INNOVA

Enterprise 2.0

A NEW DIMENSION IN PRODUCTIVITY SOCIAL ENTERPRISE COLLABORATION

Cengiz Kayay
Team Leader



Topics

- What is Enterprise 2.0 ?
- What Enterprise 2.0 is trying to solve?
- Enterprise 2.0 Transformation
- Business case for Enterprise 2.0

"Enterprise 2.0: The Dawn of Emergent Collaboration" an article by Harvard Professor Andrew McAfee in the Spring 2006 issue of the MIT Sloan Management Review

The term "Web 2.0" was created in 2004 in a brainstorming session between Tom O'Reilly & Medialive International to find a name for a new Web conference

What is Enterprise 2.0 ? At first we used computers to help us **COMPUTE things**







The web has become social

Home pages

Ecommerce Social Media

One-way & static

- A-MER - 128

Dynamic & interactive

2.0 Two-way & social

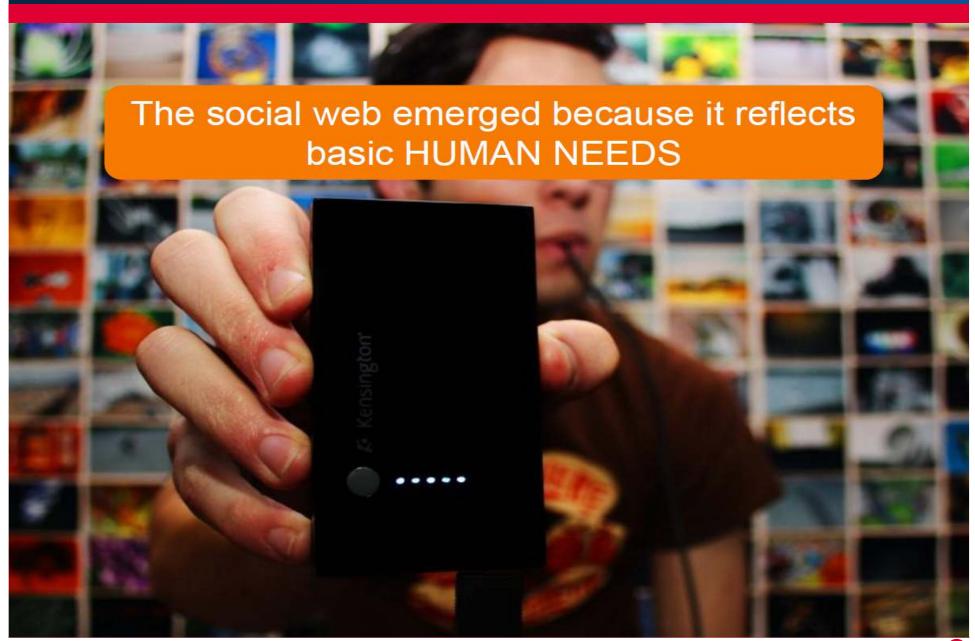
E-mail Static Websites Discussion forums Instant Messaging Chat Rooms Dynamic Websites
Portals
Communities
Agents
Video Conferencing
Web services
Collaborative filtering
VOIP

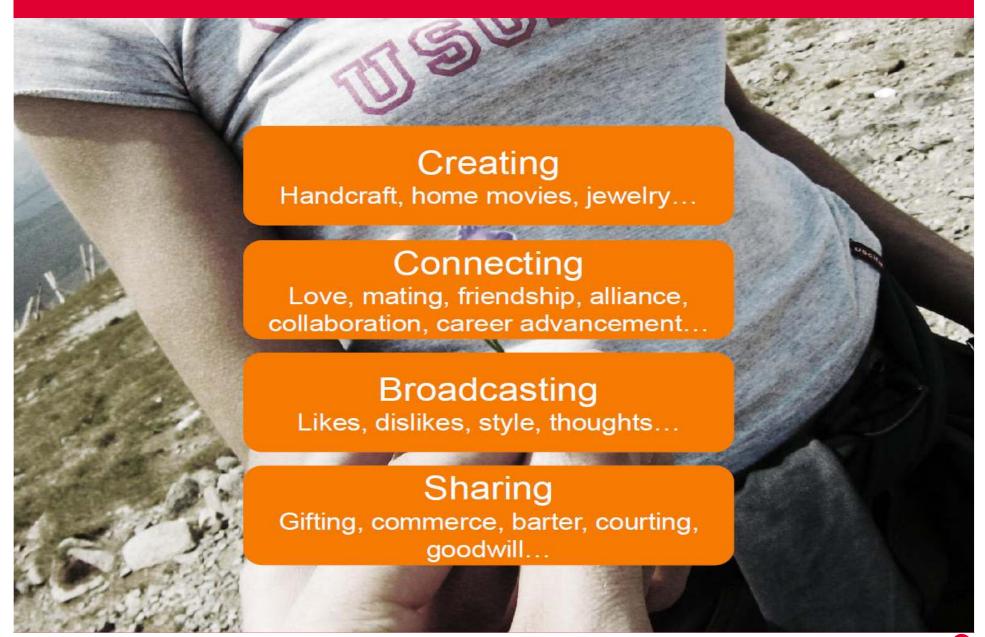
Blogs
Wikis
RSS
Mashups
Pod- & webcasts
Social Networks
Social Bookmarking
Folksonomies
Social search
Micro-blogging
Video sharing
...and much more

