



## IBM Software Group Services Portal Offerings

## Overview

IBM Software Group Services provides expertise in defining, and implementing a Portal solution to meet your organisation's objectives. We utilise some of the best products from IBM and combine these with our specialised services to integrate the power of these products with your own environment.

### Does your organisation need a Portal?

- *Would real-time electronic communication with your customers improve customer service, and therefore the relationships you have with your customers?*
- *Would consistent communications with your employees enhance the effectiveness of your organisation, improve corporate culture, and promote consistent communications with your customers?*
- *Would your executives benefit from sharing information in a personalised executive management place?*
- *Would standardised access to your business applications make your people more effective?*

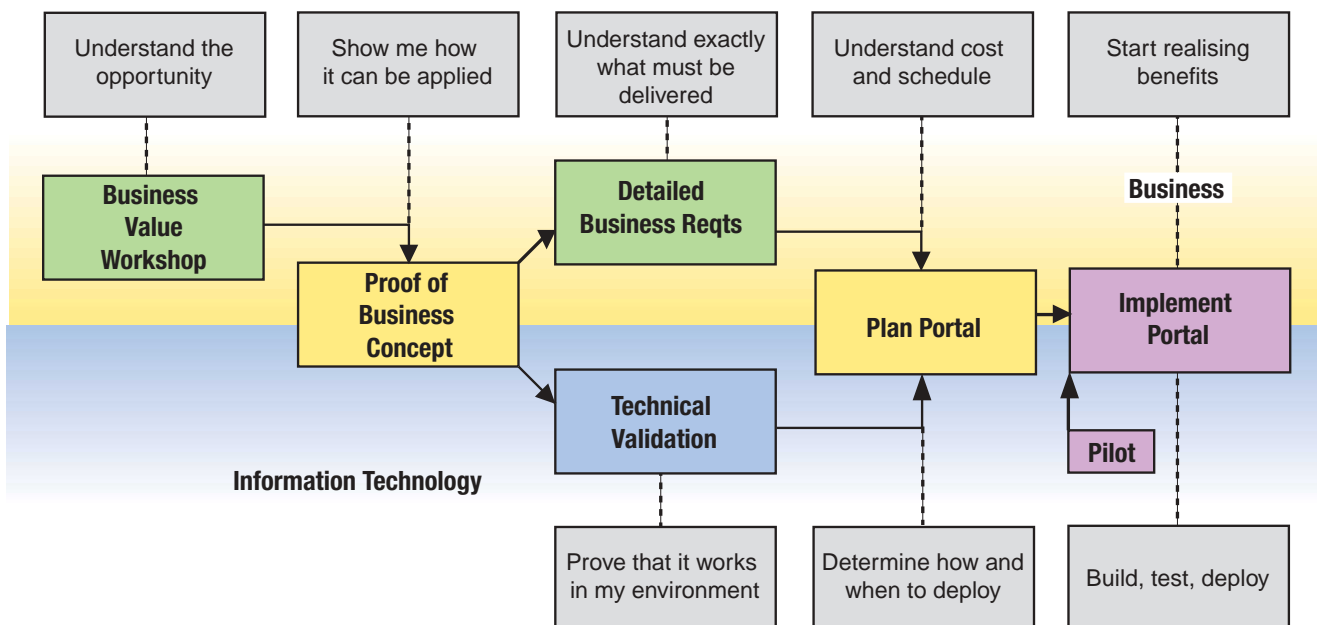
- *Would supporting Communities of Practice improve responsiveness, foster innovation and facilitate best practice?*
- *Would just in time e-Meetings help your people collaborate more often, improve responsiveness, and help your organisation avoid travel costs?*
- *Would the delivery of e-Learning based on functional role improve your performance?*
- *Would access to enterprise knowledge help your staff find the information and expertise they need to do their jobs?*

If you answered yes to any of these questions, you need a Portal solution.

### The Benefits

Portal technology offers great opportunities to:

- *Optimise self-service and reduce internal support costs.*
- *Reduce cycle time through improved decision making.*
- *Share inter-company resources to enhance your supply chain.*
- *Retain and develop employees through training delivery.*
- *Increase customer satisfaction and interaction.*



### **Portal Business Value Workshop**

Customers who are planning to introduce Portal technology into their organisation need to ensure that maximum business benefit will be derived from the proposed investment.

This business-oriented interactive workshop will explore how portal technology can be applied to address current challenges and will use a structured evaluation model to determine the expected benefits.

We will work to understand what content and applications need to be aggregated into your Portal, and how collaboration capabilities can be applied to enable the smooth operation of communities of practice within your organisation.

This workshop will provide both the vision, success criteria, and a cost / benefit analysis, for the introduction of Portal technology into your organisation.

### **Portal Proof of Business Concept**

IBM Software Group Services will develop a high level business usage scenario that demonstrates a conceptual solution to the issues identified in the Business Value Workshop.

We will install and configure a non-production environment and develop a conceptual prototype to show how the capabilities of the WebSphere Portal Family can be applied as the technology component of your business solution.

### **Detailed Business Requirements**

The research and documentation around your business requirements are essential to the success of your Portal Initiative. IBM has the depth of skill to review your environment and business needs and align these to provide a strong understanding of what is required to implement your portal solution.

### **Technical Validation**

A Technical Validation engagement with IBM Software Group Services will help you to quickly validate the capabilities of the IBM Portal technology within your computing environment.

Typical engagements cover directory integration and single sign on capabilities and may be extended to cover additional unique portlet interface requirements that are not addressed by the standard portlets that ship with the WebSphere Portal.

At the conclusion of this engagement we will provide you with a written report that details installation and configuration information and identifies the need for any additional custom development work.

### **Plan Portal**

We will work with your technical staff to determine the key requirements for deploying the Portal in your organisation. We will address your documented functional and non-functional requirements and any organisational constraints that must be factored into the deployment plan.

Working on the basis of determining any gap between the capacity of your existing environment and what is needed to support the deployment of your Portal, we will deliver a Deployment Plan that encompasses:

- *The deployment schedule in the form of a high level project plan*
- *The specification of the required infrastructure.*

### **Implement Portal**

The rollout of the Portal Project is a key strength that IBM Software Group Services can deliver. As part of the deployment IBM will set up a Pilot to ensure this works in your environment then continue with the balance of the rollout.

## Benefit from IBM Experience

IBM Software Group Services has the breadth and depth of skills available to help you through your e-business projects. This offering is just one of the many advanced solutions available from IBM Software Group Services - which brings you a full portfolio of services designed to help you get the most out of your IBM Software.

To find out more about this offering, contact your local IBM Software Services representative.



© 2002 IBM Australia Limited  
ABN 79 000 024 733  
All rights reserved

Printed in Australia  
06/02

IBM and the e-business logo are registered trademarks and IBM product names are trademarks of International Business Machines Corporation. Lotus, Domino and Notes are registered trademarks of IBM Corporation. All other products and service names may be registered trademarks or trademarks of their respective companies.

The IBM products and services in this publication may not be available in all countries.

Designed by the IBM Grafxlab  
**ibm.com**services\au\grafxlab  
GL\_4574