

FIND, REACH,
COLLABORATE



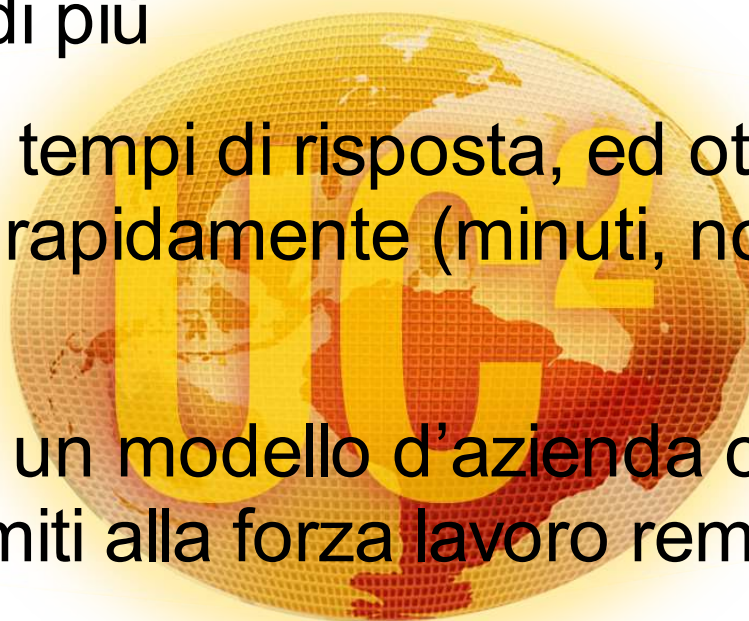
Unified Communications and Collaboration - UC²™

IBM Lotus Sametime



IBM può aiutarvi...

- Ad essere disponibili coi vostri clienti quando a loro serve di più
- A migliorare i tempi di risposta, ed ottenere risultati più rapidamente (minuti, non ore o giorni)
- A costruire un modello d'azienda che non imponga limiti alla forza lavoro remota
- A ridurre le spese di viaggio, telefoniche, lo scambio inconcludente di messaggi di posta



