LOTUS AWARDS | 08

the mark of brilliance

Best TOTAL Lotus Software Solution 2008: GEDYS IntraWare 7

Lotusphere® 2008

IBM®

GEDYS INTRAWARE

IBM Premier Business Partner

Developing Composite Applications to Solve Real-World Challenges

Peter Reinecke / Director Development / GEDYS IntraWare

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GEDYS IntraWare

Vers. 1.0

» Agenda «

- A Company with history
- Business Mail – Function Overview
- Business Mail in Notes 6.5
- Motivation – Why Composite
- Step by Step Transition
- Under the hood
- Technical details
- Summary

» A Company with History «

- 15 years of focussing on Notes based CRM Systems
- International Business Partner
- More than 60 employees in CRM Business
- Dedicated development team for standard software
- Partner channel throughout Europe and States
- Multilingual, modularised CRM System
- Modules available today
  - Portal, Contacts, Service, Mailing, Marketing, Workflow, Sales, Event Management, Office

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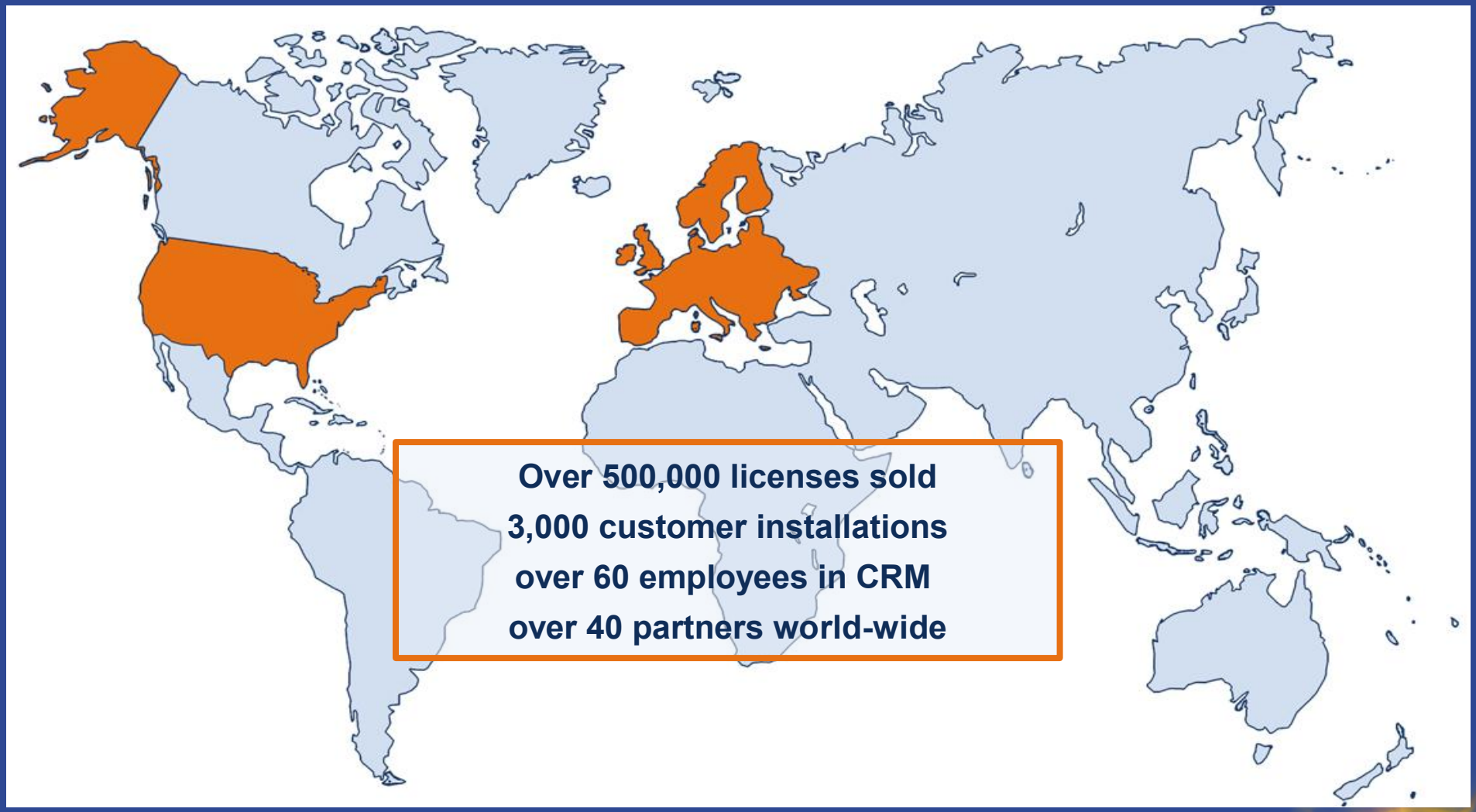
» Global Support for CRM Applications «



