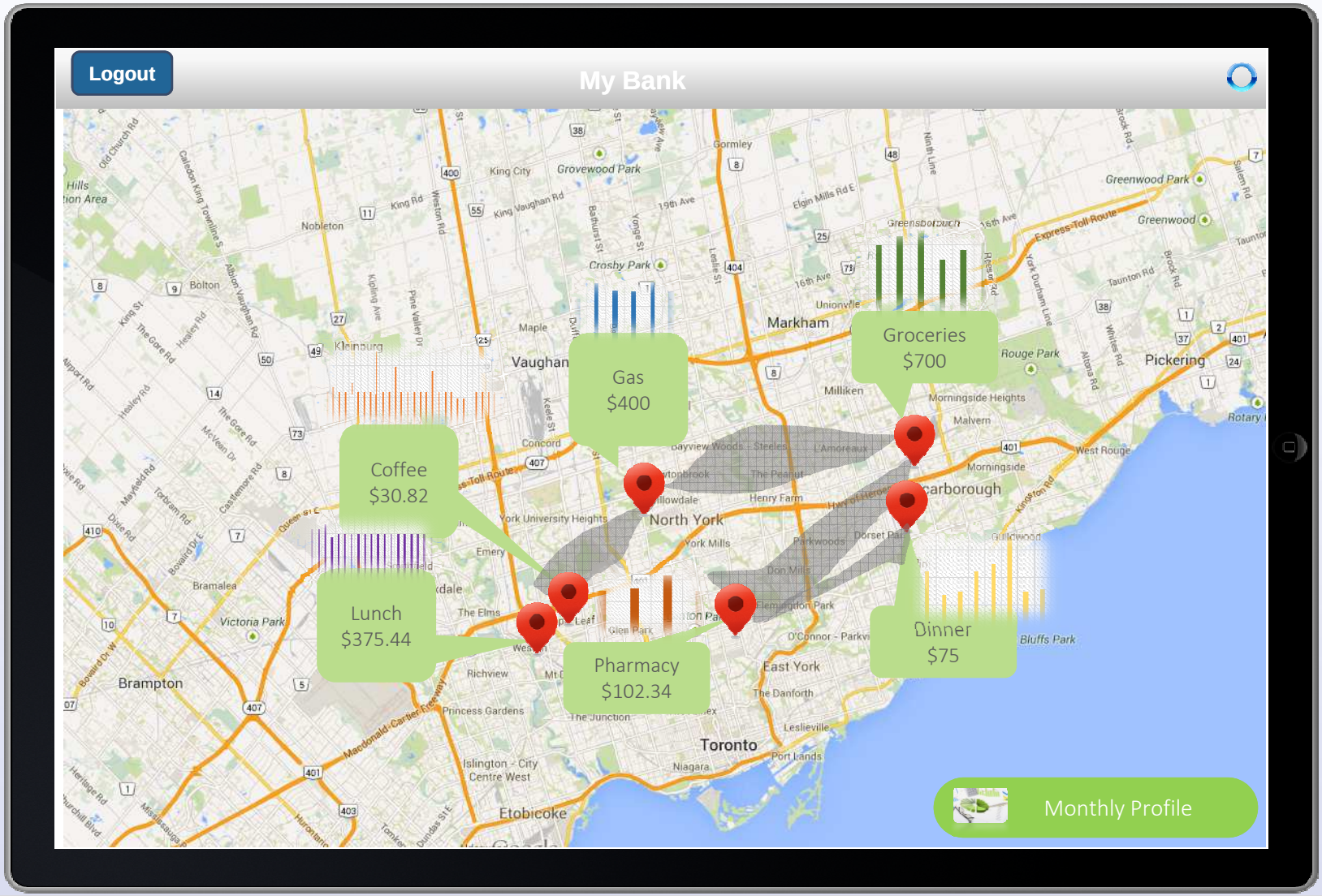
Customer Geographical Spending Profile Day 1



