IBM

# IBM SOFTWARELAND 2009.
# SOLUZIONI INTELLIGENTI PER PROSPETTIVE CHE CAMBIANO.

**John Campitelli**
Sr. Software Specialist, Lotus Software - Italy
IBM Sales & Distribution, Software Sales
SEGRATE, Italy

John Pierre Campitelli

## Unificare gli strumenti di comunicazione real-time tra dipendenti, clienti e fornitori con la soluzione Unified Communications & Collaboration

CREATED WITH LOTUS® SYMPHONY™

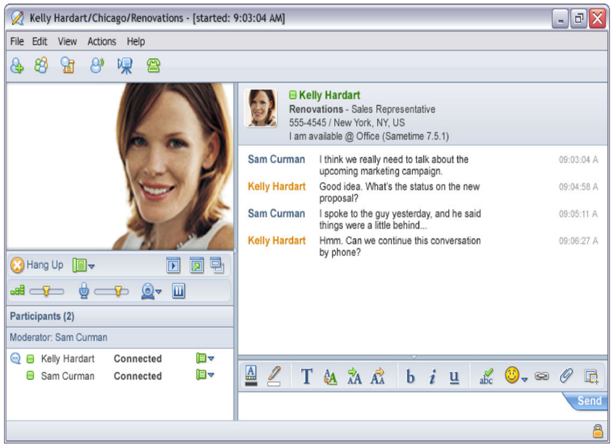
# “Pmi sprecano ogni anno 4.000€ a dipendente“

- Criticità più significative che condizionano la gestione dei diversi sistemi di comunicazione e che nel loro insieme stanno seriamente erodendo la produttività delle aziende e dei dipendenti nonché la qualità dell'interazione con i clienti
  1. ritardi nel ricevere informazioni dai colleghi
  2. ricezione di comunicazioni non desiderate
  3. comunicazione inefficiente nel coordinamento tra il personale
  4. ostacoli alla collaborazione
  5. tempo perso per rispondere a reclami dei clienti utilizzando canali diversi
- L'indagine è stata condotta da Sis International Research per conto di Siemens Enterprise Communications con 513 società coinvolte

# IBM può aiutarvi…

- Ad essere disponibili coi vostri clienti quando a loro serve di più
- A migliore 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

# IBM Vision

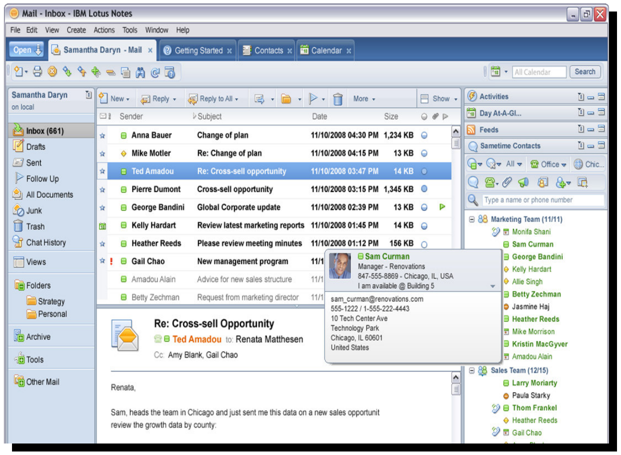

Kelly Hardart/Chicago/Renovations - [started: 9:03:04 AM]
File Edit View Actions Help
Hang Up
Send

**Kelly Hardart**
**Renovations** - Sales Representative
555-4545 / New York, NY, US
I am available @ Office (Sametime 7.5.1)

| | | |
|---|---|---|
| Sam Curman | I think we really need to talk about the upcoming marketing campaign. | 09:03:04 A |
| Kelly Hardart | Good idea. What's the status on the new proposal? | 09:04:58 A |
| Sam Curman | I spoke to the guy yesterday, and he said things were a little behind... | 09:05:11 A |
| Kelly Hardart | Hmm. Can we continue this conversation by phone? | 09:06:27 A |

**Participants (2)**
Moderator: Sam Curman

| | |
|---|---|
| Kelly Hardart | Connected |
| Sam Curman | Connected |


Mail - Inbox - IBM Lotus Notes
File Edit View Create Actions Tools Window Help
Open
Samantha Daryn - Mail
Getting Started
Contacts
Calendar
All Calendar
Search
Samantha Daryn
on local
Inbox (661)
Drafts
Sent
Follow Up
All Documents
Junk
Trash
Chat History
Views
Folders
Strategy
Personal
Archive
Tools
Other Mail
New
Reply
Reply to All
More
Show
Activities
Day At-A-Gl...
Feeds
Sametime Contacts
All
Office
Chic...
Type a name or phone number

| Sender | Subject | Date | Size |
|---|---|---|---|
| Anna Bauer | Change of plan | 11/10/2008 04:30 PM | 1,234 KB |
| Mike Motler | Re: Change of plan | 11/10/2008 04:15 PM | 13 KB |
| Ted Amadou | Re: Cross-sell opportunity | 11/10/2008 03:47 PM | 14 KB |
| Pierre Dumont | Cross-sell opportunity | 11/10/2008 03:15 PM | 1,345 KB |
| George Bandini | Global Corporate update | 11/10/2008 02:39 PM | 13 KB |
| Kelly Hardart | Review latest marketing reports | 11/10/2008 01:45 PM | 14 KB |
| Heather Reeds | Please review meeting minutes | 11/10/2008 01:12 PM | 156 KB |
| Gail Chao | New management program | 11/1 | |
| Amadou Alain | Advice for new sales structure | 11/1 | |
| Betty Zechman | Request from marketing director | 11/1 | |

Sam Curman
Manager - Renovations
847-555-8869 - Chicago, IL, USA
I am available @ Building 5
sam_curman@renovations.com
555-1222 / 1-555-222-4443
10 Tech Center Ave
Technology Park
Chicago, IL 60601
United States

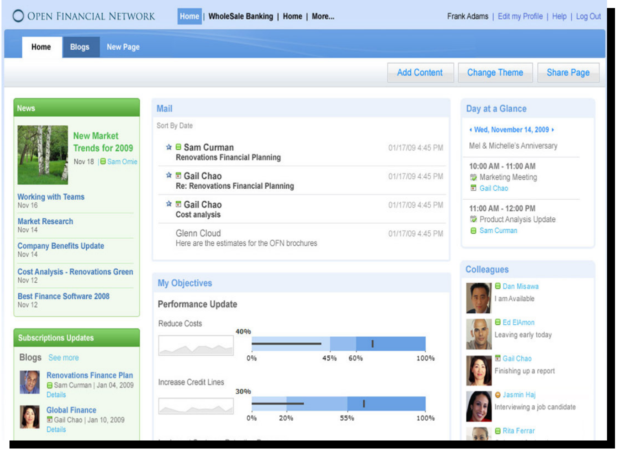
Marketing Team (11/11)
- Monifa Shani
- Sam Curman
- George Bandini
- Kelly Hardart
- Allie Singh
- Betty Zechman
- Jasmine Haj
- Heather Reeds
- Mike Morrison
- Kristin MacGyver
- Amadou Alain

Sales Team (12/15)
- Larry Moriarty
- Paula Starky
- Thom Frankel
- Heather Reeds
- Gail Chao

**Re: Cross-sell Opportunity**
Ted Amadou to: Renata Matthesen
Cc: Amy Blank, Gail Chao

Renata,

Sam, heads the team in Chicago and just sent me this data on a new sales opportunit
review the growth data by county:


OPEN FINANCIAL NETWORK
Home | WholeSale Banking | Home | More...
Frank Adams | Edit my Profile | Help | Log Out
Home
Blogs
New Page
Add Content
Change Theme
Share Page
0%
45%
60%
100%
0%
20%
55%
100%

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

Mail
Sort By Date

| | |
|---|---|
| Sam Curman<br>Renovations Financial Planning | 01/17/09 4:45 PM |
| Gail Chao<br>Re: Renovations Financial Planning | 01/17/09 4:45 PM |
| Gail Chao<br>Cost analysis | 01/17/09 4:45 PM |
| Glenn Cloud<br>Here are the estimates for the OFN brochures | 01/17/09 4:45 PM |

My Objectives

Performance Update

Reduce Costs 40%

Increase Credit Lines 30%

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

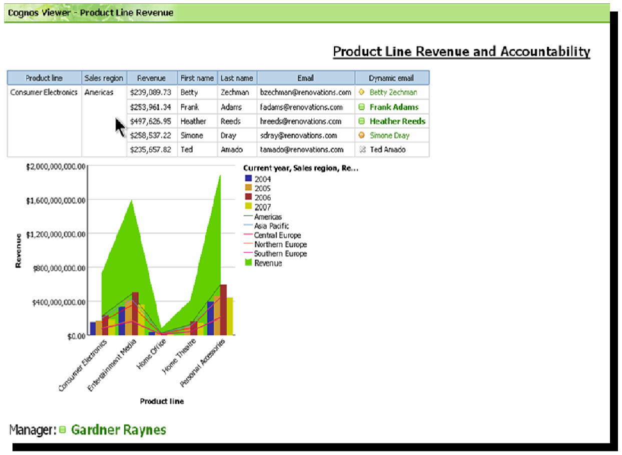
Dan Misawa
I am Available

Ed ElAmon
Leaving early today

Gail Chao
Finishing up a report

Jasmin Haj
Interviewing a job candidate

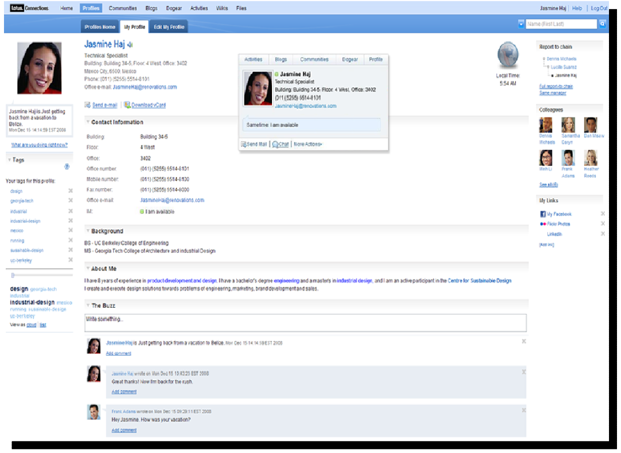
Rita Ferrar


Cognos Viewer - Product Line Revenue
$2,000,000,000.00
$1,600,000,000.00
$1,200,000,000.00
$800,000,000.00
$400,000,000.00
$0.00
Revenue
Consumer Electronics
Entertainment Media
Home Office
Home Theatre
Personal Accessories
Product line
Current year, Sales region, Re...
2004
2005
2006
2007
Americas
Asia Pacific
Central Europe
Northern Europe
Southern Europe
Revenue

Product Line Revenue and Accountability

| Product line | Sales region | Revenue | First name | Last name | Email | Dynamic email |
|---|---|---|---|---|---|---|
| Consumer Electronics | Americas | $239,089.73 | Betty | Zechman | bzechman@renovations.com | Betty Zechman |
| | | $253,961.34 | Frank | Adams | fadams@renovations.com | Frank Adams |
| | | $497,626.95 | Heather | Reeds | hreeds@renovations.com | Heather Reeds |
| | | $258,537.22 | Simone | Dray | sdray@renovations.com | Simone Dray |
| | | $235,657.82 | Ted | Amado | tamado@renovations.com | Ted Amado |

Manager: Gardner Raynes


Lotus Connections
Home
Profiles
Communities
Blogs
Dogear
Activities
Wikis
Files
Profiles Home
My Profile
Edit My Profile
Send e-mail
Download vCard
Tags
Send Mail
Chat
More Actions
Activities
Blogs
Communities

Jasmine Haj
Technical Specialist
Building: Building 34-5, Floor: 4 West, Office: 3402
Mexico City, 6500, Mexico
Phone: (011) (5255) 5514-8101
Office e-mail: JasmineHaj@renovations.com

Jasmine Haj is Just getting back from a vacation to Belize.
Mon Dec 15 14:14:59 EST 2008

What are you doing right now?

Your tags for this profile:
- design
- georgia-tech
- industrial
- industrial-design
- mexico
- running
- sustainable-design
- uc-berkeley

View as cloud | list

Contact Information

| | |
|---|---|
| Building: | Building 34-5 |
| Floor: | 4 West |
| Office: | 3402 |
| Office number: | (011) (5255) 5514-8101 |
| Mobile number: | (011) (5255) 5514-8100 |
| Fax number: | (011) (5255) 5514-8000 |
| Office e-mail: | JasmineHaj@renovations.com |
| IM: | I am available |

Background

BS - UC Berkeley College of Engineering
MS - Georgia Tech College of Architecture and Industrial Design

About Me

I have 8 years of experience in product development and design. I have a bachelor's degree engineering and a master's in indu
I create and execute design solutions towards problems of engineering, marketing, brand development and sales.

