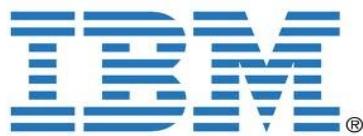




Congres Intranet 2011



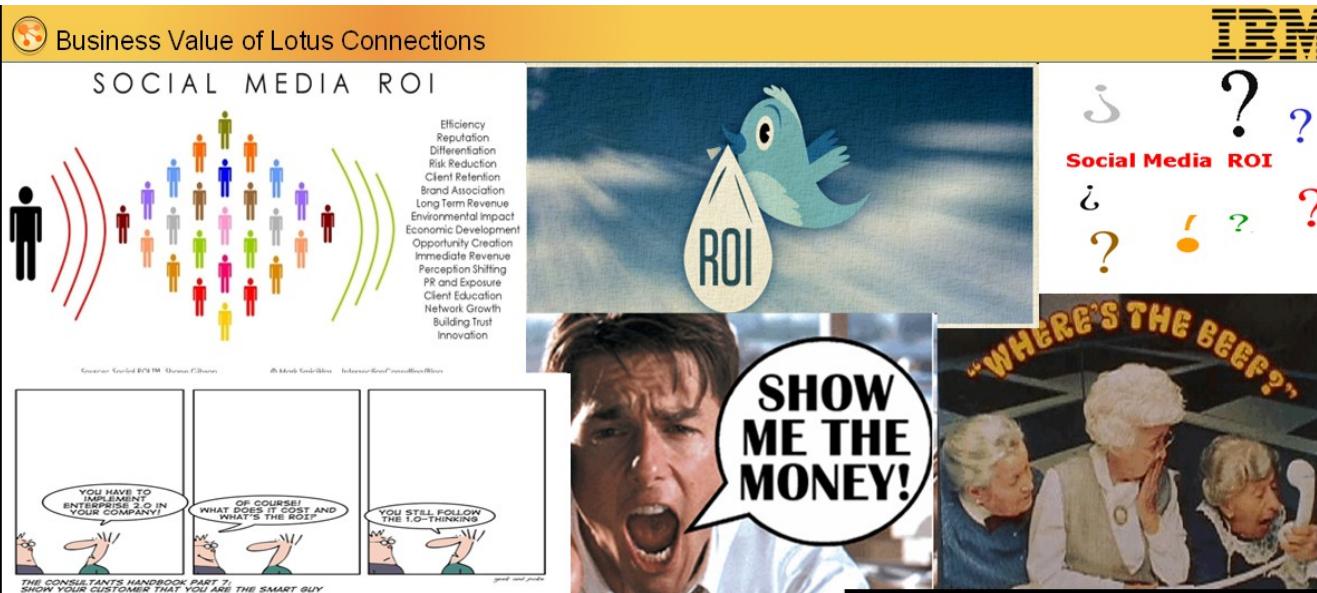
Arjan Radder – IBM Lotus
15 Maart 2011



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SOCIALMEDIA ROI How To Calculate





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**Radder, A P (Arjan) (Arjan)**

Sales Leader, Social Software - EMEA South West

AMSTERDAM Netherlands

Building: 765 |

31-6 2294 6054

arjan.radder@nl.ibm.com

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- Columns

Van Steenblij tot Nanotechnologie

Sinds menschenheugenis is het creatieve brein van de homo sapiens op zoek naar gereedschappen om het leven een aardig te vergemakkelijken. Van de steenbijlen uit de oudheid tot de typemachines uit de jaren 60, de eerste PCs in de jaren 80 en ons huidige gebruik van internet en mobiele telefoons. De evolutie van door mensen ontwikkelde gereedschappen kent een rijke historie.

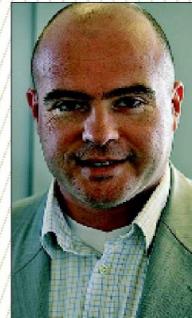
In recente tijden ontwikkelen we de mensheid niet meer een stukje vooruit maar veel meer opzij. En dat niet alleen maar op de techniek, maar ook in de maatschappij. De wereld waarin we vandaag leven is een veel meer "verticaal" georiënteerde samenleving geworden. Bestaande gescheiden zoals ERP, CRM en HR zijn nu samengevoegd tot één geïntegreerde systemen. We maken gebruik van de digitale connectiviteit om interactie te creëren met anderen maar meer dynamiek en interactie brengen. Denkt u vooral niet dat we er al zijn. Toekomstige generaties kunnen hier nu al geen begrip meer voor vinden. Er is een grote verschillende tussen de bewerkingen die wij nu nog maken en zich afvragen waar wij mee bezig waren. Net zoals wij na terugkeer op de televisie werden verbaasd over de nieuwe ontwikkelingen als elektrische virtuele werelden, virtuele intelligentie en vooruitgang in robotica en de ludieke gereedschappen die we vandaag gebruiken en updaten dagelijks.

