Your universal office

IBM collaboration software for mobile devices

IBM

The road is calling

Support for mobile devices is becoming a more urgent require-ment for most organizations. IBM's 2010 *Working Beyond Borders: Insights from the Global Chief Human Resource Officer Study* found that one of the biggest HR opportunities is capitalizing on collective intelligence through more effective collaboration across global teams.[1] This means providing your people with collaboration tools and access to web content wherever they work—including on handheld devices.

Enterprise applications are also going mobile. According to the *IBM 2010 Tech Trends Survey*,[2] 57 percent of all IT professionals expect mobile software application development for devices such as the Apple iPhone and Google Android smartphones, as well as tablet computers such as the Apple iPad and Research In Motion (RIM) PlayBook, to surpass application development on traditional computing platforms in the next five years.

And it's not just your workforce that needs access from handheld devices. Your customers are also now expecting to be able to access your web content from mobile devices.

Security-rich IBM collaboration software can help you address all these mobile opportunities. With a breadth of messaging and business functions in the palms of their hands, even away from the office, employees can stay connected with their professional networks and be nimble in their interactions with colleagues, business associates and customers. And customers can access your web content from practically any mobile device they use.

Keeping in touch just became easier

You need access to your email and your schedule from the road, but how do you stay in sync? IBM provides you syncing capabilities—whether your enterprise delivers them on premises with IBM Lotus® Notes® software, in the cloud with IBM LotusLive Notes™ services or with a hybrid of the two offerings. These solutions can help you to stay up-to-date via your mobile device while you're on the go.
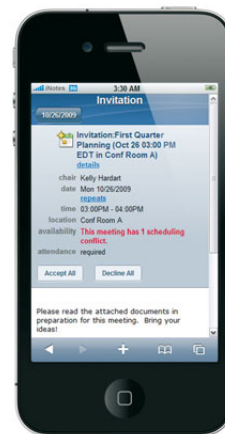

Figure 1: Android device running Lotus Notes Traveler email

Figure 2: iPhone device running Lotus iNotes email

IBM solutions also enable enterprises to deliver access to email, calendars and contacts through a web browser on a mobile device—with practically nothing for users to install. Enterprises with IT policies that prohibit content, such as email, from being stored on mobile devices will want to use this option for their on-premises solution.

If your enterprise wants to deliver a push email solution, IBM Lotus Notes® Traveler software provides IBM Lotus Notes email, calendars and contacts on your Android, iPhone and iPad, Microsoft Windows Mobile, or Symbian device. By bringing your lat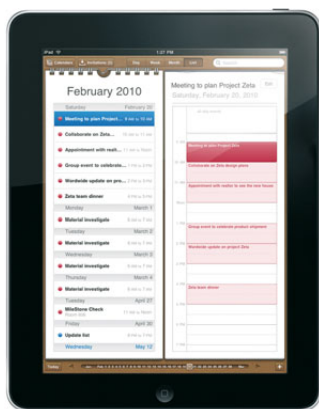est messages, schedules and contacts to the device, Lotus Notes Traveler software keeps employees connected. This mobile software—included in LotusLive Notes, Lotus Notes and IBM Lotus Domino® software—provides the following:

- Automated, two-way, over-the-air synchronization of Lotus Notes email, calendar and contact data, facilitating a single, up-to-date version of messaging and collaboration.
- Partial wipe support for lost or stolen devices, helping you remotely erase only sensitive Lotus Notes Traveler data.

"For GM, bringing in the Lotus Notes Traveler environment—allowing employee-liable devices to connect to the network—has really improved productivity."

—Bob Ronald, director of enterprise applications, General Motors

Figure 3: iPad tablet displaying the Lotus Notes Traveler calendar

Taking your IBM social collaboration solutions with you

People can use Android, iPhone, BlackBerry and Symbian devices to access blogs, wikis and other Web 2.0 technologies to tap into the expertise of their professional networks and communities. With IBM Connections software, people can search for subject matter experts and collaborate from practically anywhere with their coworkers, business associates and customers.

Figure 4: BlackBerry mobile device displaying the Connections home page with status updates

Figure 5: Symbian device with an open Sametime chat window

IBM Sametime® software supports real-time collaboration. Sametime software lets people see who is online now and provides enterprise instant messaging capabilities—both one-on-one and group messaging—on iPhone, BlackBerry, Symbian and Microsoft Windows Mobile handhelds. Sametime software manages multiple active chat sessions on small screens, and it automatically stores and logs these communications for ready retrieval. Sametime software also now extends online meetings to BlackBerry smartphones, giving users an additional real-time collaboration option.
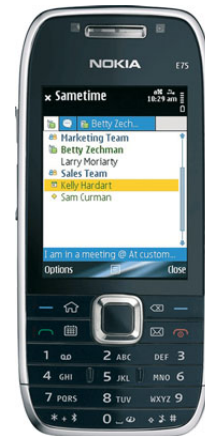
Streamlining business processes

Business-critical operations of all kinds, such as customer relationship management, help desk and customer support, billing, supply chain tracking, and project management, can benefit from the rich application environment of Lotus Domino software. Mobile users can access Lotus Domino applications developed with XPages technology on their mobile devices.

Many business processes are initiated with online forms. IBM Forms software support includes iPad tablets so that mobile users can create online forms to help reduce transaction times.

