



# ***Il Mondo dei Partner*** **2007**

**L'INTEGRAZIONE DEL NOSTRO VALORE**

Parma, 1-2 febbraio



## Realtime communication con Sametime 7.5

**Lotus** software

### Roberto Boccadoro



# Un nuovo modello di collaborazione



## Messaggio / Documento



- ❖ Reti private
- ❖ Connessioni discontinue
- ❖ Sistemi e tecnologie proprietarie

## Persona



- ❖ Web globale
- ❖ "Always on"
- ❖ Sistemi Open



# Le opzioni disponibili

## Soluzioni di tipo *Consumer*

Client di Chat & Instant Messaging pubblici

Gratuiti e semplici da scaricare / installare

Bassi livelli di sicurezza (Identificazione utenti, Encryption)

Inesistenti funzionalità di logging, archiviazione, auditing



## Soluzioni di tipo *Enterprise*

Client di Chat & Instant Messaging privati

Licenza commerciale e server dedicati *on site*

Massima sicurezza (Identificazione utenti, Encryption)

Funzionalità di logging, archiviazione, auditing



# Lo scenario ibrido attuale

- Circa l'**80%** del traffico di IM all'interno delle aziende si svolge su reti e servizi pubblici
- Il **40%** delle aziende che utilizzano l'IM si ritrovano a gestire 3 o più IM networks
- Questa proliferazione incontrollata può introdurre fattori di rischio

Source: Osterman Research Enterprise IM Tracking Survey  
<http://www.ostermanresearch.com/research.htm>



# IBM Lotus Sametime 7.5

- Real Time Collaboration per le aziende
  - ❖ Oltre 16 milioni di licenze
  - ❖ 25 aziende con più di 100k utenti
  - ❖ 27 aziende delle attuali Fortune Global 50
  - ❖ 8 delle 10 più importanti banche mondiali
  - ❖ 8 delle 10 aziende farmaceutiche
  - ❖ 3 delle 4 aziende a maggiore redditività

REAL TIME BUSINESS



# IBM Lotus Sametime 7.5

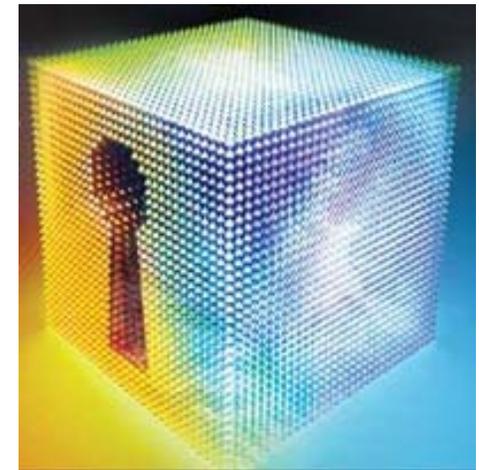
Identificazione e Autenticazione utenti  
(via Enterprise Directory)

End to End Encryption per comunicazioni sicure

Funzionalità di logging, auditing, archiving

Opzioni per la privacy personale

Integrazione con sistemi antivirus



IM & Web Conference Home Server privato

Alta affidabilità e scalabilità (clustering)

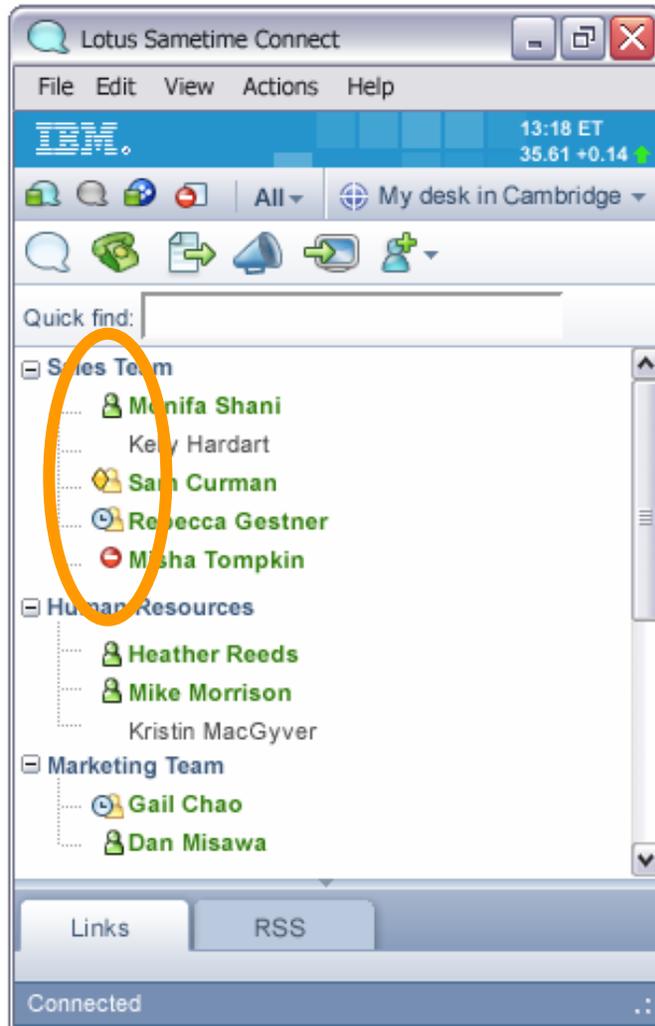
Completo supporto multiplatforma (client & server)

Supporto VoIP nativo

Integrazione con l'infrastruttura IT esistente

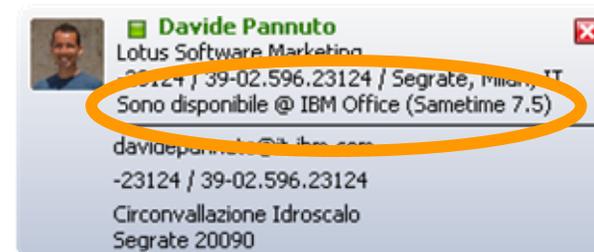
Interoperabile con i sistemi pubblici

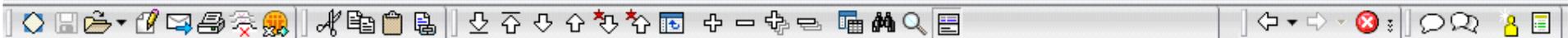




## Indicatori di Presenza

- Disponibilità delle Persone
- Modalità di connessione
- Localione Geografica
- Opzioni per la Privacy