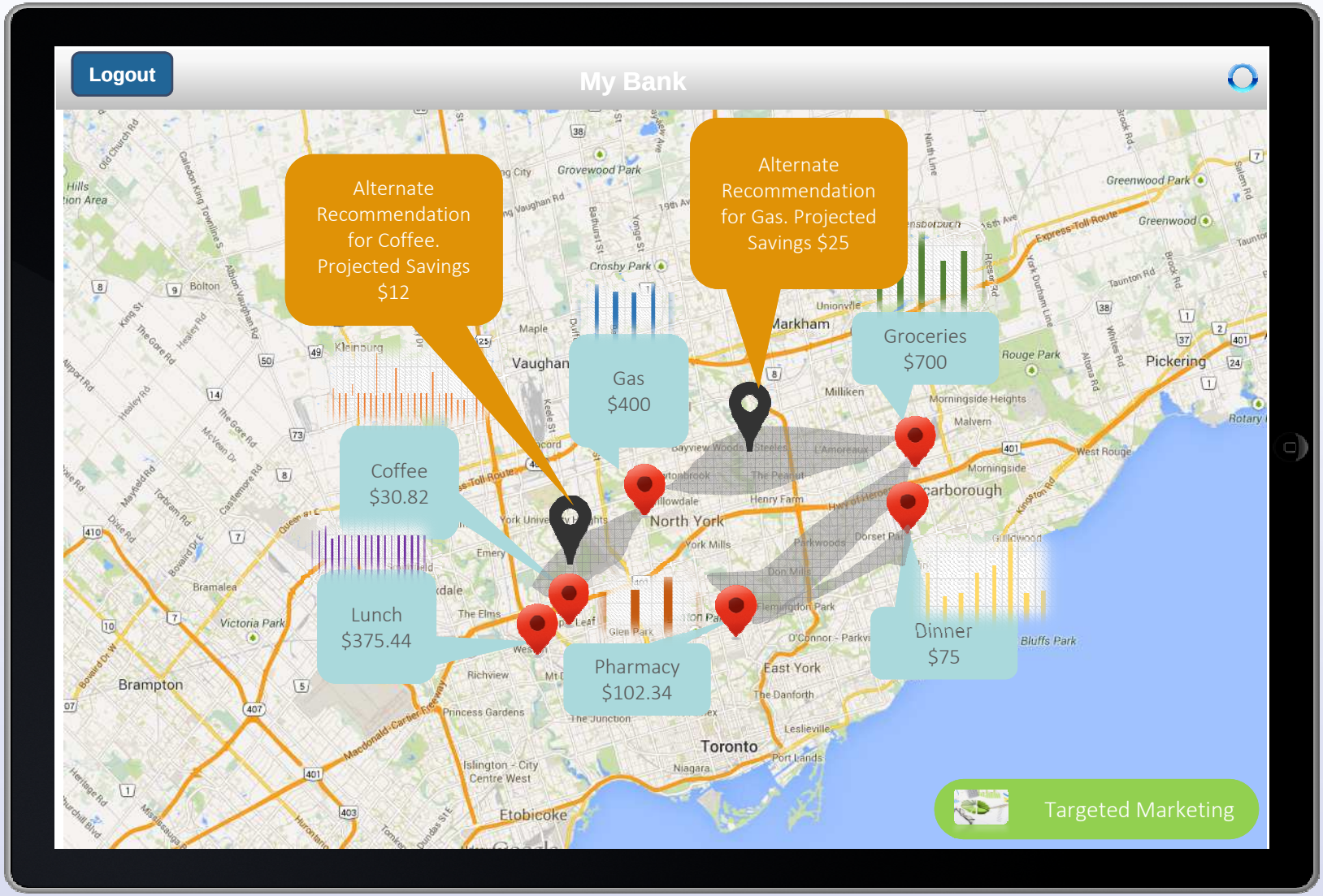
Customer Geographical Spending Profile Day 2



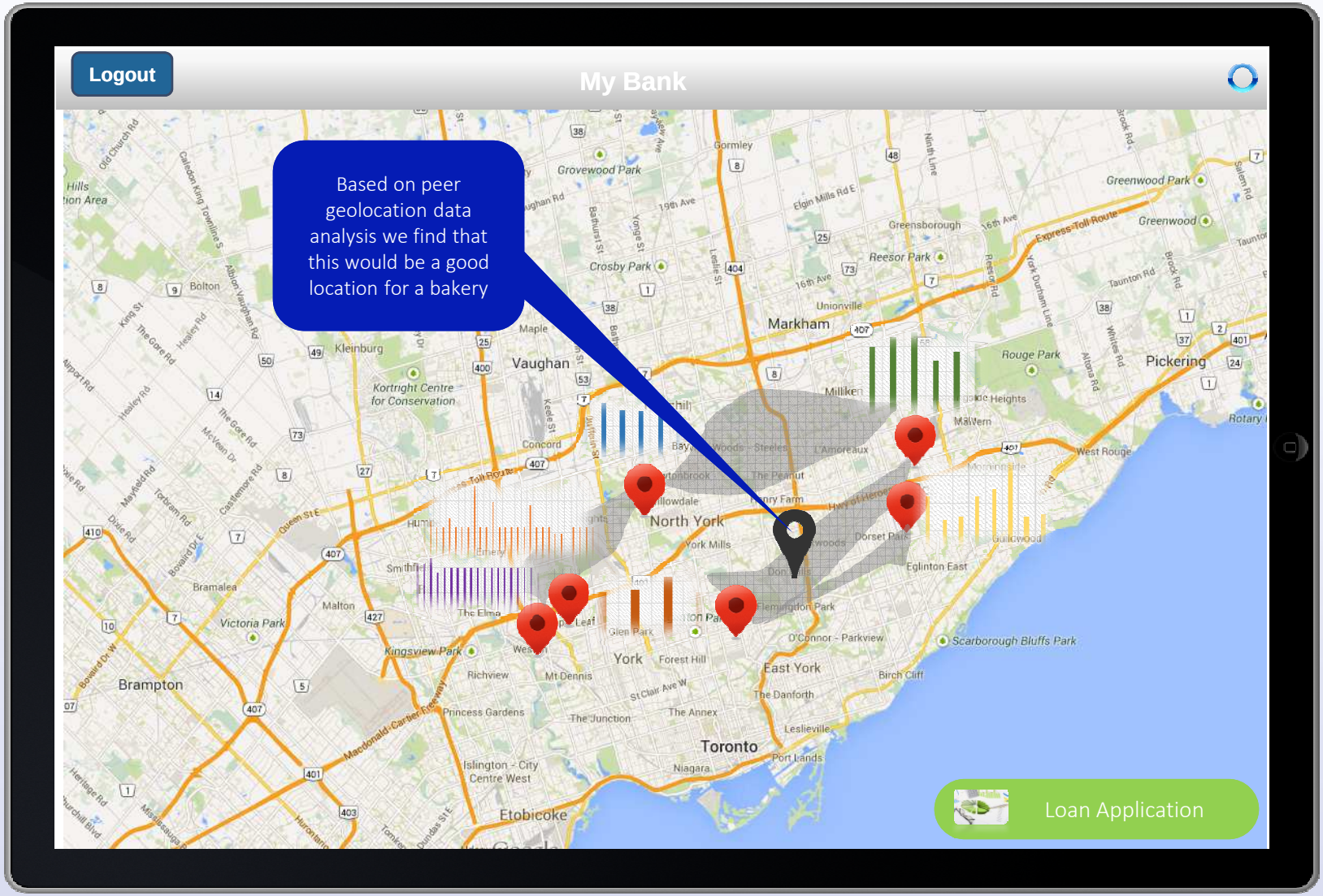