In addition, many companies rely on applications that capture data from scanners, handheld devices or radio frequency identification (RFID) technology. To help you support these types of applications, IBM has a rich ecosystem of IBM Business Partners that includes leading enterprise mobility hardware manufacturers and software vendors. By taking advantage of the wide range of plug-and-play applications, devices and wireless infrastructure products from IBM Business Partners, you can streamline a wide variety of business processes, including warehouse management, field service operations, manufacturing work in process, direct store delivery, routing, accounting, medication administration, retail point of sale and logistics.

Accessing business systems and information from practically anywhere

To effectively do their jobs, employees need to stay up-to-date on business trends and maintain access to complex reporting and analysis tools. IBM Cognos® Mobile software delivers information from your IBM Cognos Business Intelligence solution to your mobile employees, arming them with the relevant data they need to make sound decisions. Users have security-rich access to business data to help improve productivity. Cognos Mobile software supports RIM BlackBerry, iPhone and iPad, Symbian, and Windows Mobile devices.

IBM Mobile Portal Accelerator software gives mobile users—including employees, business associates and customers—access to key web content securely from practically any mobile device. The software currently supports over 8,200 device types. The separately priced device update subscription service adds mobile device definitions and updates as they become available from device manufacturers. This combination helps organizations quickly deliver personalized content and an exceptional web experience to mobile users. And this rich content can be provided to the latest devices available—without redeveloping mobile web applications.

Keeping data safe while offering broader access

Your employees need mobile access to data, but, as you grant access to your company's key systems via the Internet, you need to keep that data protected. To enhance the security of its suite of mobile collaboration solutions, IBM offers IBM Lotus Mobile Connect software for clientless access from Android, iPhone and iPad, Symbian, and Windows Mobile devices. It also provides a mobile virtual private network (VPN) between a Symbian or Windows Mobile device and your network systems, as well as encryption of transferred data at levels comparable to a traditional Internet Protocol Security (IPSec) VPN.

Starting down the path today with an eye on tomorrow

When you deploy a mobile collaboration solution from IBM, you not only align yourself with the world's largest technology services provider, but also tap into the skills and capabilities of IBM's worldwide network of over 100,000 IBM Business Partners and alliance partners. With years of experience in collaboration and mobile technology, IBM Global Technology Services has the mobility and wireless services and support you need to deploy an open, scalable, flexible and security-rich mobile collaboration solution for your business.

Information that knows no boundaries

Mobile collaboration solutions from IBM can help you create a truly collaborative office environment that spans the globe. Whether your employees, business associates or customers are across the hall or across continents, we can help them stay connected to each other; find the expertise they need anytime, anywhere; and help your business become more social.

For more information

To learn more about mobile collaboration solutions from IBM, contact your IBM representative or IBM Business Partner, or visit:

- **ibm.com**/socialtogo
- **ibm.com**/services/integratedcommunications

Use the IBM Collaboration Assessment Tool to compare your company's collaboration practices with the strategies, capabilities and technologies used by companies with best-in-class performance. Clients who complete a 10-minute online survey receive a three- to five-page report benchmarking themselves against industry peers, with recommendations to enhance their collaboration capabilities: **ibm.com**/collaborationassessment

Additionally, financing solutions from IBM Global Financing can enable effective cash management, protection from technology obsolescence, improved total cost of ownership and return on investment. Also, our Global Asset Recovery Services help address environmental concerns with new, more energy-efficient solutions. For more information on IBM Global Financing, visit: **ibm.com**/financing

Comparison of IBM mobile solutions by device support							
Description of mobile capabilities	Android	Apple iPhone	Apple iPad	RIM BlackBerry	Microsoft Windows Mobile	Nokia Symbian	IBM offering
Homepage, profiles, communities, media gallery, blogs, ideation blogs, files, wikis, forums, and more	●	●		●		●	IBM Connections
Access Lotus Notes applications	●	●		●			IBM Lotus Domino Designer
Wireless replication of email, calendar, contacts, tasks and journal in the IBM cloud or on premises.	●	●	●		●	●	IBM Lotus Notes Traveler
Web acces to mail, calendar and contacts	●	●					IBM Lotus iNotes® Ultralite
Cloud-based service for mail sync using smart phone's native software	●	●	●	●	●	●	IBM LotusLive iNotes
Instant messaging, presence awareness, location awareness, business card view and click to call	●	●		●	●	●	IBM Sametime
Online meetings				●			
Access to web conferencing services		●	●	●			IBM LotusLive Meetings
Creation and viewing of business process application forms			●				IBM Forms
Mobile VPN client					●	●	IBM Lotus Mobile Connect
Clientless mobile VPN	●	●	●		●	●	
Multichannel access of portal content; write once, render on multiple devices	●	●	●	●	●	●	IBM Mobile Portal Accelerator
View documents, presentations and spreadsheets				●			IBM Lotus Symphony
Security-rich interaction with Cognos Business Intelligence reports and more		●	●	●	●	●	IBM Cognos Mobile

Figure 6: IBM Mobile solutions support several mobile device types.

[1] IBM, *Working Beyond Borders: Insights from the Global Chief Human Resource Officer Study*, September 2010.

[2] IBM developerWorks®, *IBM 2010 Tech Trends Survey*, October 2010 (http://public.dhe.ibm.com/software/dw/ibm/aboutdw/2010_IBM_tech_trends_survey.pdf).