**Mail**  
for Lee Jackson

- Inbox (13)
- Drafts
- Sent
- Follow Up
- Junk Mail
- Trash
- Views
  - All Documents
  - Mail Threads
  - Chat Transcript
  - Voice Inbox
- Folders
- Tools

**Follow Up**

Remove Flag

When	Who
09/01	ingen
	CAMAVUM
	Jane Rogers
	CAMAVUM
	CAMAVUM
	Bob Thompsc

on Domino/JKD

New Memo Reply Reply to All Forward Delete Follow Up Folder Copy Into New Chat Tools View Unread

Who	Date	Time	Size	Subject
Paul Godby	08/16/2005	04:06 PM	542	Paul Godby/JKD [started: 4:05 PM]
Bob Thompson	08/26/2005	12:51 PM	405	Bob Thompson/JKD [started: 12:50 PM]
Gerald Brett	08/26/2005	12:54 PM	601	Gerald Brett/JKD [started: 12:51 PM]
Jim Davis	08/30/2005	12:47 PM	437	Jim Davis/JKD [started: 12:45 PM]
Bob Thompson	08/31/2005	01:27 PM	592	Bob Thompson/JKD [started: 1:24 PM]
Bob Thompson	08/31/2005	01:33 PM	366	Bob Thompson/JKD [started: 1:32 PM]

From Lee Jackson/JKD To Bob Thompson  
Subject Bob Thompson/JKD [started: 1:24 PM] cc

Lee Jackson/JKD (1:24 PM) Bob, I'll review the new practice soon.  
Bob Thompson/JKD (1:24 PM) Good, can you do it by the end of the week?  
Lee Jackson/JKD (1:24 PM) sure  
Bob Thompson/JKD (1:27 PM) Also take a look at this db <notes:///86257049004FD8F1>



Contacts

for Samantha Daryn

- My Contacts
- Recent Collaborations
- My Groups
- Categories
- Contact Card

Search the Organization Directory by:

Name

for:

New Contact New Group Collaborate Now Edit Delete Show: List View

Name	E-Mail	Phone Number	Company
<b>Circulars</b>			
Gail Chao	gchao@renovations.com	555-555-1234	Renovations
Samantha Daryn	sdaryn@renovations.com	555-555-2345	Renovations
Vivian Hanley	vhanley@renovations.com	555-555-3456	Renovations
Mike Motler	mmotler@renovations.com	555-555-4567	Renovations
Heather Reeds	hreeds@renovations.com	555-555-6789	Renovations
<b>Family</b>			
<b>Friends</b>			
<b>Legal</b>			
<b>Local Restaurants</b>			
<b>Marketing</b>			
Amadou Alain	aalain@renovations.com	555-555-0291	Renovations

 **Gail Chao**  
Renovations - Manager

**E-mail:**  
Work: gchao@renovations.com

**Phone Numbers:**  
Office: 456-567-4567  
Cell: 456-896-5785

**Other Information:**  
Location: Chicago  
Manager: Tom Hansen

**Addresses:**  
**Business:** 5 Business Ave.  
B.City, MA 01010  
USA  
**Personal:** 2134 Main St  
Chicago, IL 60603  
USA