Technology is shifting the power away from the editors, the publishers, the establishment, the media elite. Now it's the people who are in control.

Rupert Murdoch, Global Media Entrepreneur







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Creating & Broadcasting in a business context

Communicate efficiently within the team – and with others

Blog



Collect feedback in an efficient and transparent way

Introduce new people quickly to the team

Avoid information being locked in email inboxes

Connecting & Sharing in a business context

Find and connect with people across boundaries

Social Network

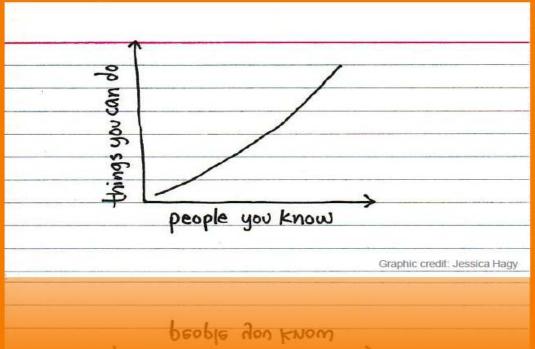
Rapidly share and find ideas, experiences and knowledge

Become aware of what others are doing and get context

Tap into the knowledge of your informal network



The active connections
between people that make
cooperation possible.



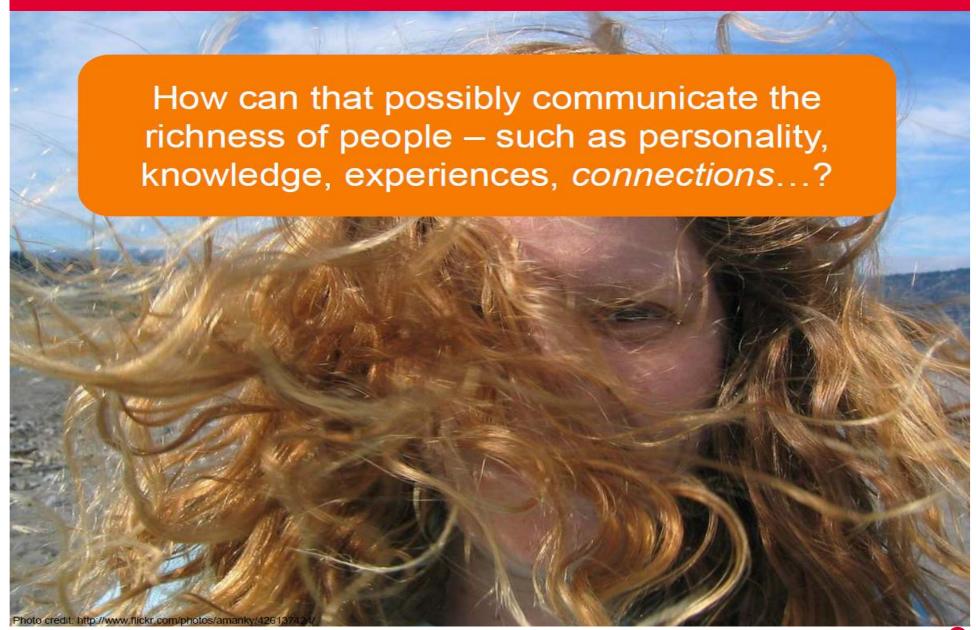
There's a huge opportunity to leverage skills and expertise you already have in your company, but the problem is finding it.