Houd u vast, de toekomst is hier.



COMUNICAR NA EMPRESA COMO EM CASA

A PROPÓSITO da apresentação da UCI2, aprovevemos a presença em Portugal da ARJAN RADDER, sales leader de Social Software da IBM para a região da Europa, para percebermos melhor como a IBM olha para o futuro das comunicações em ambiente empresarial.



Podemos decodificar este novo conceito de comunicar que a IBM propõe para os ambientes empresariais? O que estamos a tentar fazer é unificar

הו' אדר' מילר, מנהל תחומי מילואים וחדשנות במרכז החדשנות של החברה בישראל

הו' אדר' מילר, מנהל תחומי מילואים וחדשנות במרכז החדשנות של החברה בישראל. הוא נושא מומחה בתחום החדשנות ויישום טכנולוגיות המבוססות על מדעי נתונים וטלקומיניקציה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של החברה. מילר ינשא נספח ערך בו נושא החדשנות וחדשנות כעליה בוגרת של..

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Lotus Connections Home Page

<http://homedev2.dyn.webahead.ibm.com/homepage/web/getuserpref>

Mark Levins | Help | Logout

Home **Updates**

Blogs
Latest blog entries:
 - Welcome
 Mark Levins | Published Yesterday 1:32 PM
 I love photography and am particularly interested in (More...)
 - Welcome to the Soccer stuff blog
 Liang Chen | Published Yesterday 1:09 PM
 Hi all, Welcome to my blog all about soccer (or (More...))

Activities
My Activities
February 2008 Fri 22 Feb 2008
M T W T F S S 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29

Dogear
My Watchlist
 Chase Jarvis
 Colin Ryan | Today 8:44 PM | Details | copy
 Welcome to Photoneat!
 Mark Levins | Yesterday 12:40 PM | Details | edit
 Photography - boards.in
 Mark Levins | Yesterday 12:28 PM | Details | edit
 FM Reviews - Main Index
 Mark Levins | Yesterday 12:30 PM | Details | edit
 Flickr
 Mark Levins | Yesterday 12:36 PM | Details | edit

Communities
My Communities
 Photography
 Updated: Yesterday 12:42 PM by Mark Levins
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Available My desk in Building 5

Quick find

Sales Team (4/9)
 - Monifa Shanl
 Kelly Hardart
 Sam Curman

Lotus Sametime Now - My Metrics

File Edit View Tools Help

Available My desk in Building 5

Quick find

Sam Curman (2/2)

Administrator (2)
 - KATHY HARRIS
 Sam Curman

Kathy Harris
 Good morning Kelly.
 Are you free this afternoon? I'd like to discuss the presentation today?
 Do you know what you're too, I'm hoping to write
 this up before noon to
 have it ready for the meeting later this afternoon.
 Could you give me a good time for me.

Sam Curman
 Excellent!

Kathy Harris
 Oh no! I forgot I have a lunch meeting with Larry!
 Do you think we could reschedule for another time?
 Okay, let me check my calendar.

Sam Curman
 I do not work from 12:30 to 3:00.
 Please reschedule for another time.
 Sam Curman is now available.