Comments Attachments Names & Certificates

Management Contact

Calendar

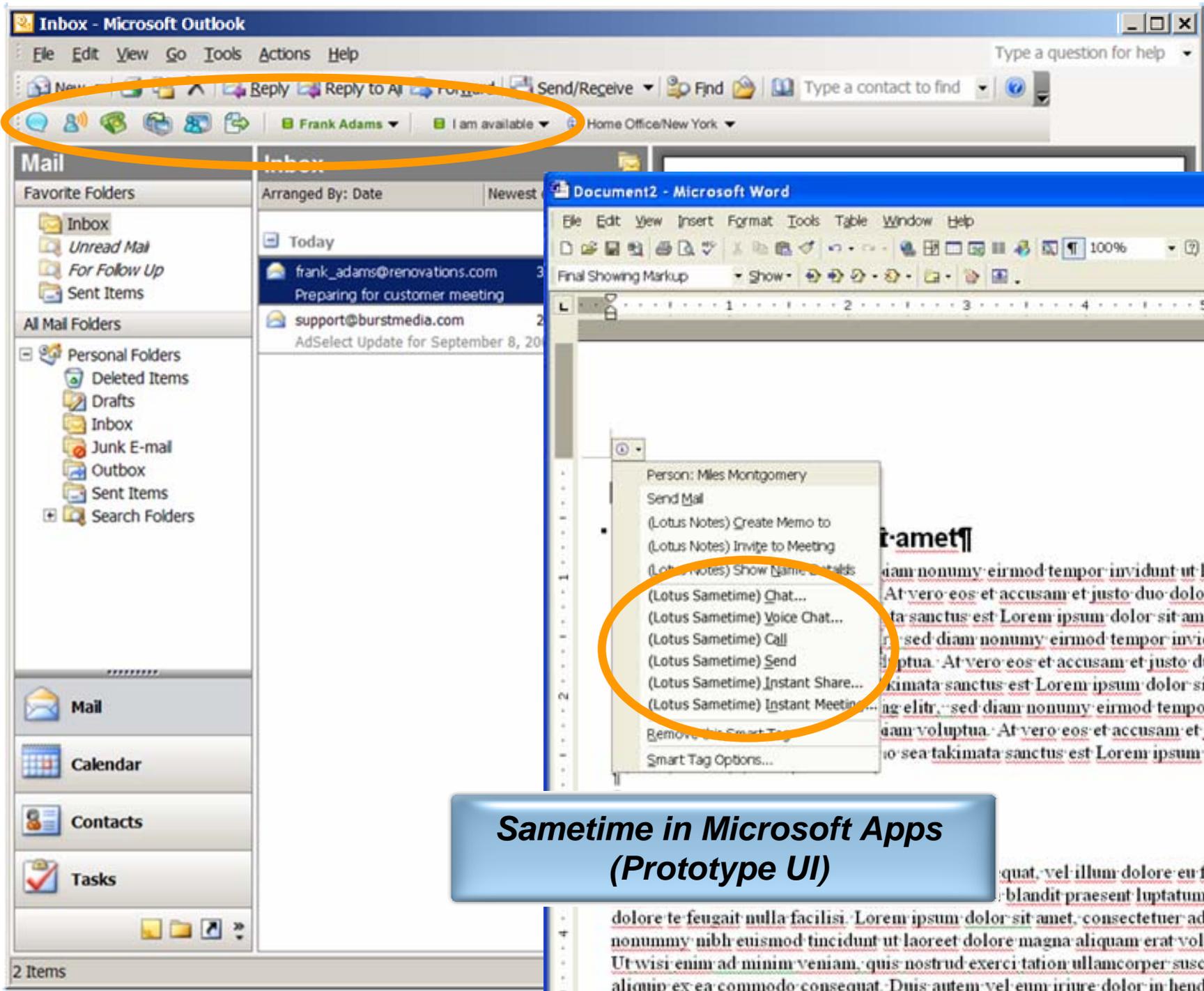
Contacts

Quickfind:

View: My Contacts

- Amadou Alain
- Ed Al-Amon
- Gail Chao
- Sam Curman
- Samantha Daryn
- Thom Frankel
- Vivian Hanley
- Kelly Hardart
- Min Li
- Dina Maroni
- Dennis Mickles
- Dan Misawa
- Larry Moriarty
- Mike Motler
- Gardner Raynes
- Heather Reeds
- Morfa Shani
- Nora Shin
- Pamela Starky
- Lisa Starky
- Linh Truoc

Activities





Search

Support Home

Have a Problem?

Your Products

Community

Advanced Search

Customize

Logout



## Your Support Flashes



**Fix patch for Lotus Notes Domino 3.0**

Faster run time, continuous updates and RSS integration.



**3 new responses in the feedback forum**



## Bookmarks

Links, RSS Feeds, Saved Searches

### Saved Searches

- IBM Lotus Workplace 3.0
- Tivoli PRISM Solution
- WebSphere Everyplace Access Client
- Linux Workplace Client Technology

### Tech Notes

### Source Code

### Sample Sites

- Support Info World Technology
- IBM Solutions World
- Lotusphere Notes and Demos
- Personal Support Data
- World Data Clock
- Technotes.com and more

Add

Manage

Share

## What's New?

06 new documents | 02 upcoming events | Past 7 days

Name	Category	Date Posted
IBM Workplace Collaboration Services and Domino Together	Redbook	June 18 - 5:15 PM
Q1 2005 Lotus Premium Support Newsletter	Newsletter	June 19 - 2:15 PM
Quickly Create Domino Web Services: New Web Services Function	Tutorial	June 19 - 3:23 PM
New Features in Lotus Premium Support Portal version 1.27	Announcement	June 19 - 3:38 PM
Improvements in Premium Support Version 1.24	Flash Tech Note	June 19 - 4:05 PM
Connecting Lotus Instant Messaging (Sametime) Communities	Article	June 19 - 5:00 PM
Conference call for PSP on June 20 at 2:00 PM EST	Upcoming event	June 19 - 5:30 PM
Video Conference for quarterly announcements on June 21 at 3 PM	Upcoming Event	June 19 - 5:45 PM

## What would you like to do?



Troubleshoot a problem



Download a patch or fix



Check for responses to my forum postings



Get a new RSS feed



Open a PMR



Contact my Support Manager



Change the content or layout



Change my password



## Chat Central

### My Lotus Support Contacts

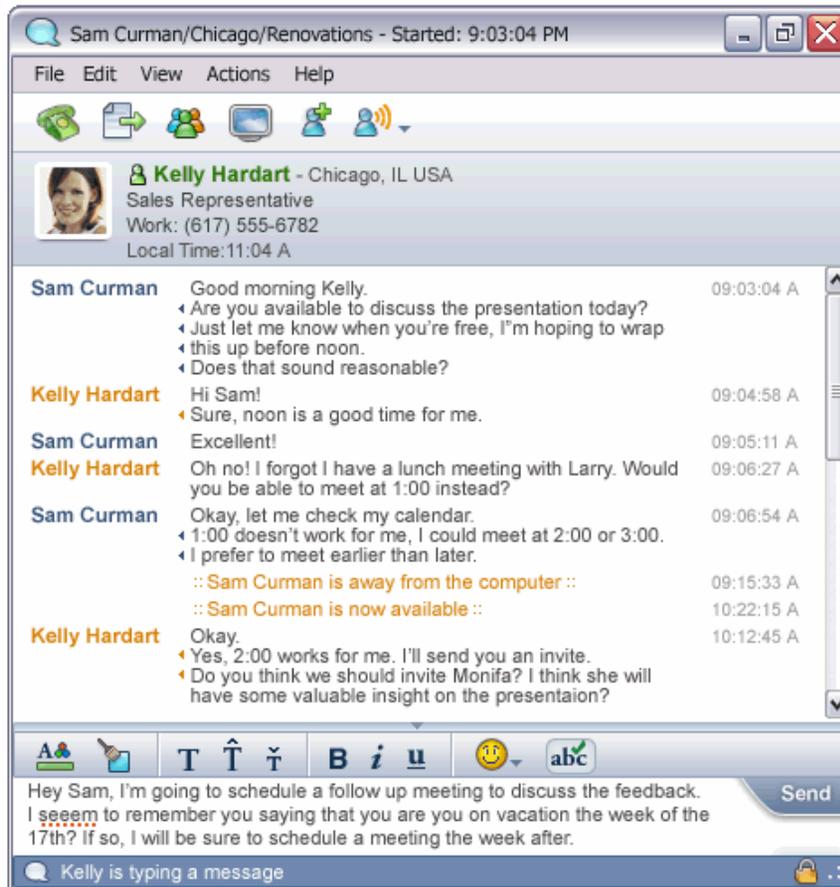
- Steve Williams
- Candace Collins

### My Company's Lotus Support Team

- James Fry
- Mary banks
- Sammy Nguyen

### My Fellow Lotus Customers

- Bobby Hill (United Accts)
- Murray Acheson (International)
- Kay Truman (JMM Corp)