The Buzz

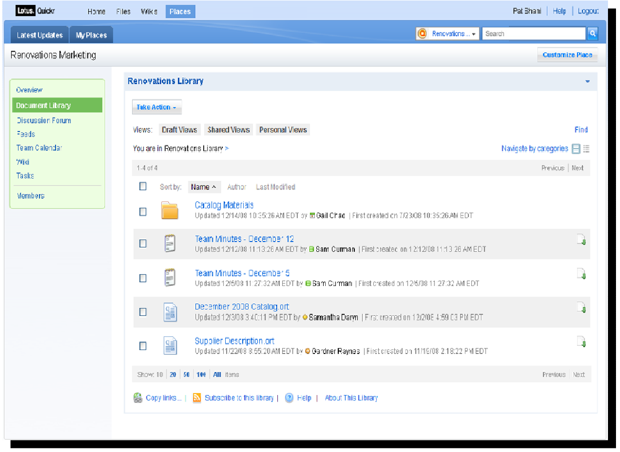
Write something...

Jasmine Haj is Just getting back from a vacation to Belize. Mon Dec 15 14:14:59 EST 2008
Add comment

Jasmine Haj wrote on Mon Dec 15 10:43:23 EST 2008
Great thanks! Now I'm back for the rush.
Add comment

Frank Adams wrote on Mon Dec 15 09:29:11 EST 2008
Hey Jasmine. How was your vacation?
Add comment

Jasmine Haj
Technical Specialist
Sametime: I am available


Lotus. Quickr
Home
Files
Wikis
Places
Pat Shani | Help | Logout
Latest Updates
My Places
Renovations...
Search
Customize Place
Overview
Document Library
Discussion Forum
Feeds
Team Calendar
Wiki
Tasks
Members
Take Action
Views:
Draft Views
Shared Views
Personal Views
Find
Navigate by categories
Previous | Next
Sort by:
Name
Author
Last Modified
Show: 10 | 20 | 50 | 100 | All items
Copy links... | Subscribe to this library | Help | About This Library

Renovations Marketing

Renovations Library

You are in Renovations Library >

1-4 of 4

☐ Catalog Materials
Updated 12/14/08 10:35:26 AM EDT by Gail Chao | First created on 7/23/08 10:35:26 AM EDT

☐ Team Minutes - December 12
Updated 12/12/08 11:13:26 AM EDT by Sam Curman | First created on 12/12/08 11:13:26 AM EDT

☐ Team Minutes - December 5
Updated 12/5/08 11:27:32 AM EDT by Sam Curman | First created on 12/5/08 11:27:32 AM EDT

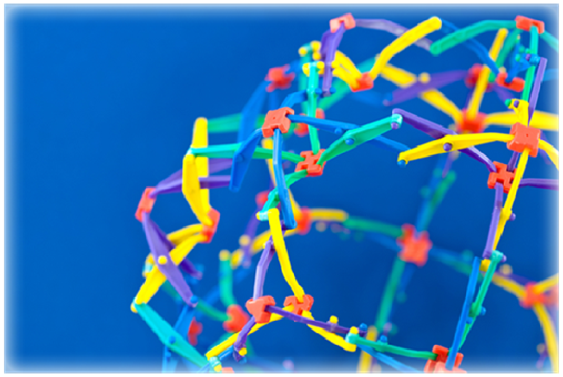
☐ December 2008 Catalog.ort
Updated 12/3/08 3:40:11 PM EDT by Samantha Daryn | First created on 12/2/08 4:59:03 PM EDT

☐ Supplier Description.ort
Updated 11/22/08 8:55:20 AM EDT by Gardner Raynes | First created on 11/19/08 2:18:22 PM EDT

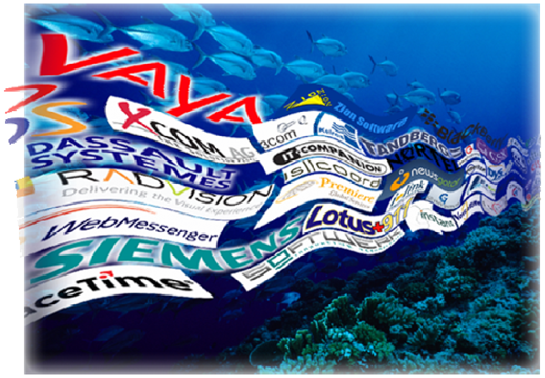
# IBM UC$^2$ Strategy

esperienza
progettuale

Conoscenza del business

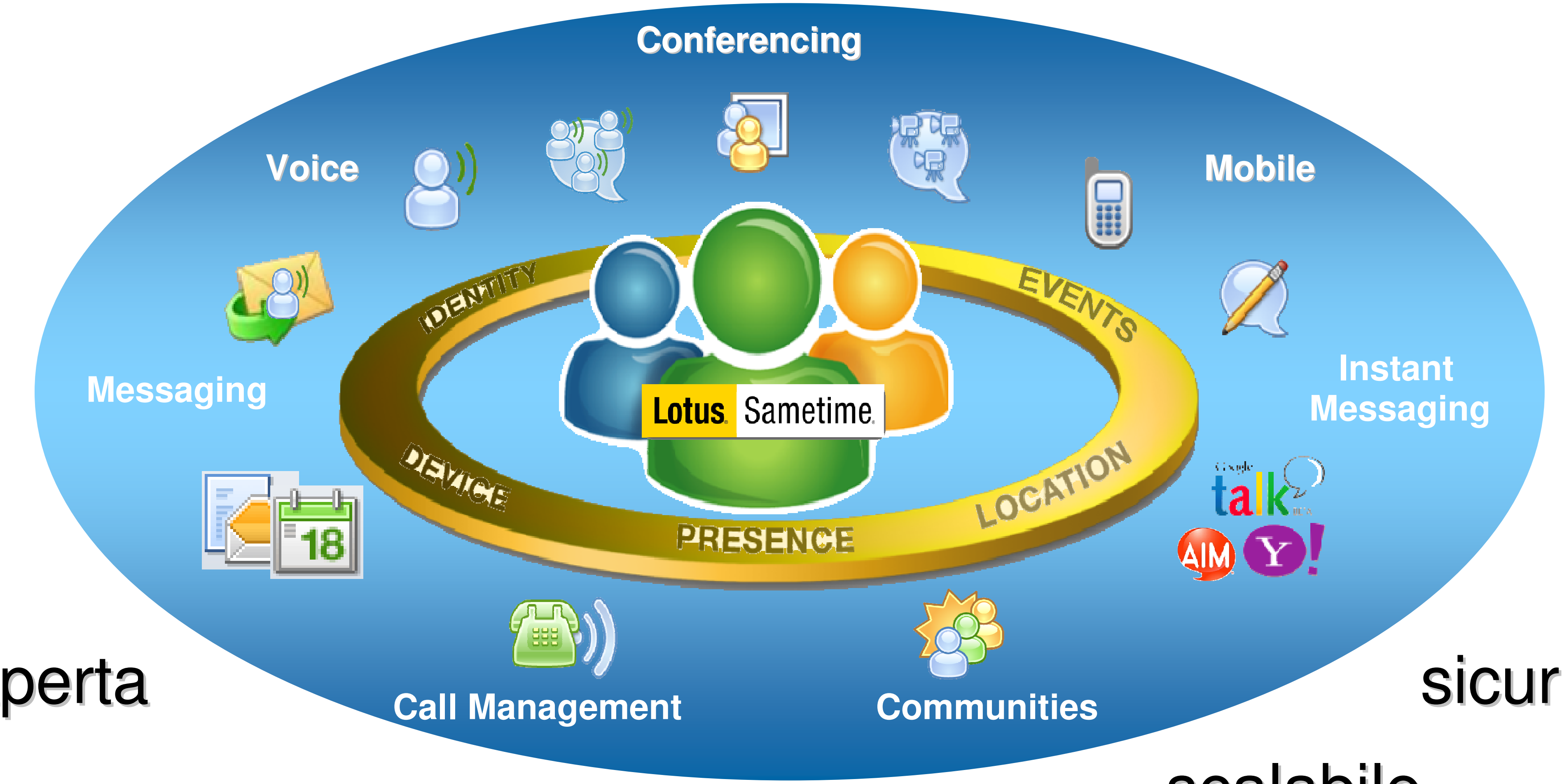


piattaforma aperta ed
estendibile


AVAYA
DASSAULT SYSTEMES
RADVISION
WebMessenger
SIEMENS
Lotus
3com
NORTEL
TANDBERG
Zion Software
newscale
Premiere
silcoord

ecosistema di partners

# Piattaforma IBM Lotus Sametime


Conferencing
Voice
Mobile
Messaging
Instant Messaging
IDENTITY
EVENTS
DEVICE
PRESENCE
LOCATION
Lotus Sametime
Google talk
AIM
Y!
18
Call Management
Communities

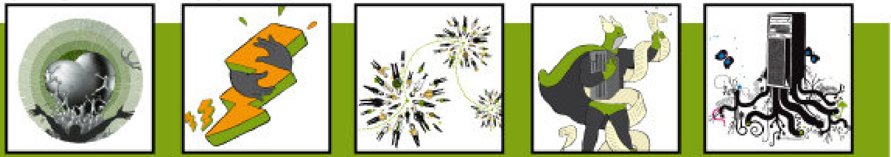
aperta

sicura

estendible

scalabile

multi-piattaforma



# Riconoscimenti

Product Of The Year 2007 Unified Communications

Product of the Year

– UC Magazine, 1Q 2008

2008 FROST & SULLIVAN

North American Unified Communications Global Excellence Award

IBM Lotus Sametime – 2008 North American Enterprise Product of the Year

ovum

a Datamonitor company

"Compared to Microsoft, IBM has a more open approach to UC and doesn't have plans to develop its own IP Telephony platform."

– Ovum, Role of Mobility in Unified Communications, Sept 2008

Gartner

Leadership Quadrant

"Gartner Magic Quadrant for Unified Communications"

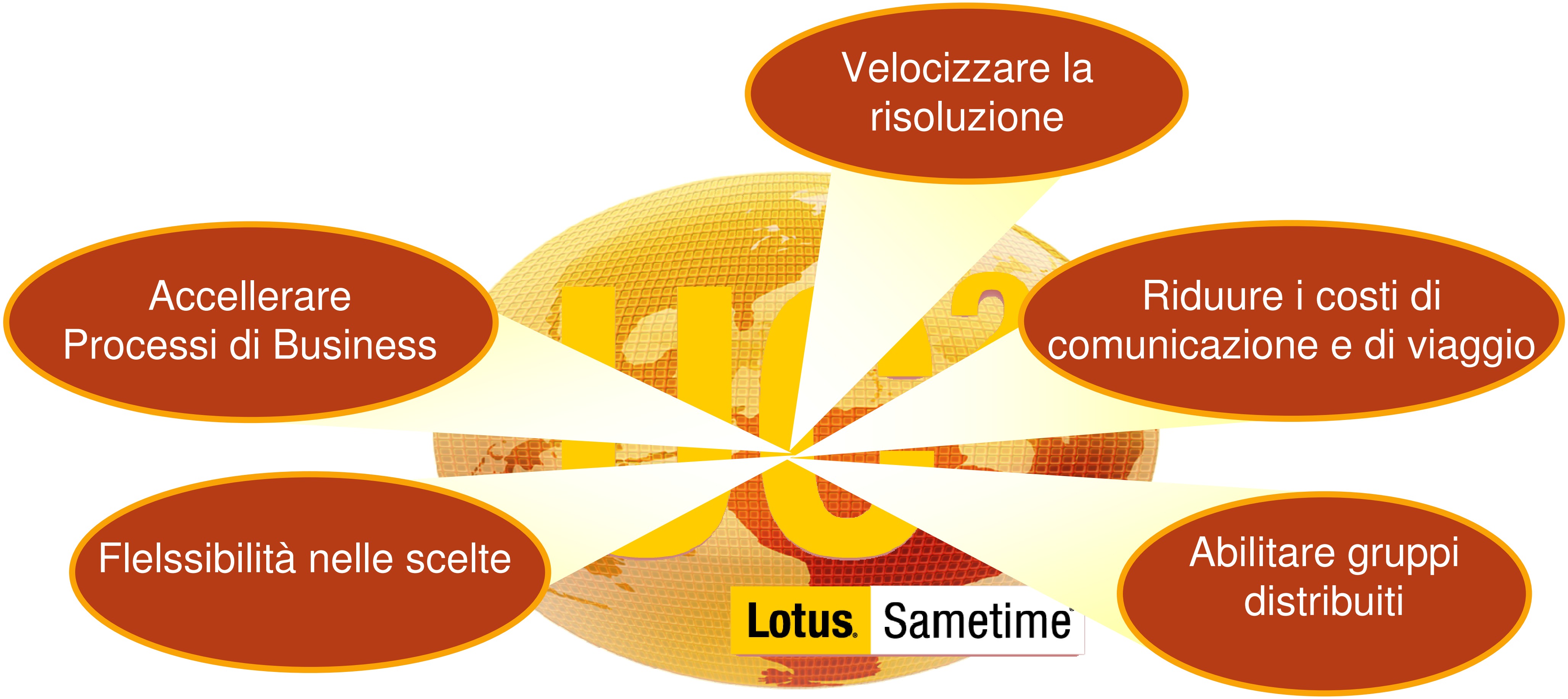
– September 2008

#1

Most used Enterprise IM solution

– Osterman Research, "Presence, IM and Real-Time Communication Trends 2008-2011" Sept 2008