Customer Aggregated Geographical Spending Profile: Month



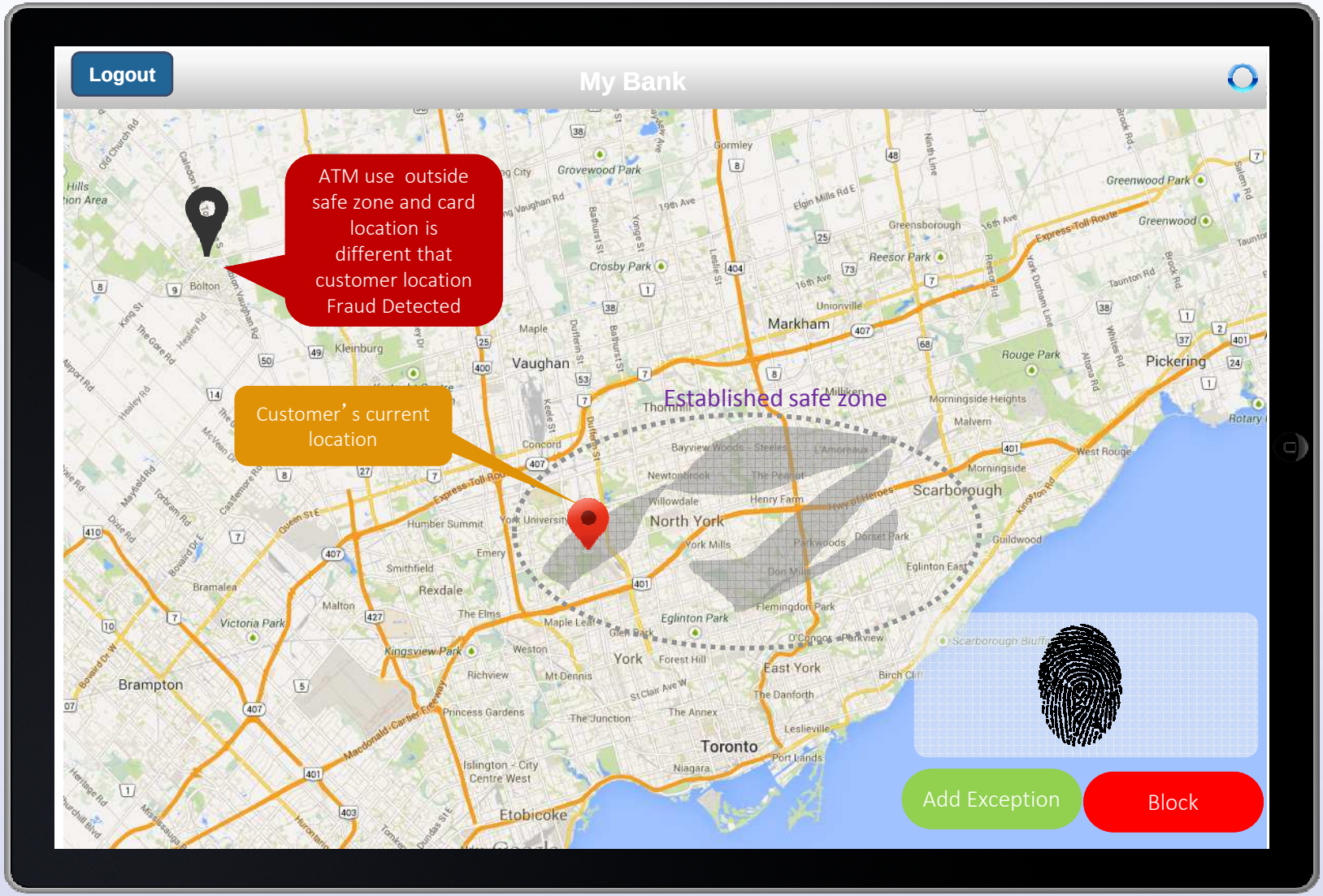
