

The background features a vibrant blue gradient with dynamic, flowing yellow and cyan lines that create a sense of motion and depth. A grid of thin, light blue lines is visible on the right side, adding a technical or digital feel to the design.

LOTUSPHERE[®] **COMES TO YOU** 2008



Collaboration in context

Darren Adams

Messaging & Collaboration Business Unit
Leader, IBM Lotus

John Goodman

Operations Director, LAN 2 LAN

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Technology & culture are evolving the way we work



Situational applications

Virtual working

Generational impacts

Open flexible components

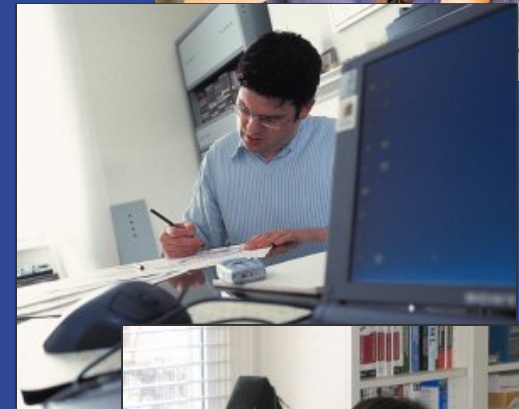
contact management to dos documents documents search search
group calendaring documents documents spreadsheets spreadsheets
email documents documents spreadsheets spreadsheets
composite applications to dos to dos web conferencing web conferencing
personal journal personal journal

Emergence of a Digital Collaboration Infrastructure

instant messaging collaborative applications collaborative applications
personal journal personal journal RSS feeds RSS feeds
news readers news readers
activities activities presentations presentations
team rooms team rooms file sharing file sharing
search search content libraries content libraries
spreadsheets spreadsheets email email encryption encryption

The virtual workplace is here already...

- **58%** of IT executives considers their company to be a virtual workplace
- More than **75%** of them report using real-time communications technologies today
- **90%** of employees work in locations other than headquarters
- Between **60%** and **70%** of employees work in different locations from their bosses
- The number of virtual workers has increased by a massive **800%** over the past five years



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Collaboration requirements

- Organisations need to innovate and share knowledge in order to progress
 - ▶ Source: IBM CEO Survey, 2006
- The new generation have new ways of working
 - ▶ Organisations must fit in with their ways
 - ▶ ...not force them to work the old way
- Collaboration outside the enterprise is essential to do business
 - ▶ The expectations of working smarter are rising
 - ▶ Where this is not available, the fall-back method is inefficient
- Collaboration is a part of business processes
 - ▶ It should integrate quickly, efficiently and openly
- Collaboration should be natural for teams
 - ▶ Built into the tools they use every day



Drivers for improved collaborative working

- Constant squeeze on expenditure

- ▶ Travel – and the green agenda
- ▶ Communications
- ▶ Education

- Changing face of the workforce

- ▶ More mobile
- ▶ Working from home
- ▶ More technically-adept
- ▶ Home-grown skills



- Requirement for greater effectiveness

- ▶ Access to subject matter experts
- ▶ Making decisions quickly, with the right information
- ▶ Business continuity

- Competing successfully

- ▶ Innovation – to grow and get ahead of the competition
- ▶ Collaborating beyond the enterprise

The challenge we face...

- I was creating a presentation, I was multi-tasking ... also engaged in an instant messaging conversation

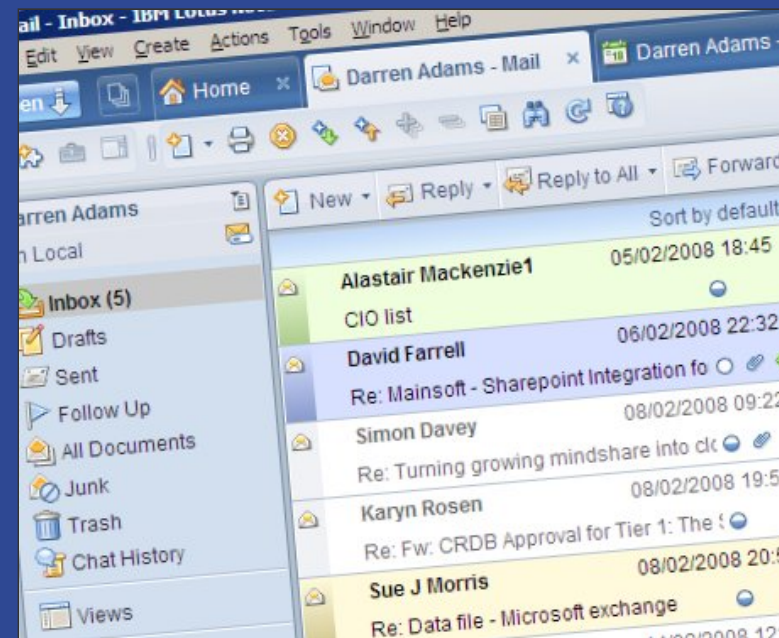
- My colleague wrote...



“ You have to laugh... Dave [name changed] asked me to **E-MAIL** him my presentation on ‘improving collaboration’ ”

No-one is employed by their company to read e-mail

- Yet most people base their working day around it
- We've become very reactive, often responding to something that's just arrived rather than our true priorities
- 20 years ago, before e-mail, people based their working day on business activities
- If we get back to this mentality...
- ...it has to embrace the potential of true collaboration, not what we've come to rely on