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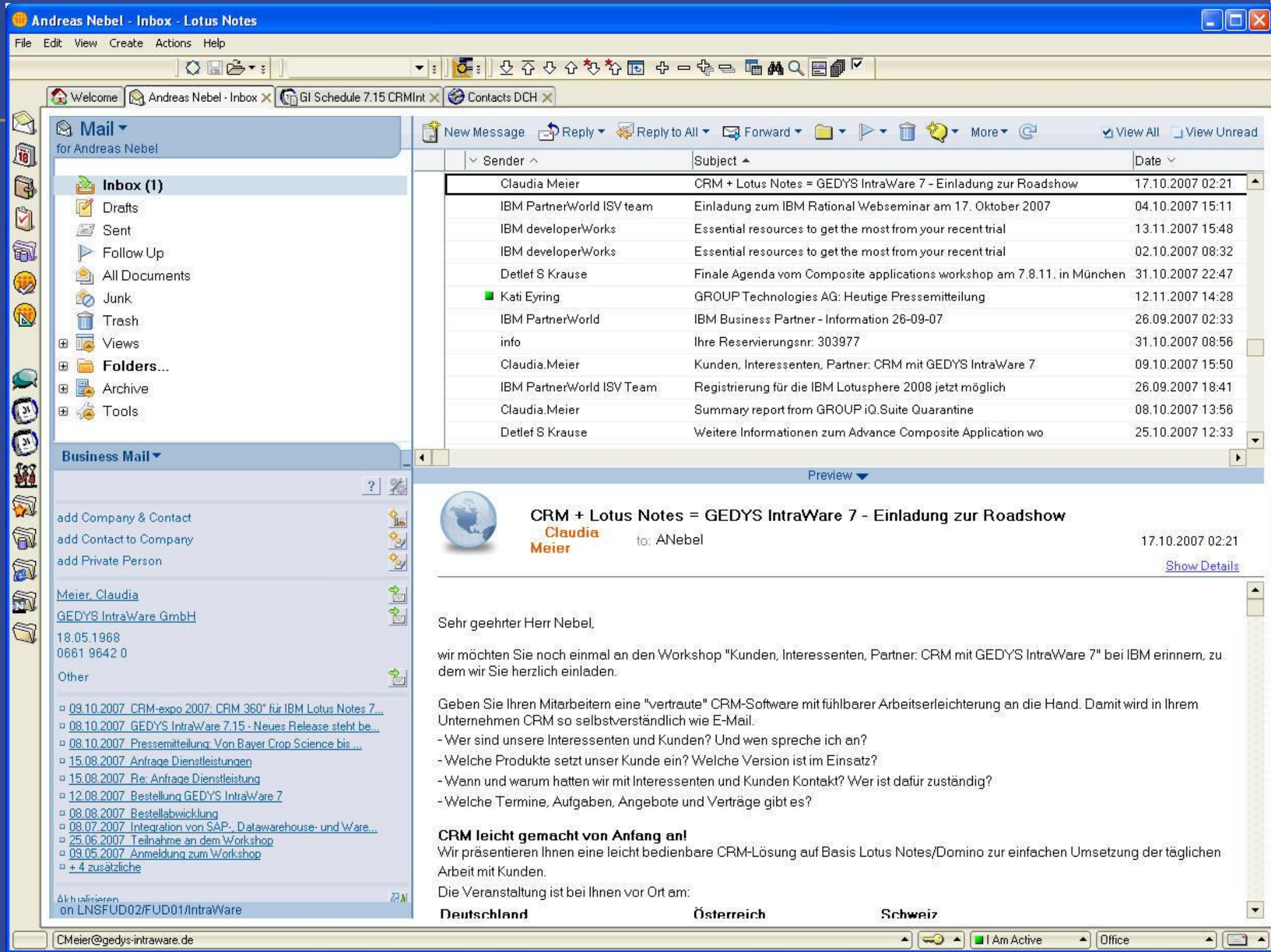
» Business Mail – Function Overview «

Main functions:

- Integrate email into CRM processes
- Address lookup based on sender information
- Show CRM address data like contact information, phone number
- Highlight existing CRM activity data

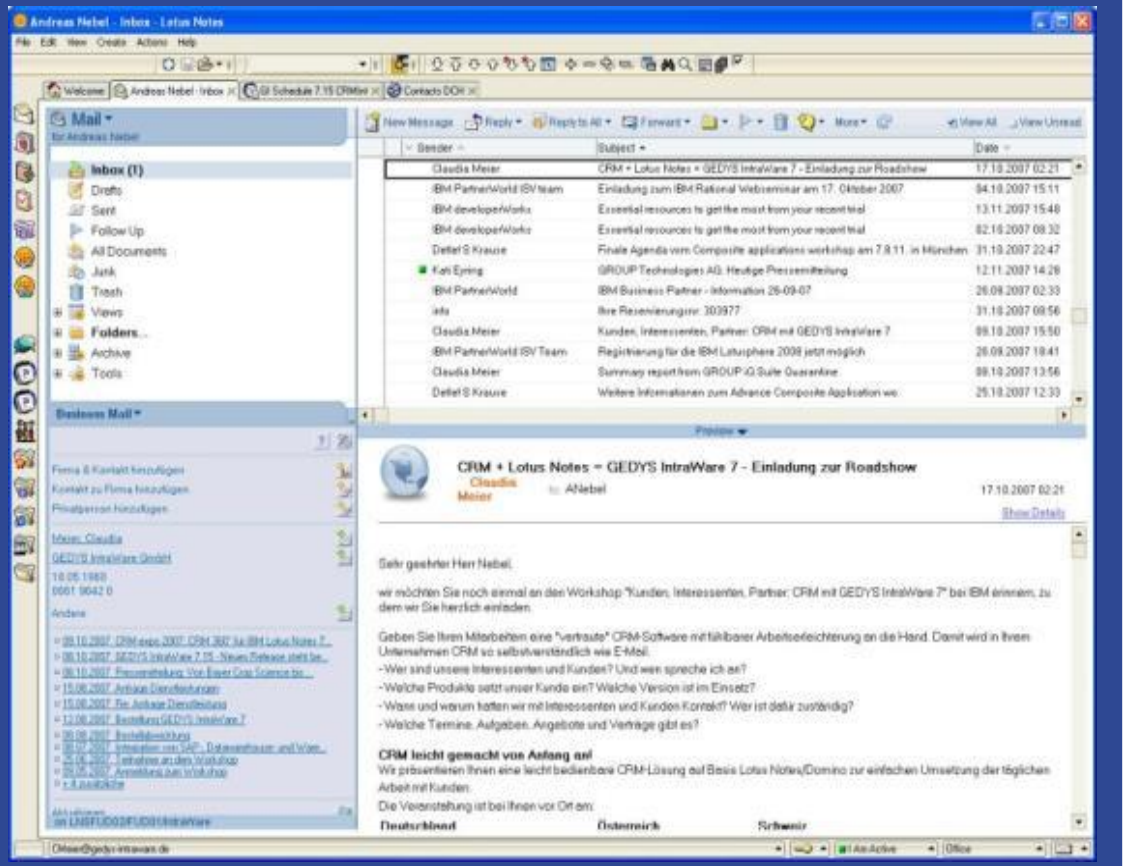
Notable features:

- Quickly open existing data in CRM
- Create new address from email signature
- File the email in address context


Andreas Nebel - Inbox - Lotus Notes
File Edit View Create Actions Help
Welcome
Andreas Nebel - Inbox
GI Schedule 7.15 CRMInt
Contacts DCH
Mail
for Andreas Nebel
Inbox (1)
Drafts
Sent
Follow Up
All Documents
Junk
Trash
Views
Folders...
Archive
Tools
Business Mail
add Company & Contact
add Contact to Company
add Private Person
Meier, Claudia
GEDYS IntraWare GmbH
18.05.1968
0661 9642 0
Other
09.10.2007 CRM-expo 2007: CRM 360° für IBM Lotus Notes 7...
08.10.2007 GEDYS IntraWare 7.15 - Neues Release steht be...
08.10.2007 Pressemitteilung: Von Bayer Crop Science bis ...
15.08.2007 Anfrage Dienstleistungen
15.08.2007 Re: Anfrage Dienstleistung
12.08.2007 Bestellung GEDYS IntraWare 7
08.08.2007 Bestellabwicklung
08.07.2007 Integration von SAP-, Datawarehouse- und Ware...
25.06.2007 Teilnahme an dem Workshop
09.05.2007 Anmeldung zum Workshop
+ 4 zusätzliche
Aktualisieren
on LNSFUD02/FUD01/IntraWare
New Message
Reply
Reply to All
Forward
More
View All
View Unread
Sender
Subject
Date
Claudia Meier | CRM + Lotus Notes = GEDYS IntraWare 7 - Einladung zur Roadshow | 17.10.2007 02:21
IBM PartnerWorld ISV team | Einladung zum IBM Rational Webseminar am 17. Oktober 2007 | 04.10.2007 15:11
IBM developerWorks | Essential resources to get the most from your recent trial | 13.11.2007 15:48
IBM developerWorks | Essential resources to get the most from your recent trial | 02.10.2007 08:32
Detlef S Krause | Finale Agenda vom Composite applications workshop am 7.8.11. in München | 31.10.2007 22:47
Kati Eyring | GROUP Technologies AG: Heutige Pressemitteilung | 12.11.2007 14:28
IBM PartnerWorld | IBM Business Partner - Information 26-09-07 | 26.09.2007 02:33
info | Ihre Reservierungsnr: 303977 | 31.10.2007 08:56
Claudia.Meier | Kunden, Interessenten, Partner: CRM mit GEDYS IntraWare 7 | 09.10.2007 15:50
IBM PartnerWorld ISV Team | Registrierung für die IBM Lotusphere 2008 jetzt möglich | 26.09.2007 18:41
Claudia.Meier | Summary report from GROUP iQ.Suite Quarantine | 08.10.2007 13:56
Detlef S Krause | Weitere Informationen zum Advance Composite Application wo | 25.10.2007 12:33
Preview
CRM + Lotus Notes = GEDYS IntraWare 7 - Einladung zur Roadshow
Claudia Meier
to: ANebel
17.10.2007 02:21
Show Details
Sehr geehrter Herr Nebel,
wir möchten Sie noch einmal an den Workshop "Kunden, Interessenten, Partner: CRM mit GEDYS IntraWare 7" bei IBM erinnern, zu dem wir Sie herzlich einladen.
Geben Sie Ihren Mitarbeitern eine "vertraute" CRM-Software mit fühlbarer Arbeitserleichterung an die Hand. Damit wird in Ihrem Unternehmen CRM so selbstverständlich wie E-Mail.
- Wer sind unsere Interessenten und Kunden? Und wen spreche ich an?
- Welche Produkte setzt unser Kunde ein? Welche Version ist im Einsatz?
- Wann und warum hatten wir mit Interessenten und Kunden Kontakt? Wer ist dafür zuständig?
- Welche Termine, Aufgaben, Angebote und Verträge gibt es?
CRM leicht gemacht von Anfang an!
Wir präsentieren Ihnen eine leicht bedienbare CRM-Lösung auf Basis Lotus Notes/Domino zur einfachen Umsetzung der täglichen Arbeit mit Kunden.
Die Veranstaltung ist bei Ihnen vor Ort am:
Deutschland
Österreich
Schweiz
CMeier@gedys-intraware.de
I Am Active
Office