# Benefici e ROI reali



Velocizzare la risoluzione

Accellerare Processi di Business

Riduure i costi di comunicazione e di viaggio

Flelssibilità nelle scelte

Abilitare gruppi distribuiti

# Benefici per i clienti

Sametime ripaga per se in **12 mesi**

innovare il modo di fare **business**

**TheBank** Real People. Smart Banking.

THE DELAWARE COUNTY BANK & TRUST

MEMBER FDIC

# Benefici

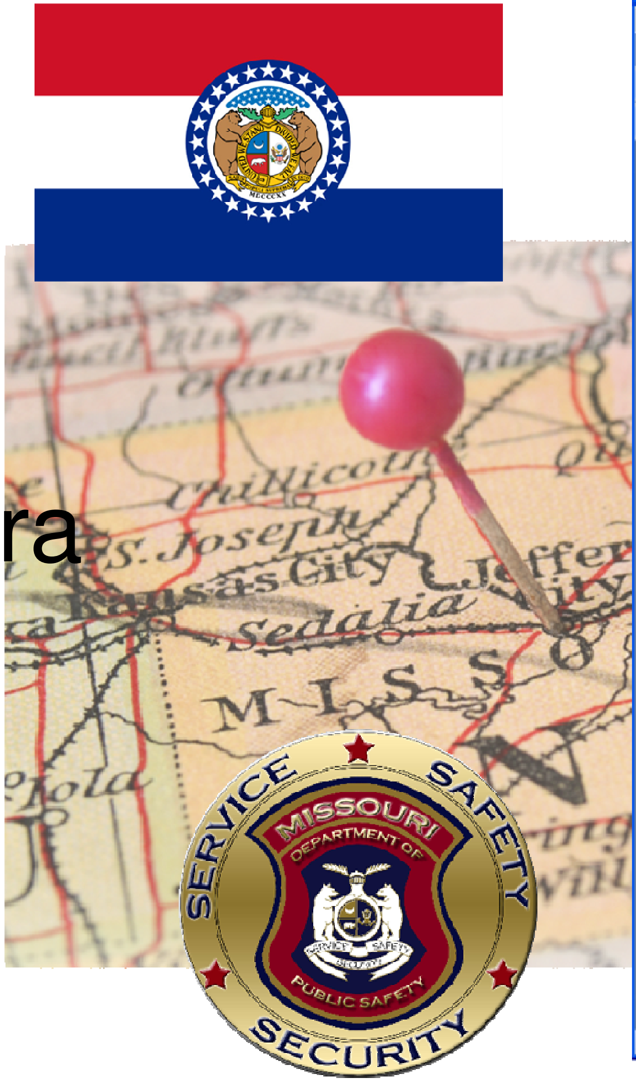
collaborare

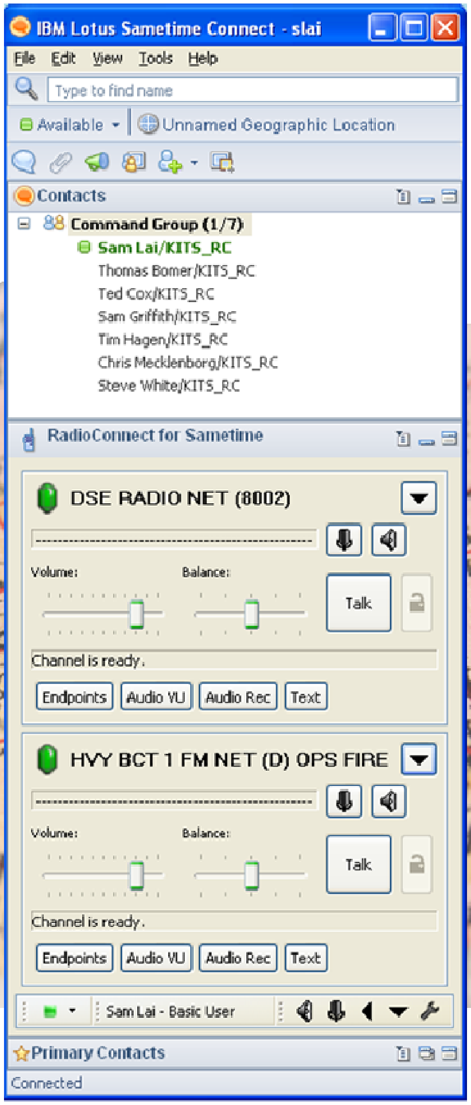
al di fuori

della propria struttura

accelerare

l'invio di soccorso




IBM Lotus Sametime Connect - slai
File Edit View Tools Help
Type to find name
Available
Unnamed Geographic Location
Contacts

Command Group (1/7)
Sam Lai/KITS_RC
Thomas Bomer/KITS_RC
Ted Cox/KITS_RC
Sam Griffith/KITS_RC
Tim Hagen/KITS_RC
Chris Mecklenborg/KITS_RC
Steve White/KITS_RC

RadioConnect for Sametime
DSE RADIO NET (8002)
Volume:
Balance:
Talk

Channel is ready.

Endpoints
Audio VU
Audio Rec
Text
HVY BCT 1 FM NET (D) OPS FIRE
Volume:
Balance:
Talk

Channel is ready.

Endpoints
Audio VU
Audio Rec
Text
Sam Lai - Basic User
Primary Contacts
Connected

MERIS – State of Missouri Emergency Response Information System

# Renovations, Inc.

| Renovations, Inc. (5000 dipendenti) | Costi |
|---|---|
| Licenze software (Retail) | 350K |
| 2 server | 20K |
| 1 admin | 55K |
| Servizi di installazione | 25K |
| Totale Costi | $450K |

# Renovations, Inc.

## 3.5x

ROI in 12 mesi

| Riduzione Costi | $ Risparmio |
|---|---|
| Eliminare 5 telefonate / giorno | 480K |
| Evitare roaming internazionale | 95K |
| Eliminare conferenze esterne | 470K |
| Trasformare 130 riunioni a meeting online | 445K |
| Ridurre 50 telefonate al giorno al call center | 120K |
| Totale risparmi | $1.6M |

# In IBM...

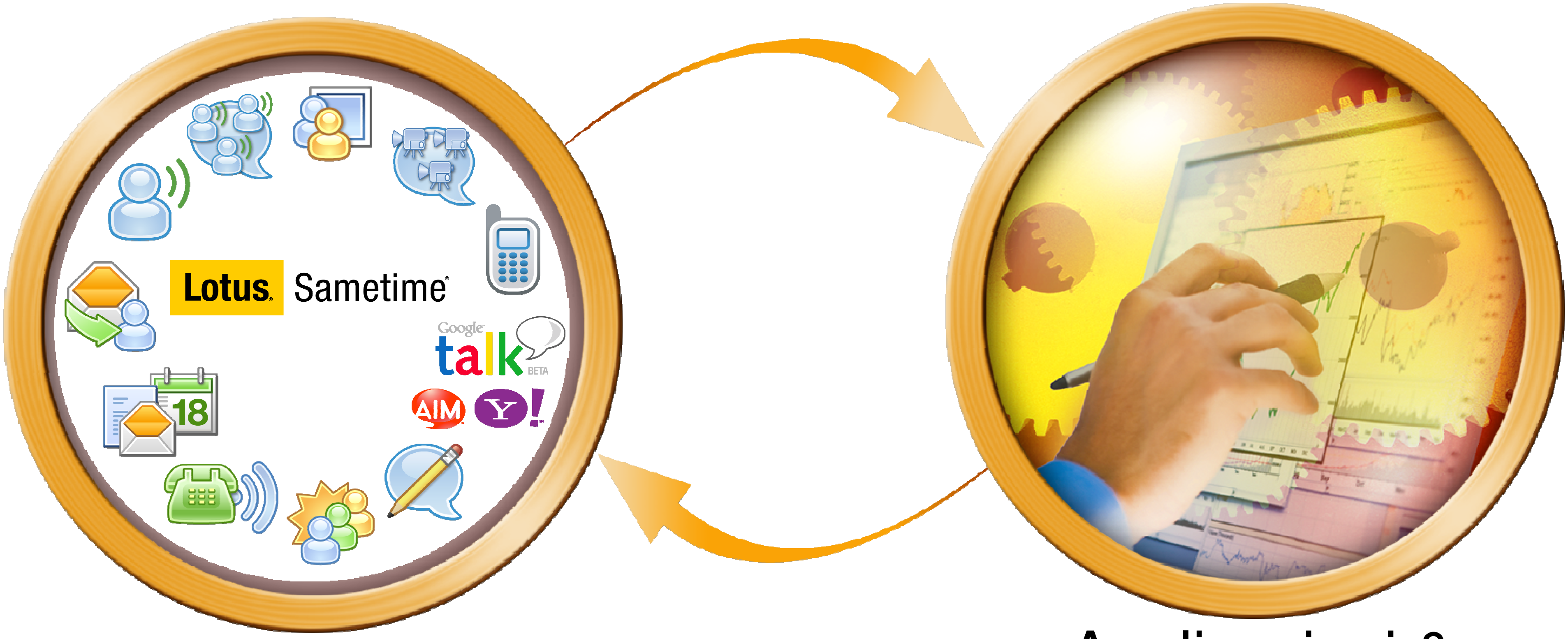
## Telefonia:

$17M risparmiati

## Viaggi:

$95M risparmiati

# Communications Enabled Business Processes (CEBP)


Lotus Sametime
18
Google talk BETA
AIM
Y!

Applicazioni &
Processi

# Benefici per i clienti

ridotto di 4 giorni
i processi di vendita

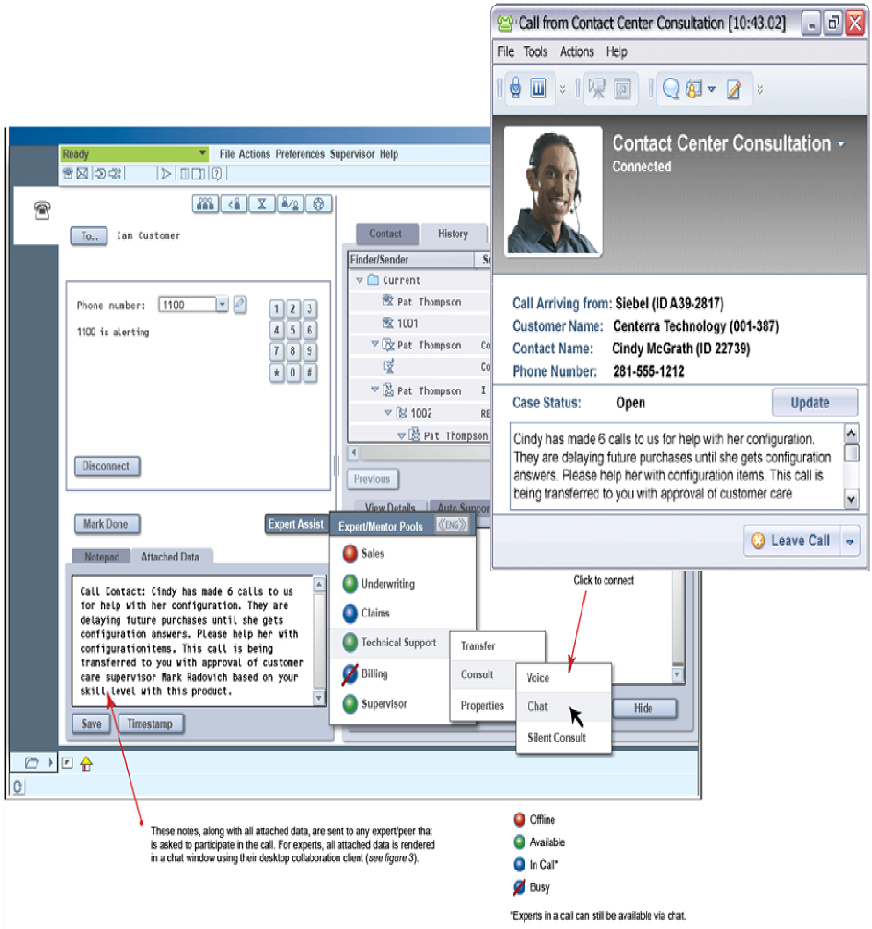
Nic J. Theocarakis
NISSAN DISTRIBUTOR

celina
INSURANCE GROUP

$750K/year
di margini addizionali

risparmio
$3 million riduzione di personale
e **costi** telefonici

Grocery Retailer


Ready
File Actions Preferences Supervisor Help
To..
Ian Customer
Disconnect
Mark Done
Expert Assist
Notepad
Attached Data
Save
Timestamp
Contact
History
Finder/Sender
current
Pat Thompson
1001
1002
Previous
View Details
Auto Suppor
Expert/Mentor Pools
ENG
Sales
Underwriting
Claims
Technical Support
Billing
Supervisor
Transfer
Consult
Properties
Voice
Chat
Silent Consult
Hide
Click to connect
Call from Contact Center Consultation [10:43:02]
File Tools Actions Help
Contact Center Consultation
Connected
Update
Leave Call

Phone number: 1100

1100 is alerting

Call Contact: 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 configurationitems. This call is being transferred to you with approval of customer care supervisor Mark Radovich based on your skill level with this product.

