

Team Collaboration

Team Collaboration is an offering which enables local and distributed teams to work together using real-time information sharing and distribution across the internet with **Lotus Sametime and Quickplace.**

“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	

Account Situation / Prerequisites

- Customers that need to collaborate with colleagues, share documents and discuss ideas .
- Geographically distributed locations
- Typical business areas:
 - Mergers and Acquisitions
 - Product Development
 - Bid Management
 - Team Discussions

Customer Pains

- **CEO**
 - slow decision -making process and lack of responsiveness
 - poor or slow communication internally and externally
 - processes are complicated and require too much time and paperwork
- **Finance exec pains**
 - traveling and meeting expenses are too important
- **Sales exec pains**
 - Remote or traveling sales rep have difficulty communicating and working together
- **Marketing exec pains**
 - Taking too long to get to market
- **Customer service exec pains**
 - Information needed to get the job done is in too many different places
 - Knowledge or expertise is available in the organisation, but difficult to share with the employees who need it
- **IT exec pains**
 - Difficulty to run multiple projects throughout the organisation
 - Need to have a secure and controlled environment to store and share documents
 - Need to offer project management functionality without complex programming or set-up
 - cannot afford expensive training

Questions to create a vision

- **CEO**
 - What if you could take faster decisions ?
- **Finance exec questions**
 - What if you could reduce costs and improve productivity ?
- **Sales exec questions**
 - What if you could reduce cost-of-sale ?
 - What if you could streamline sales and marketing processes ?
 - What if you could improve the ability to foster, establish and maintain customer relationship ?
 - what if you could instantly improve communications within your team wherever your employees are using real time communication ?
- **Marketing exec questions**
 - What if you could improve the availability and effectiveness of marketing efforts internally and externally ?
 - What if you could streamline sales and marketing processes ?
- **Customer service exec questions**
 - What if you could improve customer and prospects responsiveness and satisfaction ?
 - What if you could improve your employees productivity ?
- **IT exec questions**
 - What if you could manage internal and external projects ?
 - What if you could setup collaborative environments and manage documents over the web with colleagues, suppliers or partners ?
 - what if you could customise and configure your team environment to suit your needs without complex IT commands or programming ?

Team Collaboration

B - Typical Solution proposed

Benefits of Solution

- **Better team working**

By empowering people to create and customise their own secure sites, teams operate more effectively, even between different organisations.

- **Instant Collaboration.**

Quickly work with others on projects on the Web in seconds using familiar office applications.

- **Reduce IT Costs**

Allow teams to manage and access control their own project sites without an IT Dept, reducing IT costs.

- **Manage Projects Better**

Keep to deadlines and keep team members informed.

- **Be more creative.**

Brainstorm new ideas or review content instantly with on-line members. teams operate more effectively with greater enthusiasm, even between different organisations.

- **Simple solution**

Very little IT resources required to put in place a collaboration solution.

- **Security**

Easy and precise control over access

Content of Solution

Lotus QuickPlace

Lotus Sametime

Platforms

Sametime	Server	Client
Windows NT	x	x
Windows 95/98		x
Windows 2000		
AIX		
AS/400		
S/390		

Linux		
HP/UX		
Sun Solaris		

Quickplace	Server	Client
Windows NT	x	x
Windows 95/98		x
Windows 2000		
AIX		
AS/400	x	
S/390		
Linux		
HP/UX		
Sun Solaris	x	

Price/PN

Collaboration for 10 users : 38k €
(SW 30k € + service 8K €)

Product	P/N	Qty	Poi nts	Price
QuickPlace per user License	D5CSVLL	10	10	540
QuickPlace Extranet Server	D5CSMLL	1	60	13 441
Sametime Extranet Server	D5CTCLL	1	70	16 803
Sametime Per User License	D5CT3LL	10	1	54
TOTAL				30 838

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 VPO contract, Band A.

3 - Please localise documentation and media pak references when available in your country.

Service offering : Typical Statement of work needed

Sametime Getting Started Service Offering -

Sametime Getting Started is delivered in two phases; Phase 1 is an on-site engagement to provide the initial installation and knowledge transfer. Phase 2 offers on-line training for up to 25 end users. As part of the program, you also receive a 5-Incident Sametime Support Pack which provides telephone access to the Lotus Customer Support Center.

Simple server installation with no client software required. Additional customisation possible using administration tools provided or development toolkit.

Quickplace Getting Started Service Offering -

The QuickPlace "Getting Started" program is designed to provide Customers with the right amount of on-site services to get a prototype QuickPlace up and running quickly. Lotus Professional Services Engineers provide a test environment that allows the Customer to become familiar with the functionality and operation of QuickPlace and ensures that Customers have an initial positive experience with the technology.

QuickPlace Getting Started is a three day engagement with two-days on-site that includes:
Initial conference call between the LPS Engineer and the Customer to review Prerequisite Checklist;
Maximum 2 day on-site engagement to install and configure QuickPlace on up to 3 servers at a single location;
Knowledge Transfer for up to 4 System Administrators;
Knowledge Transfer for up to 10 end users.
Two hour conference call with you to discuss system requirement prerequisites prior to the on-site engagement.

Team Collaboration

TOTAL Estimated at 8000 euros

The price is to be checked and localise according to the countries.

This service offering is an entry point offering and may be completed

C- Business Partner Value Proposition

The interest for our BPs is:

1. Easy to justify & not a big investment for customer.

- Solution very easy to understand for customer
- Short sales cycle
- Quickplace available as a hosted solution.

2. Cross-selling : domino solutions or Domino applications

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

TCI 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/quickplace](http://Www.Lotus.com/quickplace)

[Http://Www.Lotus.com/sametime](http://Www.Lotus.com/sametime)

[Http://www.quickplace.com/devzone](http://www.quickplace.com/devzone)

Free 45 day trial of Quickplace:

www.quickplace.com

Relevant publications or deliverables

Customer brochures(4 pages coloured)

- Lotus Sametime : E1013P

- Lotus QuickPlace : E1030P

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