Benefici e ROI reali

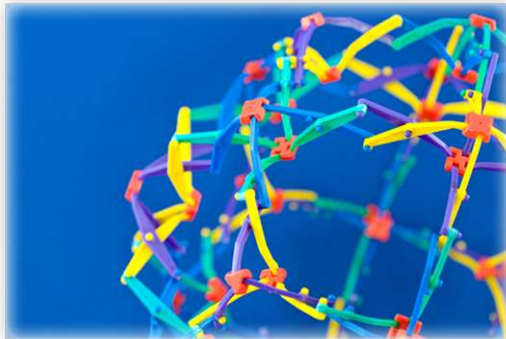


Strategia IBM UC²

esperienza
progettuale



Conoscenza del business

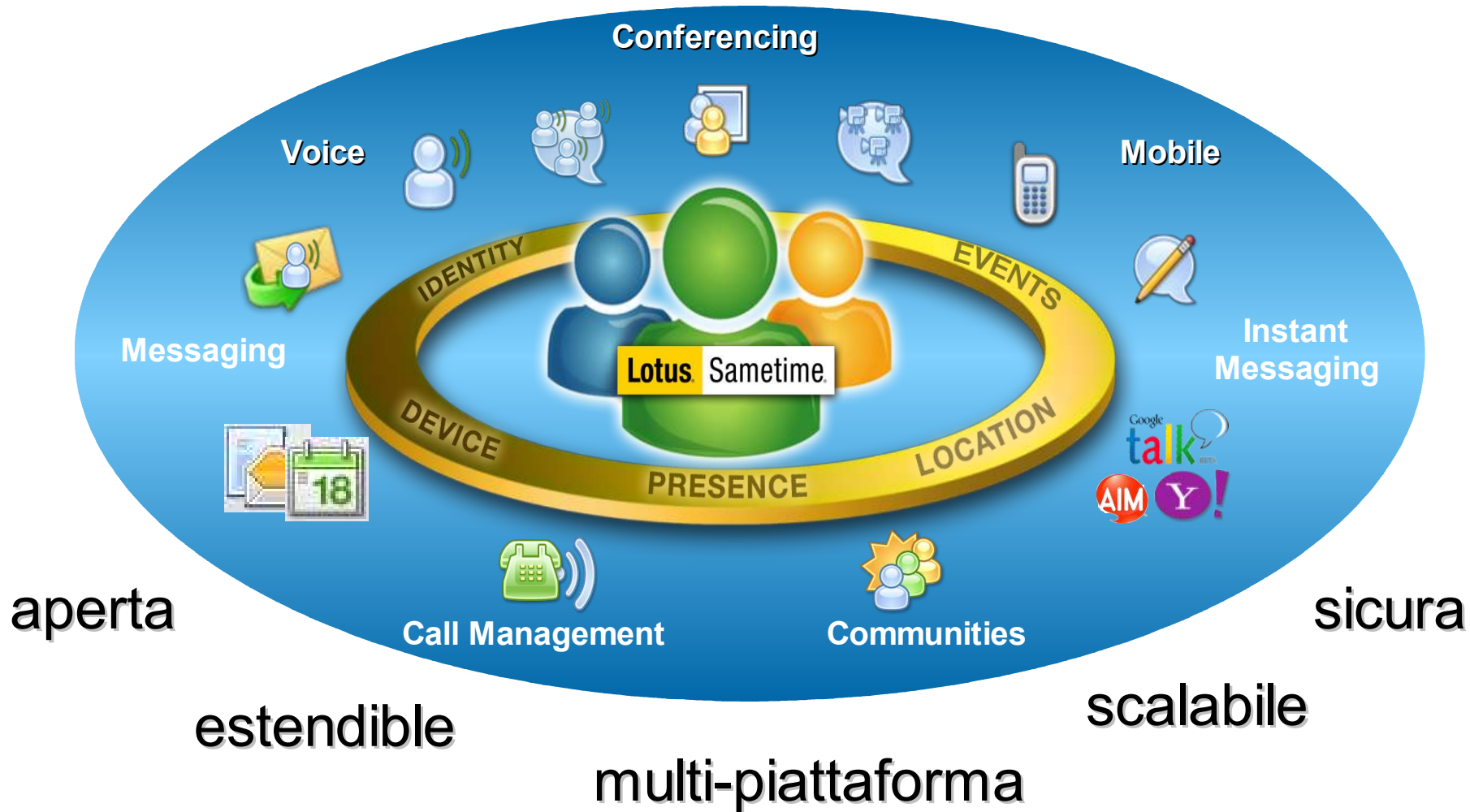


piattaforma aperta ed
estendibile



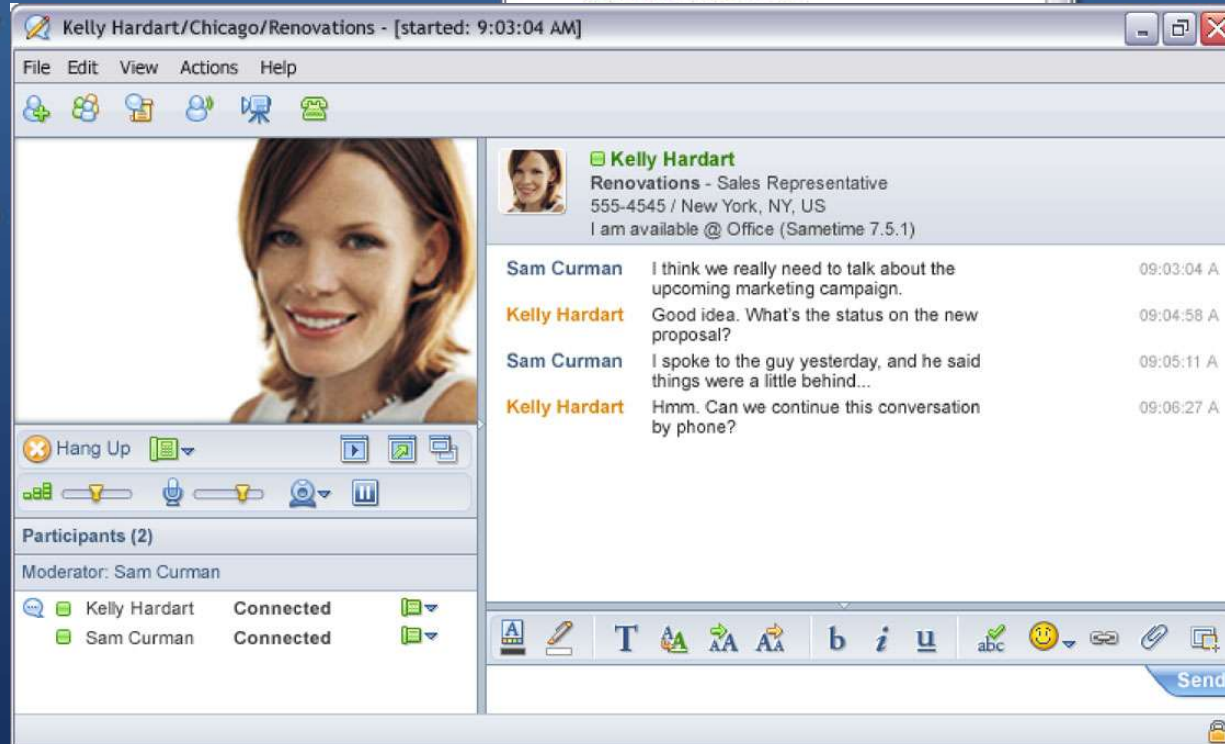
ecosistema di partners

Piattaforma IBM Lotus Sametime



Sametime UC Client

1:1 chat
Group chat
Public IM access
File transfer
Audio
P2P video
Notes/Outlook/Office
integration



USER INTERFACE DESIGN AND FEATURES SUBJECT TO CHANGE

John Campitelli/ibm [started: 3:13:38 PM]



John Campitelli
Segrate, MI, IT / 3:16 PM
Sono disponibile

Preferences

type filter text

- Accessibility
- Accounts
- Auto-Status Change
- Chat History
- Chat Window
- Contact List
- Emoticon Palettes
- External Applications
- File Transfers
- Geographic Locations
- Language
- Notifications
- Privacy
- Server Communities
- Spell Checking
- Status Messages
- Telephony, Audio and Video**
 - Sound Alerts
 - Web Conferencing

Telephony, Audio and Video

Computer sound devices

Microphone: Built-in Microphone

Speakers: Built-in Output

Ringing: Built-in Output

Disable microphone boost

Note: This feature aids in white noise reduction but may also reduce amplitudes of normal speech samples.

Video camera

Camera: Movie Grabber Properties

Resolution: 352 x 288 CIF Preview

Note: Higher resolutions require a faster internet connection. Adjust these settings if you need to improve video performance due to your internet connection.

Always show my video when making or receiving calls on my computer

Restore Defaults Apply

Cancel OK

IBM Lotus Sametime Connect - marina artoni

Type to find name

Available Unnamed Geographic Location

Contacts

- Lavoro (3/10)**
 - Marina Artoni/ibm
 - John Campitelli/ibm
 - Davide Iesini/ibm**

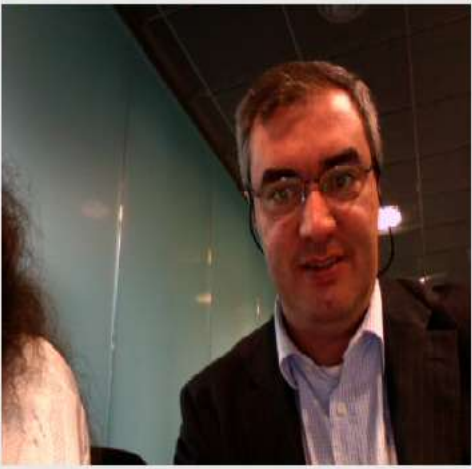
Primary Contacts

Connected

Video Camera Preview

Camera: Movie Grabber

Resolution: 352 x 288 CIF



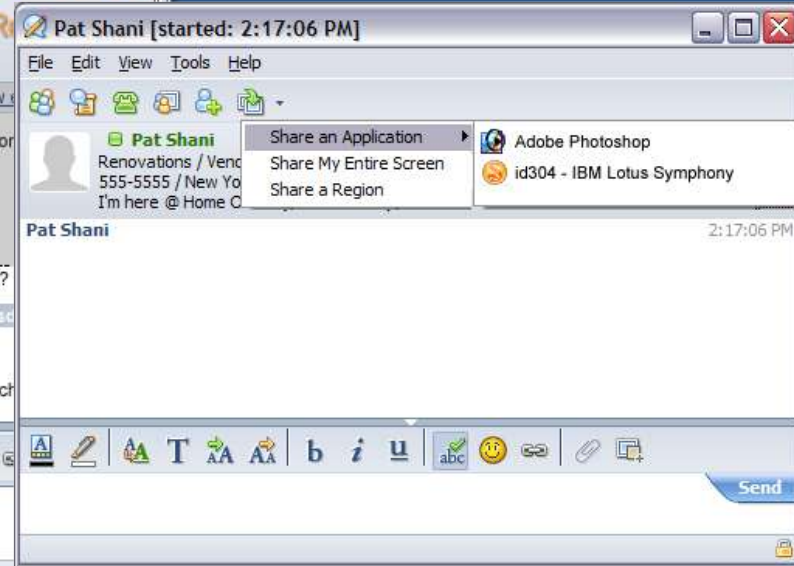
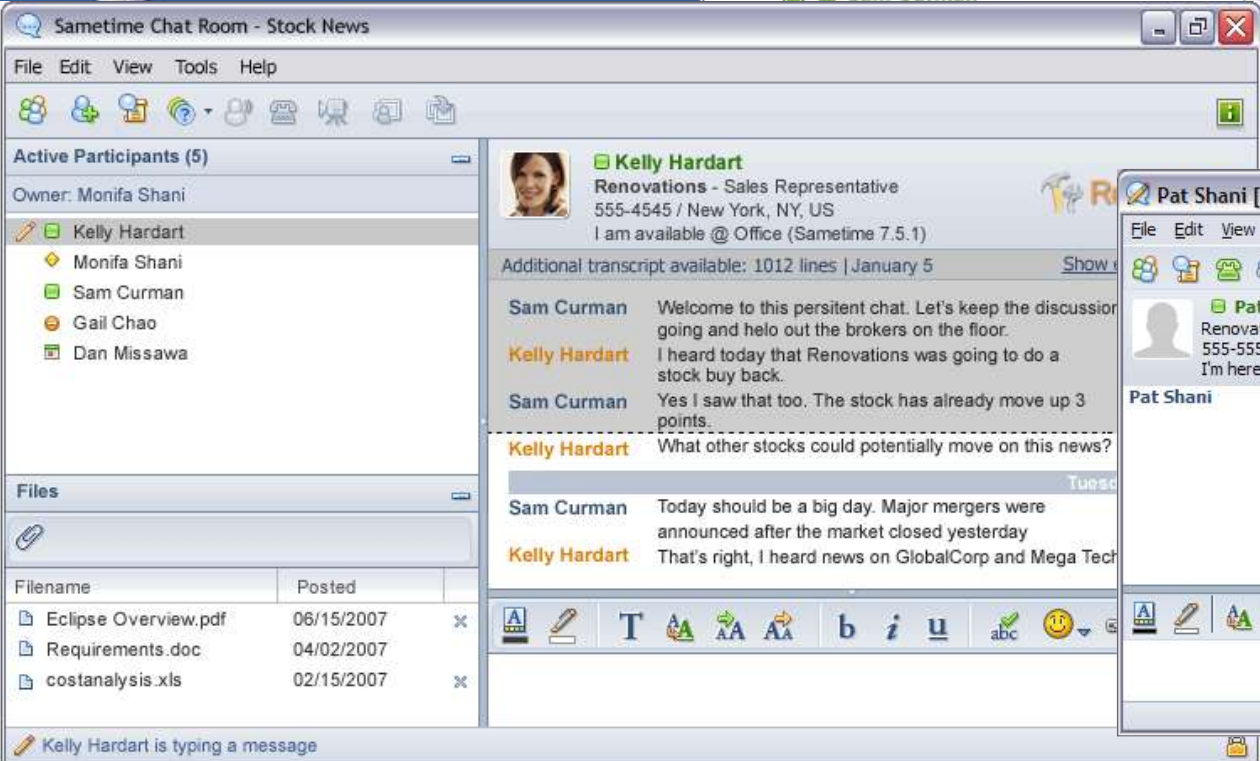
- Macintosh HD
- Skype
- Picture 1
- Picture 2
- Picture 3
- Picture 4