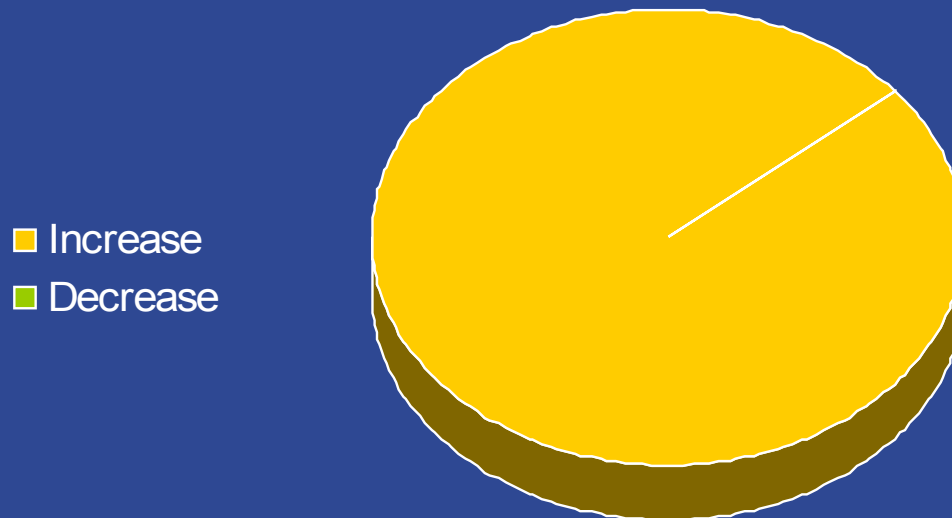


We asked our customers ...

- What is your greatest challenge (or challenges) pertaining to e-mail?
- Several variations on the same answer:
 - ▶ Too much e-mail
 - ▶ Storage requirements
 - ▶ Managing the size and content
- In other words, the sheer **VOLUME**

We asked our customers ...

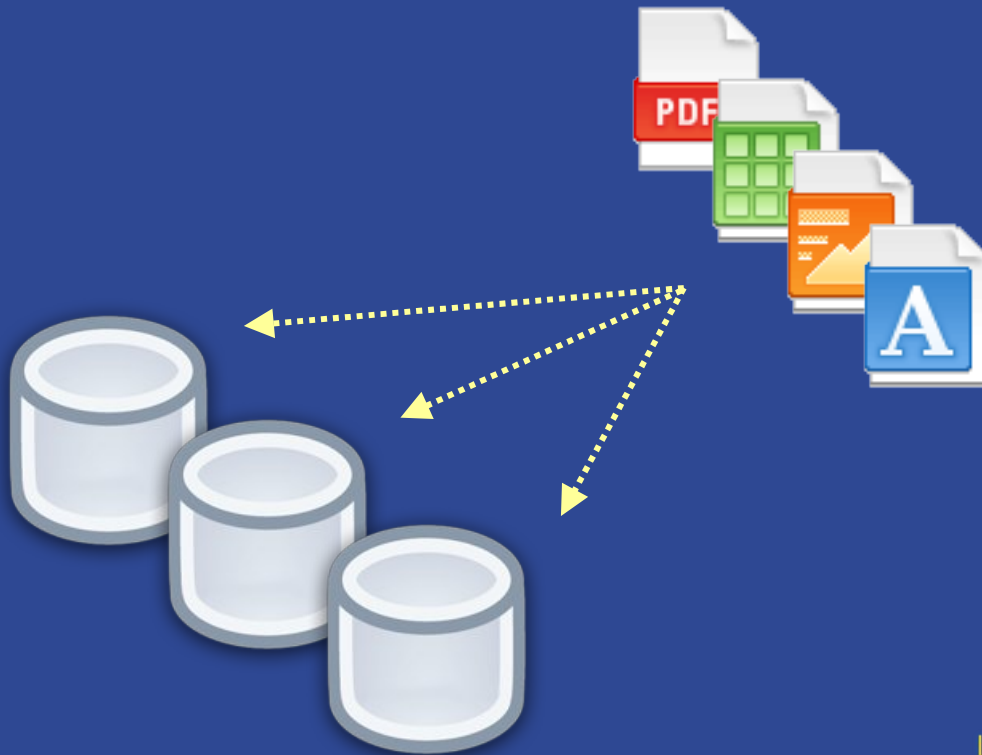
- Have you seen the amount of e-mail your organisation sends increase or decrease in the last 5 years?
- 100% of respondents said **"INCREASE"**
- The word **"significantly"** was used in over 75% of responses



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Too much e-mail, too many file attachments

- Hands up if you think **ARCHIVING** is the answer to this problem



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What? How can I be over my mail quota again?

- Well, here's your answer...

Date	Size ▼			
18/03/2008	26.5M	<input type="radio"/>	<input checked="" type="checkbox"/>	
18/03/2008	5.6M		<input checked="" type="checkbox"/>	
18/03/2008	2.9M	<input type="radio"/>	<input checked="" type="checkbox"/>	
18/03/2008	2.3M	<input type="radio"/>	<input checked="" type="checkbox"/>	
18/03/2008	2.3M	<input type="radio"/>	<input checked="" type="checkbox"/>	
17/03/2008	1.6M		<input checked="" type="checkbox"/>	

Collaborative capabilities

- Where and when you need them

Documents, presentations, spreadsheets



Contact information



Communities



Bookmarks



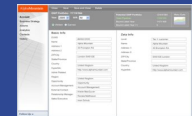
The screenshot displays the Lotus Connections user interface. At the top, there are navigation tabs: DASHBOARD, PEOPLE, COMMUNITIES, ACTIVITIES, and DOCUMENTS. The main content area is divided into several sections:

- Profiles:** A profile for Gail Chao, Global Technology Services IBM employee, Regular Knowledge Manager, Community Builder and Social Computing Evangelist, Amsterdam, Netherlands. It includes contact information like office address (4205 S. Miami Blvd, Durham, NC 27704), mobile, and email.
- Calendar - One Work Week - IBM Lotus Notes:** A calendar view for Darren Adams from November 26 to 30, 2007. It shows various events such as "Meeting re. Ineos proposal", "Recording Notes @ podcast", "Flight to Manchester (MDSB4)", "Preparation for CES event", "Call re. Ineos proposal", "Preparation of presentation and proposal for Ineos", "Lotus Quickr sales advisory council bi weekly call", "Preparation of presentation and proposal for Ineos", and "Meeting with Ineos".
- Contacts:** A list of contacts under "Lotus management (14/23)", including Aarib Patel, Alastair Mackenzie, Brendan Tutt, Brian O'Shea, Christina Mavromatis, Christine Stevens, Colette McDonnell, Darren Adams, Hitesh Gadhoke, Keith Orchard, Marcus Hooper, Martin S Smith, Oscar Rozario, Robin Carmichael, and Lotus technical (19/30).