» Business Mail in Lotus Notes 6.5 «

- Own Composite Application concept in Lotus Notes 6.5
  - notification system
- Performance issue: Address and activity lookup locks the Lotus Notes Client
- Design changes on mail database needed
- Focus problems in frameset



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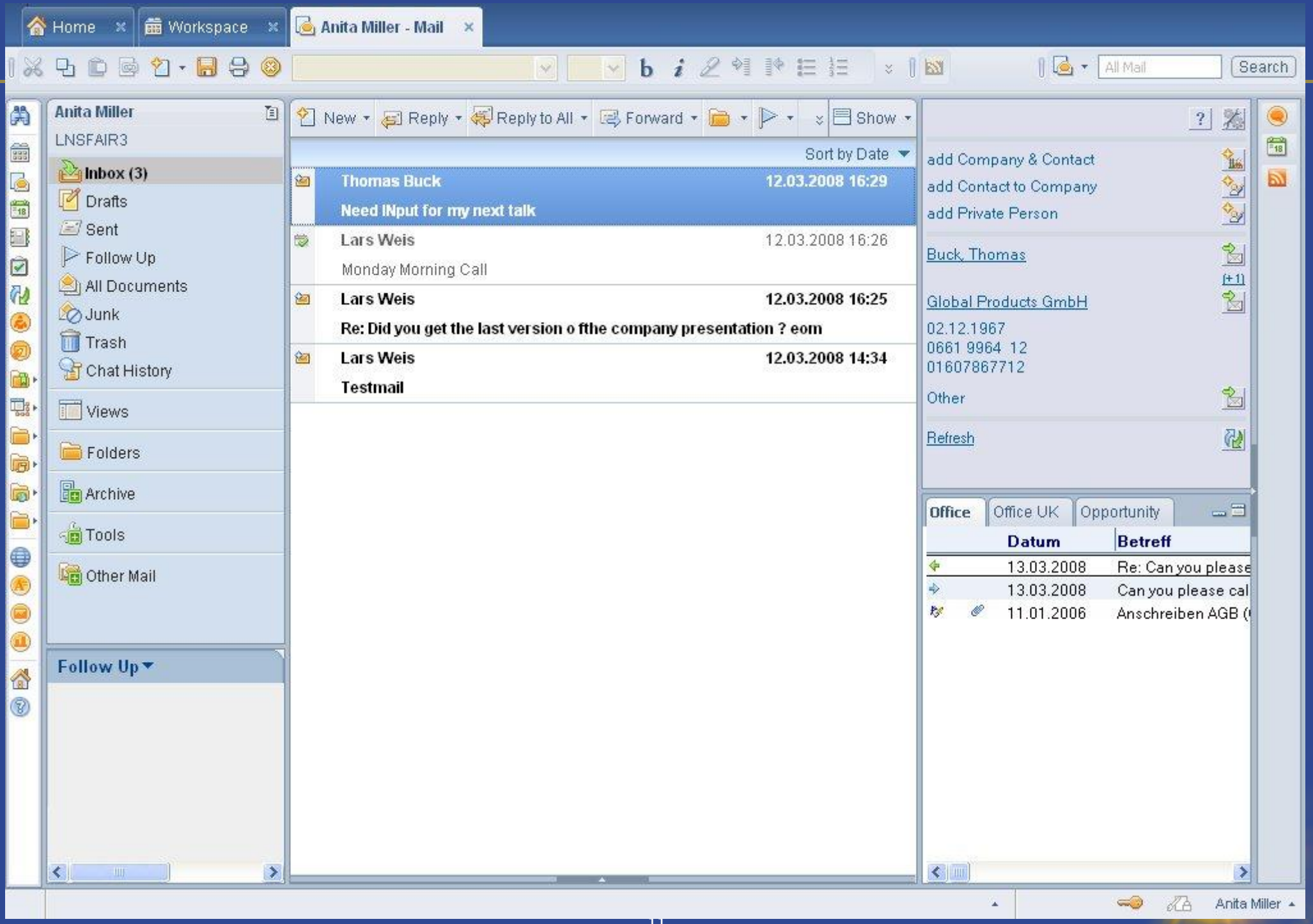
» Why Make Business Mail a Composite Application ? «

- Better user interface
- Contextual experience
- Immediate access to critical CRM data
- Ability to combine information in a Mashup
- Easy to create and deploy
- Reusable components
- Based on standards