Sametime UC Client –Advanced

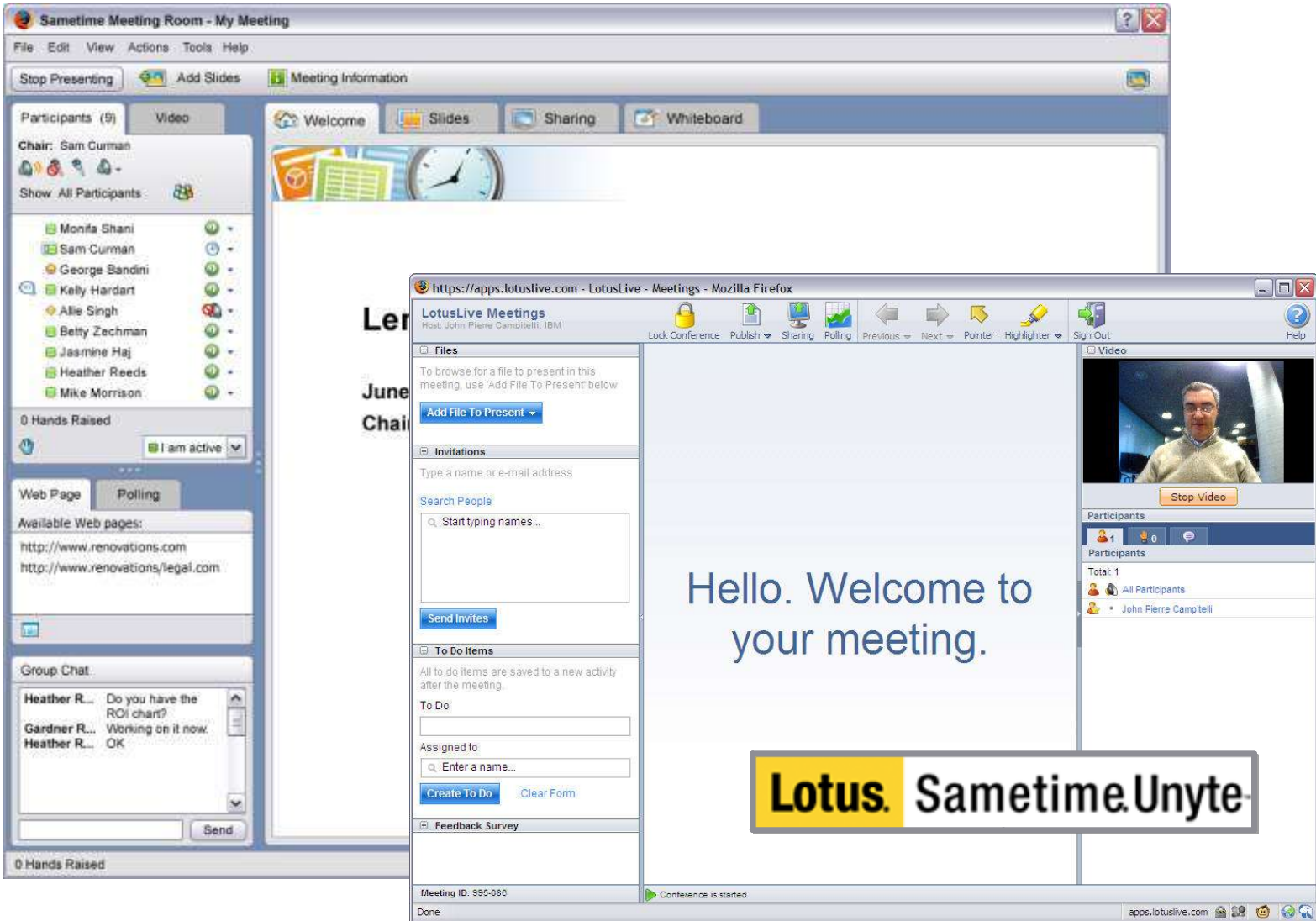


- 1:1 chat
- Group chat
- Public IM access
- File transfer
- Audio
- Video
- Screen share
- Persistent chat
- Broadcast tools
- Geo location svc

