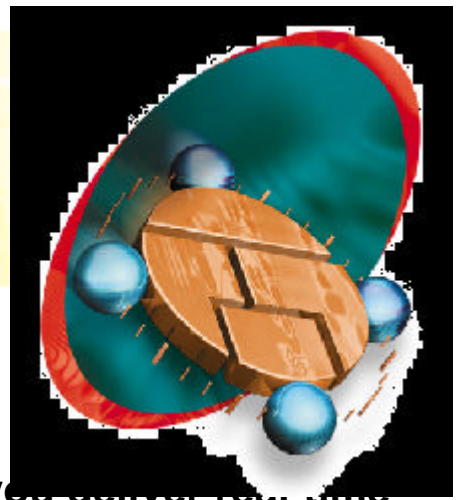


Sametime Solutions



Lotus can help you deliver real-time collaboration solutions

KEY FEATURES

Jump-start your real-time collaboration efforts with our four solution packages:

1) Getting Started Pack:

- Sametime Server and 50 User CALs
- Network readiness assessment
- On-site installation
- Knowledge transfer to system administrators
- Seminar-based training for end users
- Post implementation review
- Five Incident technical support pack
- High level road map for roll-out

2) Live Online Customer Service

- Opportunity assessment
- Customised solution development

3) Education Services

- System administrator training
- Power user training
- End user training

4) Support Services

- 24x7 coverage
- Rapid problem resolution

Lotus Professional Services' provides strategic solutions in areas such as collaborative infrastructure and e-business. These solutions incorporate innovative Lotus technologies with the right balance of consulting, education and support services for quick and effective roll-out.

One such innovative technology is Lotus Sametime. This is a unique platform for real-time collaboration and live on-line customer service solutions. With awareness, conversation and shared object capabilities, Sametime improves collaboration with colleagues, partners and customers – all within your existing infrastructure. It enables you to know who's online, engage in conversation and share documents and applications.

Sametime can be used in a range of business applications including virtual seminars, project management, and informal training. New levels of customer service can be gained with live online communication for your extranet, intranet or web site.

By giving a live and personal touch to your website you can add depth and usability for your prospective customers, and generate repeat visits and live sales leads.

1) The Sametime Getting Started Pack

Lotus brings years of experience in deploying mission-critical groupware solutions to the real-time collaboration market. Not only do you need innovative technology that delivers real business benefits, but you need the right services to ensure that the technology is implemented quickly and efficiently, and that your IT staff and end users can fully capitalise on it.

The Sametime Getting Started Pack includes on-site support from Lotus experts to provide assistance and knowledge transfer to your IT staff. This will ensure a smooth and successful implementation of Sametime within your organisation.

The Sametime Getting Started Pack:

- Adds real-time awareness, chat and application sharing to your existing infrastructure
- Gets your Lotus Sametime Server up and running quickly and efficiently
- Reduces implementation costs
- Educates your IT staff and end users
- Resolves any technical problems quickly

Sametime Getting Started Pack

This solution consists of:

- ◆ The Sametime Server and 50 user CALs.
- ◆ Network readiness assessment
- ◆ On-site hardware setup, software installation and configuration. Assistance with firewall configuration (in Domino environments this includes Domino installation and integration, plus directory replication).
- ◆ One day knowledge transfer for your system administrators. This includes Sametime security, monitoring, troubleshooting, setting up proxy servers and network usage.
- ◆ Eight hours on-site classroom training for up to 10 power users. Key people can maximise the benefit of Sametime in your organisation.
- ◆ Four on-site seminar-style training sessions for 12-13 end users for two hours (50 end users in total).
- ◆ Post implementation review.
- ◆ High level road map for rollout.
- ◆ A five incident support pack which provides access to the Lotus Customer Support Centre for any individual in need of Sametime support.

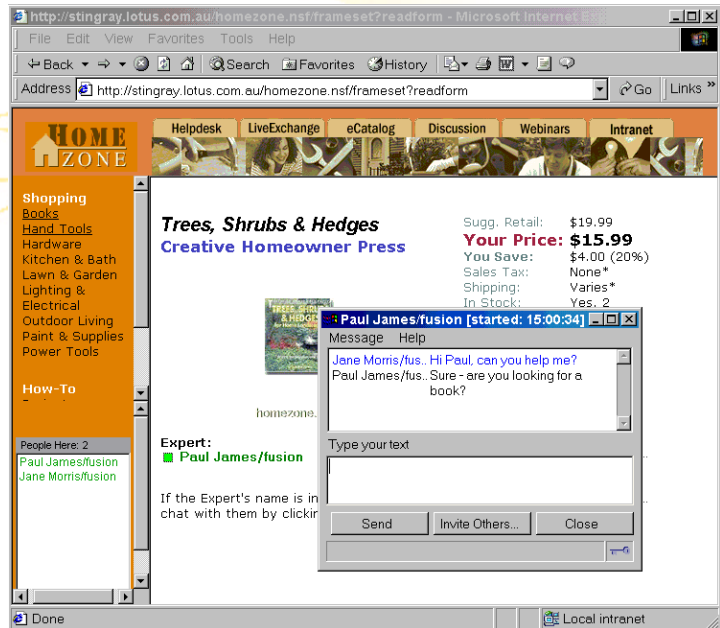
The pack delivers technical knowledge and user familiarity – both essential elements to successful deployment and use of any solution.

The Sametime Getting Started Pack is AUD\$25,000.

2) Live Online Customer Service

Increase web sales revenue and improve web customer service with a customised solution for your extranet, intranet or web site.

By introducing innovative live customer service solutions to your web site you can increase customer satisfaction and respond immediately to web queries, rather than force customers into phone queues.



Examples of Live Online Customer Service solutions include:

- Web site help for customer queries.
- Live technical help desk capability.
- Access to internal company specialists who can answer questions on HR, payroll, or legal programs etc.

The opportunities are huge – that's why Lotus Professional Services has developed a three day opportunity assessment that will find out how Sametime can be maximised in your organisation.

In the Sametime Opportunity Assessment, Lotus experts will work with you on a prioritised list of opportunities based on your business objectives. You will receive a report documenting the findings plus a presentation including a conceptual demonstration.

The Sametime Opportunity Assessment costs AUD\$13,200.

* All prices include GST.
Offers are valid until 30/6/01

3) Sametime Support

Sametime support solutions ensure that your Sametime technology is continually available. These solutions are:

- Incident-based Support
- Annual Support
- Priority Service Program

4) Sametime Education

Sametime on-site education courses provide in-depth training for your staff. Courses include:

- Sametime Administrator training
- Power users training
- End users training

To find out more about the Lotus Sametime product family and its host of service and support solutions, visit www.lotus.com/sametime