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

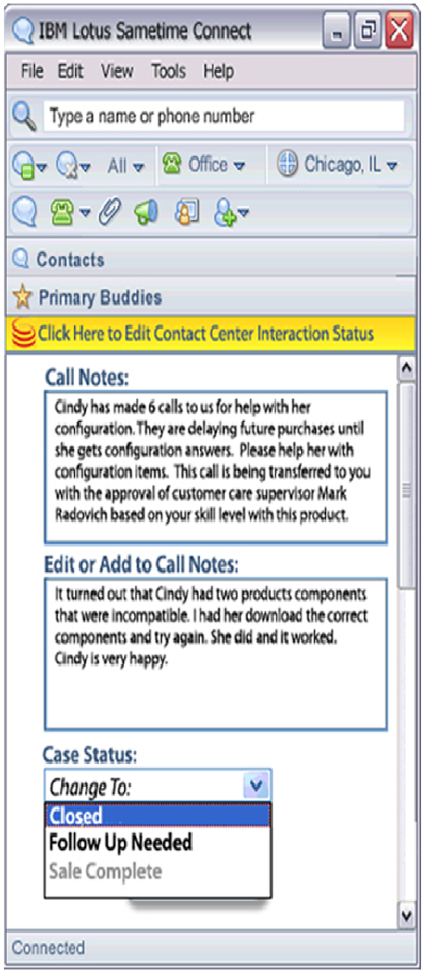
Cindy has made 6 calls to us for help with her configuration. They are delaying future purchases until she gets configuration answers. Please help her with configuration items. This call is being transferred to you with approval of customer care

These notes, along with all attached data, are sent to any expert/peer 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
Connected

Call Notes:

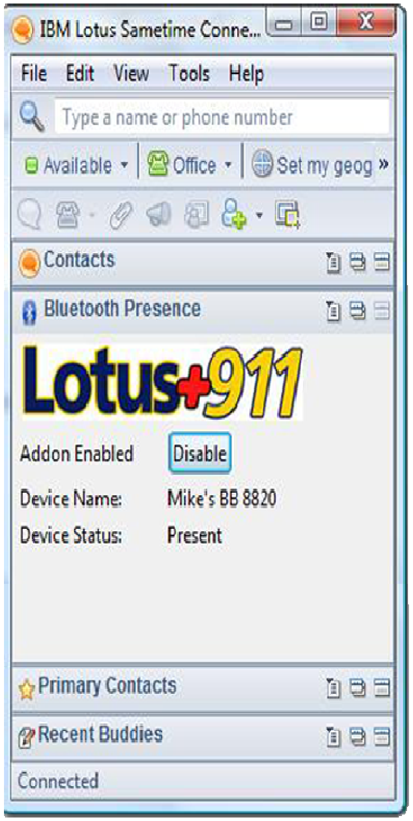
Cindy has made 6 calls to us for help with her configuration. They are delaying future purchases until she gets configuration answers. Please help her with configuration items. This call is being transferred to you with the approval of customer care supervisor Mark Radovich based on your skill level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

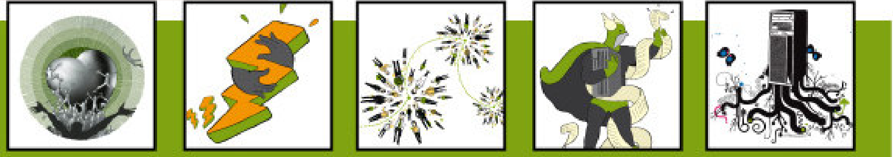

IBM Lotus Sametime Conne...
File Edit View Tools Help
Type a name or phone number
Available
Office
Set my geog
Contacts
Bluetooth Presence
Lotus+911
Disable
Primary Contacts
Recent Buddies

Addon Enabled

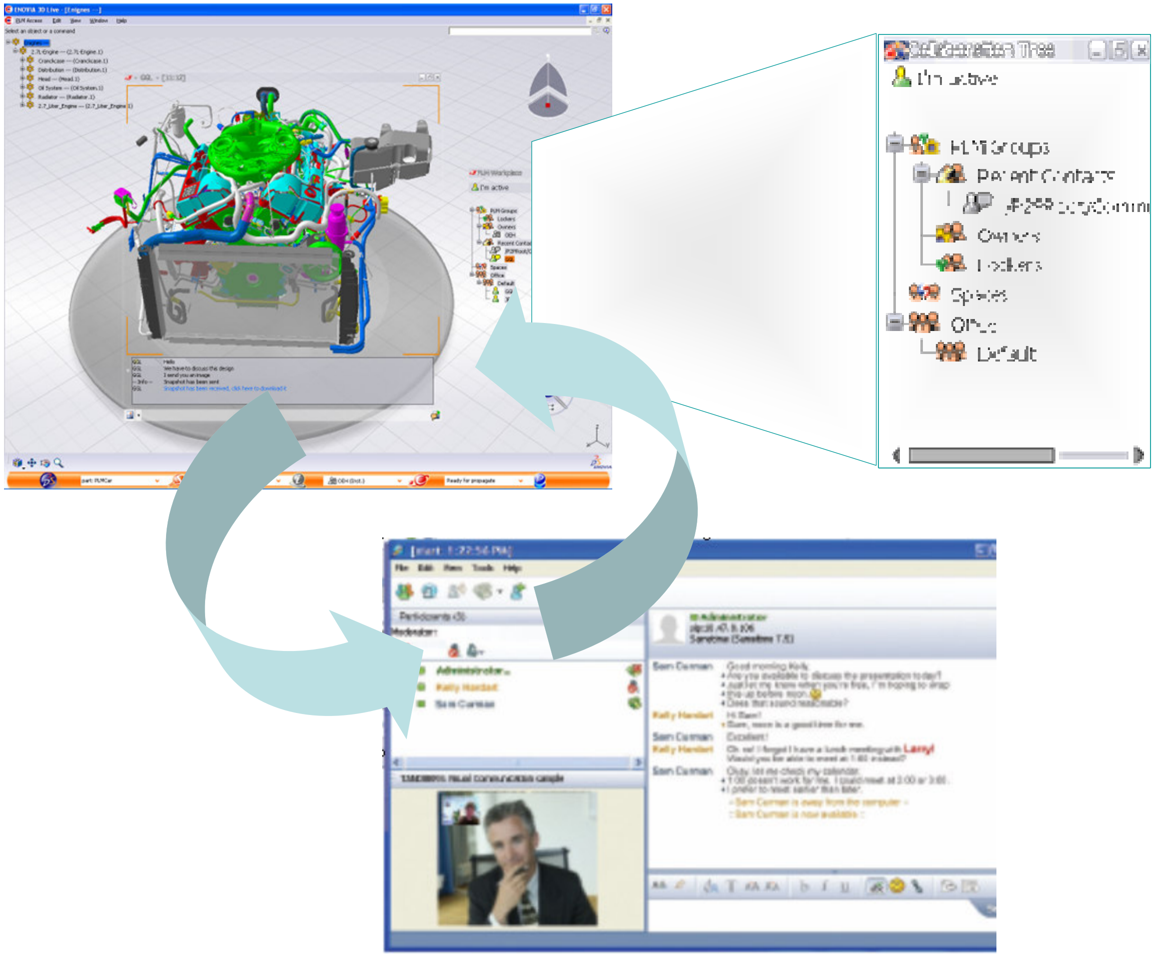
Device Name: Mike's BB 8820

Device Status: Present

Connected



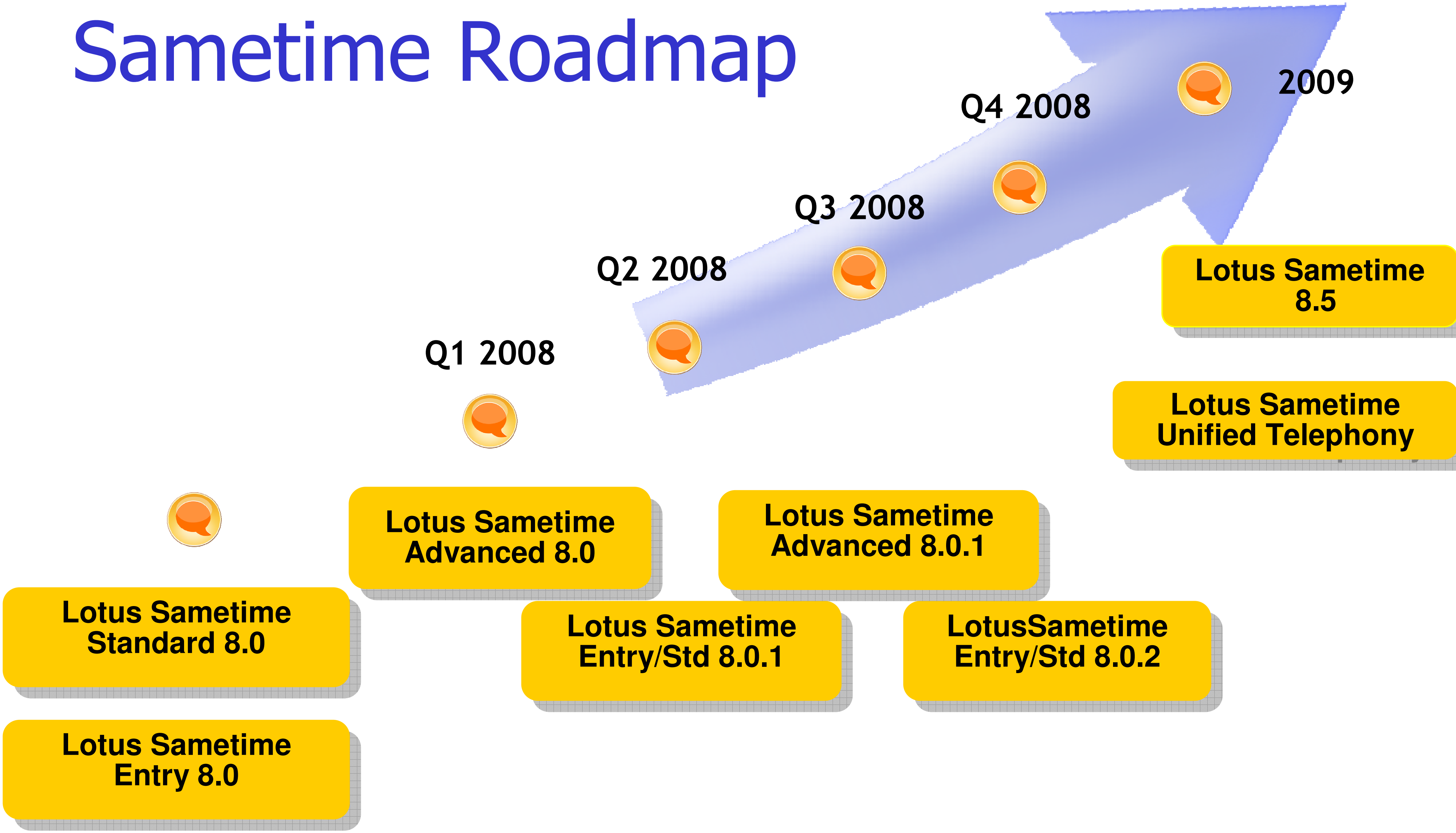
# ENOVIA 3DLive with Lotus Sametime


Collaboration Tree
I'm active
PLM Groups
Recent Contacts
Owners
Lockers
Spaces
Office
Default

