

Messaging and Collaboration

*Messaging and Collaboration is an offering which enables local and distributed teams to work together, collaborate and share information across the internet with **Lotus Domino**. Rapid delivery of collaborative Web application that integrate your enterprise system will enable your employees to “Work with anyone, anywhere, anytime”*

A - Customer target

Customer size

Nb of employees	1-50	50-100	100-250	250-500	500-1000	1 000 +++
	x	x	x	x	x	x

Customer Industry

Retail	x
Wholesale	x
Banking/Finance	x
Insurance	x
Telecommunications/Media	x
Government	x
Manufacturing	x
Travel/Transportation	x
Healthcare	x

Typical sponsor

Sales Exec	x
Marketing Exec	x
CEO	x
Finance Exec	x
Customer Service Exec	x
IT Manager	x
Network Manager	x

Account Situation / Prerequisites

- Customers that need to collaborate through e-mail, sharing documents and ideas.
- Requires a reliable, scalable and secure environment.
- Requires the ability to quickly and easily build and manage collaborative web solutions.
- Geographically distributed locations
- Multinational companies
- Mobile or distributed workers

Customer Pains

- **CIO**
 - slow decision - lack of responsiveness
 - poor or slow communication internally and externally
 - Lack of productivity - processes too complicated.
- **Finance exec pains**
 - Controlling costs
 - Administration
- **Sales exec pains**
 - Difficulty accessing information whilst remote.
 - Time pressures.
 - Unable to access customer and company information.
- **Marketing exec pains**
 - Increased competition.
 - Time to market pressures.
 - Sharing of up - to- date information.
- **Customer service exec pains**
 - Difficulty accessing info.
 - Knowledge or expertise is available in the organisation, but difficult to share with the employees who need it
 - Providing high-level customer service Rapid response.
- **IT exec pains**
 - Time constraints

- Need to have a secure and controlled environment to store and share documents
- Difficulty managing messaging environments.

Questions to create a vision

- **CIO**
 - What if I could offer you a solution to differentiate your company from your competitors?
 - What if I could offer you a solution that enabled you to spend more time on strategy?
 - What if I could offer you a solution for all of your messaging, collaboration and web requirements in one solution?
- **Finance exec questions**
 - What if you could reduce costs and improve productivity ?
- **Sales exec questions**
 - What if you could respond to your customers faster?
 - What if I could offer you a solution to make you more effective and close more business?
- **Marketing exec questions**
 - What if you could improve the accessibility of marketing efforts internally and externally ?
 - What if you could streamline sales and marketing processes ?
 - What if I could help provide a web solution that's easy to build and manage?
- **Customer service exec questions**
 - What if you could improve customer satisfaction levels?
 - What if you could improve your staff productivity ?
 - Do you want to service your customers via the web?
 - Are you able to communicate easily with your customers ?
- **IT exec questions**
 - What if I could offer you a solution that's easy to manage?
 - What if I could offer you a solution that provides better levels of service to the company internally?

Messaging and Collaboration

- What if I could offer you a solution that has the flexibility to change with your company's needs?
- What if I could offer you a safe and secure environment to manage company information?

B - Typical Solution proposed

Business Benefits of Solution

- Secure environment - Retain valuable information.
- Reliability - Better productivity and better use of systems.
- Accessibility - Allows you to access what you need, when you need it.

Technical benefits of Solution

Domino Application Server V5

- **Easy administration - reduced IT costs, faster ROI.**

The Domino Application Server

The Domino Application Server is an open, secure platform optimised to support rapid delivery of collaborative web applications that integrate your business systems with dynamic business processes. It's the perfect service for keeping web content fresh by distributing content management.

- Track, report and analyse system usage for billing, chargeback and capacity planning purposes.
- You can use your favourite HTML authoring tools, Java IDE's and scripting tools to create Domino applications and you can also use Microsoft IIS as the HTTP engine for Domino.
- Development tools, standards support and unmatched server-to-server replication simplify rollout, maintenance and rollback of applications
- Integrates with and provides live connections to relational databases, transaction systems and ERP applications.
- Provides services workflow, document libraries, teamrooms, and all the messaging features of the Domino Mail server so you can easily build and manage integrated, collaborative solutions.

Notes Release 5 (client) :

Lotus Notes is the leading integrated e-mail and collaboration software for the internet. Notes R5 offers an easy to use, open, web-like and customisable environment - so you can work the way you want, with all the power you expect.