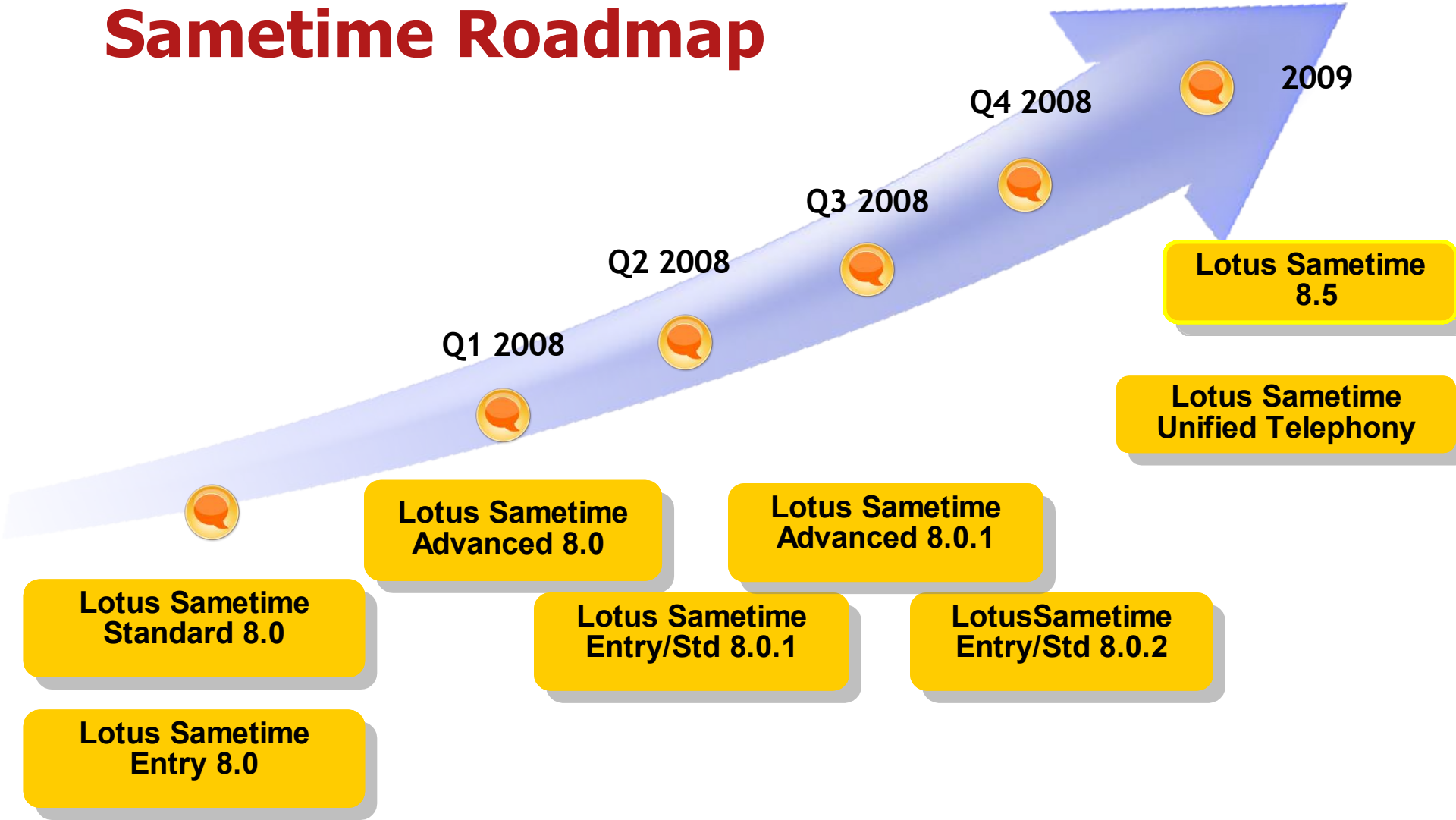


USER INTERFACE DESIGN AND FEATURES SUBJECT TO CHANGE

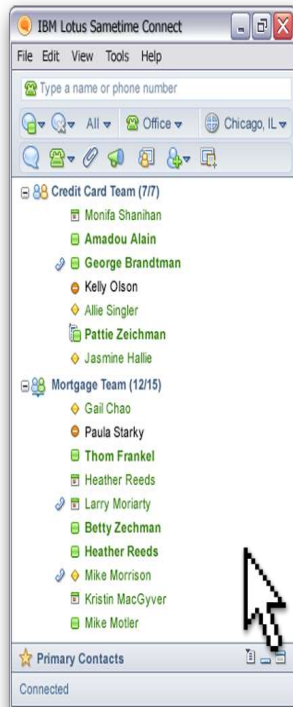
IBM Sametime Web Conferencing oggi



Sametime Roadmap



Lotus Sametime Unified Telephony



Servizi di presenza

Softphone

Rich and consistent

end user experience

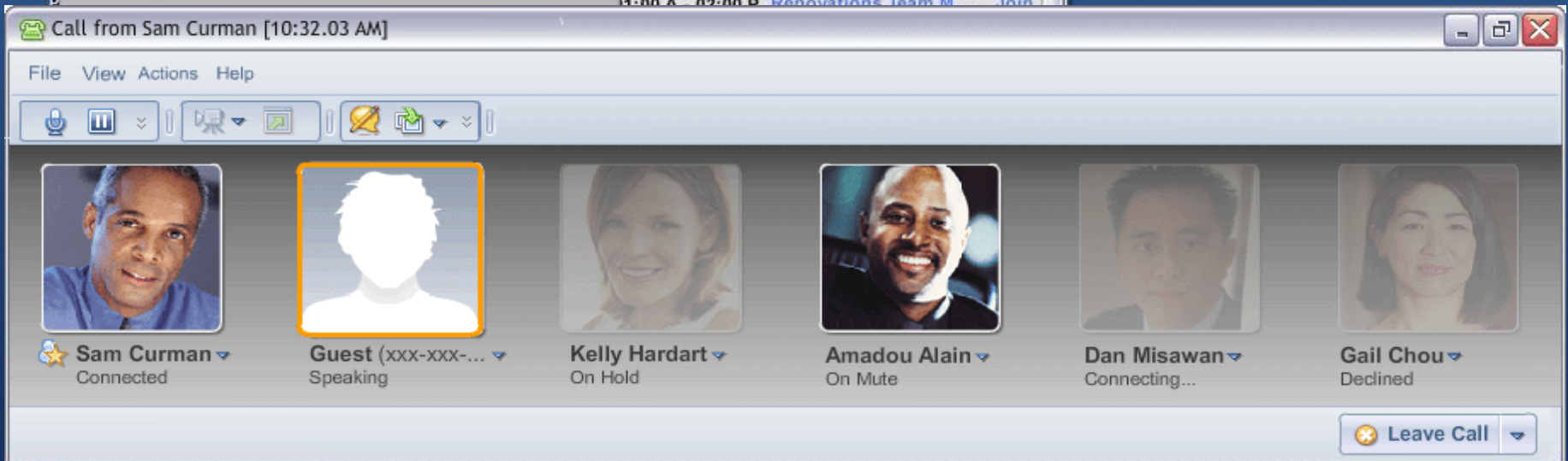
con centralini
di svariati
vendor

Intelligent Call Management

Sametime Unified Telephony



- 1:1 chat
- Group chat
- Public IM access
- File transfer
- Audio
- Video
- Screen share
- Persistent chat
- Broadcast chat
- Click to call
- Call management
- Softphone
- Any phone/ PBX



USER INTERFACE DESIGN AND FEATURES SUBJECT TO CHANGE

Lotus Sametime® 8.5



- Nuova Interfaccia Sametime per i meeting online



- Nuovo Sametime Web browser e interfaccia mobile



- Semplificare l'abilitazione UC dei processi di business ed applicazioni



- Miglior qualità video ed interoperabilità

Lotus Sametime® 8.5



- Facilitare l'uso dei meeting

Ridurre il tempo per
istanziare un meeting

Miglior qualità delle schermate
e presentazioni condivise

Migliorare la fruizione del
video

Utilizzare un formato standard
(MPEG) per la registrazione
dei meeting





Meetings plug in per
Sametime Connect
o Lotus Notes client

The screenshot shows the IBM Lotus Sametime Connect application window. The title bar reads "IBM Lotus Sametime Connect". The menu bar includes "File", "Edit", "View", "Tools", and "Help". Below the menu bar is a search field "Type a name or phone number". There are several icons for communication: a speech bubble, a phone, a paperclip, a megaphone, a person, and a document. Below these are sections for "Contacts" and "Sametime Meetings".