- ENOVIA 3DLive utilizza IBM Lotus Sametime per abilitare la messagistica instantanea 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 instantanea
- Semplifica e rende più efficente la collaborazione senza lasciare l'ambiente

Lotus Sametime

# Sametime Roadmap



Q1 2008

Q2 2008

Q3 2008

Q4 2008

2009

Lotus Sametime Standard 8.0

Lotus Sametime Entry 8.0

Lotus Sametime Advanced 8.0

Lotus Sametime Entry/Std 8.0.1

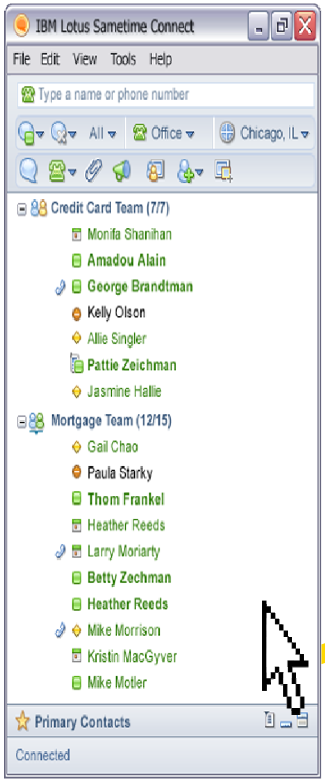
Lotus Sametime Advanced 8.0.1

LotusSametime Entry/Std 8.0.2

Lotus Sametime 8.5

Lotus Sametime Unified Telephony

# Lotus® Sametime® Unified Telephony



IBM Lotus Sametime Connect

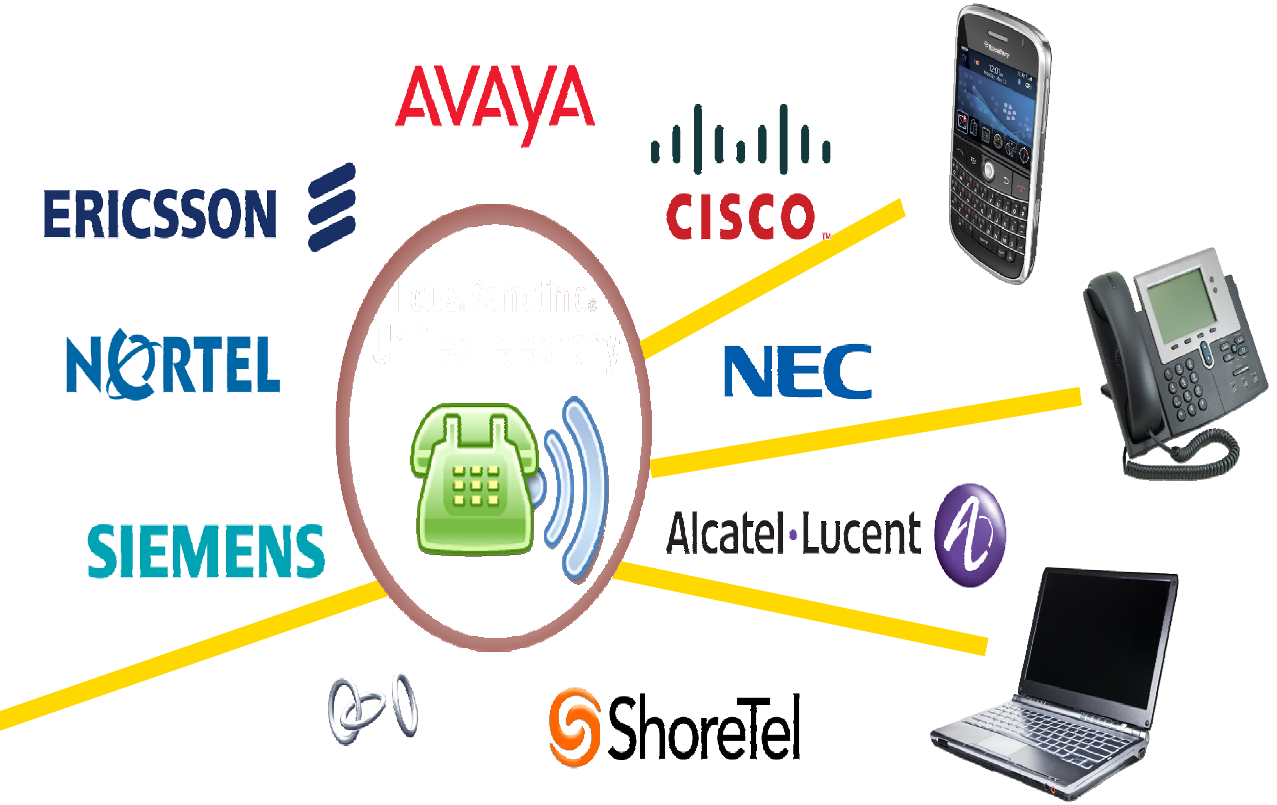
File Edit View Tools Help
Type a name or phone number
All
Office
Chicago, IL

Credit Card Team (7/7)
- Monifa Shanihan
- Amadou Alain
- George Brandtman
- Kelly Olson
- Allie Singler
- Pattie Zeichman
- Jasmine Hallie

Mortgage Team (12/15)
- Gail Chao
- Paula Starky
- Thom Frankel
- Heather Reeds
- Larry Moriarty
- Betty Zechman
- Heather Reeds
- Mike Morrison
- Kristin MacGyver
- Mike Motler

Primary Contacts

Connected



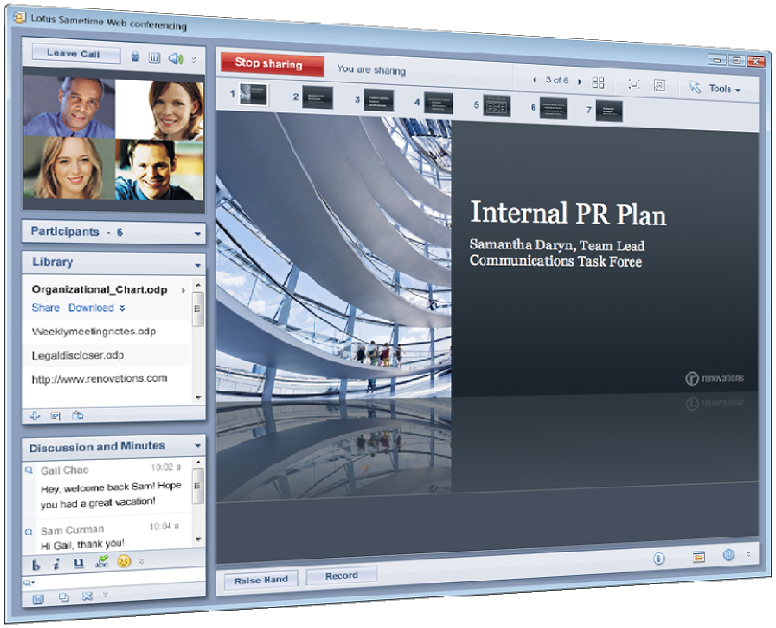
Lotus Sametime Unified Telephony
AVAYA
CISCO
ERICSSON
NORTEL
NEC
SIEMENS
Alcatel·Lucent
ShoreTel

# Lotus® Sametime® 8.5

- Nuovo Sametime Web browser e interaccia mobile
- Nuova Interfaccia Sametime per i meeting online
- 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 instanziare un meeting
  - Miglior qualità delle schermate e presentazioni condivise
  - Migliorare la fruizione del video
  - Utilizzare un formato standard per la registrazione dei meeting


Lotus Sametime Web conferencing
Leave Call
Stop sharing
You are sharing
3 of 6
Tools
1
2
3
4
5
6
7
Participants - 6
Library
Share
Download
Discussion and Minutes
Raise Hand
Record
renovations

Organizational_Chart.odp
Weeklymeetingnotes.odp
Legaldiscloser.odp
http://www.renovations.com

Internal PR Plan
Samantha Daryn, Team Lead
Communications Task Force

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

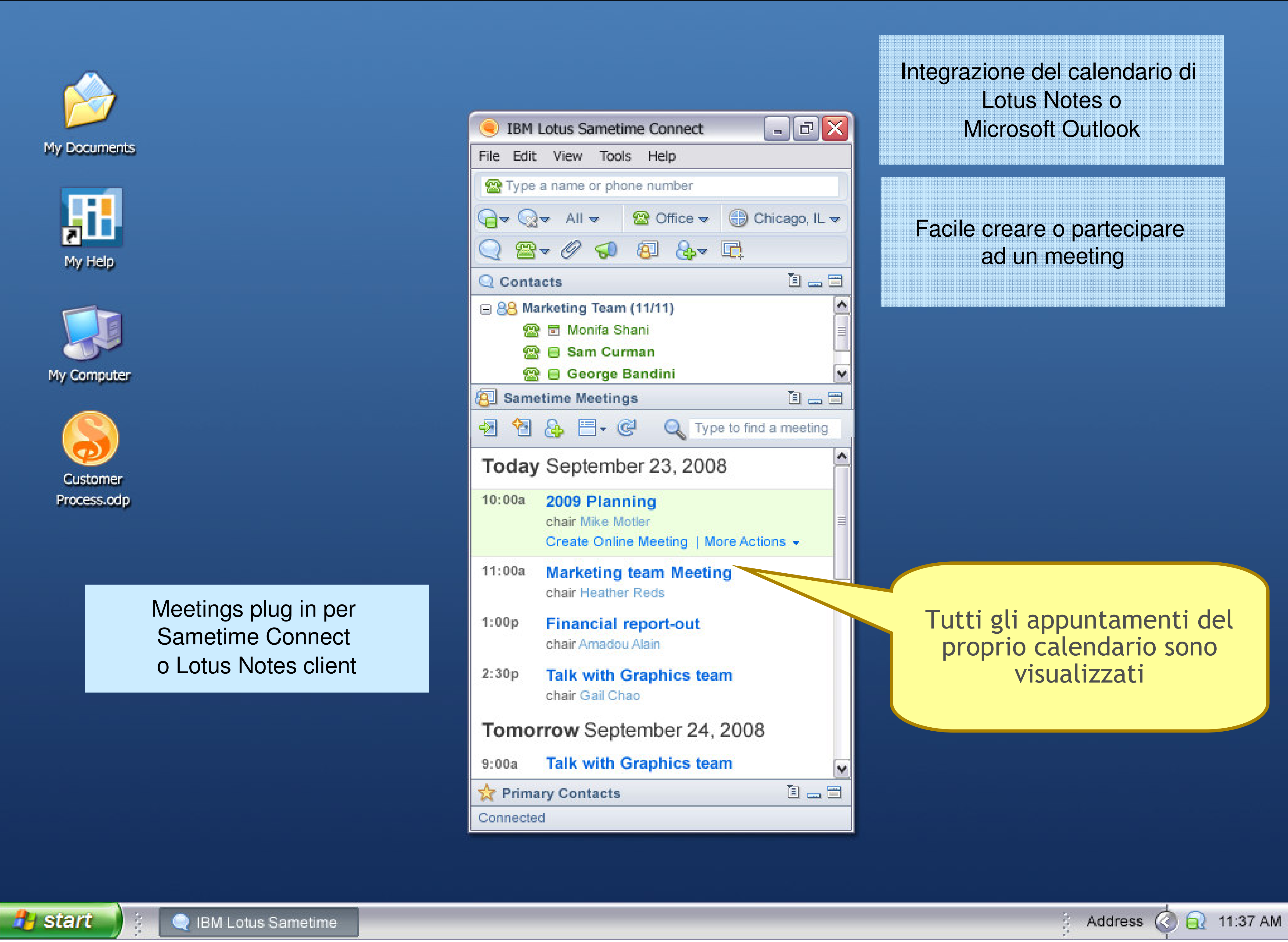
Sam Curman 10:04 a
Hi Gail, thank you!