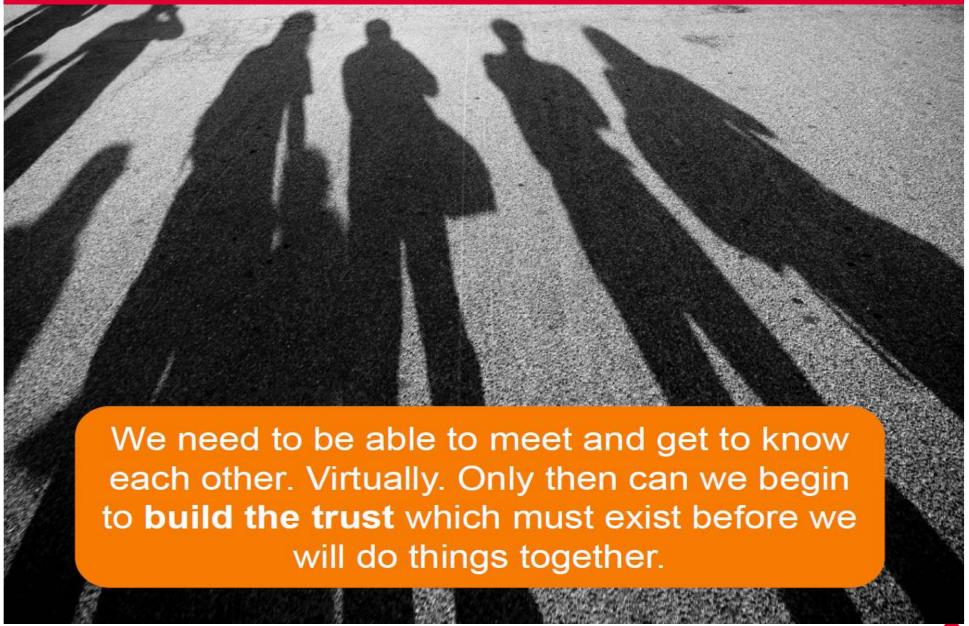
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Rick Hutley, VP Internet Business Solutions at Cisco



If we happen to find someone, this is often all we find



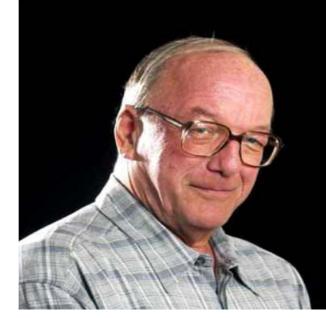




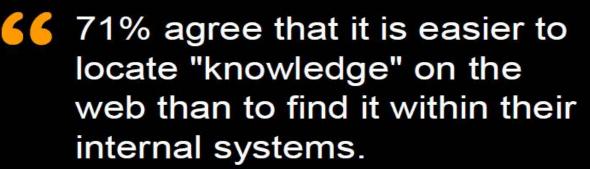
If HP knew what HP knows, we would be three times as profitable.



Lewis E Platt, former CEO of HP



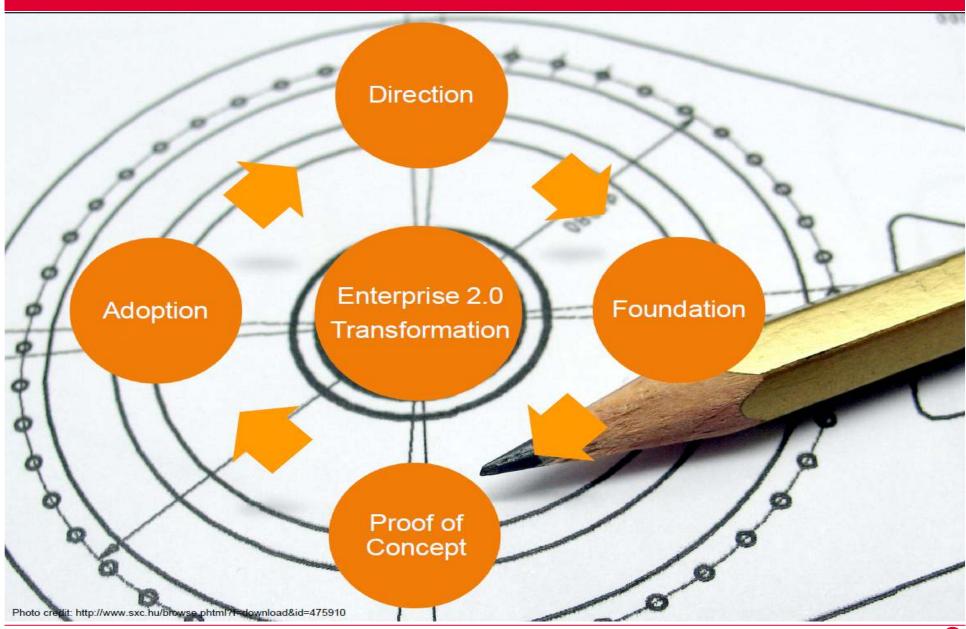




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AIIM Industry Watch Collaboration and Enterprise 2.0, 2009

Enterprise 2.0 Transformation – How to Achieve



Enterprise 2.0 Transformation : Direction

Embrace the principles and practices from the social web and empower your knowledge workers

Photo from: http://www.slideshare.net/Niezette/100-pictures-for-powerpoint-presentations

Enterprise 2.0 Transformation: Foundation

Lesson for IT
Embrace the web as a platform and start facilitating the organisation in its Enterprise 2.0 transformation

Photo from: http://www.slideshare.net/Niezette/100-pictures-for-powerpoint-presentations

Enterprise 2.0 Transformation: Proof Of Concept



Enterprise 2.0 Transformation : Adoption

The largest enemy of change and leadership isn't a "no". It's a "not yet ... Change almost never fails because it's too early. It almost always fails because it's too late.