## Comunicazione

- Rich Text Chat
- File Transfer sicuro
- Screen Capture
- Chat History





## Comunicazione

- Connessioni in VoIP (PC to PC)
- Integrazione con telefonia
  - PC to Phone
  - Phone to Phone





## Primi device supportati

**BlackBerry (4.0+)**

**Nokia E-series**

**Windows Mobile 2003**

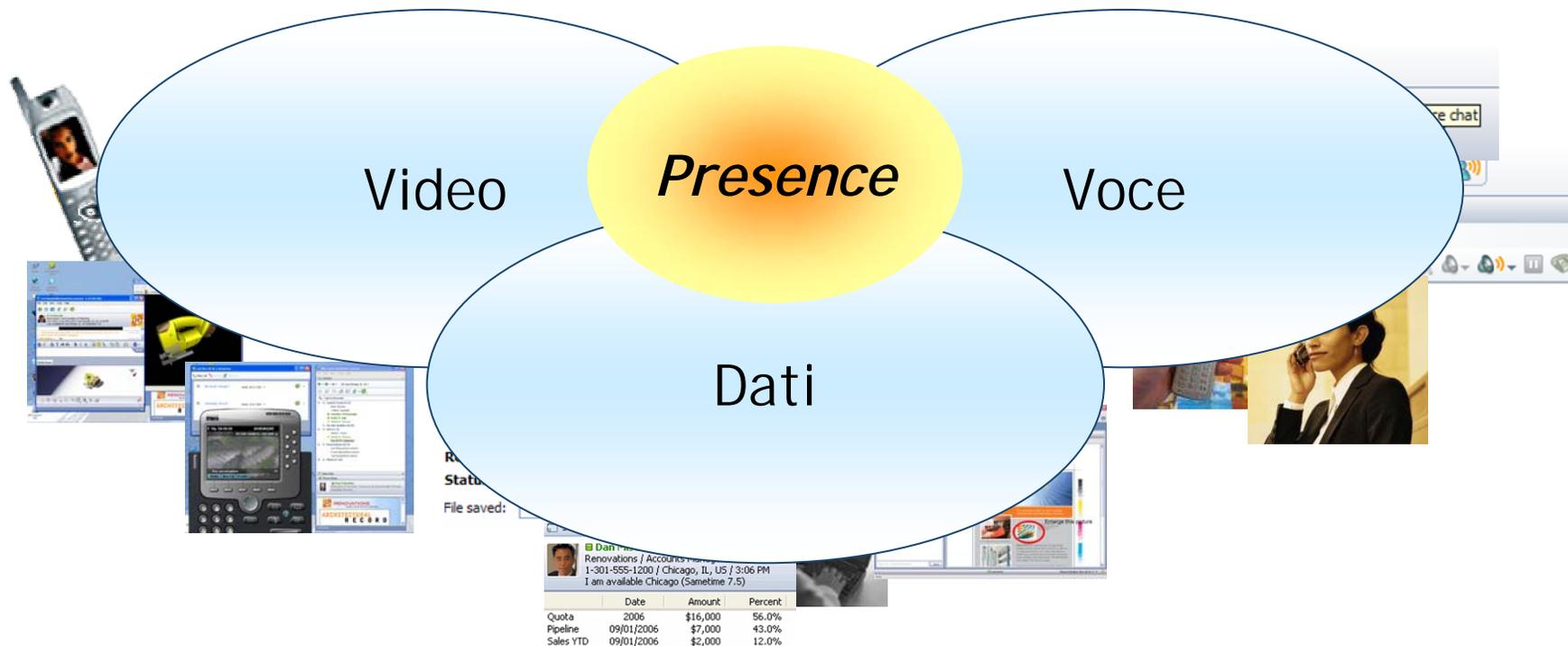
**Windows Mobile 5**

### ➤ Funzionalità utilizzabili su Smartphone:

- ❖ Indicatori di presenza e disponibilità
- ❖ Invio di Instant Message
- ❖ Accesso alla Directory per la ricerca dei nominativi
- ❖ Visualizzazione business card
- ❖ Click to call da mobile phone (Phone to PC)



# Comunicazioni unificate su reti IP



*Una vera piattaforma di comunicazione e collaborazione integrata ed omogenea  
in grado di supportare tutte le differenti modalità operativa*