Integrazione del calendario di Lotus Notes o Microsoft Outlook

Facile creare o partecipare ad un meeting

Meetings plug in per Sametime Connect o Lotus Notes client

Tutti gli appuntamenti del proprio calendario sono visualizzati


My Documents
My Help
My Computer
Customer Process.odp
IBM Lotus Sametime Connect
File
Edit
View
Tools
Help
Type a name or phone number
All
Office
Chicago, IL
Contacts
Sametime Meetings
Type to find a meeting
Primary Contacts
Connected
start
IBM Lotus Sametime
Address
11:37 AM

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

**Today** September 23, 2008

10:00a **2009 Planning**
chair Mike Motler
Create Online Meeting | More Actions

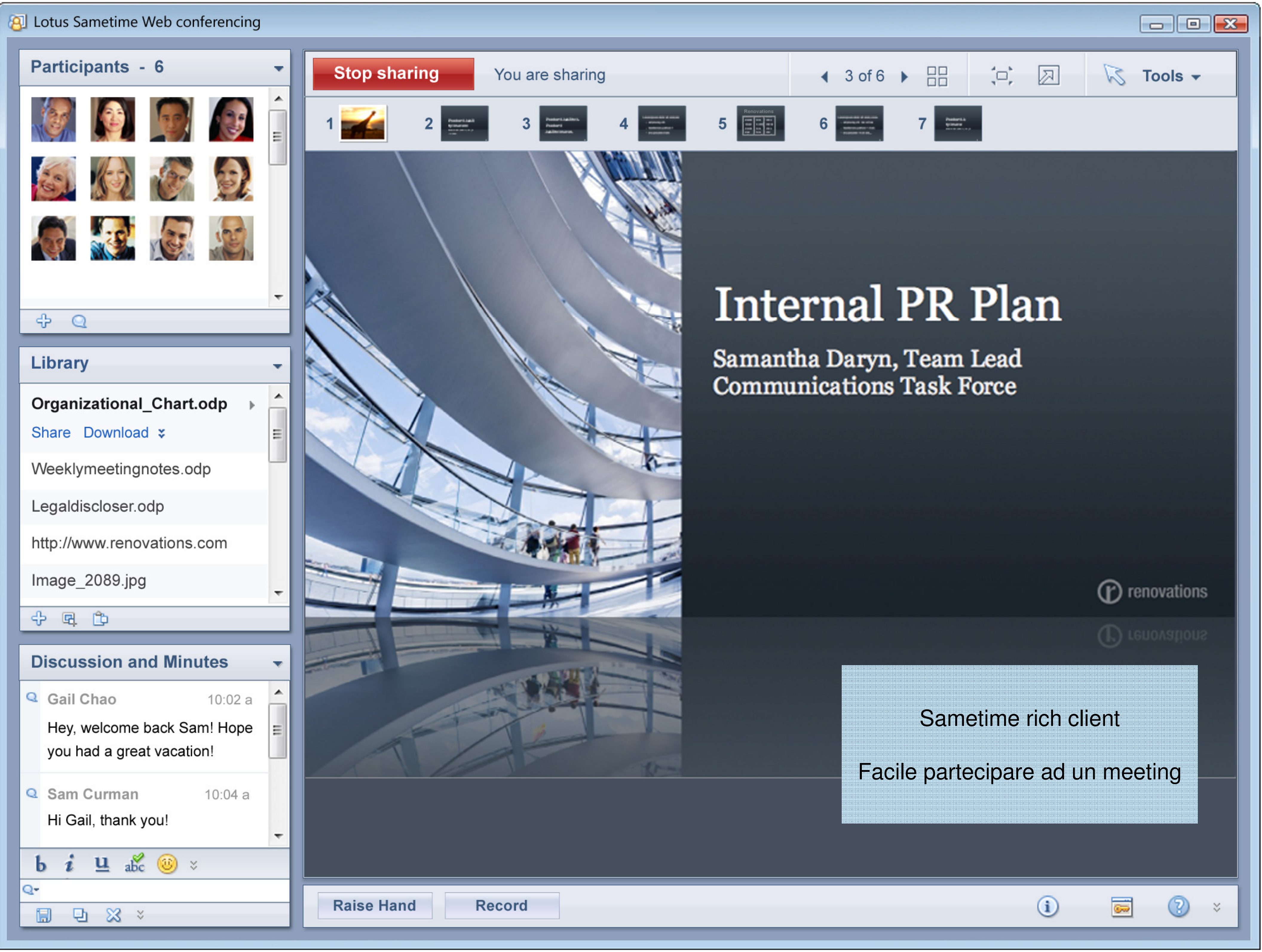
11:00a **Marketing team Meeting**
chair Heather Reds

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**


Lotus Sametime Web conferencing
Participants - 6
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Organizational_Chart.odp
Share
Download
Weeklymeetingnotes.odp
Legaldiscloser.odp
http://www.renovations.com
Image_2089.jpg
Discussion and Minutes
Stop sharing
You are sharing
3 of 6
Tools
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5
6
7
Internal PR Plan
Samantha Daryn, Team Lead
Communications Task Force
renovations
Raise Hand
Record

**Gail Chao** 10:02 a

Hey, welcome back Sam! Hope you had a great vacation!

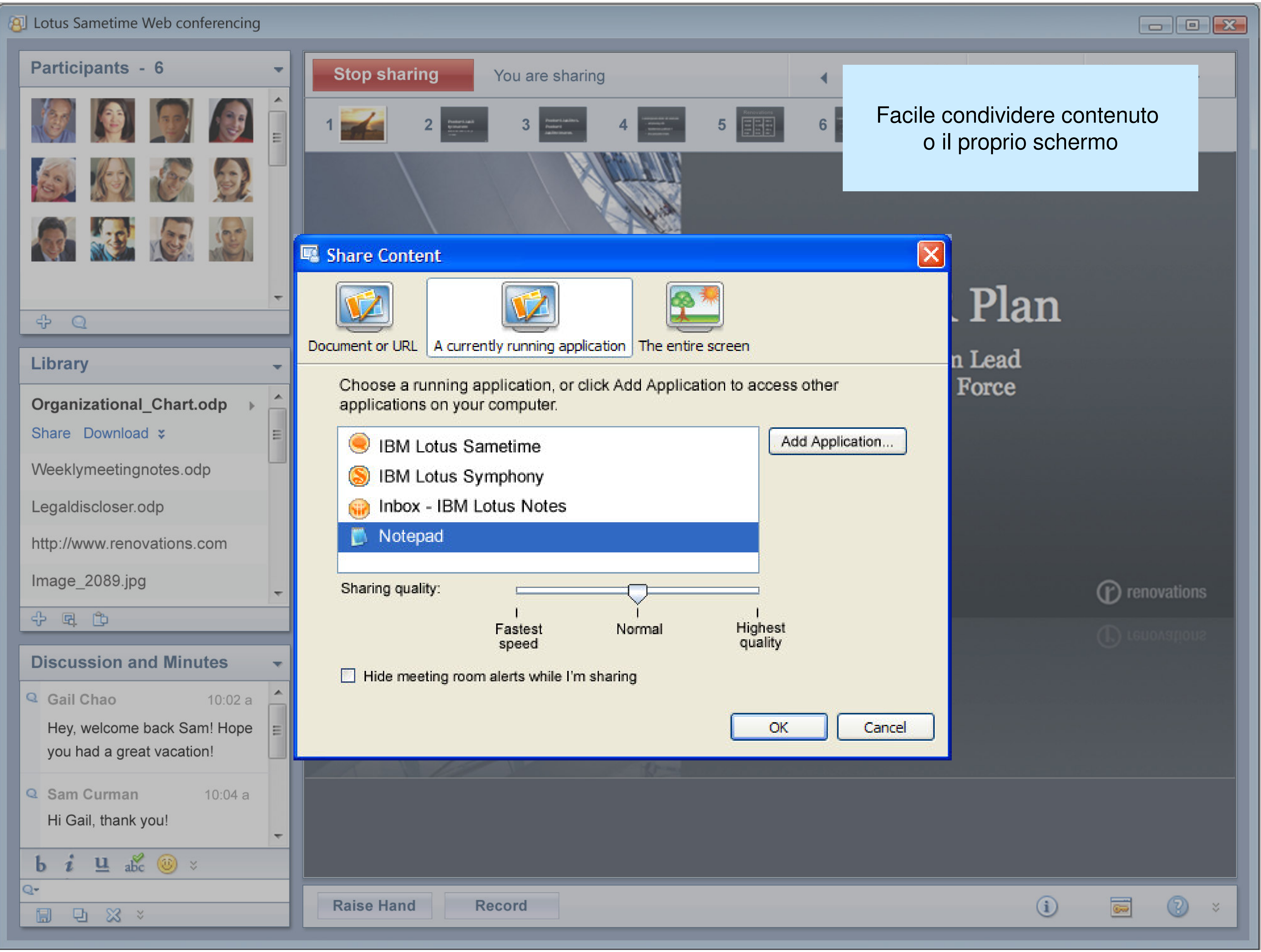
**Sam Curman** 10:04 a

Hi Gail, thank you!

Sametime rich client

Facile partecipare ad un meeting

Facile condividere contenuto
o il proprio schermo


Lotus Sametime Web conferencing
Participants - 6
Stop sharing
You are sharing
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Library
Organizational_Chart.odp
Share
Download
Weeklymeetingnotes.odp
Legaldiscloser.odp
http://www.renovations.com
Image_2089.jpg
Discussion and Minutes
Raise Hand
Record
Plan
n Lead
Force
renovations
Share Content
Document or URL
A currently running application
The entire screen
IBM Lotus Sametime
IBM Lotus Symphony
Inbox - IBM Lotus Notes
Notepad
Add Application...
Fastest speed
Normal
Highest quality
OK
Cancel

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

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

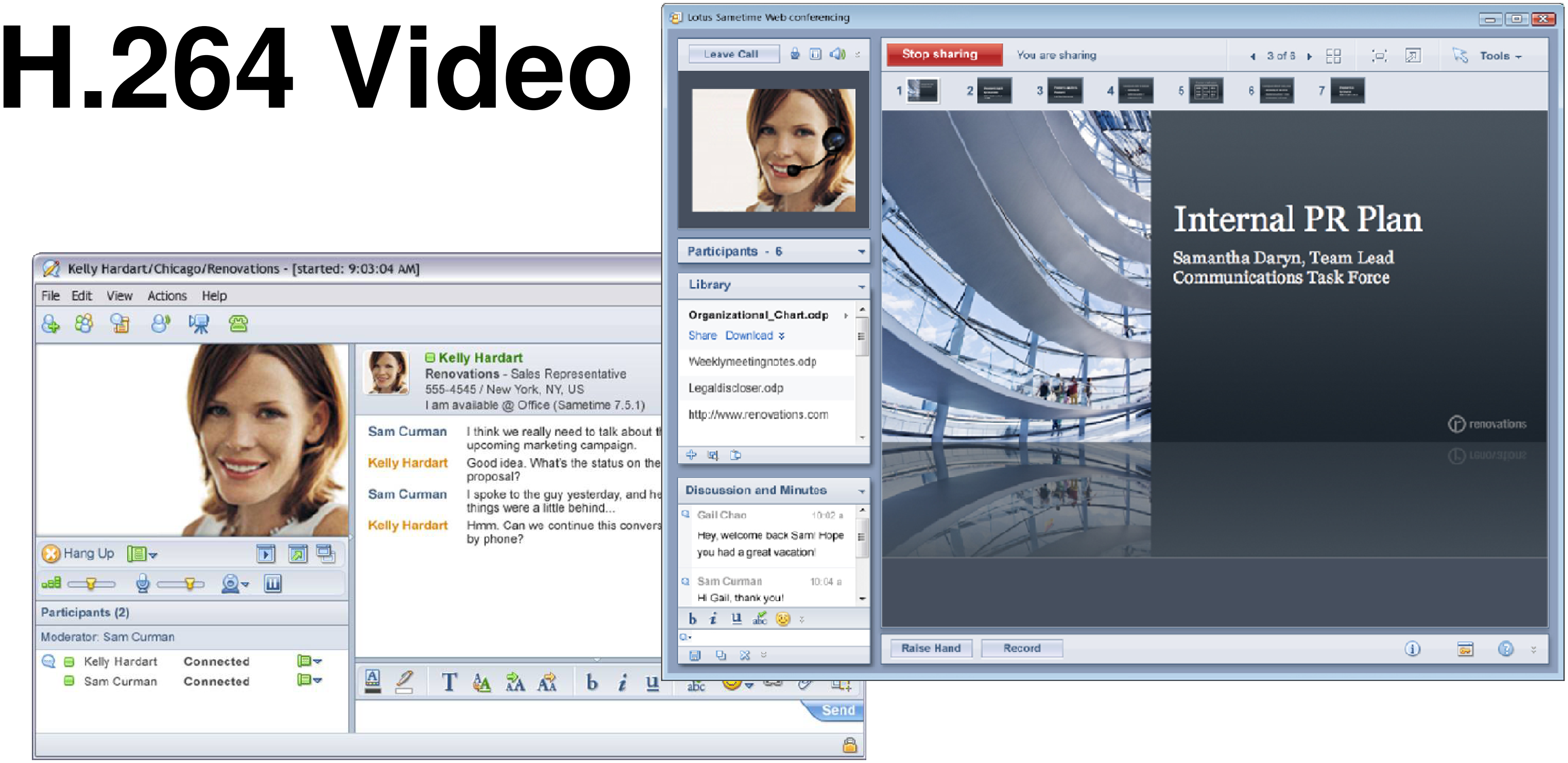
Choose a running application, or click Add Application to access other applications on your computer.