TAMEREG Visual Communication sample

Sam Curman



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Tijd voor verandering





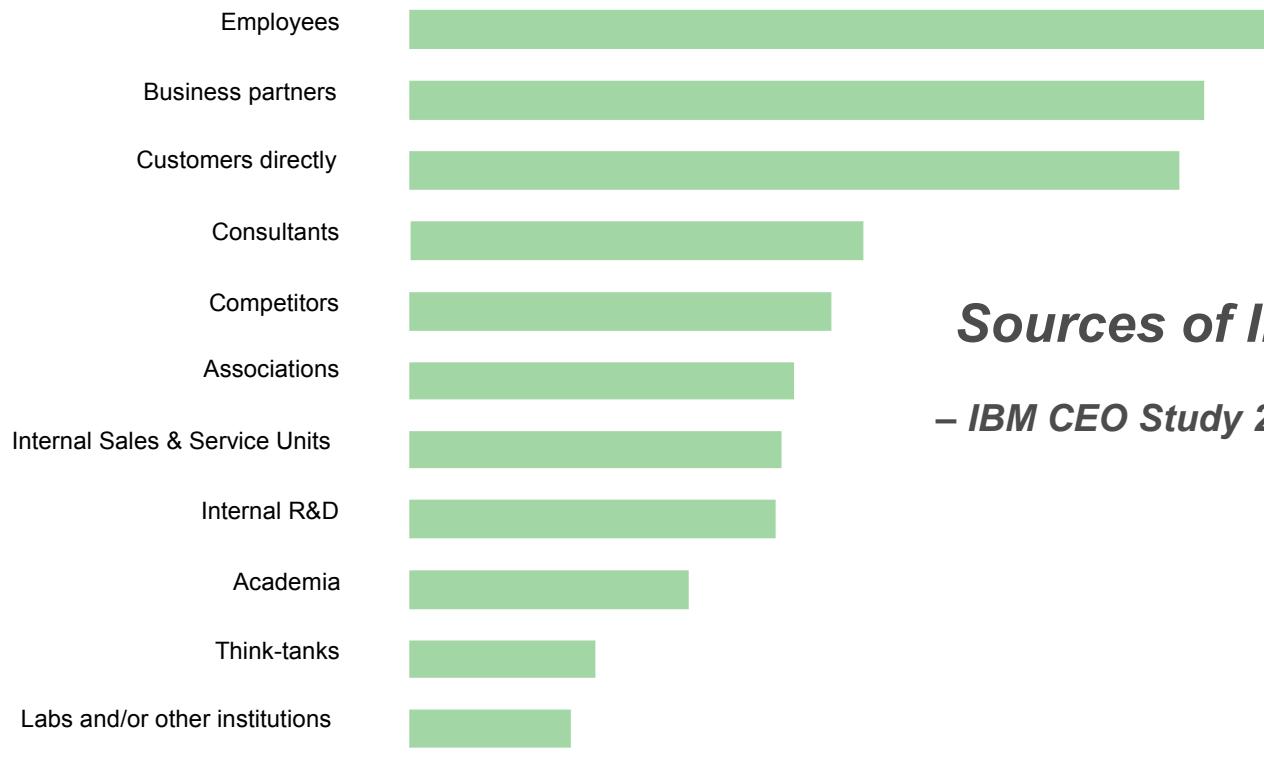
19% of the entire American workforce holding **executive**, administrative and managerial positions **will retire in the next five years**

In the year 2000, there were more people **receiving pensions** in Italy than **people working** (22 versus 21 million)



Within the next seven years, **33 million people** in Japan (26% of the population) will be **over 65 years old**

By 2016, the number of individuals **aged 60-64** in Australia is expected to almost **double**



Sources of Innovation

- IBM CEO Study 2009 -

0% 5% 10% 15% 20% 25% 30% 35% 40% 45%

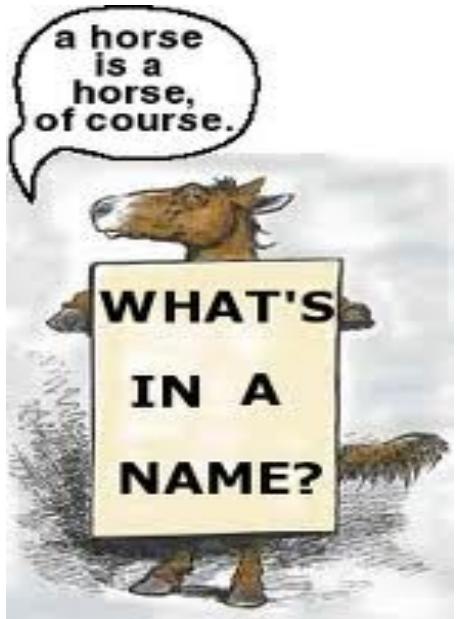




Nieuwe middelen om bestaande doelstellingen beter te realiseren



Een paar eenvoudige voorbeelden



A word cloud graphic where names are represented by different sizes and colors. The most prominent names are John, David, and Chris, all in large blue letters. Other names visible include Sam, Laura, Jones, Sarah, Peter, Michael, Stephen, and Mark.