Attend a Meeting

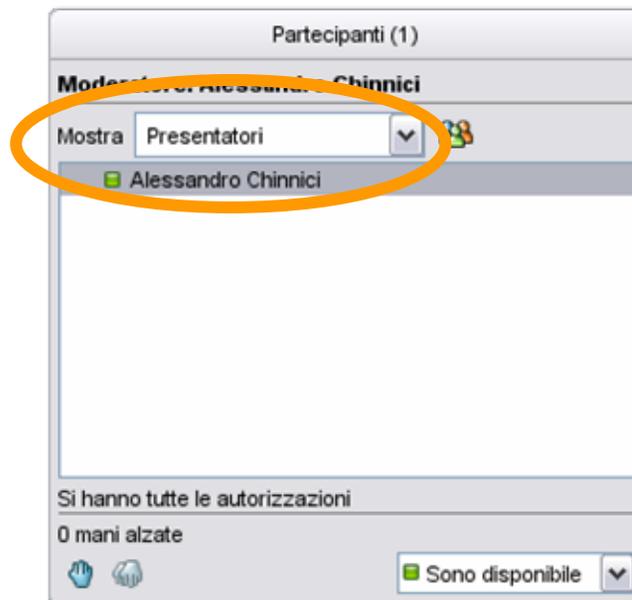


Schedule a Meeting



## Condivisione

- Videoconferencing
- Whiteboard
- Files / Documenti
- Applicazioni



# IBM Lotus Sametime 7.5

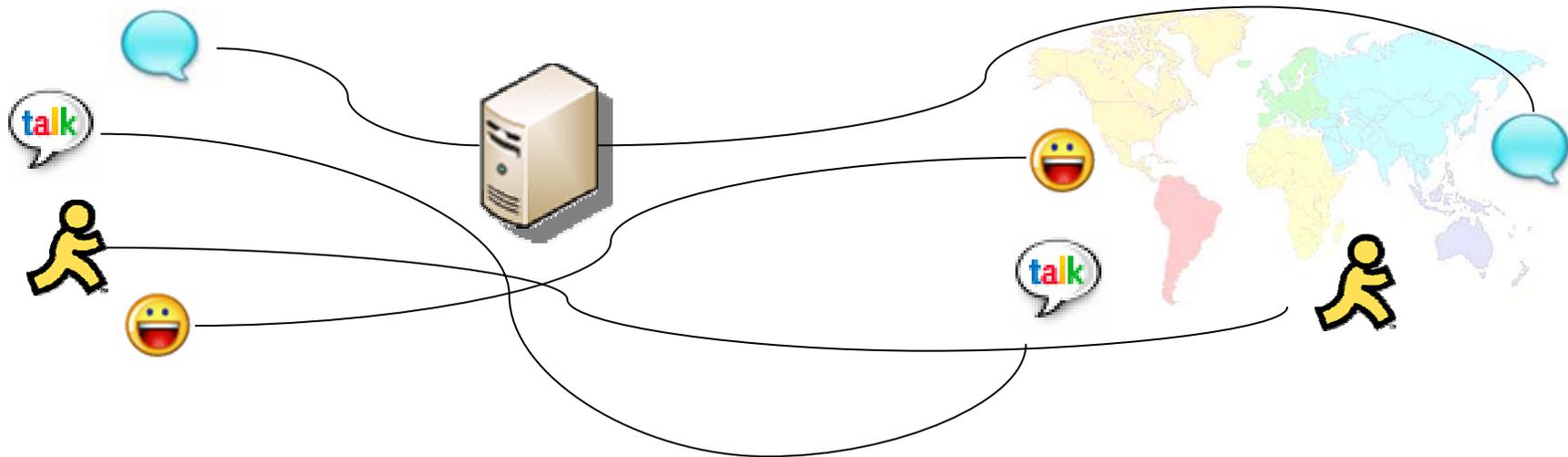
## Real Time Gateway

- Gestione delle connessioni extra-aziendali
  - ❖ Abilita la condivisione delle informazioni sulla presenza e le comunicazioni in real time
- Federazione dei singoli domini di IM
  - ❖ Gestisce le comunicazioni tra differenti domini
- Coesistenza di server IM multipli
  - ❖ Gestisce le comunicazioni tra differenti server appartenenti allo stesso dominio



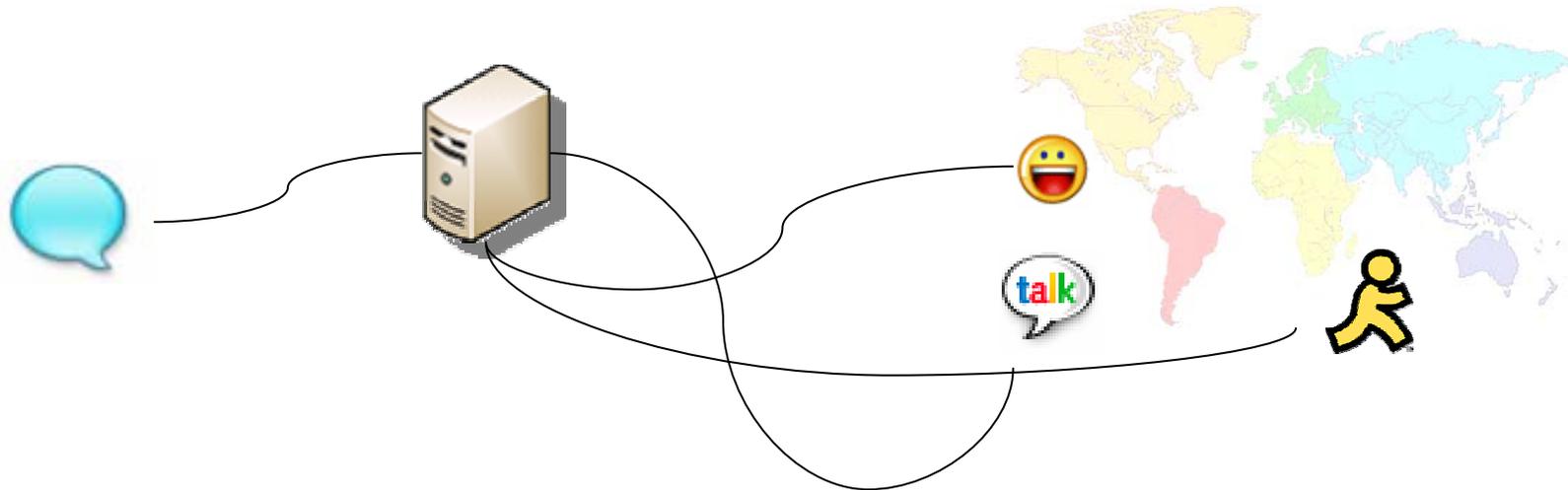
# IBM Lotus Sametime 7.5

Da connessioni client-based incontrollate...