Contacts

- Marketing Team (11/11)
 - Monifa Shani
 - Sam Curman
 - George Bandini

Sametime Meetings

Type to find a meeting

Today September 23, 2008

- 10:00a **2009 Planning**
chair Mike Motler
[Create Online Meeting](#) | [More Actions](#)
- 11:00a **Marketing team Meeting**
chair Heather Reds
- 1:00p **Financial report-out**
chair Amadou Alain
- 2:30p **Talk with Graphics team**
chair Gail Chao

Tomorrow September 24, 2008

- 9:00a **Talk with Graphics team**

Primary Contacts

Connected

Integrazione del calendario di
Lotus Notes o
Microsoft Outlook

Facile creare o partecipare
ad un meeting

Tutti gli appuntamenti del
proprio calendario sono
visualizzati

Participants - 6

+ 🔍

Library

Organizational_Chart.odp ▶
Share Download ▾

Weeklymeetingnotes.odp

Legaldiscloser.odp

http://www.renovations.com

Image_2089.jpg

+ 🔍 📎

Discussion and Minutes

Gail Chao 10:02 a
Hey, welcome back Sam! Hope you had a great vacation!

Sam Curman 10:04 a
Hi Gail, thank you!

b i u abc 😊 ▾

📄 🗑️ ✕ ▾

Stop sharing You are sharing

◀ 3 of 6 ▶ 🗑️ 🔍 📎 🖱️ **Tools** ▾

1 2 3 4 5 6 7

Internal PR Plan

Samantha Daryn, Team Lead
Communications Task Force

renovations

renovations

Sametime rich client

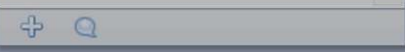
Facile partecipare ad un meeting

Raise Hand **Record**

📄 🗑️ ✕ ▾

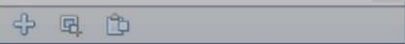
📄 🗑️ ✕ ▾

Participants - 6



Library

- Organizational_Chart.odp
 - Share
 - Download
- Weeklymeetingnotes.odp
- Legaldiscloser.odp
- http://www.renovations.com
- Image_2089.jpg

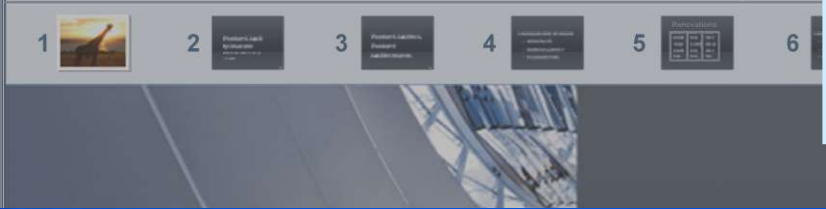


Discussion and Minutes

- Gail Chao 10:02 a
 - Hey, welcome back Sam! Hope you had a great vacation!
- Sam Curman 10:04 a
 - Hi Gail, thank you!



Stop sharing You are sharing



Facile condividere contenuto o il proprio schermo

Share Content

Document or URL
 A currently running application
 The entire screen

Choose a running application, or click Add Application to access other applications on your computer.

- IBM Lotus Sametime
- IBM Lotus Symphony
- Inbox - IBM Lotus Notes
- Notepad**

Add Application...

Sharing quality:

Fastest speed | Normal | Highest quality

Hide meeting room alerts while I'm sharing

OK Cancel

Raise Hand Record



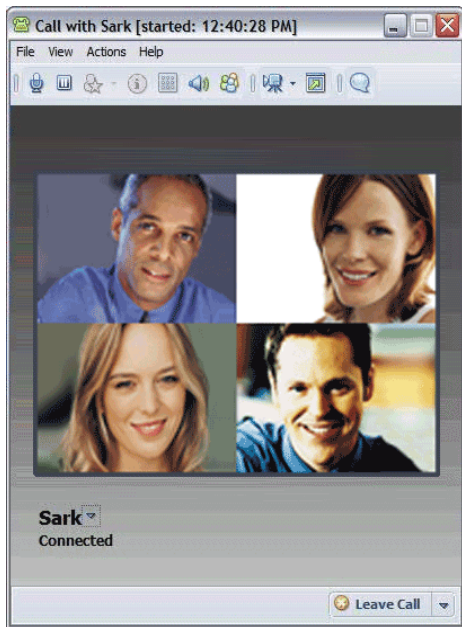
Lotus® Sametime® 8.5



H.264 Video

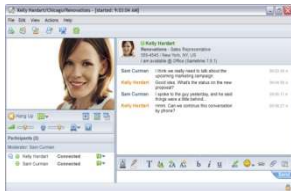


Visualizzazione di flussi video simultanei



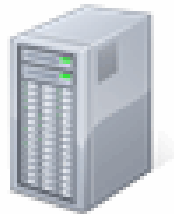
Interoperabilità con sistemi di video conferenza