Een Kennisprofiel / '2.0 Smoelenboek' verbindt en informeert

Profiles-My Profile - Mozilla Firefox: IBM Edition

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Arjan Radder (arjanradder) on Twitter linkedin logo - Google zoeken Google Mail - Priority Inbox - arjanr... 740247.pdf - Powered by Google Docs Facebook (2) Profiles-My Profile

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IBM employee, Regular
IBM Netherlands
IBM Sales & Distribution, Software Sales
Sales Leader, Social Software - EMEA South West
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Building: 765 | 31-6 2294 6054
arjan.radder@nl.ibm.com

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What are you working on right now?

Radder, A P (Arjan) Preparing my Masterclass presentation at the People Business ondernemersfestival March 9 and 10 Thursday 4:18 PM [Add comment](#)

Persoon, E W (Edwin) wrote Feb 25 Hi Arjen, can you please add your activity list of Internal "stuff" to the Lotus Nederland Community ? Please put in a Wiki, so we can all discuss and add... Should make nice example of how to use the Wiki next monday. tx! [Add comment](#)

Radder, A P (Arjan) Finding a strong Portal reference for Canon. Best would be a combi between Portal, WCM in a Oracle environment at a customer that is also using Siebel. Anybody any good ideas? Feb 10 [Add comment](#)

Report to chain

- Doremalen van, Harry (Harry)
- Cuppen, J P (Judith)
- Boevink, Ron
- Radder, A P (Arjan)

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mailto:arjan.radder@nl.ibm.com

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IBM employee, Regular
IBM Netherlands
IBM Sales & Distribution, Software Sales
Sales Leader, Social Software - EMEA South West
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arjan.radder@nl.ibm.com

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Radder, A P (Arjan) My Social Masterclass presentation at the Peoples Business 'Ondernemersfestival' in Zwolle on March 9 + 10 http://slidesha.re/g6ba2E Mar 10 Add comment

Arjan Preparing my Masterclass presentation at the People Business ondernemersfestival March 9 and 10 Mar 3

Edwin wrote Feb 25 You please add your activity list of Internal "stuff" to the Lotus Nederland Community ? Please put in a Wiki, so we can all discuss and add... nice example of how to use the Wiki next monday. tx!

Radder, A P (Arjan) Finding a strong Portal reference for Canon. Best would be a combi between Portal, WCM in a Oracle environment at a customer that is also using Siebel. Anybody any good ideas? Feb 10 (2 comments)

Report to chain

- Cuppen, J P (Judith)
- Boevink, Ron
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- My Social Masterclass presentation at the Peoples Business 'Ondernemersfestival' in Zwolle on March 9 + 10 <http://slidesha.re/g6ba2E>
- Preparing my Masterclass presentation at the People Business ondernemersfestival March 9 and 10 Mar 3
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[Add comment](#)
- Radder, A P (Arjan) Finding a strong Portal reference for Canon. Best would be a combi between Portal, WCM in a Oracle environment at a customer that is also using Siebel. Anybody any good ideas? Feb 10

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Tags

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- intranet
- intranet-economies
- intranet-experts
- intranet-password
- intranet-ssl-certificate-authority
- intranet_effectiveness
- intranets
- intranetworking
- connections 4
- dierenambulance 1
- emea-south-west 1

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- Cuppen, J P (Judith)
- Boewink, Ron
- Radder, A P (Arjan)