Content



Line-of-business applications



Instant messaging, presence



Activities



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What you are about to see

- A day-in-the-life scenario
- Constructed and presented by IBM Premier Partner
LAN 2 LAN
- Solutions utilised:
 - ▶ IBM Lotus Notes 8
 - ▶ IBM Lotus Sametime 7.5
 - ▶ IBM Lotus Quickr 8
 - ▶ IBM Lotus Connections 1.0



LAN 2 LAN

- IBM Premier Partner specialising in Lotus solutions
- Integrating Lotus solutions with other key IT systems
- First world-wide IBM Lotus Connections deployment
- BlackBox offer for Lotus Connections and Quickr



Demo



John Goodman

Operations Director, LAN 2 LAN

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Summary of demo

- Collaboration on internal projects using:
 - Lotus Notes and Lotus Sametime as communication environments
 - Lotus Connections as an expertise locator, including activities, blogs, and information dissemination
 - Lotus Quickr as a document repository, both internal and external collaboration
 - ▶ Control over access to content
 - Lotus Sametime web conference for visual external collaboration

Since the demo was created...

- We have released...
- Lotus Notes 8.0.1
- Lotus Quickr 8.1
- Lotus Sametime 8.0

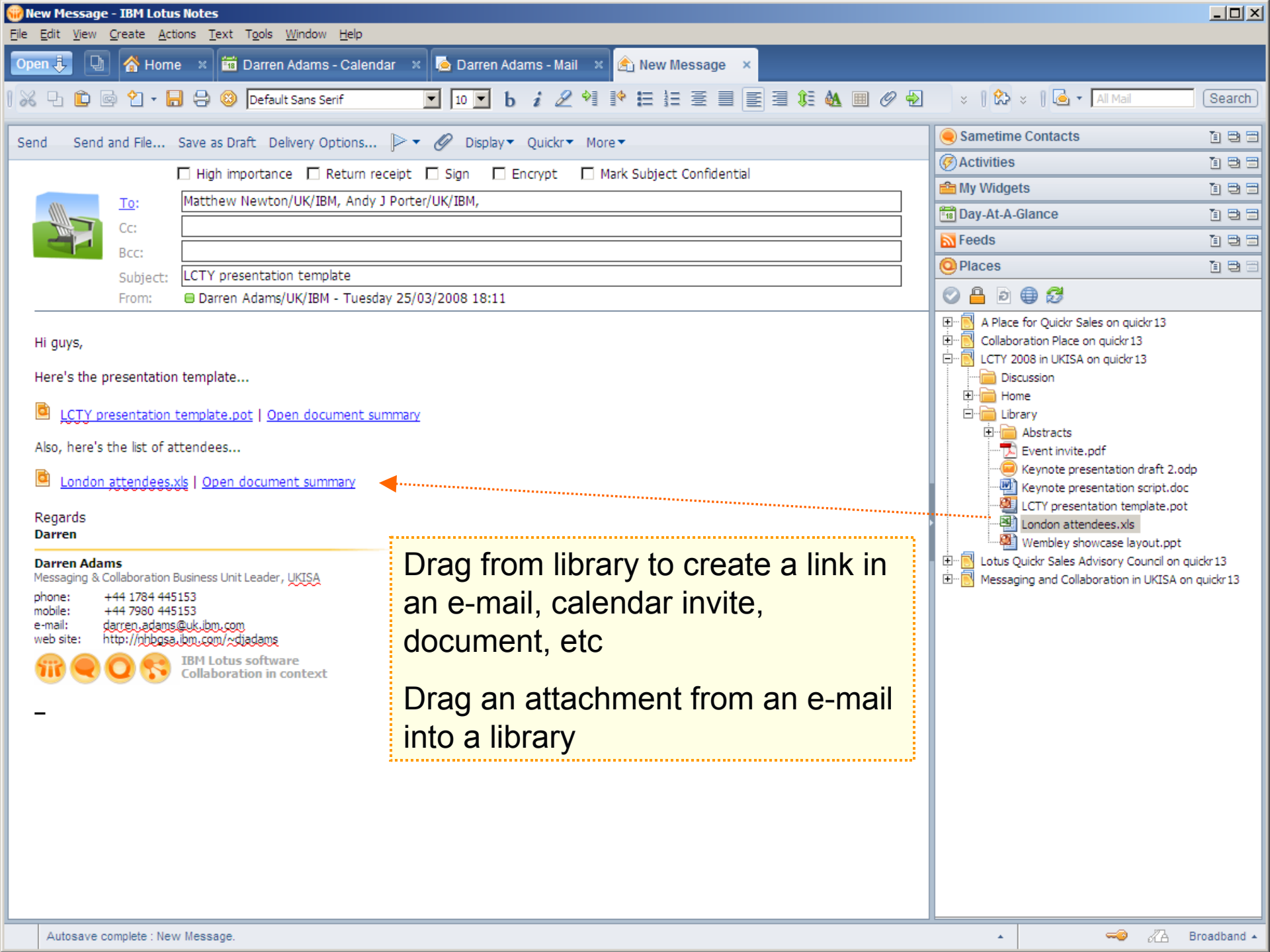
- And we have previewed Lotus Connections 2.0

Lotus Notes 8.0.1

- Two major capabilities to embellish this business activity

- 2. Quickr document libraries added to the Lotus Notes 8 sidebar

- 3. 'Live text'
 - Text becomes context-sensitive and associated with actions



Regards
Darren

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e-mail: darren.adams@uk.ibm.com
web site: http://phbgsa.ibm.com/~djadams
