Sametime Video Chat



H.263
H.264
iSAC
G.711
G.722.1

Sametime Services



Presence/IM
Meetings
Audio/video
SIP

SIP



Cameras



Sametime Meeting

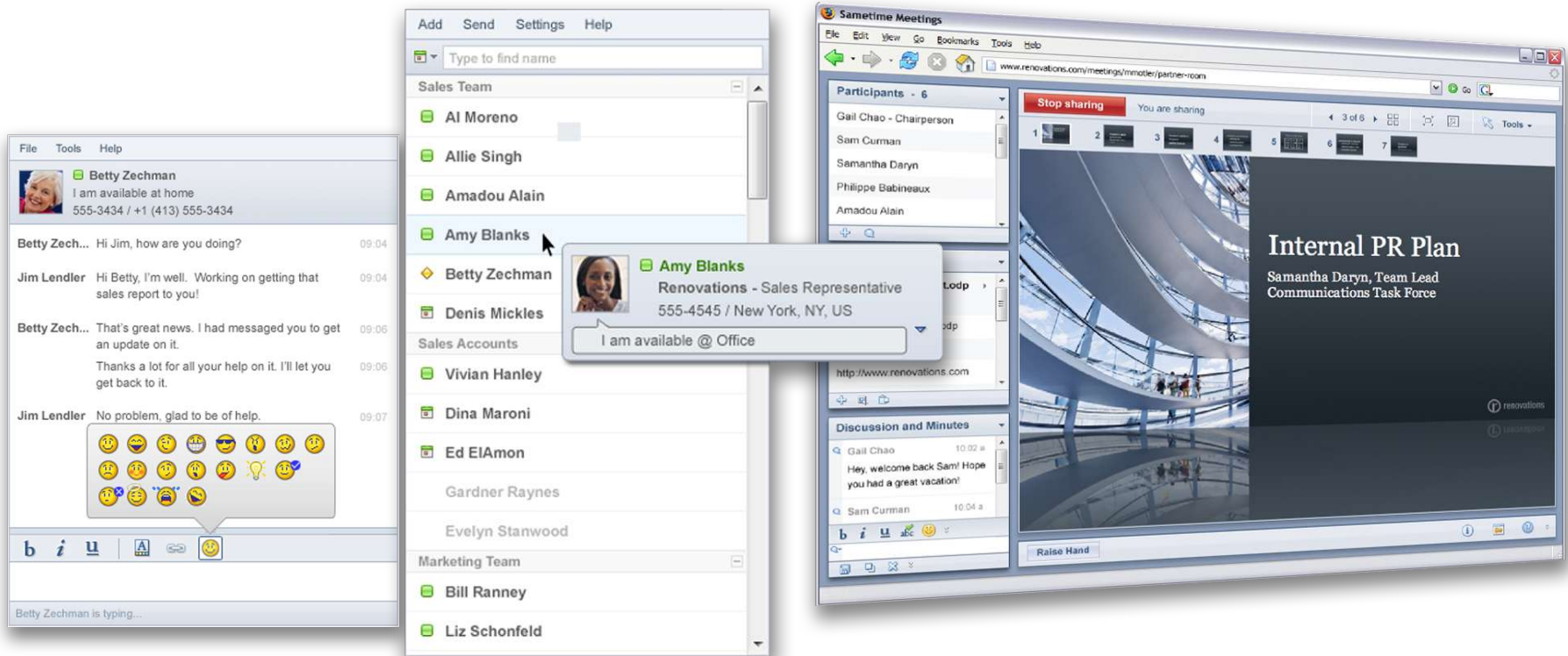


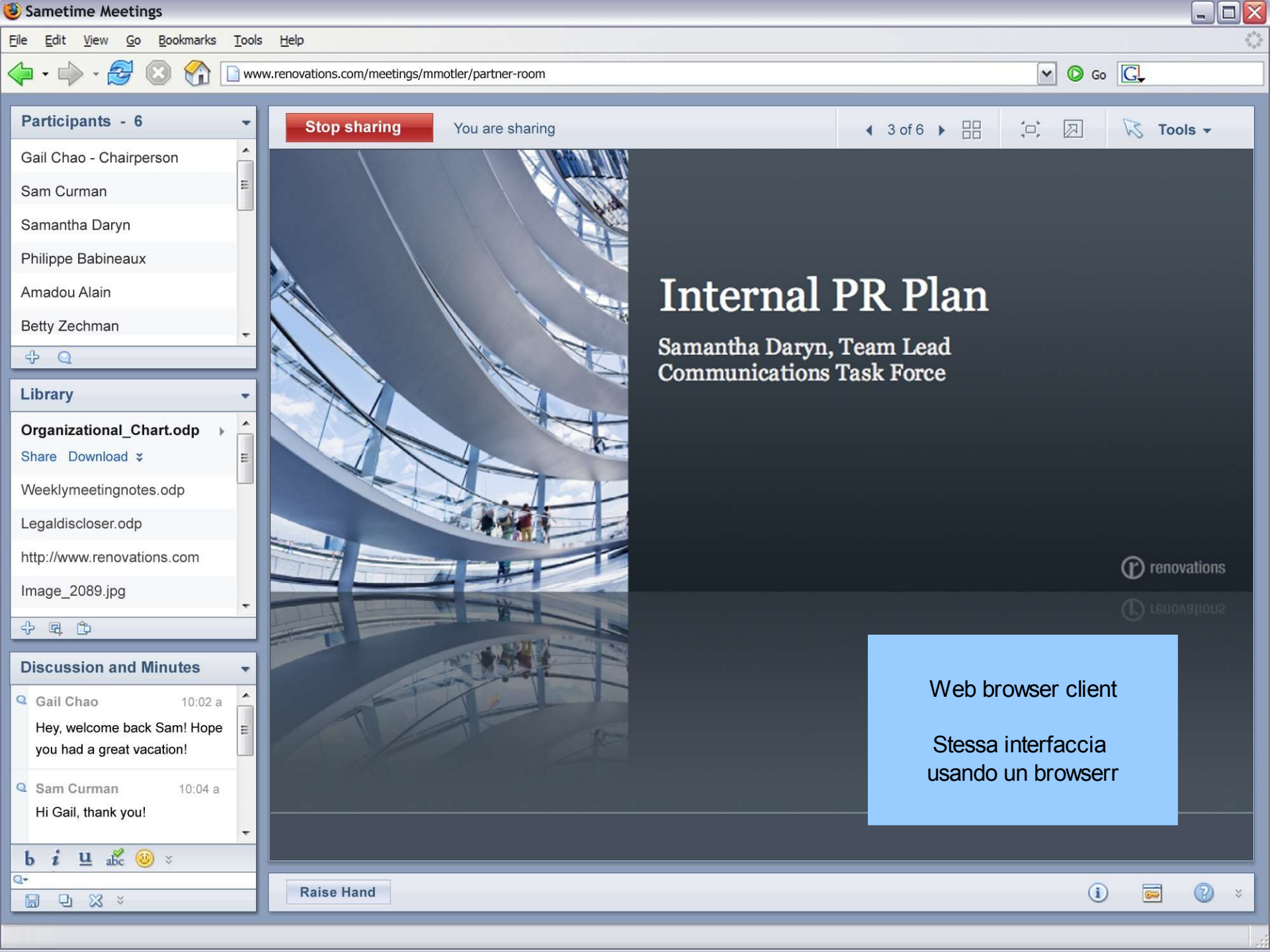
Lotus® Sametime® 8.5



Nuova interfaccia Browser

zero download per partecipanti





Participants - 6

- Gail Chao - Chairperson
- Sam Curman
- Samantha Daryn
- Philippe Babineaux
- Amadou Alain
- Betty Zechman

Library

- Organizational_Chart.odp**
Share Download
- Weeklymeetingnotes.odp
- Legaldiscloser.odp
- http://www.renovations.com
- Image_2089.jpg

Discussion and Minutes

- Gail Chao 10:02 a
Hey, welcome back Sam! Hope you had a great vacation!
- Sam Curman 10:04 a
Hi Gail, thank you!

Stop sharing You are sharing

3 of 6 Tools



Internal PR Plan

Samantha Daryn, Team Lead
Communications Task Force

renovations

Web browser client
Stessa interfaccia
usando un browser

Raise Hand

Info Help

Lotus Sametime mobile client



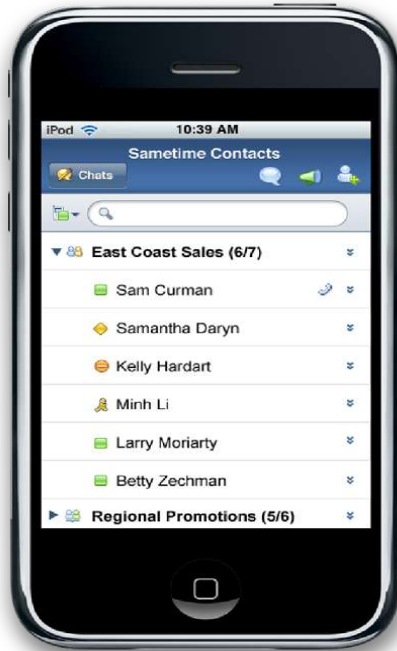
- Blackberry
- Windows Mobile
- Nokia & Sony Ericsson (Symbian)
- Mobile client disponibili da Business Partner RIM e CallWave



Nuovo!