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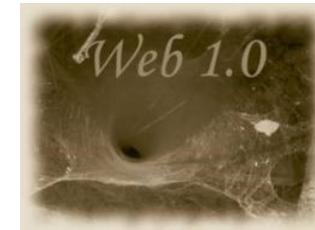
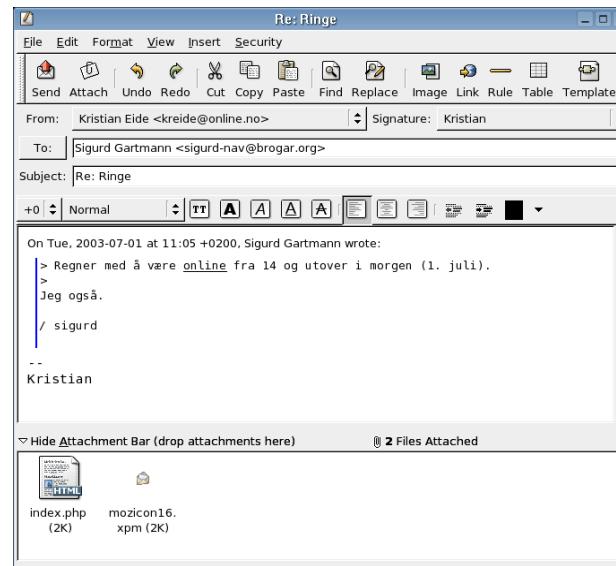
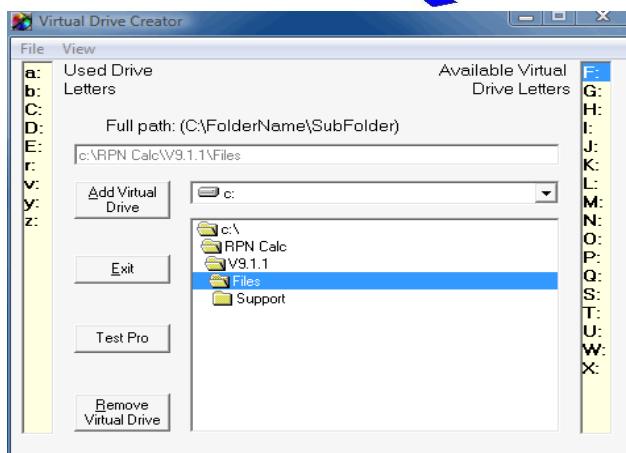
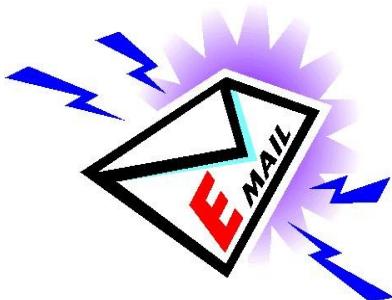


En helpt personen en bedrijven om

- Mensen aan elkaar te verbinden
- Sneller, relevante, kennis te bemachtigen
- Sneller een beter antwoord te krijgen
- Betere besluiten te maken
- Kennis te delen en betrokken te blijven



Samenwerken aan een project?



Een centraal opgeslagen en gedeelde 'Aktiviteit' is efficiënter

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Sort by: Last updated | Due date

Working Files - Web Experience Software Sales Forecasts
updated by Randy D. Frink Yesterday 11:04 PM More

Dealclinics
updated by Laurent Boes Wednesday 10:11 AM | Due Dec 31 More

Workflow process for boarding new pilot groups Community Activity
updated by L. Amerlaan-Van Rijn Sep 6 | Due Sep 29 2012 More

2010 Weekly Summary - Portal Segment Sales Forecast
updated by Karla H. Young Sep 3 More

2010 Weekly Summary - Social Segment Sales Forecast
updated by Karla H. Young Sep 3 More

DAS
updated by A. P. Radder Sep 3 More

SMART WORK testimonials, positive results and opportunities Community Activity
updated by M. T. Schilder Sep 2 More

Smart Work - sales leads via intelligent listening Community Activity
updated by Maaike Kamphus Sep 2 | Due Sep 24 More

Drive increased SMART WORK business for IBM Community Activity
updated by L. Amerlaan-Van Rijn Sep 2 More

IBERDROLA
updated by A. P. Radder Aug 25 More

das dealclinics lotsw faa iberdola intelligent listening lotus_connections process-boarding-new-teams-pilot questions references smart-work-actions-activities

View as cloud | list

People

Done

start Mail - In... 7:22:58... My Act... My STUFF Connec... (3:43) 9:31



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Prioritized Activities High Priority Medium Priority

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People A. L. Widmer

Done

start Calendar - ... 1:47:53 - A... My Activities... Standbeman... CongresIntr... 9% 19:55

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Start an Activity 1 - 13 of 13 Sort by: Last updated Due date Previous Next

Input QTD Q1 result with expected achievement Q1 and one slide on Q2/H1 roadmap for team meeting Match 17th @ IBM Antwerp updated by Ron Boevink Today 4:04 PM More

Extreme Qualification Q1 2011 updated by Maarten Raeymaekers Yesterday 7:36 PM More

SSL call Ron - Edwin Community Activity updated by E. W. Persoon Mar 10 More

Ron Mar 2 More

2011 Feb 22 More

ir Feb 1 More

werkForum Community Activity Jergens Jan 27 | Due Feb 4 More

De week van het nieuwe werken (8-14 nov 2010) Community Activity updated by L. Ammerlaan-Van Rijn Jan 21 | Due Oct 27 2010 More