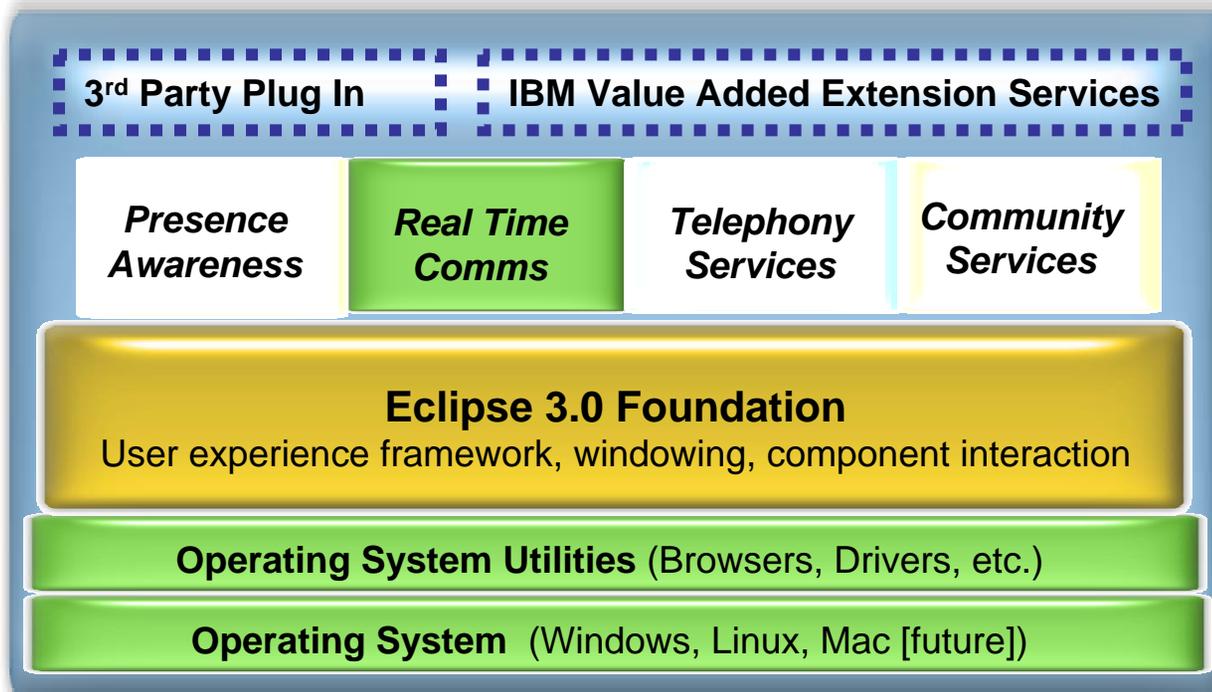


# IBM Lotus Sametime 7.5

## ...ad una gestione tramite Real Time Gateway

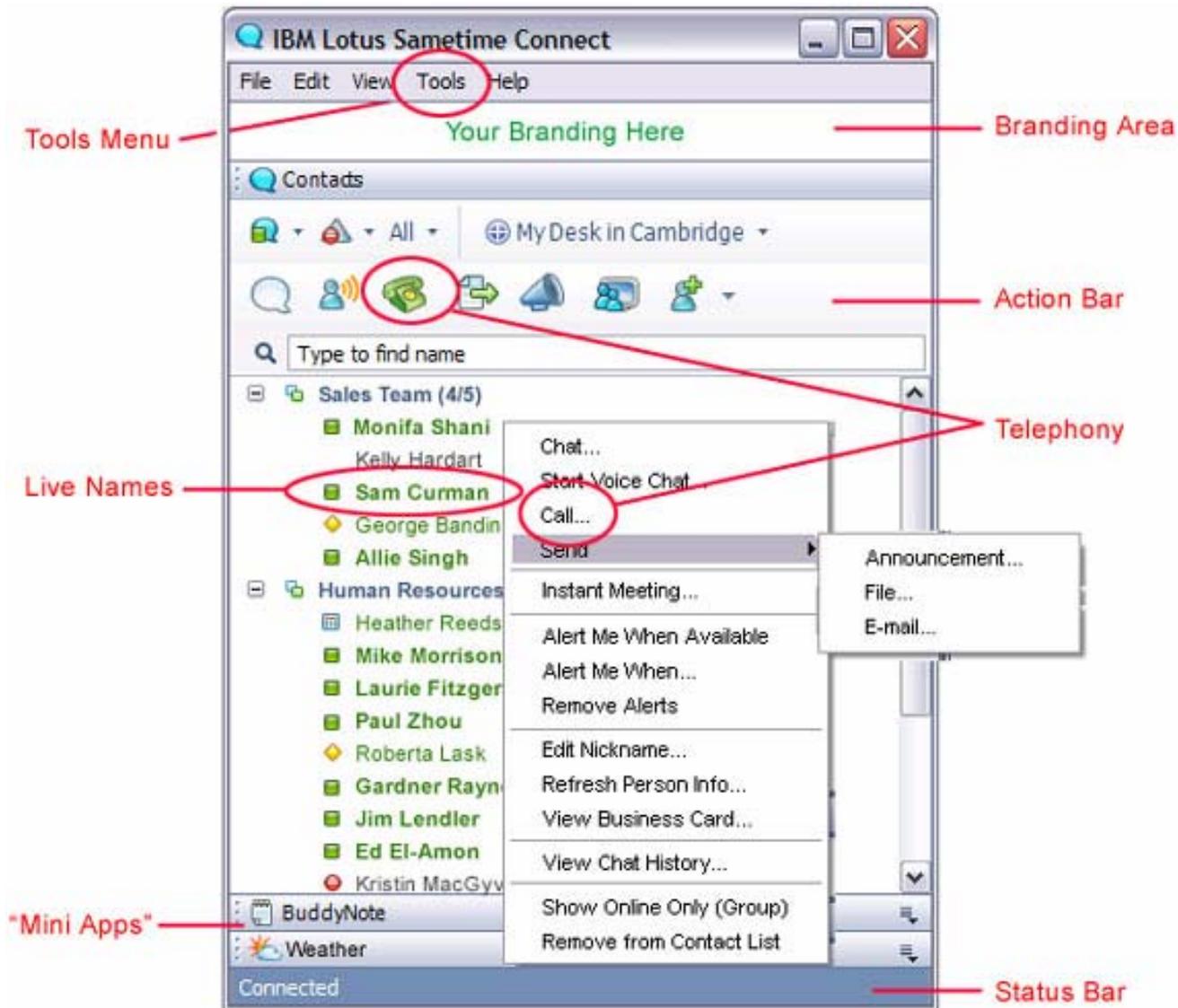


# Una vera piattaforma applicativa



- ❖ Client basato su framework Eclipse
- ❖ I plug in accedono a tutte le classi di servizio di Sametime
- ❖ Aggiungono opzioni di visualizzazione e/o funzionalità applicative