Sharing quality: Normal

☐ Hide meeting room alerts while I'm sharing

Lotus® Sametime® 8.5

# H.264 Video


Kelly Hardart/Chicago/Renovations - [started: 9:03:04 AM]
File Edit View Actions Help
Hang Up
Participants (2)
Moderator: Sam Curman
Kelly Hardart Connected
Sam Curman Connected
Send
Lotus Sametime Web conferencing
Leave Call
Stop sharing
You are sharing
3 of 8
Tools
Participants - 6
Library
Discussion and Minutes
Raise Hand
Record

**Kelly Hardart**
Renovations - Sales Representative
555-4545 / New York, NY, US
I am available @ Office (Sametime 7.5.1)

**Sam Curman** I think we really need to talk about t upcoming marketing campaign.

**Kelly Hardart** Good idea. What's the status on the proposal?

**Sam Curman** I spoke to the guy yesterday, and he things were a little behind...

**Kelly Hardart** Hmm. Can we continue this convers by phone?

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

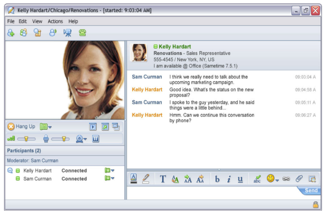
Gail Chao 10:02 a
Hey, welcome back Sam! Hope you had a great vacation!

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

Internal PR Plan
Samantha Daryn, Team Lead
Communications Task Force

# Interoperabilità di Sametime con sistemi audio & video standard

**Sametime Video Chat**


Kelly Hardart/Chicago/Renovations - [started: 9:03:04 AM]
File
Edit
View
Actions
Help
Hang Up
Participants (2)
Moderator: Sam Curman
Send

Kelly Hardart Connected
Sam Curman Connected

Kelly Hardart
Renovations - Sales Representative
555-4545 / New York, NY, US
I am available @ Office (Sametime 7.5.1)

Sam Curman: I think we really need to talk about the upcoming marketing campaign. 09:03:04 A
Kelly Hardart: Good idea. What's the status on the new proposal? 09:04:58 A
Sam Curman: I spoke to the guy yesterday, and he said things were a little behind... 09:05:11 A
Kelly Hardart: Hmm. Can we continue this conversation by phone? 09:06:27 A

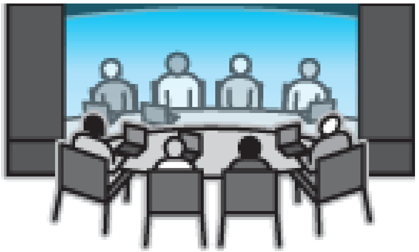
**Sametime Services**

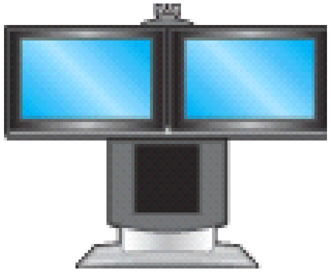
**H.263**
**H.264**
**iSAC**
**G.711**
**G.722.1**

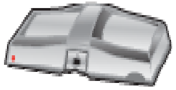
**Presence/IM**
**Meetings**
**Audio/video**
**SIP**

**SIP**

POLYCOM
TANDBERG
RADVISION
AVISTAR
CISCO

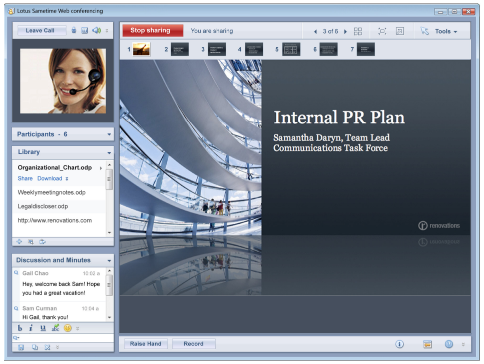






**Cameras**

**Sametime Meeting**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Internal PR Plan
Samantha Daryn, Team Lead
Communications Task Force

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Weeklymeetingnotes.odp
Legaldiscloser.odp
http://www.renovations.com

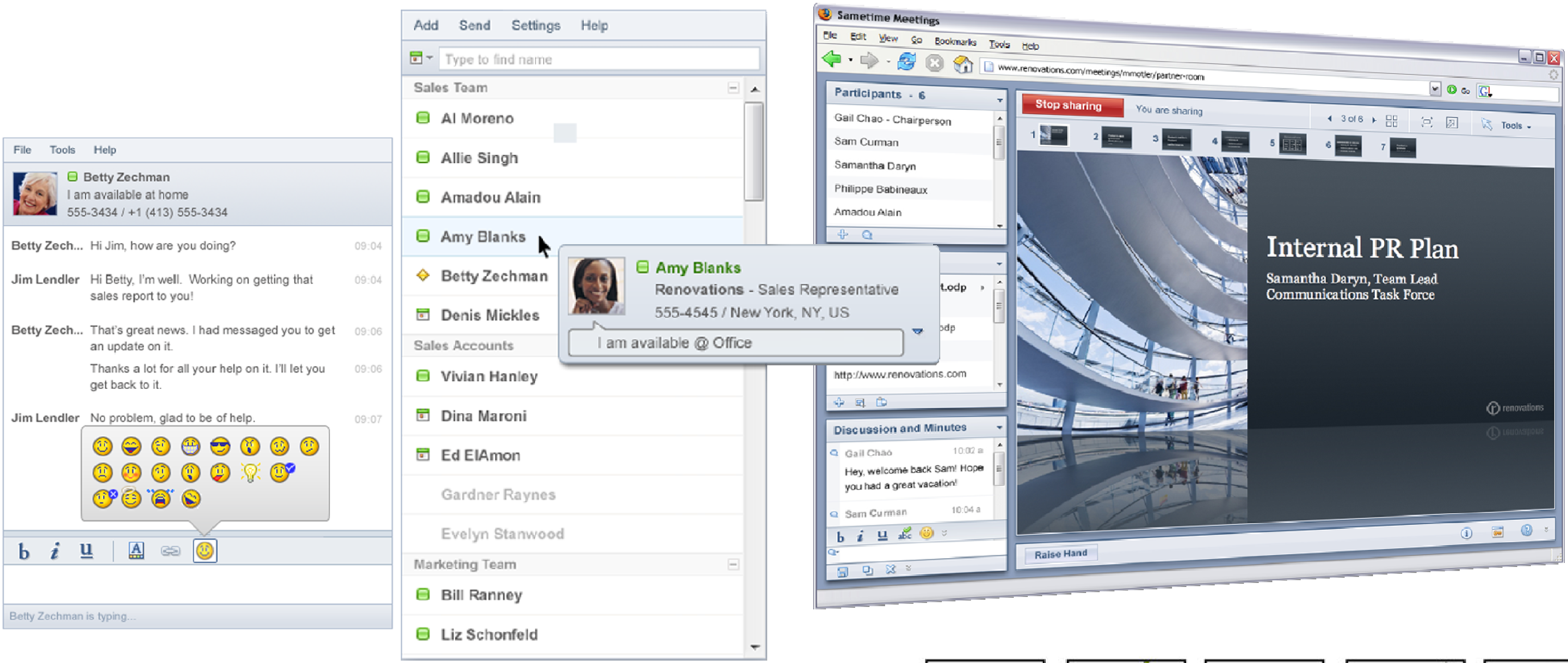
Gail Chao 10:02 a
Hey, welcome back Sam! Hope you had a great vacation!

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

# Lotus. Sametime® 8.5

## Nuova interfaccia Browser

## zero download


File Tools Help
Add Send Settings Help
Type to find name
Sales Team
Sales Accounts
Marketing Team
Sametime Meetings
File Edit View Go Bookmarks Tools Help
www.renovations.com/meetings/mmotler/partner-room
Participants - 6
Stop sharing
You are sharing
3 of 6
Tools
Discussion and Minutes
Raise Hand
renovations

Betty Zechman
I am available at home
555-3434 / +1 (413) 555-3434

Betty Zech... Hi Jim, how are you doing? 09:04

Jim Lendler Hi Betty, I'm well. Working on getting that sales report to you! 09:04

Betty Zech... That's great news. I had messaged you to get an update on it. 09:06

Thanks a lot for all your help on it. I'll let you get back to it. 09:06

Jim Lendler No problem, glad to be of help. 09:07

Betty Zechman is typing...

Sales Team
Al Moreno
Allie Singh
Amadou Alain
Amy Blanks
Betty Zechman
Denis Mickles
Sales Accounts
Vivian Hanley
Dina Maroni
Ed ElAmon
Gardner Raynes
Evelyn Stanwood
Marketing Team
Bill Ranney
Liz Schonfeld

Amy Blanks
Renovations - Sales Representative
555-4545 / New York, NY, US
I am available @ Office

Participants - 6
Gail Chao - Chairperson
Sam Curman
Samantha Daryn
Philippe Babineaux
Amadou Alain

http://www.renovations.com

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

Internal PR Plan
Samantha Daryn, Team Lead
Communications Task Force

User experience subject to change

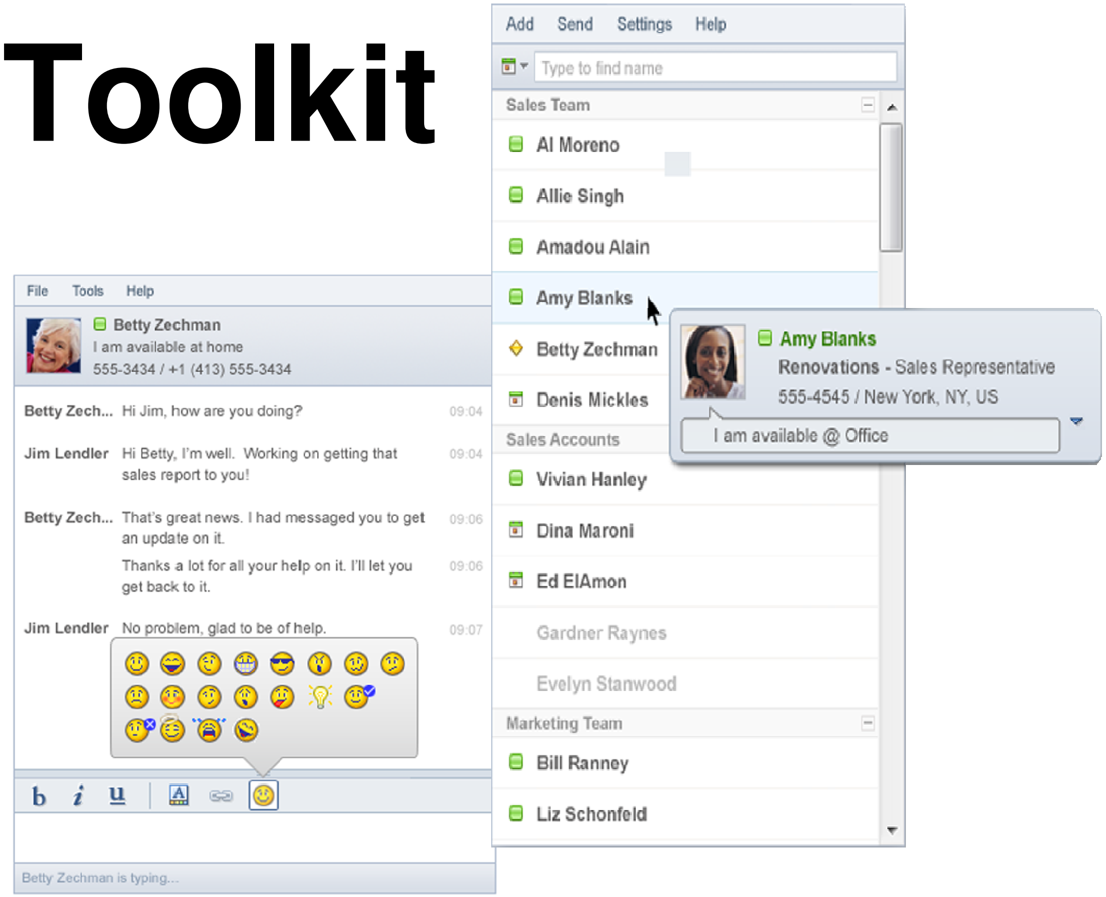
# Lotus® Sametime® 8.5

## Nuovo **Web 2.0**

## Sametime Links **Toolkit**

**AJAX/WEB 2.0**
zero download

facilita
**integrazione**


File
Tools
Help
Add
Send
Settings
Help
Type to find name
Sales Team
Al Moreno
Allie Singh
Amadou Alain
Amy Blanks
Betty Zechman
Denis Mickles
Sales Accounts
Vivian Hanley
Dina Maroni
Ed ElAmon
Gardner Raynes
Evelyn Stanwood
Marketing Team
Bill Ranney
Liz Schonfeld
Amy Blanks
Renovations - Sales Representative
555-4545 / New York, NY, US
I am available @ Office
b
i
u