Social business Offering (Smart Work) Community Activity updated by Maaike Kamphuis Jan 14 | Due Dec 31 2010 More

Customer activities & opportunities Community Activity updated by L. Ammerlaan-Van Rijn Jan 11 | Due Jan 31 More

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People

A. L. Widmer
A. M. Kerr
A. Ramirez
Agop Gurunlian
Alain Kremer
Alan Conkright

Start an Activity

With tag: dealclinics iotsw

1 - 1 of 1

Sort by: Last updated Due date

Dealclinics updated by Claudia Butera Dec 20 2010 | Due Dec 31 2010

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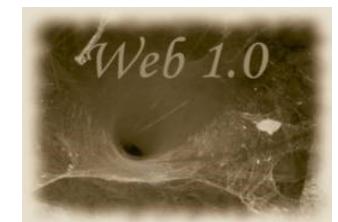
Omdat

- ALLE informatie nu op één plek beschikbaar is voor de leden
- U gemakkelijk bestanden, links en todo's kunt toevoegen
- De informatie toegankelijk en terugvindbaar is in de toekomst
- Het de volume van uw email en 'persoonlijke organisatie' reduceert

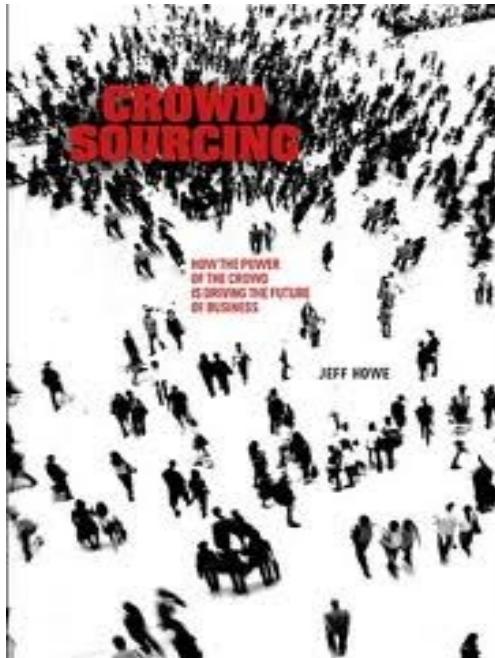
- U zo efficienter werkt, tijd en geld bespaart
- U betere resultaten en een beter 'product' oplevert (dan uw concurrent!)
- U de toegankelijkheid van informatie in de toekomst waarborgt



Hoe creëert u een nieuwe versie van uw product of dienst?



Het is slim om uw klanten en partners bij dit proces te betrekken



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Start a community

1-10 of 19,431 Page 1 | 2 | 3 | 4 | 5 | ... 1,944 Previous Next

Storage Infrastructure Optimization - Enablement Assets
388 members | Updated by Morfini Ferentinos | Today 8:57 PM | Tags: assets, delivery, enablement, execution, infrastructure, initiative, optimization, sales, storage
This is the repository for final versions of sales and delivery enablement materials for the Storage Infrastructure Optimization (SIO) Sales Execution Initiative.

Source Next (TRIO)
by RODERICK C. HENDERSON | Today 8:57 PM | Tags: community-source, development, jazz, open-source, oss, rtc, swg
is hoped to be a future incantation of the SWG Community Source mission, focusing on providing a centralized place to locate and participate in various component development activities intality.

Item Enablement Team Moderated
by Teresa C. Lafoon | Today 8:56 PM | Tags: enablement, rational

Community
2 members | Updated by Samantha Elizabeth Carfi | Today 8:56 PM | Tags:
Welcome to my test Community. I'm working on the process of creating and editing a Community, and it's components - wikis, blogs, files, feeds, bookmarks, and discussion forums.