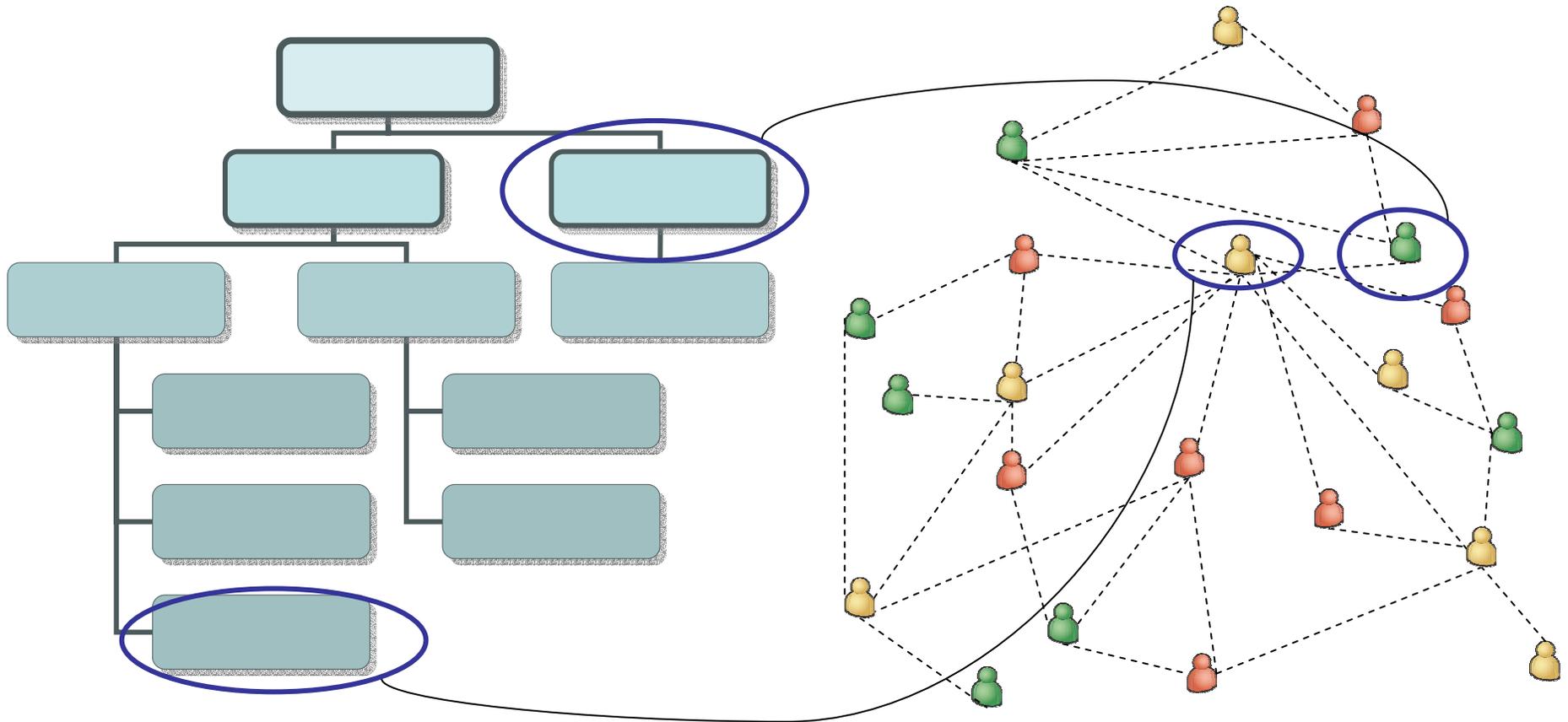




The screenshot shows a Lotus Notes chat window titled "Sam Curman [started: 9:16:14 AM]". The window has a menu bar (File, Edit, View, Tools, Help) and a toolbar with icons for people, a telephone, and other functions. A "Tools Menu" label points to the "Tools" menu item, and a "Telephony" label points to the telephone icon. The contact information for Kelly Hardart is displayed, including her name, title "Renovations - Sales Representative", address "555-4545 / New York, NY, US", and availability "I am available @ Home Office (Sometimes 7.5)". A "Branding Area" label points to a grey rectangular area on the right side of the contact header. The chat history shows a conversation between Sam Curman and Kelly Hardart. A "Message Tool Bar" label points to the toolbar below the chat history, which includes icons for text formatting (bold, italic, underline), font size, and other tools. The current message being typed is "Hey Sam, I'm going to schedule a follow up meeting to discuss the feedback. I seem to remember you saying that you are on vacation the week of the 17th? If so, I will be sure to schedule a meeting the week after." A "Send" button is visible to the right of the text. A "Branding Area" label also points to the bottom left corner of the chat window. A "Status Bar" label points to the bottom right corner, which contains a lock icon.



# Strutture formali e reti informali



# Real Time Social Networking

Basato sul concetto di appartenenza ad una o più **comunità**  
Utilizza questa caratteristica "sociale" per determinare quali **alert** recapitare e come



- ❖ **SkillTap**: per porre domande ad una o più comunità. Le risposte possono alimentare una lista di FAQ e contribuire alla condivisione del patrimonio intellettuale aziendale.
- ❖ **Instant poll** per avviare sondaggi istantanei
- ❖ **Free jam** come forum per brainstorming e discussioni in real time



# Lotus Sametime @ IBM

380K utenti a livello mondiale  
circa 280K utenti attivi ogni giorno  
picchi di 200K connessioni concorrenti  
viaggiano +4M messaggi IM al giorno



193K e-meetings nel 2005 con oltre 1.2M di partecipanti (14% di questi erano clienti e/o business partner) e 110M di minuti di connessione totali.