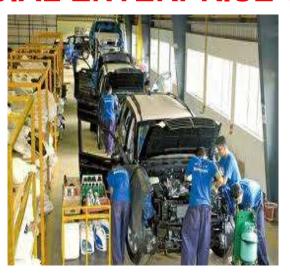
Seth Godin, Author



- How to manage Social Capital?
 - Locating Expertise (Profiles)
 - Knowledge Management
 - Sharing Information (Blog, Wiki)
 - Foster Innovation (Forum, Blog)
 - Communicate (IM, Chat, Video, Audio)
 - Search & Discovery

Enterprise 2.0 Business Case

A NEW DIMENSION IN PRODUCTIVITY SOCIAL ENTERPRISE COLLABORATION

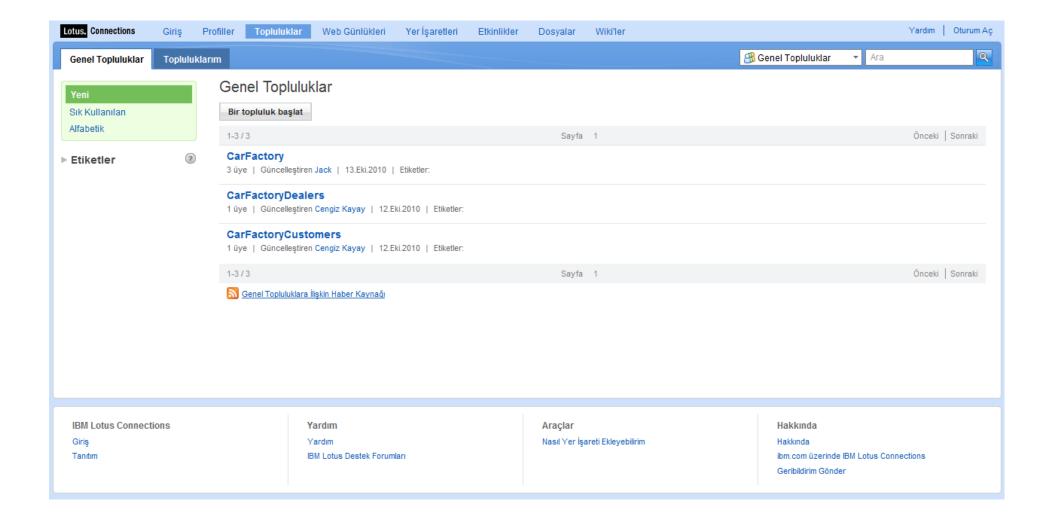






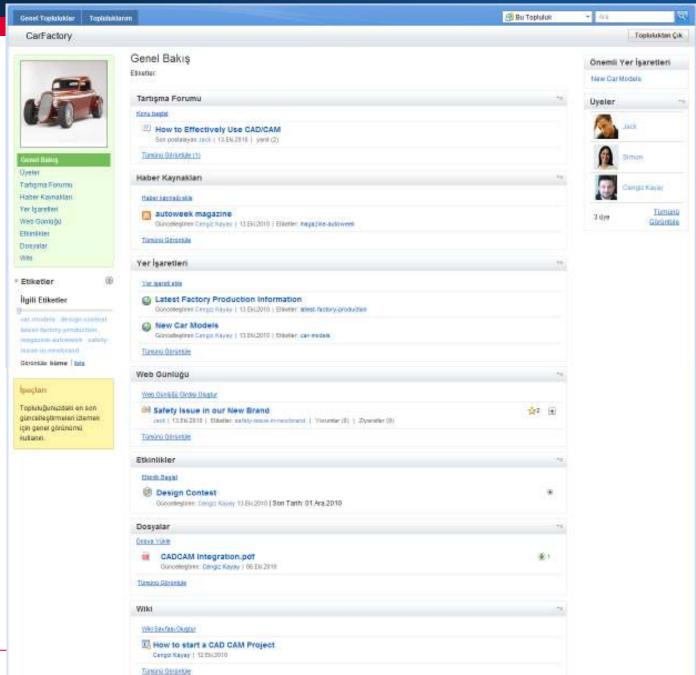


Enterprise 2.0 Business Case: Overview

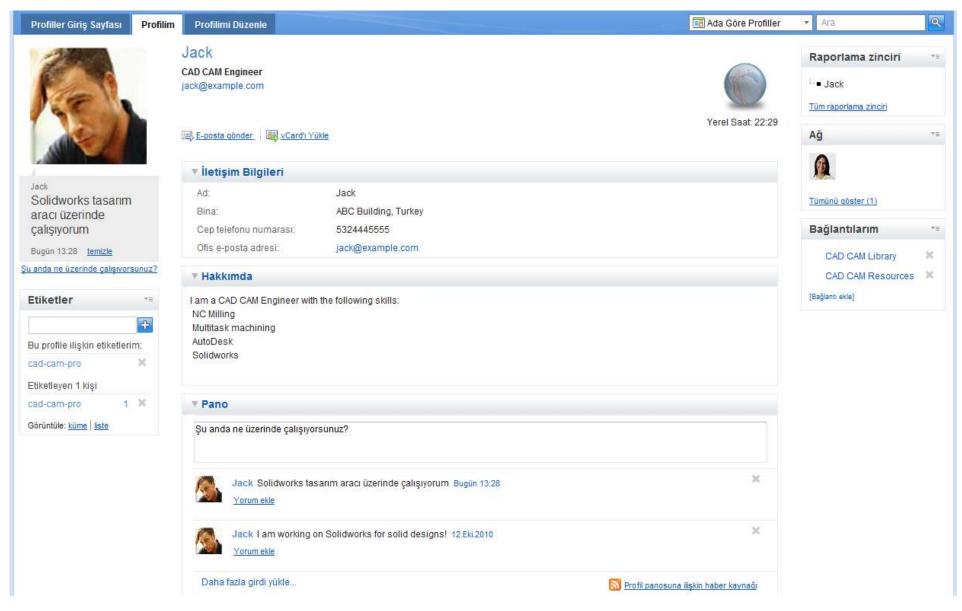


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Enterprise 2.0 Business Case: Overview



Enterprise 2.0 Business Case: Locate Expertise - Profiles



Enterprise 2.0 Business Case: Locate Expertise - Benefits

Benefits

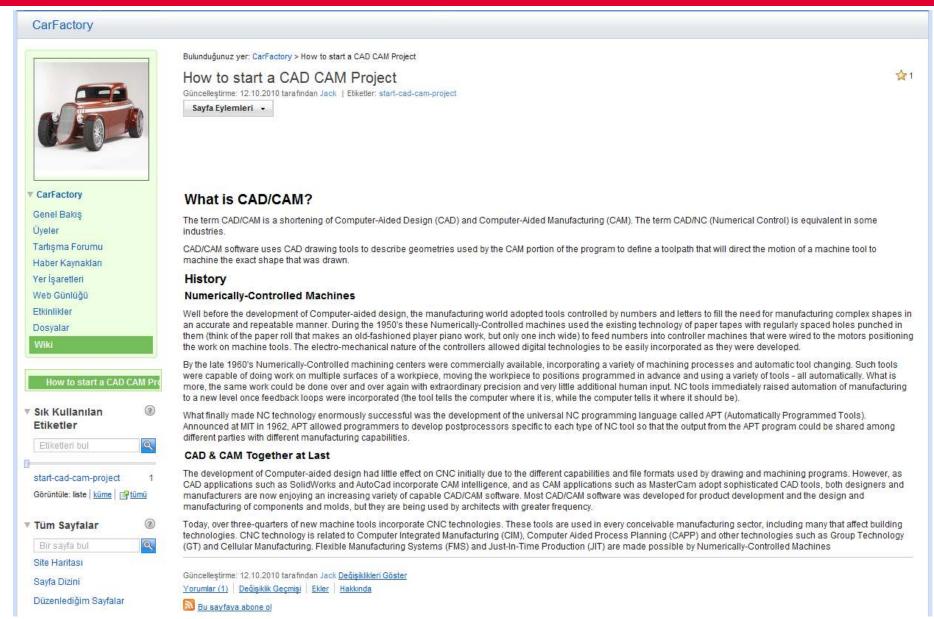
- Makes it easy to find others with specific skills.
- Know more about people before meeting.
- Recall expertise even if people leaves the job.
- Know what people are working on.

Integration

- Search from Blackberry.
- Integrate with HR systems.
- Integrate with twitter.

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Enterprise 2.0 Business Case: Knowledge Management - Wiki



Enterprise 2.0 Business Case: Knowledge Management – Wiki Benefits

Benefits

- Publication of knowledge.
- Write documents collaboratively. No need email to pass documents back and forth.
- Capture information and make it accessible even the employee leaves the job.

Enterprise 2.0 Business Case: Knowledge Management - Blog (Idea Board)



Enterprise 2.0 Business Case: Knowledge Management – Blog Benefits

Benefits

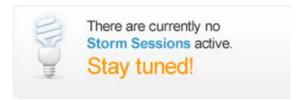
- Get opinions from people who can not speak in formal ways.
- Publication of ideas and new product features.
- Foster innovation.