Drag from library to create a link in an e-mail, calendar invite, document, etc

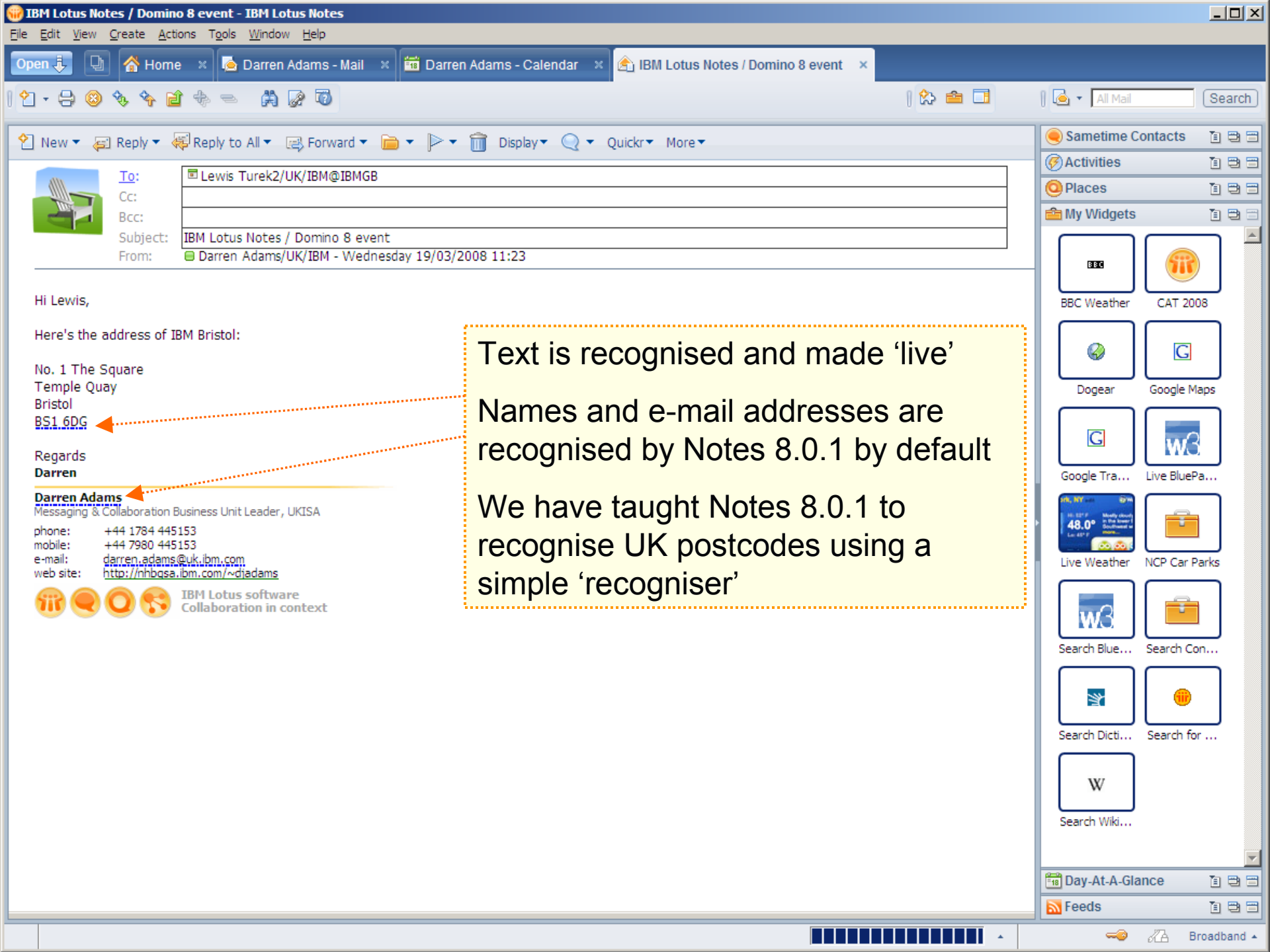
Drag an attachment from an e-mail into a library

- Sametime Contacts
- Activities
- My Widgets
- Day-At-A-Glance
- Feeds
- Places
- A Place for Quickr Sales on quickr 13
- Collaboration Place on quickr 13
- LCTY 2008 in UKISA on quickr 13
 - Discussion
 - Home
 - Library
 - Abstracts
 - Event invite.pdf
 - Keynote presentation draft 2.odp
 - Keynote presentation script.doc
 - LCTY presentation template.pot
 - London attendees.xls
 - Wembley showcase layout.ppt
- Lotus Quickr Sales Advisory Council on quickr 13
- Messaging and Collaboration in UKISA on quickr 13

Notes / Quickr integration – improved visibility

- E-mails with Quickr links (as opposed to file attachments) are visible in the Inbox