Lotus® Sametime® 8.5

iPhone Browser



Communications Enabled Business Processes (CEBP)



Applicazioni &
Processi

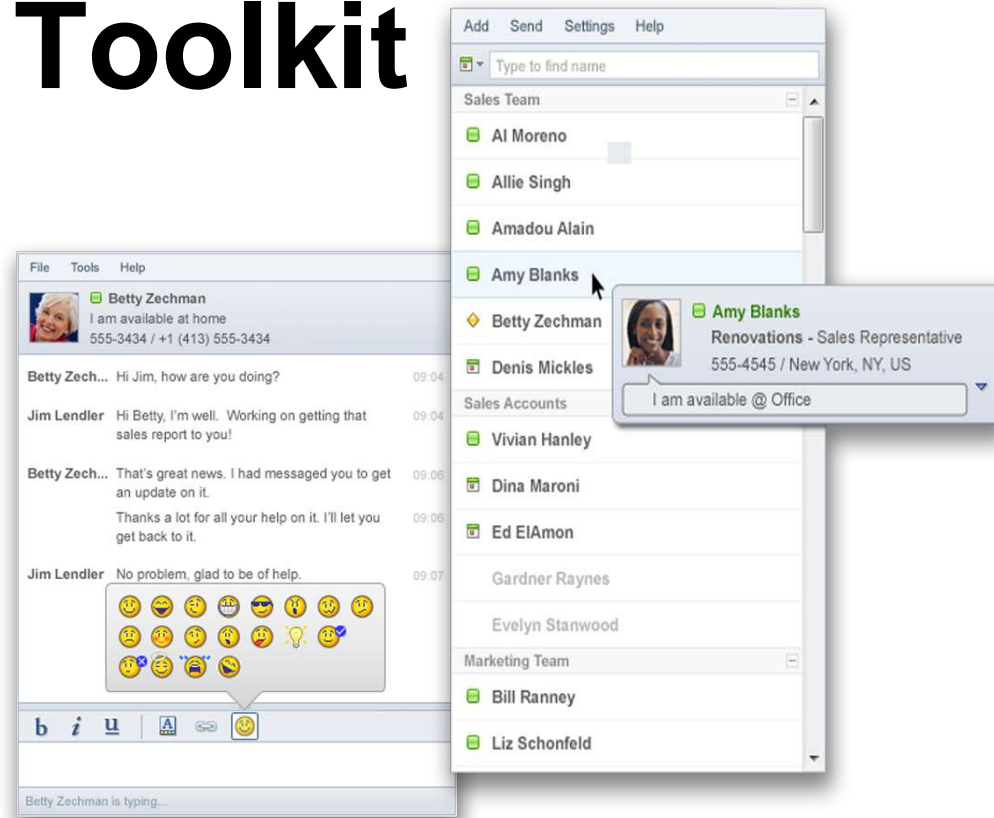
Lotus® Sametime® 8.5



Nuovo Web 2.0 Sametime Links Toolkit

AJAX/WEB 2.0
zero download

facilita
integrazione





Home

Blogs

New Page

Add Content

Change Theme

Share Page

News



New Market Trends for 2009

Nov 18 | Sam Omie

Working with Teams

Nov 16

Market Research

Nov 14

Company Benefits Update

Nov 14

Cost Analysis - Renovations Green

Nov 12

Best Finance Software 2008

Nov 12

Subscriptions Updates

Blogs [See more](#)



Renovations Finance Plan

Sam Curman | Jan 04, 2009

[Details](#)



Global Finance

Gail Chao | Jan 10, 2009

[Details](#)



IT for Finance Teams

Gail Chao | Jan 10, 2009

[Details](#)

Team Places Updates

[Marketing Collateral](#)

Mail

Sort By Date

★ **Sam Curman** Renovations Financial Planning 01/17/09 4:45 PM

★ **Gail Chao** Re: Renovations Financial Planning 01/17/09 4:45 PM

★ **Gail Chao** Cost analysis 01/17/09 4:45 PM

Glenn Cloud 01/17/09 4:45 PM
Here are the estimates for the OFN brochures

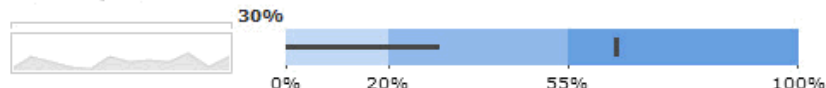
My Objectives

Performance Update

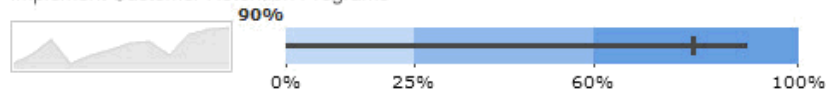
Reduce Costs



Increase Credit Lines



Implement Customer Retention Programs



Day at a Glance

Wed, November 14, 2009

Mel & Michelle's Anniversary

10:00 AM - 11:00 AM

Marketing Meeting

[Gail Chao](#)

11:00 AM - 12:00 PM

Product Analysis Update

[Sam Curman](#)

Colleagues

Customer Relations

- [Ed ElAmon](#)
- [Gardner Raynes](#)
- [Jasmin Haj](#)

Finance Experts

- [Dennis Mickles](#)
- [Sam Curman](#)
- [Heather Reeds](#)
- [Ling Shin](#)
- [Lucille Suarez](#)
- [Betty Zechman](#)

Tools

- [Expense Reimbursement](#)
- [Benefits Enrollment](#)
- [Human Resources](#)

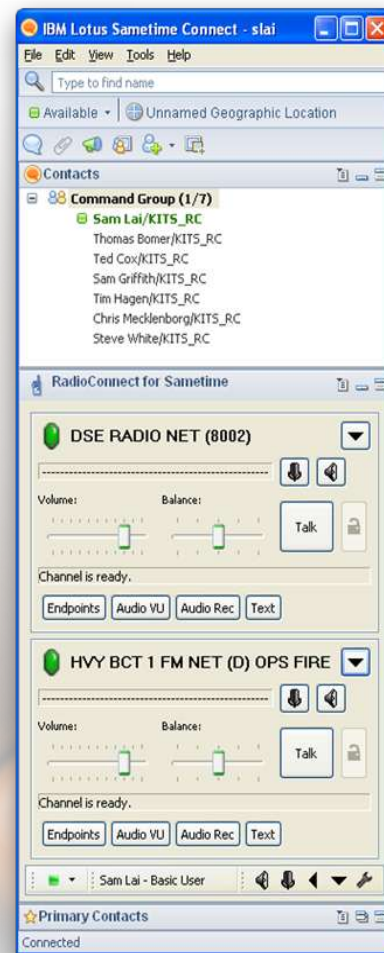
Sametime integrato con IBM Lotus Connections

The screenshot shows the IBM Lotus Connections profile page for John Campitelli. The page includes a navigation bar with 'Lotus Connections', 'Home', 'Profiles', 'Communities', 'Blogs', 'Dogear', and 'Activities'. The user is logged in as 'John Campitelli'. The profile page has tabs for 'Search Profiles', 'My Profile', and 'Edit My Profile'. A search box is present with the text 'Name (First Last)'. The profile itself features a photo, a title 'Profile for John Campitelli', and a bio: 'IBM Sales & Distribution, Software Sales', 'IBM employee, Regular', 'Sr. Software Specialist, Lotus Software - Italy', and 'Assistant An... Italy'. A 'Report to chain' section lists 'Luciano Martucci', 'Gianfranco Previtera', 'Monica Tassinari', and 'John Campitelli'. A 'Recent Colleagues' section lists 'Nicola Busetti', 'Bo Holtemann LYNGBY', and 'Ernst Rochovansky WIEN'. A 'Contact Information' section lists: Name: John, Building: C, Floor: 3, Office: S, Office number: 39-02-59624305, Email: JohnPCamp@it.ibm.com, and IM: Active in Home Office +39-335-7271098. A 'Tags' section lists 'domino', 'lotus', 'notes', 'quickr', and 'sametime'. A 'Business Card' callout points to the contact information. A 'Sametime Status' callout points to the IM status. An 'Actions: Chat, Call' callout points to the 'Send Mail | Chat | More Actions' buttons. A bio paragraph at the bottom describes his role and experience.