La media giornaliera è di circa 990 meeting con oltre 4.500 partecipanti (e picchi di 320 meeting concorrenti)



# Lotus Sametime @ IBM

*Cost Savings per Year:*

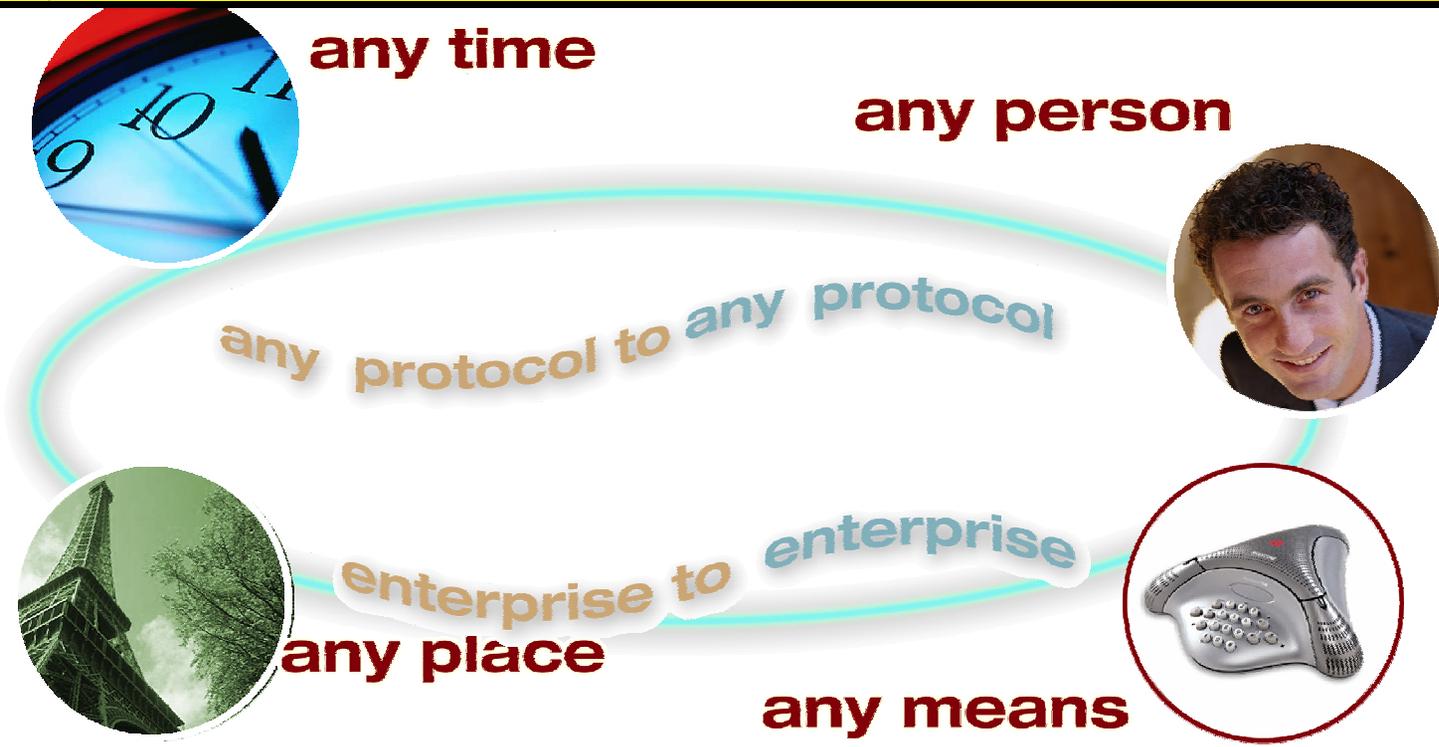
**\$9.3 Milioni**



*Cost Savings per Year:*

**\$72 Milioni**





# IBM Lotus Sametime 7.5

**Real Time Collaboration. Business Ready**



Register to use Sametime

Change your password

Administer the server

## Welcome to IBM Lotus Sametime

### Sametime Instant Messaging

Chat, talk, and send documents across your company



1. With IBM® Lotus® Sametime®, you can use chat history to find previous online conversations.

2. Enhance your collaboration by including rich text, emoticons, and screen snapshots. Real-time spell checking finds typos as you type, and integrated voice chat lets you seamlessly transition from typing to talking.

3. Quickly find contacts using type-ahead, and mouse over names to see additional contact and location information.

Plus: Optional plugins extend Lotus Sametime capabilities.

**Download** ➔

Lotus Sametime Connect 7.5 Client

Attend a Meeting



Schedule a Meeting



[View All Meetings](#)

#### Need more information?

[Sametime documentation](#)

[Lotus Sametime 7.5 SDK](#)

[Developer resources](#)

[IBM.com](#)

[Lotus.com](#)

Sito pubblico di demo  
[stdemo75.dfw.ibm.com](http://stdemo75.dfw.ibm.com)

Thank  
YOU



## TEAM CANALE LOTUS

<b>Sviluppo Canale Lotus Italia</b>	<b>Marinella Marangi</b>	<b>Cell 3357693771</b>
<b>Triveneto</b>	<b>Stefano Gazzola</b>	<b>Cell 3357840964</b>
<b>Lombardia</b>	<b>Sandro Bartolomeo</b>	<b>Cell 3357506447</b>
<b>Nord Ovest Emilia Romagna</b>	<b>Alessandra Lorenzoni</b>	<b>Cell 3357511445</b>
<b>Centro e Sud</b>	<b>Mario Sapienza</b>	<b>Cell 3355971784</b>
<b>PAL</b>	<b>Venere Micieli</b>	<b>Cell 3351433053</b>