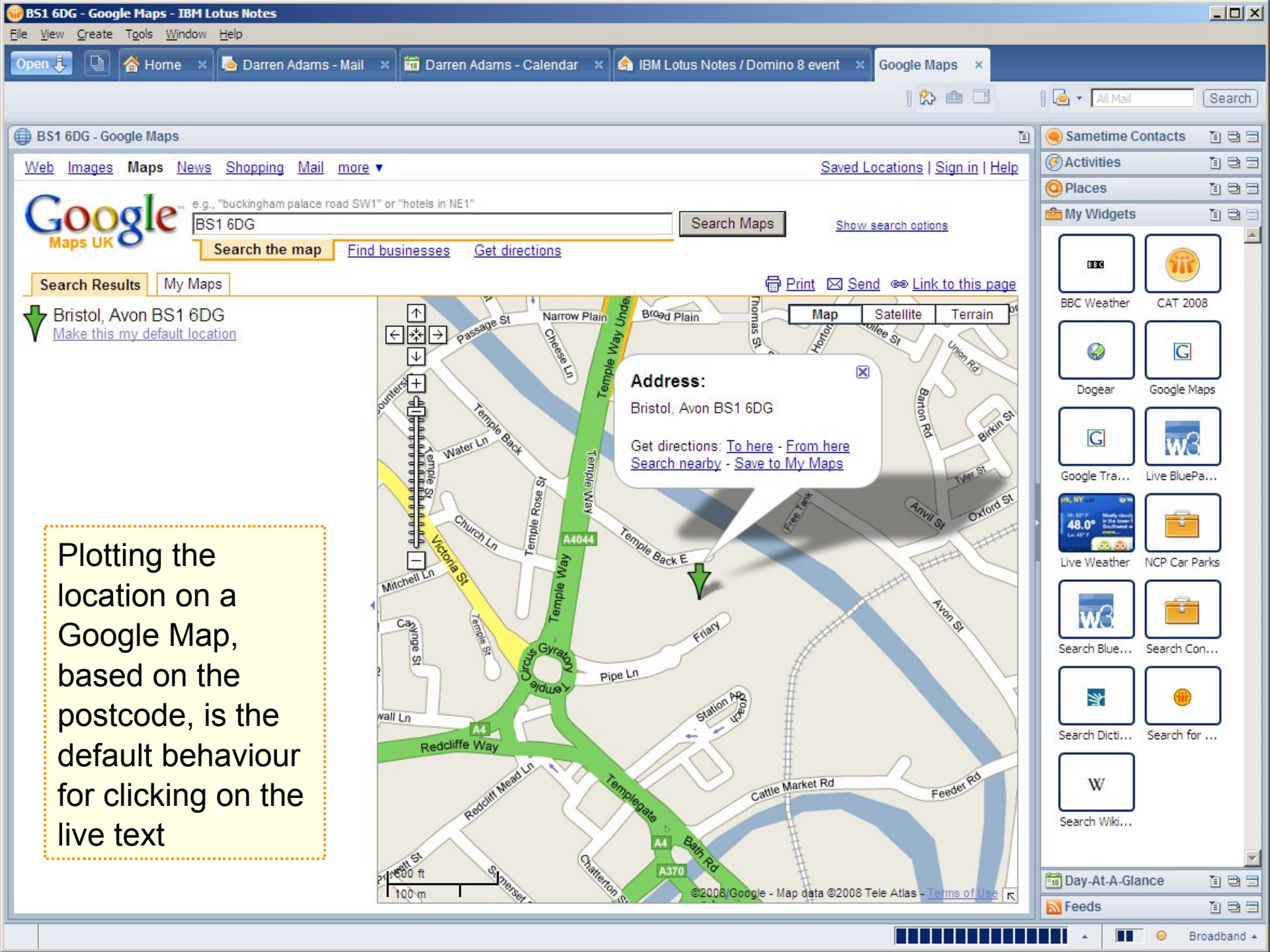
	Christine Stevens	08/02/2008 08:58		
	Fw: LCTY - BP Abstracts submission			
	 Darren Adams	25/03/2008 18:21		
	LCTY presentation template			
	Gary Grant	25/02/2008 09:15		
	Re: Abstract for Lotusphere Comes To You			
	 Hannes Van Vuuren	13/03/2008 13:44		
	Lotus SACA Agenda			



Text is recognised and made 'live'

Names and e-mail addresses are recognised by Notes 8.0.1 by default

We have taught Notes 8.0.1 to recognise UK postcodes using a simple 'recogniser'



e.g., "buckingham palace road SW1" or "hotels in NE1"
BS1 6DG

Search Maps

Show search options

Search Results My Maps

Bristol, Avon BS1 6DG
Make this my default location

Print Send Link to this page

Map Satellite Terrain

Address:
Bristol, Avon BS1 6DG
Get directions: [To here](#) - [From here](#)
[Search nearby](#) - [Save to My Maps](#)

Plotting the location on a Google Map, based on the postcode, is the default behaviour for clicking on the live text