» Business Mail Transition «

- Steps to go through
-
  - Decide where to design your composite application
  - Identify the reusable components
  - Define properties and actions
  -
  - Create Notes elements (Actions, Forms)
  - Add components in CAE
  - Wire components
  - Deploy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Workspace
Anita Miller - Mail
All Mail
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Drafts
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Follow Up
All Documents
Junk
Trash
Chat History
Views
Folders
Archive
Tools
Other Mail
Follow Up
New
Reply
Reply to All
Forward
Show
Sort by Date
Thomas Buck 12.03.2008 16:29
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Lars Weis 12.03.2008 16:26
Monday Morning Call
Lars Weis 12.03.2008 16:25
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Lars Weis 12.03.2008 14:34
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(+1)
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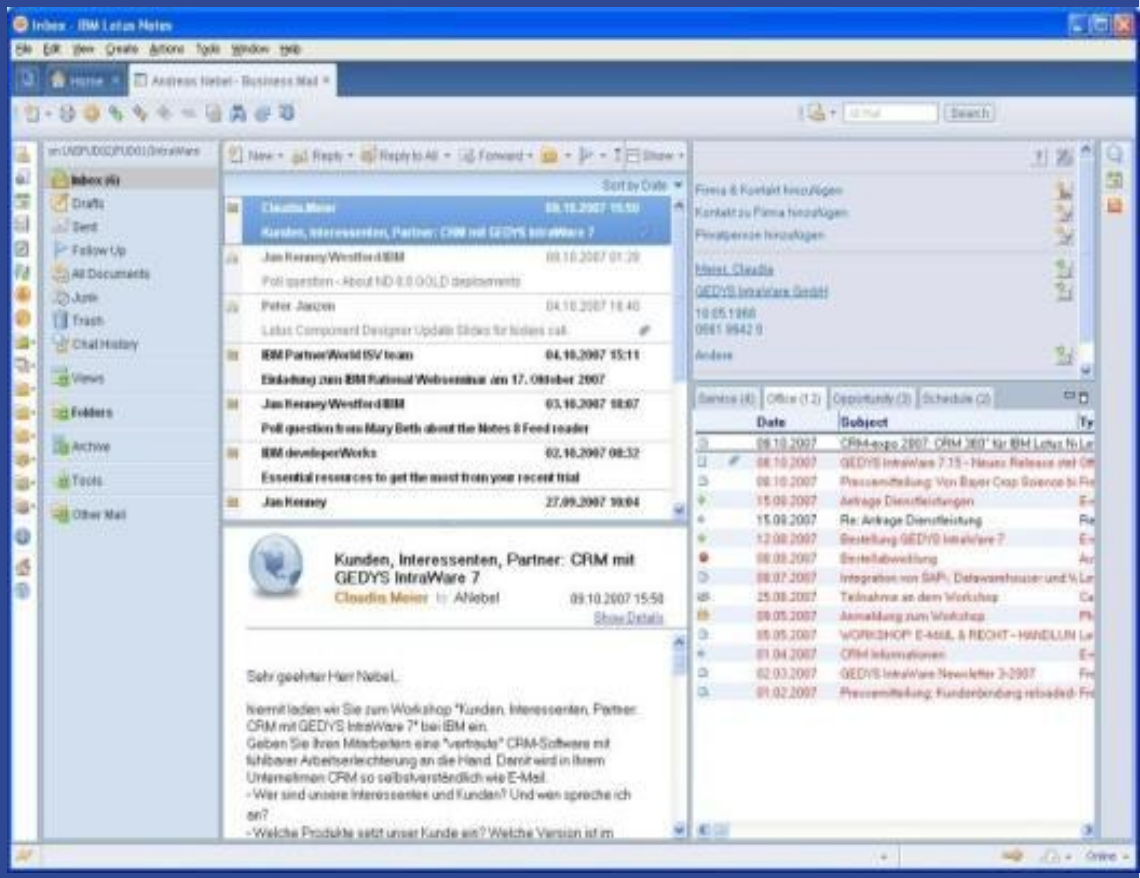
11.01.2006 Anschreiben AGB
Anita Miller

» Lotus Notes 8 Composite Application compared to Lotus Notes 6.5 «

- Property broker as standard secure event handler
- Asynchronous access to IBM Lotus Domino via Java Components
- Loosely coupled components
- Reusable components
- No design changes in Lotus Notes Mail database