GeoAnalytics Based Recommendations



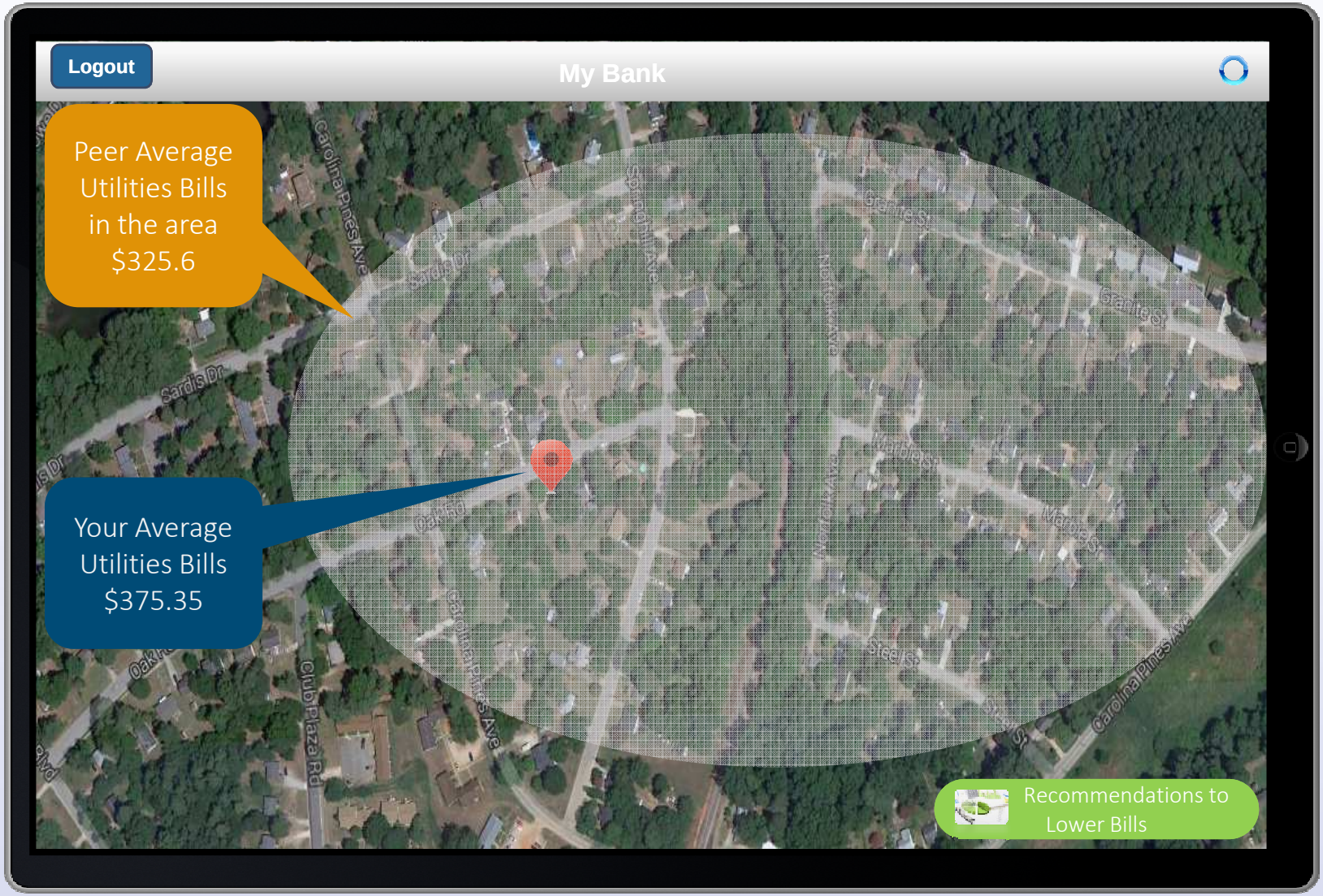
Peer GeoAnalytics Based Business Recommendations



Fraud Detection



Peer GeoAnalytics Recommendations



IBM