Sametime Contacts

Activities

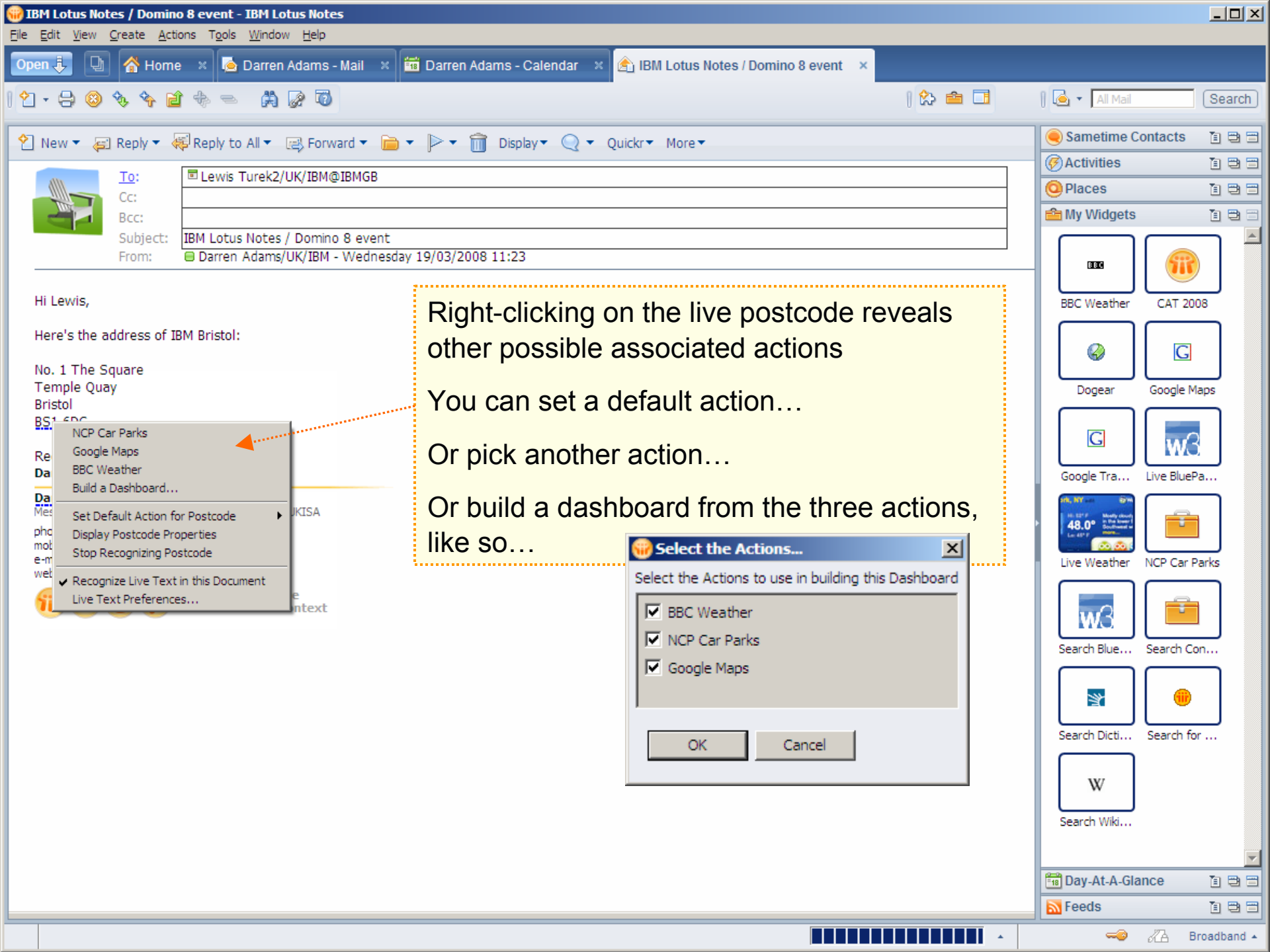
Places

My Widgets

- BBC Weather
- CAT 2008
- Dogear
- Google Maps
- Google Tra...
- Live BluePa...
- Live Weather
- NCP Car Parks
- Search Blue...
- Search Con...
- Search Dicti...
- Search for ...
- Search Wiki...

Day-At-A-Glance

Feeds

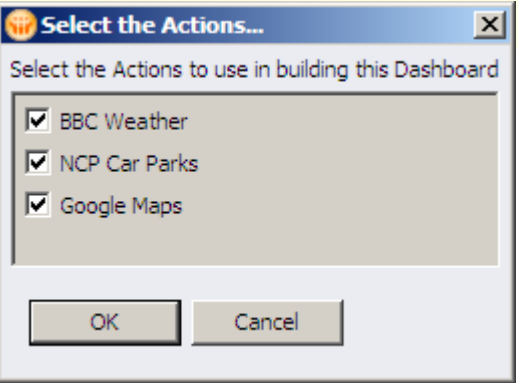


Right-clicking on the live postcode reveals other possible associated actions

You can set a default action...

Or pick another action...

Or build a dashboard from the three actions, like so...



BS1 6DG - Google Maps

Web Images Maps News Shopping Mail more Saved Locations | Sign in | Help

Google Maps UK e.g., "buckingham palace road SW1" or "hotels in NE1"

BS1 6DG

Search the map Find businesses Get directions

Search Results My Maps Print Send Link to this page

Map Satellite Terrain

Address:
Bristol, Avon BS1 6DG

Get directions: [To here](#) - [From here](#)
[Search nearby](#) - [Save to My Maps](#)

Bristol, Avon BS1 6DG

©2008 Google - Map data ©2008 Tele Atlas - Terms of use

Car Park Finder - NCP Car Parks

Map Data ©2007 Tele Atlas / ©2007 Crown Copyright - Terms of use

BBC - Weather Centre - 5 Day Forecast in Celsius for Bristol, United Kingdom

Bristol, United Kingdom

- World
- Sports
- Coast and Sea
- Climate Change
- Features
- Weatherwise
- About BBC
- Weather
- Site FAQ

3 day forecast feed
Latest observations feed

5 day forecast 24 hour forecast

Summary	Max day (Celsius)	Min night (Celsius)	Wind (mph)	Visibility

About the BBC What is RSS

Symbol key ? Please move your mouse over a symbol to view (Help!)

Wednesday
Sunrise 06:17 (GMT)
Sunset 18:19 (GMT)

Thursday

BBC NEWS
BBC SPORT

Improvements to Quickr ... version 8.1

- Look and feel
- Navigation
- Ease-of-use
- Microsoft Outlook support for Connectors
 - ▶ If you're that way inclined
- Improved version control with rollback capabilities

Lotus. Quickr

J2EE Places

Domino Places

Files

Darren Adams

Help

Log Out

Places

My Places

Search in this place

LCTY 2008 in UKISA

Home
Discussion
Library
Calendar
Tasks
Index
Members

New Page or Folder...
 Customize this place

▼ Place Tools

Advanced Search

Upload to Library

Drag files and folders from your computer to upload



You are in: LCTY 2008 in UKISA >Library

Library

Upload your content here to share with the entire team!

Upload

More Actions ▼



Show Folder Navigator

Showing items 1 - 8 of 8

<input type="checkbox"/>	Type	Title ▲	Created On	Updated By	Modified On	Download
<input type="checkbox"/>	Folder	Abstracts ▼	02/28/2008	Darren Adams	03/01/2008	
<input type="checkbox"/>	PDF	Event invite.pdf ▼	03/02/2008	Darren Adams	08/07/2007	
<input type="checkbox"/>	ODP	Keynote presentation draft 2.odp ▼	03/02/2008	Darren Adams	10/15/2007	
<input type="checkbox"/>	DOC	Keynote presentation script.doc ▼	02/28/2008	Darren Adams	02/28/2008	
<input type="checkbox"/>	POT	LCTY presentation template.pot ▼	03/25/2008	Darren Adams	03/25/2008	
<input type="checkbox"/>	XLS	London attendees.xls ▼	02/28/2008	Darren Adams	02/28/2008	
<input type="checkbox"/>	LOTUS	Lotusphere Comes To London.ppt	02/28/2008	Darren Adams	02/28/2008	
<input type="checkbox"/>	PDF	Wembley showcase.pdf	02/28/2008	Darren Adams	02/28/2008	