Lotus Connections
Business Card

Sametime Status

Actions :
Chat, Call



RadioConnect

Enterprise Connect integrato con Sametime

Call from Contact Center Consultation [10:43:02]

File Tools Actions Help

Contact Center Consultation - Connected

Call Arriving from: Siebel (ID A39-2817)
Customer Name: Centerra Technology (001-387)
Contact Name: Cindy McGrath (ID 22739)
Phone Number: 281-555-1212

Case Status: Open [Update]

Cindy has made 6 calls to us for help with her configuration. They are delaying future purchases until she gets configuration answers. Please help her with configuration items. This call is being transferred to you with approval of customer care

Click to connect

Transfer Consult Voice Chat Silent Consult

These notes, along with all attached data, are sent to any expertpeer that is asked to participate in the call. For experts, all attached data is rendered in a chat window using their desktop collaboration client (see figure 3).

Offline Available In Call Busy

*Experts in a call can still be available via chat.



GENESYS[®]
AN ALCATEL LUCENT COMPANY

IBM Lotus Sametime Connect

File Edit View Tools Help

Type a name or phone number

All Office Chicago, IL

Contacts

Primary Buddies

Click Here to Edit Contact Center Interaction Status

Call Notes:

Cindy has made 6 calls to us for help with her configuration. They are delaying future purchases until she gets configuration answers. Please help her with configuration items. This call is being transferred to you with the approval of customer care supervisor Mark Radovich based on your skill level with this product.

Edit or Add to Call Notes:

It turned out that Cindy had two products components that were incompatible. I had her download the correct components and try again. She did and it worked. Cindy is very happy.

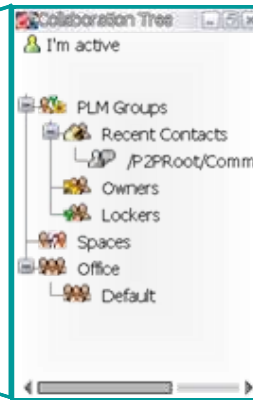
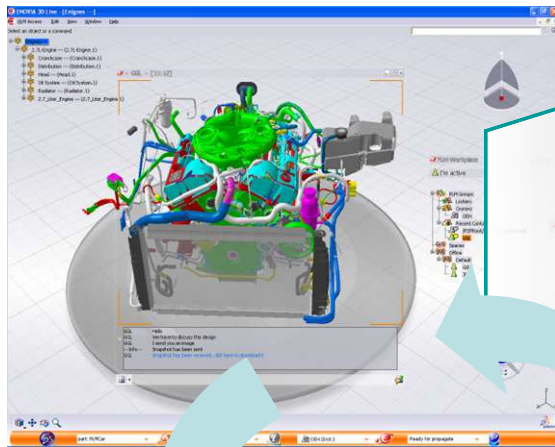
Case Status:

Change To: Closed Follow Up Needed Sale Complete

Connected

ENOVIA 3DLive with Lotus Sametime

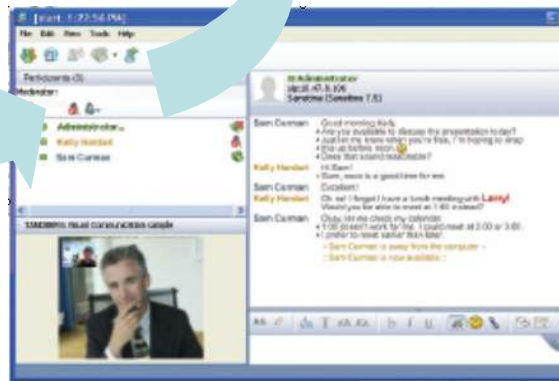
ENOVIA 3DLive utilizza IBM Lotus Sametime per abilitare la messagistica istantanea tra utenti ENOVIA 3DLive ed utenti Sametime



La lista di contatti contestuale di 3DLive identifica dinamicamente gli authors, owners, lockers e contributors

Collega gli utenti prescelti per una collaborazione 3D istantanea

Semplifica e rende più efficiente la collaborazione senza lasciare l'ambiente



Ulteriori informazioni

- **Sito web:**

<http://www.ibm.com/lotus/sametime>

<http://www.ibm.com/lotus/uc2>

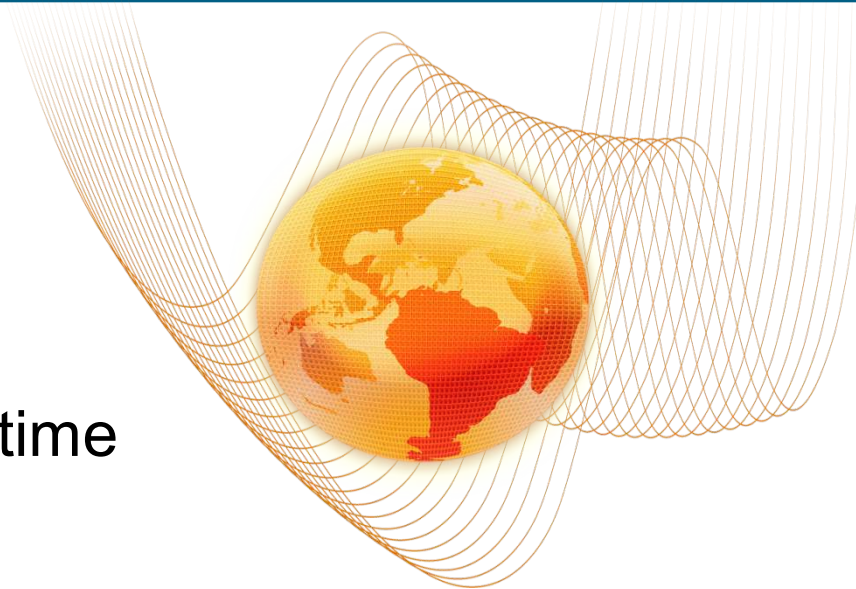
- **Per provarlo:**

Hosted demo server: <http://stdemo4.demos.ibm.com>

Download 90-day trial: <http://www.ibm.com/developerworks/downloads/ls/lst>

- **Creare plugins e risorse per amministratori e sviluppatori:**

<http://www-128.ibm.com/developerworks/lotus/products/instantmessaging>



Grazie

The logo for Lotus Sametime, featuring the word "Lotus" in black on a yellow background and "Sametime" in black on a white background, both within a rounded rectangular border.

IBM home page	www.ibm.com
Lotus software home page	www.ibm.com/lotus
Lotus Sametime home page	www.ibm.com/lotus/sametime
Lotus Connections	www.ibm.com/lotus/connections
Lotus Quickr home page	www.ibm.com/lotus/quickr
Lotus Expeditor home page	http://www-306.ibm.com/software/lotus/products/expeditor/