- Ease of use - Notes makes it easy to find, sort and manage all your work in a way that makes sense.
- New browser-like interface lowers training costs of new users.
- Optional PDA, SMS and WAP support.
- Integrates superbly with standard office applications from other vendors.
- Manage all your e-mail from one place - Use Notes to collect all your e-mail, both from work and home, whether it's from your network or from an internet account.

Comprehensive Standards Support.

- **Mail standards.** Full support for Internet mail, including POP3, IMAP4 and LDAP V3.
- **Native content types.** Supports MIME, S/MIME, HTML, NNTP, Java, JavaScript and X.509 certificates.
- **Multi-platform support.** Notes R5 runs on Windows 95, Windows 98, Windows 2000, Windows NT 4.0 Workstation; and Mac PowerPC 7.6 and 8.5.

Content of Solution

- Lotus Domino Application Server V5
- Lotus Notes R5

Platforms

	Server Domino	Client Notes
Windows NT	x	y
Windows 95/98		x
Windows 2000	x	X
AIX	x	X
AS/400	x	
S/390	x	
Linux	x	
HP/UX	x	
Sun Solaris	x	

Price/PN

**Collaboration for 100 users : nk €
(SW 15k € + service bk €)**

Product	P/N	Qty	Poi nts	Price
Domino Application Server Lic /SW Maint 2 anniv	D5CJPLL		12	3,017
NOTES WITH COLLABORATION LICENSE lic/sw maint 2 ANNIV (NT)	D5CS3LL	100	1,5* 100	125*100
TOTAL				15517

Notes :

- 1 - Prices are given here only for evaluation, please refer to the official IBM price book for a contract.
- 2 - Prices are based on a 2 years subscription through Passport Advantage.
- 3 - Please localise documentation and media pak references when available in your country.

C- Business Partner Value Proposition

The interest for our BPs is:

1. Cross-selling :

- **Domino applications** - (Lotus applications or Partner applications - CRM, HR, Sales)

- **Team collaboration offering (Sametime, Quickplace)**

- **additional service to sell**

2. Start Now Programme

IBM recently announced 9 Start Now enablement programmes to help Partners to get started quickly on e-business solutions: of which :

- **IBM Start Now Infrastructure Solutions** - build and deploy the foundation for e-business

- **IBM Start Now e-commerce Solutions** - buy and sell over the internet
- **IBM Start Now CRM Solutions** - develop and nurture customer relationships
- **IBM Start Now BI Solutions** - analyze and understand business data for better decisions
- **IBM Start Now Collaboration Solutions** - extend and enhance web sites with human interaction
- **IBM Start Now Host Integration Solutions** - extend legacy applications to the Web
- **IBM Start Now Content Management Solutions** - manage and secure business critical content
- **IBM Start Now Website Management Solutions** - manage and secure internet presence
- **IBM Start Now Wireless Solutions** -

Deliverables

Various deliverables such as, enablement kit
Or Marketing and Sales deliverables can be found at
www.ibm.com/partnerworld/startnow

Distributor Value Proposition

- Drives revenue toward their SMB growth rebate attainment
- Provides an "offering" to promote to/through their VARs to reach SMB customers
- Recruitment & enablement funding, content
- Provides access to demand generation tools

Reseller Value Proposition

- Up-sell, cross-sell opportunities with extensions
- Create e-business practices for the SMB space
- Standardized, simplified and consistent solutions
- Rapid and efficient implementation
- Mass customized solutions for e-business

TCl resellers value proposition

- \$1,500 co-marketing funds
- Sales and marketing tools available on:
ibm.com/partnerworld/software/comarketing

- now you program*
 - 10,000 points for each Start Now Specialty
 - Published Start Now success stories earn points

3. TCI Programme

IBM recently announced a programme to help partners to go to the SMB space. Rewards and co-marketing details can be found at
www.ibm.com/partnerworld/software

D - More Information

Web site

[Http://www.lotus.com/](http://www.lotus.com/)

[Http://www.lotus.com/domino](http://www.lotus.com/domino)

[Http://www.lotus.com/notes](http://www.lotus.com/notes)

[Http://www.lotus.com/dominoas400](http://www.lotus.com/dominoas400)

[Http://www.lotus.com/compare](http://www.lotus.com/compare)

[Http://www.ibm.com/partnerworld/software](http://www.ibm.com/partnerworld/software)

[Http://www.ibm.com/partnerworld/startnow](http://www.ibm.com/partnerworld/startnow)

Relevant publications or deliverables

[Www.notes.net](http://www.notes.net)

At country level, we will add

- customers references with the following items

- situation
- business issue
- reason
- he needed ...
- we provided ...
- results

- Local contacts for Business Partners

- Local contact for customers

- education available