Show: 10 | 20 | 50 | 100 | All

First | Previous | Next | Last

Check Out and Edit

Check Out

View

Respond ▶

Copy

Move

Delete

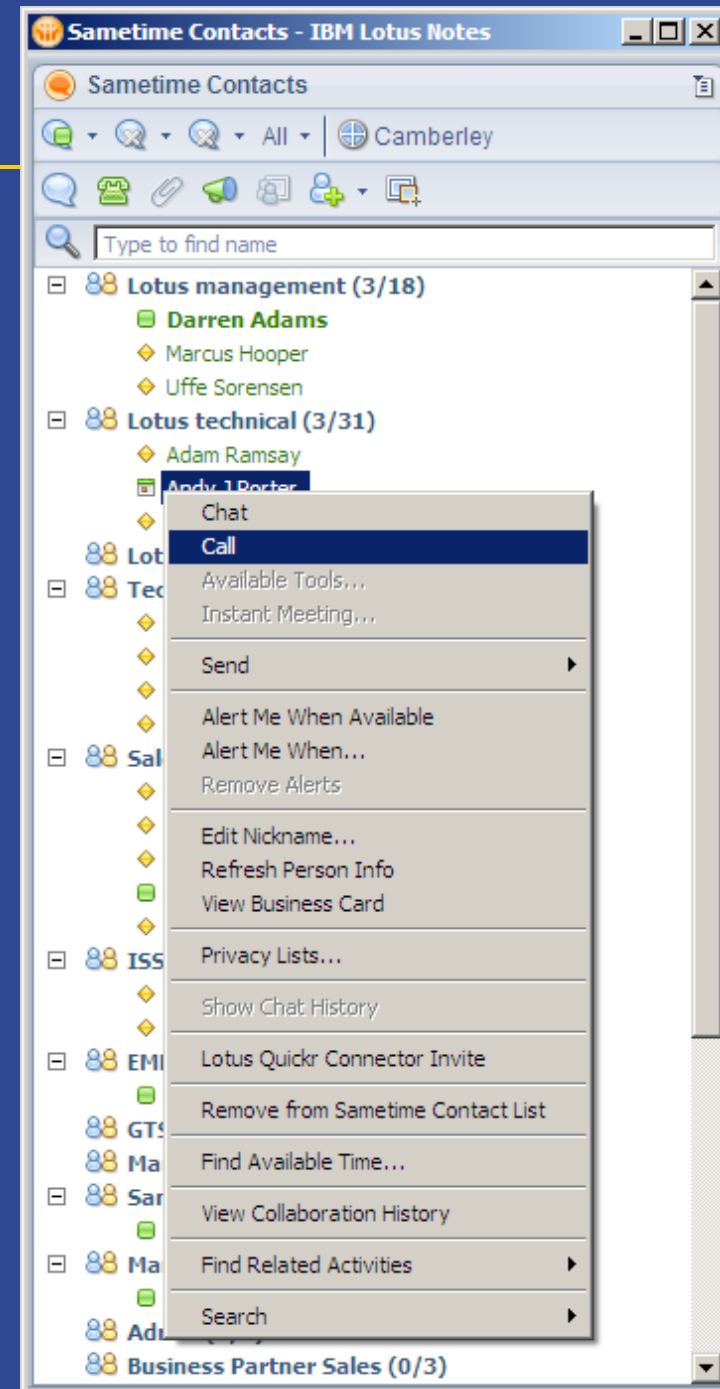
Set Access ▶

Notify

Print

IBM Lotus Sametime

- We saw presence-awareness
- And context-sensitive access to instant messaging
- We could have carried out 'click to call' using telephony integration



Lotus Connections 2

- Home page to aggregate content from the five components
- Widget-based openness allows other capabilities to be plugged in
- Better integration with Lotus Quickr
 - ▶ e.g. Quickr places associated with Communities
- Major developments in Activities
 - ▶ More flexible
 - ▶ Create custom forms and data types
 - ▶ Off-line support in Notes client



Nintendo Wii owners
7 members | Updated by Darren Adams

Anybody owning a Nintendo W
Tags: nintendo, wii

Notes 8 experts
98 members | Updated by All
Those well-versed in Lotus N
Tags: lotus, notes8

Lotus Connections Sales
215 members | Updated by A
Everyone interested in Lotus C
should need to be effective.
Tags: connections, customer, sales

Activities | Blogs | Communities | Dogear | Profile

 **Darren Adams**
Messaging and Collaboration Sales Leader, UKISA
IBM employee, Regular
Great Britain
Office: Staines
44-1784-445153
darren.adams@uk.ibm.com

Send Mail | More actions ▾

Activities **Activities** Templates

Start an Activity

- My Activities
 - Completed Activities
 - Tuned Out Activities
 - Trash
 - Activity Collections
 - High Priority
 - Medium Priority
 - Public Activities
 - Active
 - Completed Activities
 - Trash

People

- A. Mackenzie
- A. Porter
- Andrew J. Cortright
- B. Buckingham
- B. Elshaw
- B. H. Tutt
- B. J. O'Shea
- Bo Holtemann

My Activities

Sort by: **Recency** | Due date

Previous | Next

	Lotus UKISA events for 2008 An activity to store agendas and material.	A. Mackenzie Today 11:22 AM More
	Thursday Apr 24 CIO Dinner	A. Mackenzie Yesterday 3:28 PM More
	Friday Mar 28 SACA LCTY	A. Mackenzie Wednesday Mar 19 1:38 PM More
	Thursday May 1 Lotus Tech Jam! Organise and plan LTJ event for Customers, with aim of creating high OI, and showcasing our newest technologies.	Ray Davies Wednesday Mar 19 10:56 AM More
	Friday Apr 4 Follow Up from IDC event Document follow up to recent IDC Public Sector dinner	A. Mackenzie Tuesday Mar 18 1:49 PM More
	Lotosphere Comes To You '08 - Business Partner events	Darren Adams Tuesday Feb 19 4:25 PM More
	FRIDAY FEB 8 Exchange 2003 Install Base	M. Smith