Integration

 Innovation Management tools like <u>Ideajam</u>. http://www.ideastorm.com/

Enterprise 2.0 Business Case: Knowledge Management - Innovation





Idea Storm

Storm Sessions









Sort Ideas By: Popular Ideas

Recent Ideas Top Ideas





Pre-Installed OpenOffice | alternative to MS Works & MS Office By dhart, Feb 17, 2007



Provide OpenOffice.org for free pre-installation alongside Microsoft Works and Microsoft Office. OpenOffice.org is more capable than Microsoft Works, and a serious competitor to Microsoft Office, at a fraction of the cost (it's free!)

OpenOffice.org can open, create, edit and save Microsoft Word, Excel and PowerPoint files.

Provide as **OPTIONS** for pre-installation many other high-quality free software programs such as:

- Firefox: web browser with popup and privacy controls; say goodbye to Internet Explorer infections!
- Thunderbird: email program with free anti-spam and privacy controls
- Pidgin: instant messaging all-in-one program for popup-free MSN, Yahoo, AOL and others &nsbp:[ed: GAIM was renamed Pidgin in April 2007 to settle the issue with AOL's trademark on AIM]



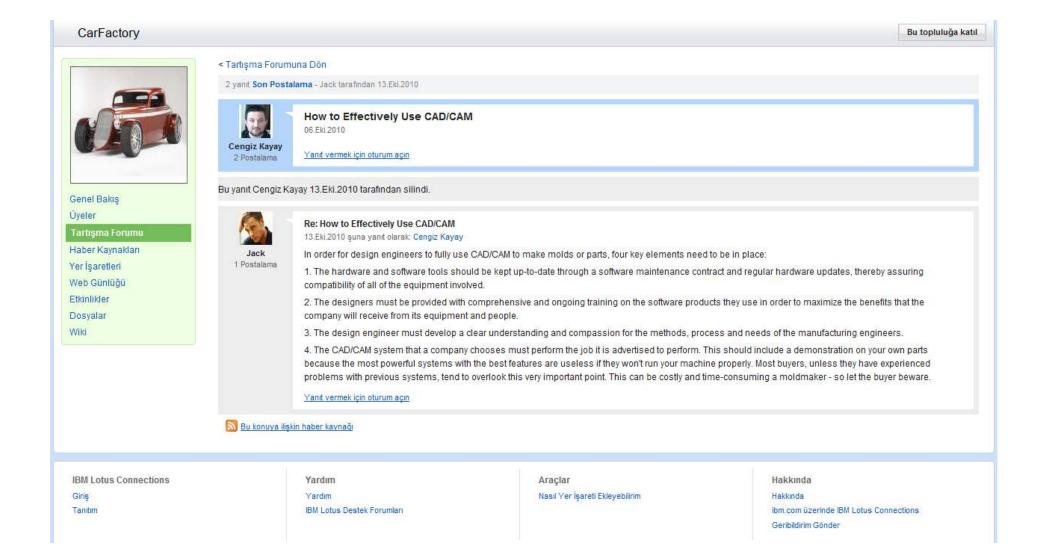
Your Ideas in Action



IdeaStorm Recap - 1/22/2010

Happy 2010 everyone! I know I'm a little late with the holiday greetings, but there is a lot to share on...