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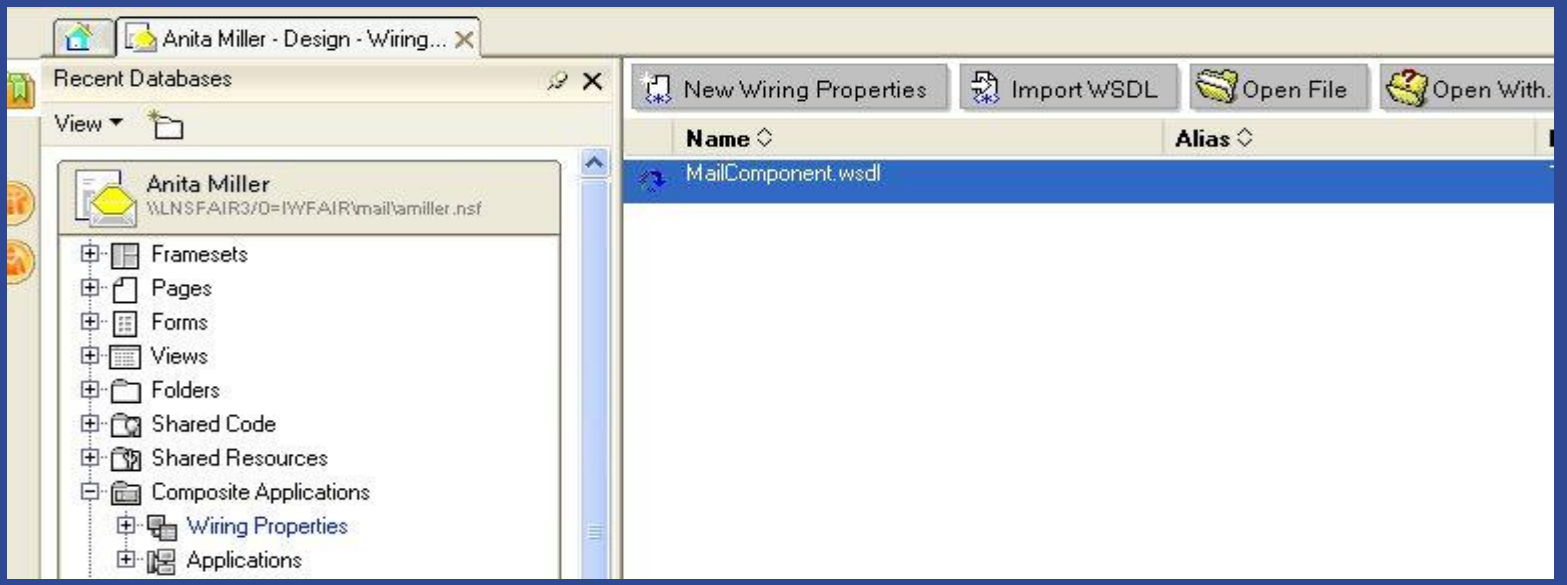
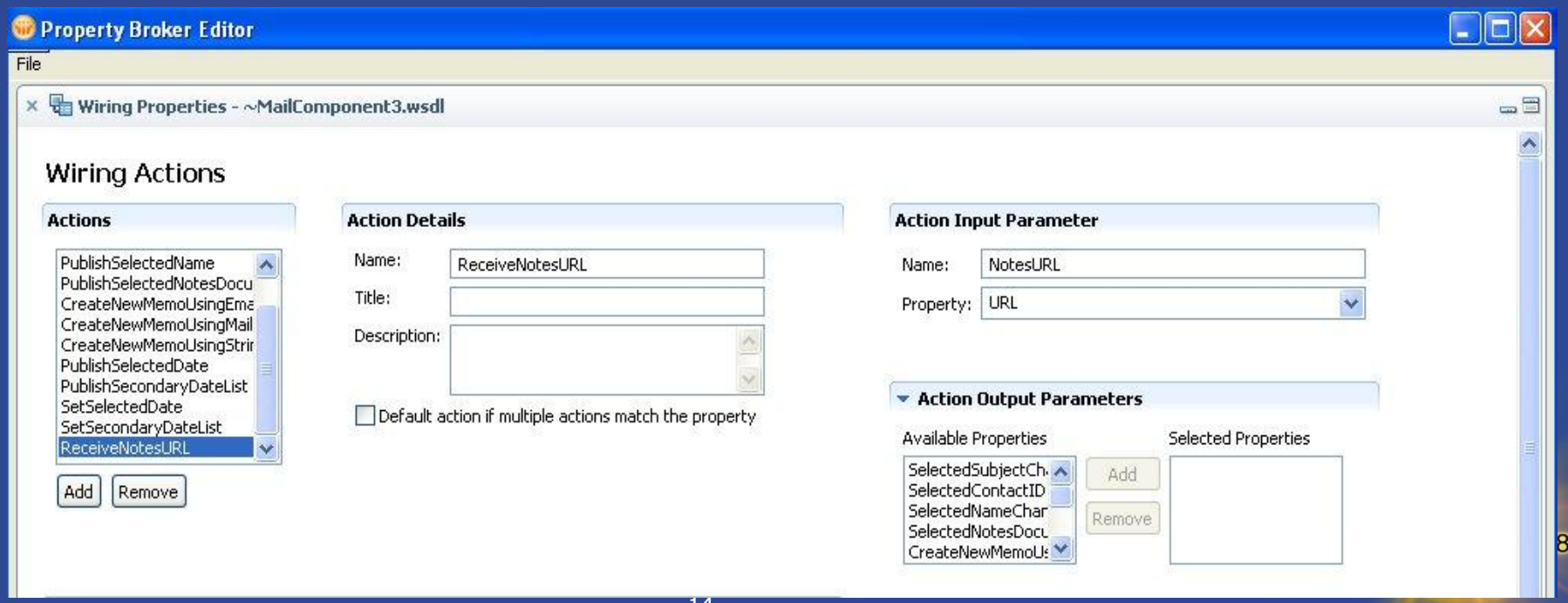
» Under the hood and into the details «

- Two components for Business Mail
-
- Address lookup and displaying component
  - Receives the inbox selection
  - Starts the address lookup
  - Displays the result
  - Send the address key to the CRM components

- Each CRM database contains a displaying component
  - Receive the address key
  - Display the related CRM documents