EQC CMS Support Moderated
8 members | Updated by Chris Anderson | Today 8:56 PM | Tags: claimcenter, cms, eqc, guidewire
EQC CMS support community This is the community for the NZ Earthquake Commission (EQC) Claims Management System support team. It will consolidate useful information and links to useful information in one place. Information that has been accumulated through the experience of supporting

CommunityBuilders
1,719 members | Updated by Michael Maloney | Today 8:56 PM | Tags: collaboration, communities, community-builders, community-building, community-manager, communitybuilders, enterprise2.0, facilitators, good-practices, knowledge-sharing, learning, lessons-learned, social-computing, social-software
Our vision is to be IBM's premier leader in developing, leveraging, and sustaining communities, both internal and externally. All across IBM communities are enabling our business strategies by exploiting social computing, knowledge sharing and collaborative capabilities that are recognized as diffe

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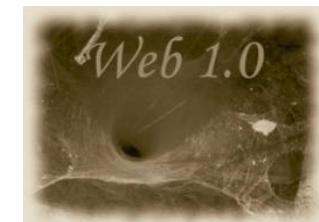
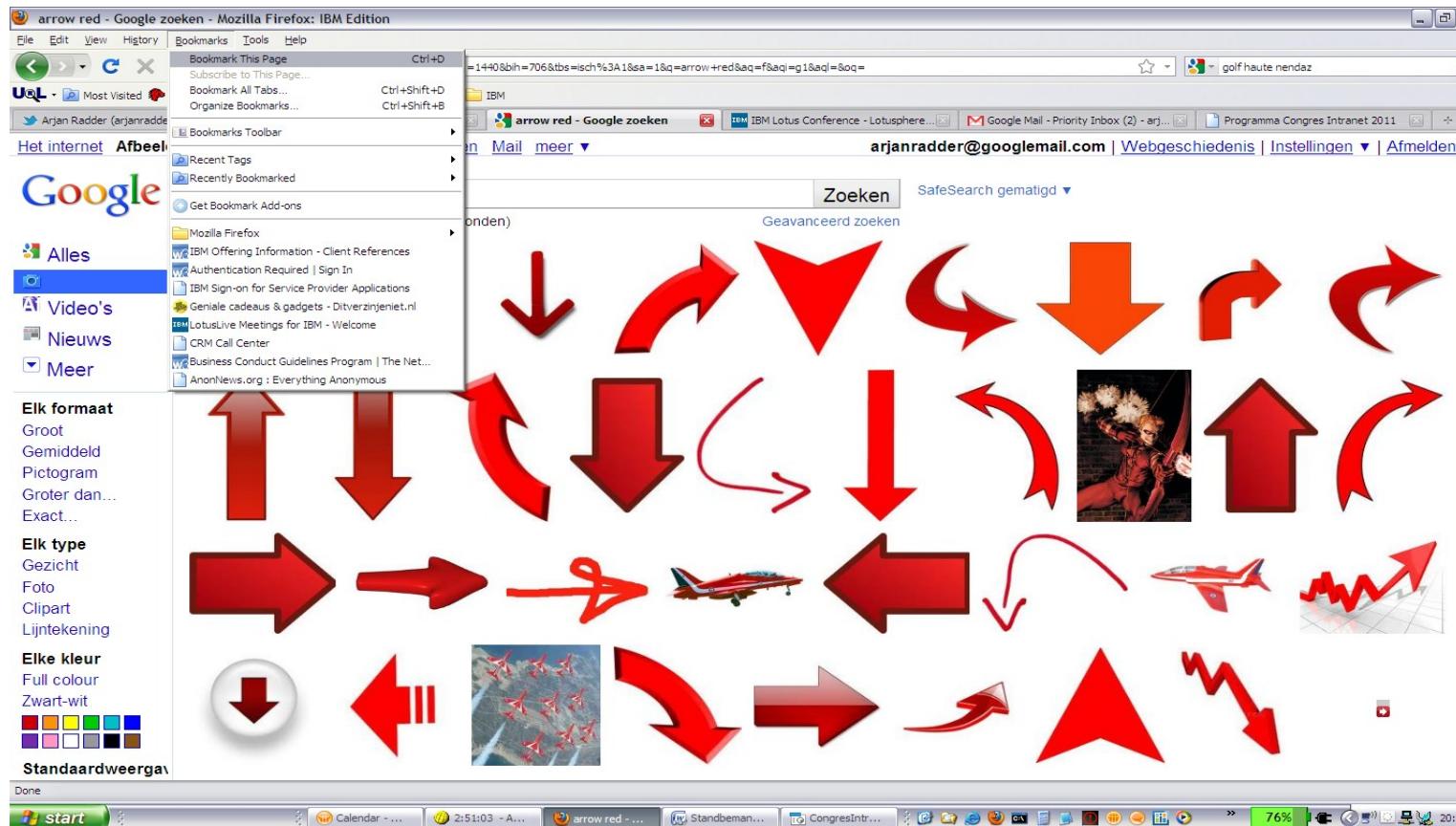
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Zodat u

- Een beter produkt
- Sneller naar de markt kan brengen
- Met meer support van uw partners en klanten
- Uw concurrent te snel af snel af bent
- Uw aandeelhouders kunt bekoren



Een interessante URL zo bewaren / bookmarken?