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555-3434 / +1 (413) 555-3434

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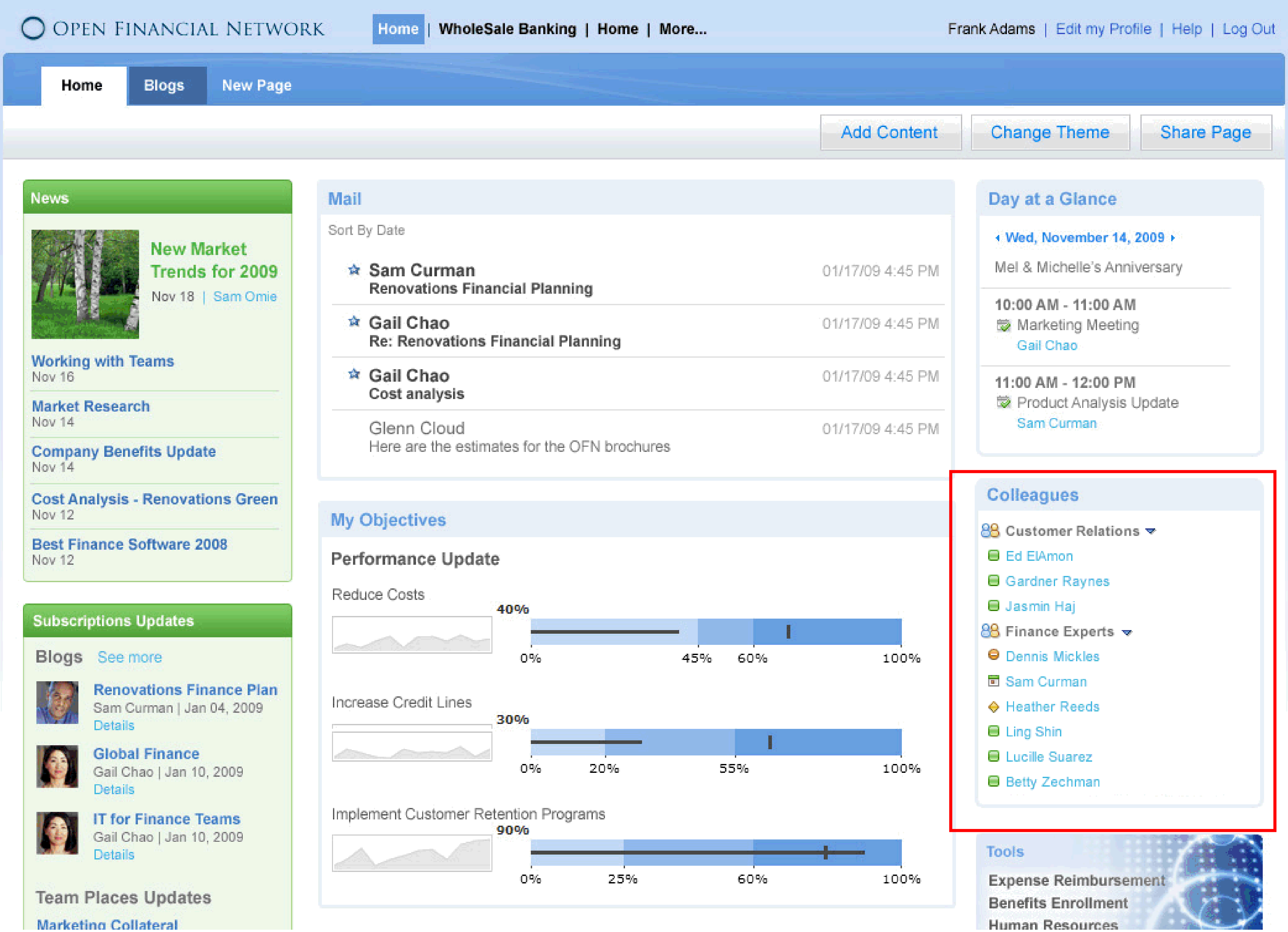


OPEN FINANCIAL NETWORK

Home | WholeSale Banking | Home | More...
Frank Adams | Edit my Profile | Help | Log Out
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**<br>**Renovations Financial Planning** | 01/17/09 4:45 PM |
| ☆ | **Gail Chao**<br>**Re: Renovations Financial Planning** | 01/17/09 4:45 PM |
| ☆ | **Gail Chao**<br>**Cost analysis** | 01/17/09 4:45 PM |
| | Glenn Cloud<br>Here are the estimates for the OFN brochures | 01/17/09 4:45 PM |

**My Objectives**

Performance Update

Reduce Costs
40%
0%
45%
60%
100%
Increase Credit Lines
30%
0%
20%
55%
100%
Implement Customer Retention Programs
90%
0%
25%
60%
100%

**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

# Lotus Sametime mobile client

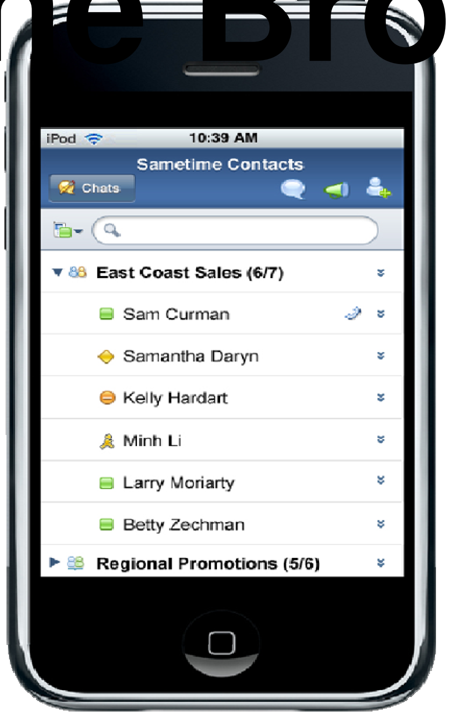
- Blackberry
- Windows Mobile
- Nokia & Sony Ericsson (Symbian)
- Mobile client disponibili da Business Partner RIM e CallWave

BlackBerry
BlackBerry
NOKIA
Sony Ericsson
SAMSUNG
at&t

Nuovo!

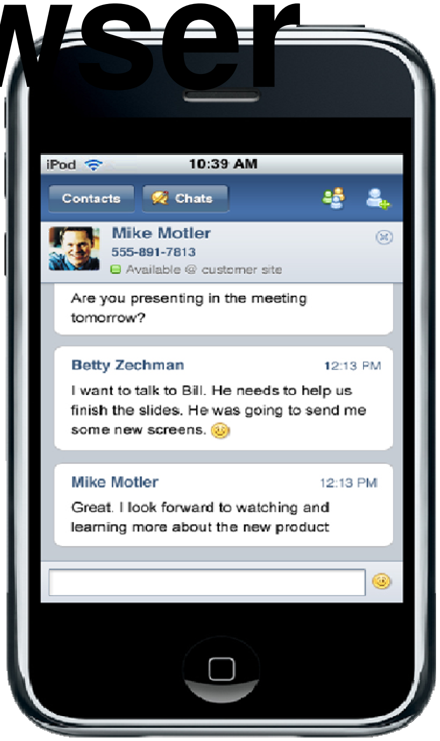
Lotus Sametime® 8.5

# iPhone Browser


iPod
10:39 AM
Sametime Contacts
Chats

East Coast Sales (6/7)
- Sam Curman
- Samantha Daryn
- Kelly Hardart
- Minh Li
- Larry Moriarty
- Betty Zechman

Regional Promotions (5/6)


iPod
10:39 AM
Contacts
Chats

**Mike Motler**
555-891-7813
Available @ customer site

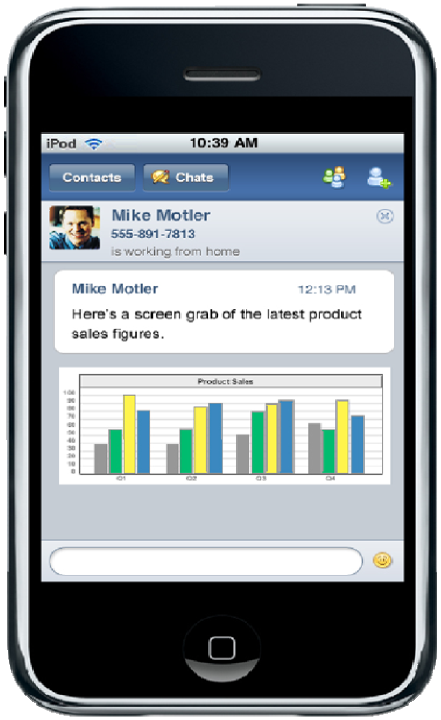
Are you presenting in the meeting tomorrow?

**Betty Zechman** 12:13 PM

I want to talk to Bill. He needs to help us finish the slides. He was going to send me some new screens. 🙂

**Mike Motler** 12:13 PM

Great. I look forward to watching and learning more about the new product


iPod
10:39 AM
Contacts
Chats
Product Sales

**Mike Motler**
555-891-7813
is working from home

**Mike Motler** 12:13 PM

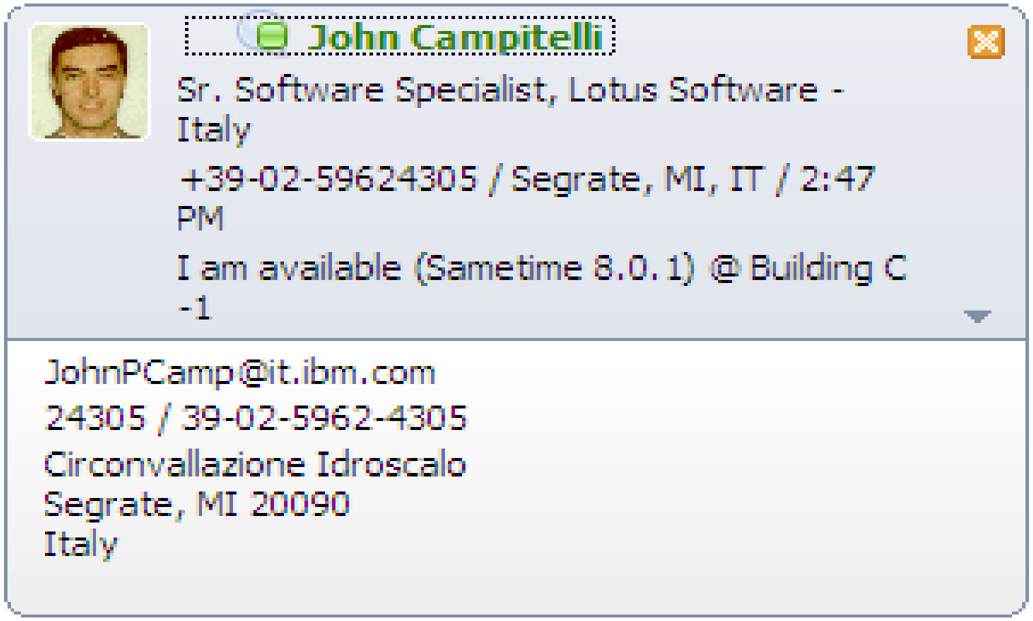
Here's a screen grab of the latest product sales figures.

User experience subject to change

# 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 sviluppatori:
  - http://www-128.ibm.com/developerworks/lotus/products/instantmessaging

# Grazie



John Campitelli

Sr. Software Specialist, Lotus Software - Italy

+39-02-59624305 / Segrate, MI, IT / 2:47 PM

I am available (Sametime 8.0.1) @ Building C -1

JohnPCamp@it.ibm.com
24305 / 39-02-5962-4305
Circonvallazione Idroscalo
Segrate, MI 20090
Italy

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