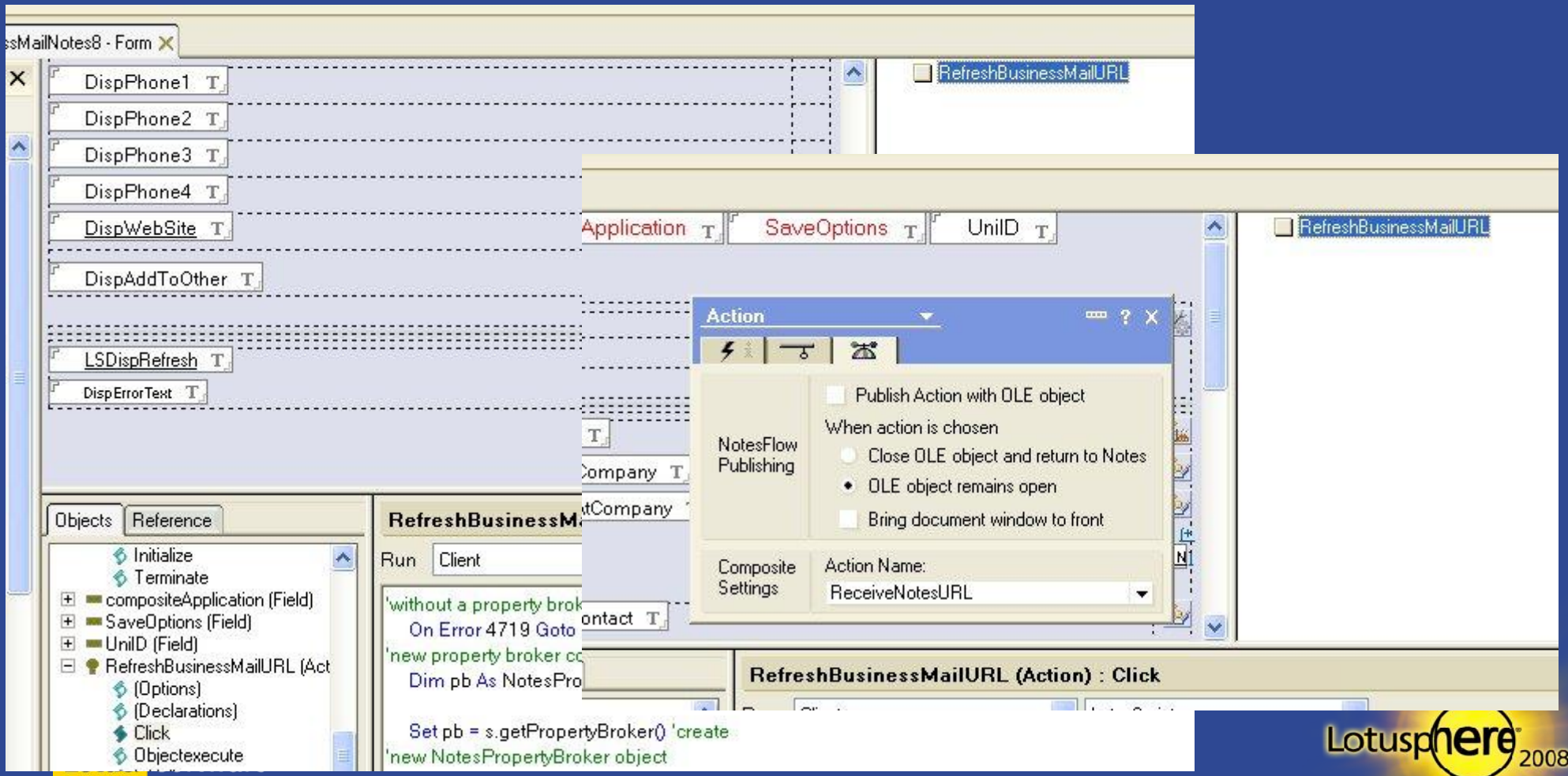
» Create WSDL and define properties and actions «