Recent Updates

Today

- Darren Adams added A. G. Ardern as a member to "Lotus UKISA events for 2008" (3:49 PM)
- A. Mackenzie deleted entry "no title" in activity "Lotus UKISA events for 2008" (11:22 AM)
- A. Mackenzie updated entry "Steve Mills Taking Charge of Change Presentation" in activity "Lotus UKISA events for 2008" (11:22 AM)
- A. Mackenzie deleted entry "no title" in activity "Lotus UKISA events for 2008" (11:20 AM)

Yesterday

- A. Mackenzie deleted entry "?=ISO-8859-1?Q?C=2E.jpg?=" in activity "CIO Dinner" (3:28 PM)
- A. Mackenzie deleted entry "pic11782.jpg" in activity "CIO Dinner" (3:28 PM)
- A. Mackenzie updated entry "Confirmation from Service Birmingham" in activity "CIO Dinner" (3:21 PM)

Activities

Activities

Templates

Lotus UKISA events for 2008

Mark Activity Complete

More Actions ▾

Activity Outline

Recent Updates

To Do items

Trash

Sections

Members

[Add Members](#)

Owners

Darren Adams ✕

Authors

A. G. Ardem ✕

A. Mackenzie ✕

B. H. Tutt ✕

C. Y. Stevens ✕

Chris Freestone ✕

Rolf Huber ✕

S. Erman ✕

S. Morris ✕

Public Access

Private (default) [\(change\)](#)

Tags

Add Entry ▾

Add To Do Item

Add Section

Title

Location



Date



Event owner


[Attach File](#)
[Add Bookmark](#)
[Add Properties ▾](#)

Description

- Date Property
- Name Property
- Text Property

Tags:

Section

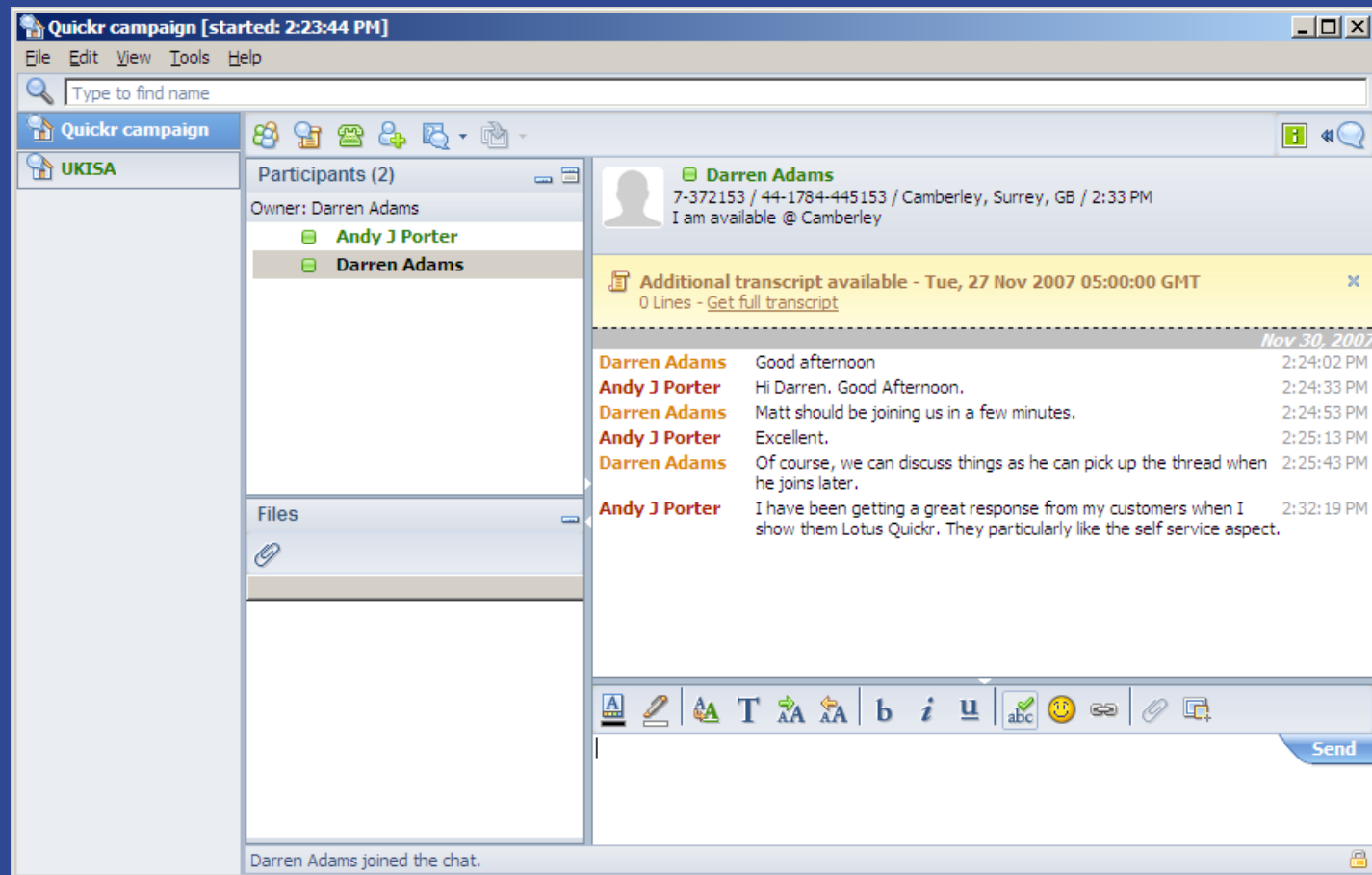
None Mark this entry private Notify

Save

[Cancel](#)

Another way to communicate more effectively

- Associate a persistent dialogue with a business activity
 - ▶ Reduces repeated incremental mail history
 - ▶ Allows late joiners to pick up the thread
 - ▶ Know that it's the place to go



Summary

- Cure your e-mail habits
- Focused business activities are the way forward
- Discover knowledge, and who has the knowledge
 - ▶ And who knows those people
 - ▶ And their knowledge
 - ▶ And so on...
- Collaborate in context with integrated solutions

Thank You