Enterprise 2.0 Business Case: Knowledge Management - Forums

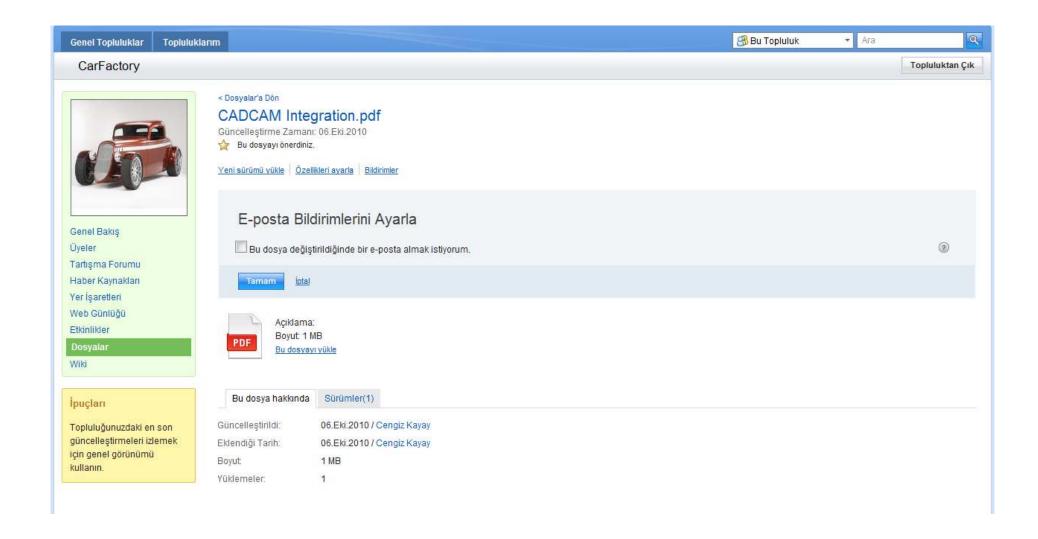


Enterprise 2.0 Business Case: Knowledge Management – Forums Benefits

Benefits

- Discuss issues and access the end results even after years.
- Ask questions and get answers in daily/week email digests just like on Linkedin.

Enterprise 2.0 Business Case: Knowledge Management - Documents



Enterprise 2.0 Business Case: Knowledge Management – Document Benefits

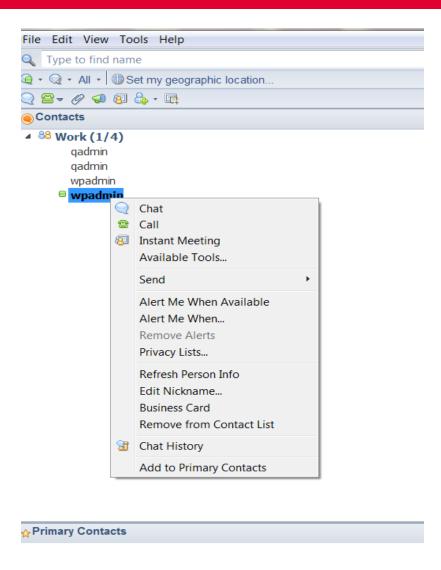
Benefits

- Keep versions of the same document.
- Get notifications when the document changes.
- Comment on documents.
- Propose document to others.
- Create Collections and share them.

Integration

Quickr

Enterprise 2.0 Business Case: Knowledge Management - Communication

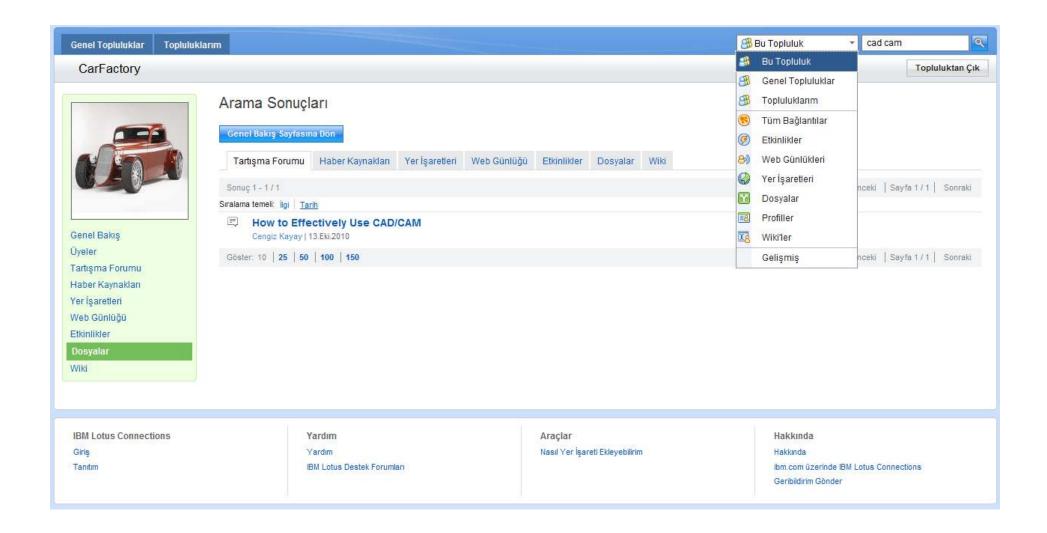


Enterprise 2.0 Business Case: Knowledge Management - Communication Benefits

Benefits

- Availability information of contacts.
- Online Meetings.
- Telephone on Desktop for audio and video calls.
- Instant Messaging and chat.