Interesante links op 1 centrale plek delen is efficiënter

A screenshot of a Mozilla Firefox browser window. The title bar reads "Bookmarks - Public Bookmarks - Mozilla Firefox: IBM Edition". The address bar shows the URL "http://w3.ibm.com/connections/dogear/html?lang=en". The bookmarks bar includes links for "UoL", "Most Visited", "Getting Started", "Latest Headlines", "Bookmark this!", "IBM", "Twitter", "Bookmarks - Public Bookmarks", "Google zoeken", "IBM Lotus Conference - Lotusphere...", "Google Mail - Priority Inbox (2) - arj...", and "Programma Congres Intranet 2011". The main content area displays a "Public Bookmarks" page from the IBM Connections site. The page has a sidebar with "Tags" (including "Active Tags" like "2011 analyst_report", "analytics", "bao_bao_aao_bao_knowledg", etc.) and a "Most Visited Bookmarks" section. The main content lists various bookmarks with details like date, tags, and a "show details" link.

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SAP Kernel Patch and SAPJVM Upgrade Step by Step Document for ABAP and NetWeaver 700, 710 and 720 RAJEEV GROVER - Today 9:00 PM | Tags: netweaver_composition_environment, nw720, sap, sap_kernel_patch, sapjvm, sapjvm_upgrade

SPSS BonTon Analytic Marketing Deployment LINDA LALONDE - Today 8:59 PM | Tags: 03_development_industrialization, bao, bao_aao, bonton, deployment, na_folder, pes_report, spss, spss_migration

IBM Smarter Computing K. S. Roche - Today 8:59 PM | Tags: bigdata, cloud, optimized, smartercomputing, systems, workload

Role: Project Office Liz Shortt - Today 8:58 PM | Tags: deliverables, management, plan, products, project, responsibilities, roles, system, work

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SWG Technical News | Apple iOS SDK: what you need to know Neil Mackinnon - Today 8:55 PM | Tags: apple-ios, apple-sdk, apps, cross-brand, developers, ipad-apps, iphone-apps, legal, mobile, swg, swg-legal, swg-technical-community

ILX | The Informal Learning Exchange, ILX Howard K. Smith - Today 8:53 PM | Tags: demo, ilx, laurie, overview, recommended, recording

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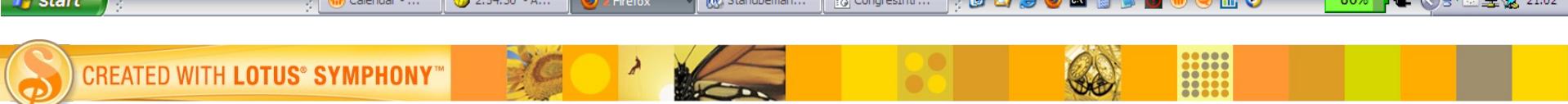
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Zodat u

- Informatie ook toegankelijk maakt voor anderen
- De 'collectieve intelligentie' van uw bedrijf vergroot
- Weet dat de informatie er nog steeds is ook als u zou vertrekken
- Beter geïnformeerde besluiten kunt maken
- Minder tijd en geld kwijt bent met zoeken



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Maar let op; Verschillende elementen zijn van belang en moeten in context worden benaderd

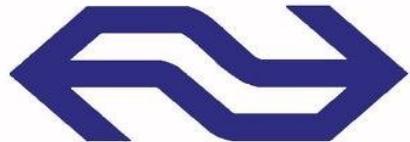






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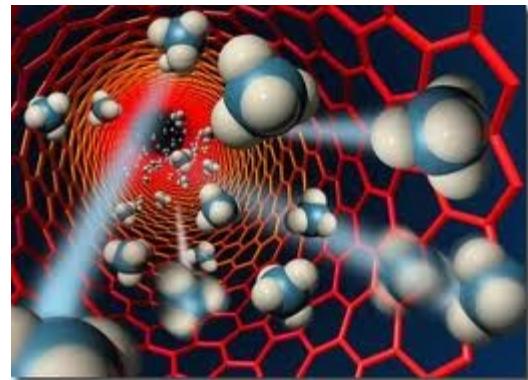


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