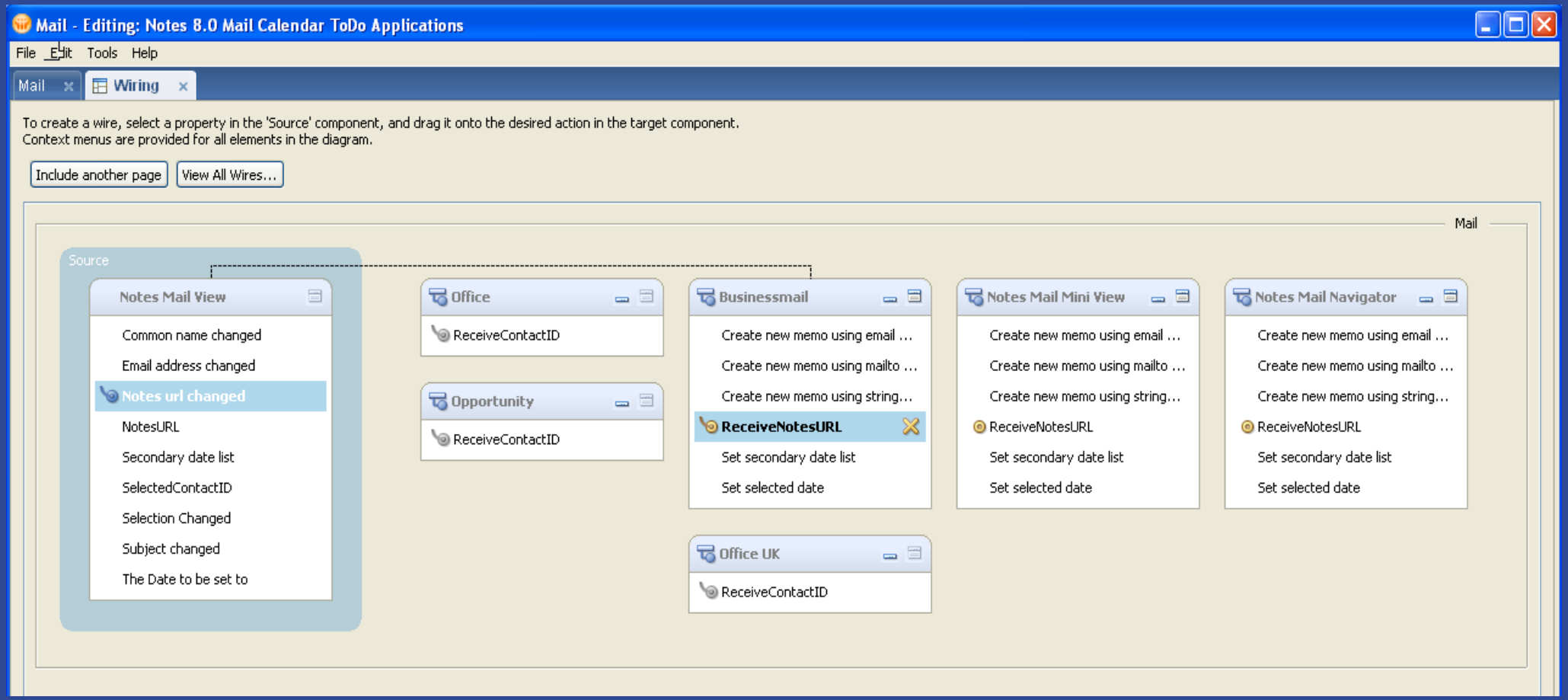


» Form action «

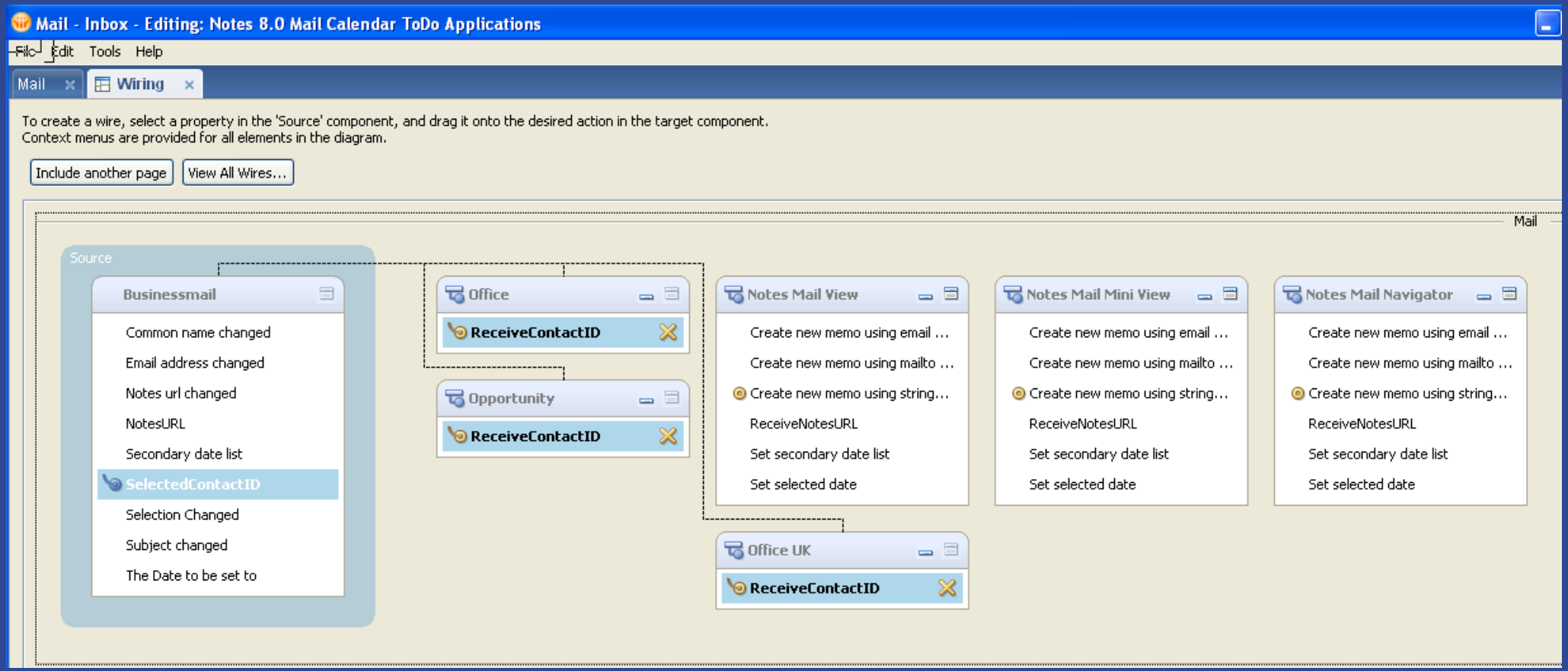
- This code in the action triggers the address search
- Notes URL of the selected Mail document from PropertyBroker



» Lotus Notes 8 Composite Application: Wiring (1) «



» Lotus Notes 8 Composite Application: Wiring (2) «



» Reinforcing the benefits «

- Use existing standard mechanism
- Reuse existing components
- Seamless integration of Java Components
-
- No changes to Mail database design
- Client is not locked
- Focus problem is minimised

» Contact Information «

Thank you

More information :

URL: www.gedys-intraware.com
eMail: pre@gedys.com

Meet us at our stand