Enterprise 2.0 Business Case: Knowledge Management - Search



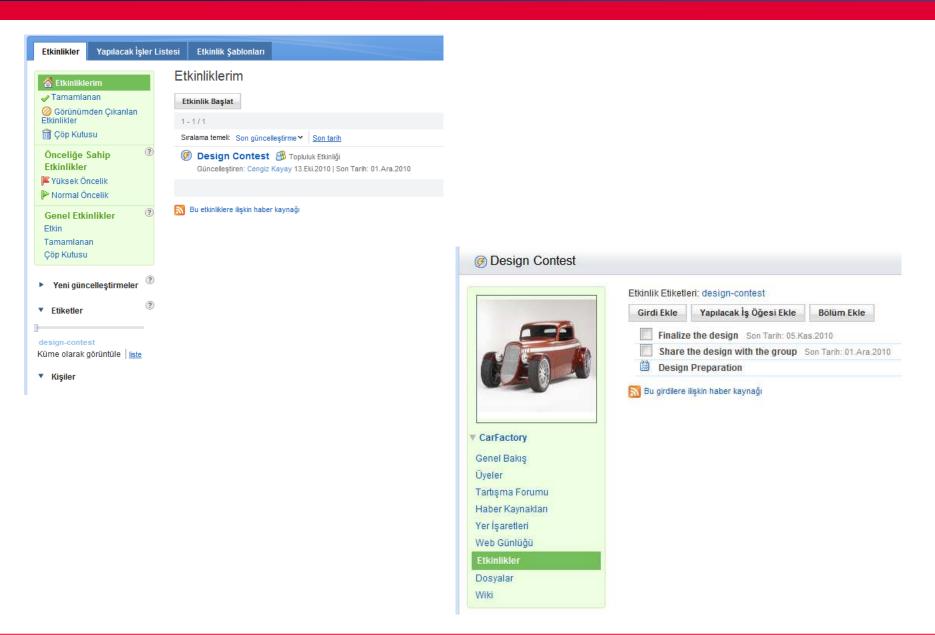
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Enterprise 2.0 Business Case: Knowledge Management – Search Benefits

Benefits

- Search profiles, rss, wiki, blog, forums, documents, bookmarks, tags from one location.
- Search expertise, knowledge, ideas, discussions, files, social networks from one location.

Enterprise 2.0 Business Case: Activity Management



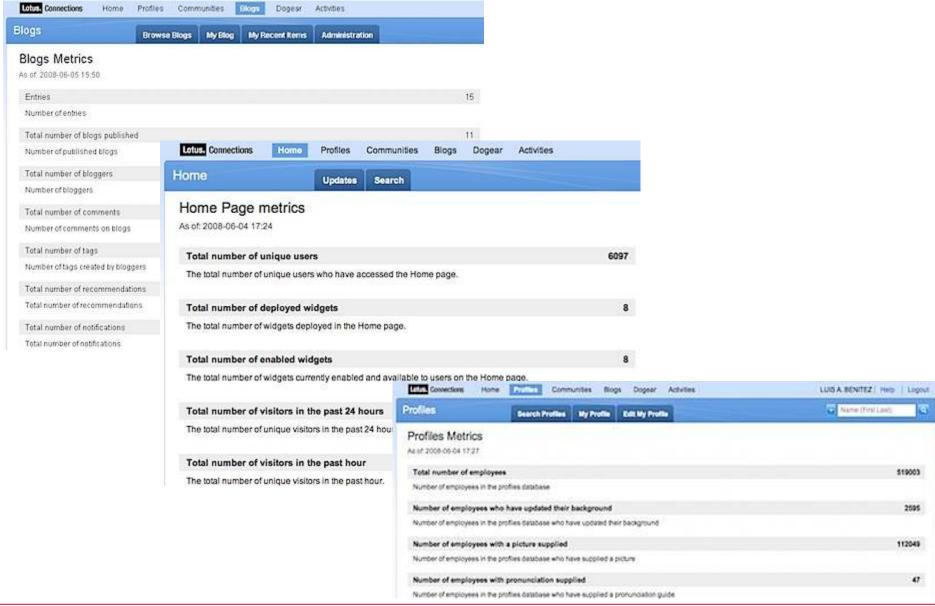
Enterprise 2.0 Business Case: Activity Management – Benefits

Benefits

- Keep record of events, projects, demos, proposals
 - Attach documents, comments.
 - Notify people for updates.

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Enterprise 2.0 Business Case: Measuring Adoption



Enterprise 2.0 Business Case: Summary

WORKPLACE MODERNITY

BELONG TO A COMMUNITY

INNOVATION

VIRTUAL TEAMS

HIGHER EMPLOYEE PRODUCTIVITY

Innova Social Collaboration Consulting & Development Services

Methodology

- Kick off
- Analyze "AS IS"
 - Slow or manuel business processes.
 - Infrastructure and Integration needs.
 - Culture.
- Propose "TO BE"
 - Prioritize opportunities and propose a business process with minimum risk to adapt.
- Implement prototype.
- Measure adoption and "TO BE" business process speed.
- Improve and implement the next business process.

Innova Social Collaboration Consulting & Development Services

Call us Today!

www.innova.com.tr

+90 (212) 329 7000

bbaykal@innova.com.tr BilgeHan Baykal

edumoulin@innova.com.tr
Eda Akın DUMOULİN

ckayay@innova.com.tr Cengiz Kayay

