

# IBM Workplace : Live !



## *Synthèse des annonces et démonstrations*

*Thomas Coustenoble*

*IBM Lotus Market Manager*

*Workplace, Portal & Collaboration Software*



## En synthèse...

- Le modèle **On Demand** répond aux évolutions rapides du marché et à un besoin fort d'intégration
- Le **travail collaboratif** n'échappe pas à cette règle
- L'**innovation** est nécessaire pour une meilleure intégration du poste de travail et pour rendre les architectures plus flexibles

*Ex : le modèle basé sur la technologie de client riche / géré par le serveur*

- **IBM Workplace** = une famille de produits dédiée à **l'interface utilisateur**

*(Notes/Domino, WebSphere Portal, Workplace, WebSphere Everyplace)*

- Volonté de préserver le **leadership** d'IBM dans les domaines de la messagerie et du travail collaboratif



# IBM Lotus Notes Domino v7



Côté Notes

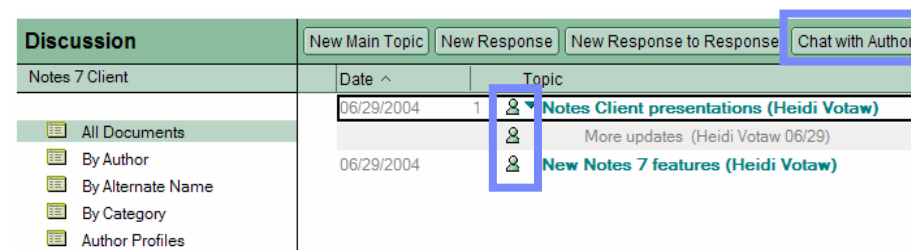
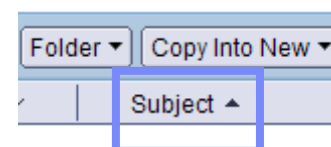
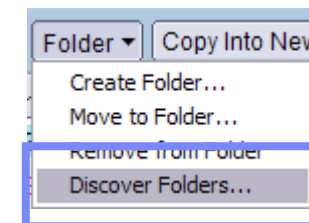
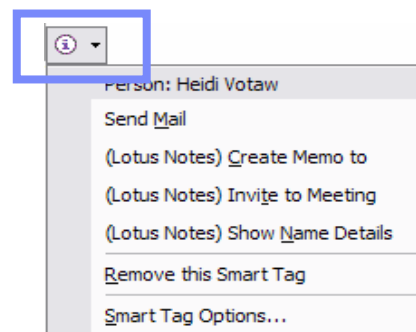


## ➤ Plus **OUVERT**

- Intégration à MS Office
- Interopérabilité avec le client Workplace

## ➤ Plus **PRATIQUE**

- Tri par sujet
- Indicateur pour le destinataire (to/cc/bcc)
- Généralisation du présentiel
- Utilitaire de nettoyage pour l'agenda
- Fermeture rapide de toutes les fenêtres
- Prompt de confirmation à la fermeture
- Avertissement pour objet message « vide »
- Visualisation rapide de l'historique des échanges d'un e-mail
- ...



Start Time	End Time	Resc
06/01/2004		
07:30 AM	09:00 AM	2460
07:30 AM	06:00 PM	2440
08:30 AM	09:30 AM	2333
08:30 AM	09:30 AM	1336

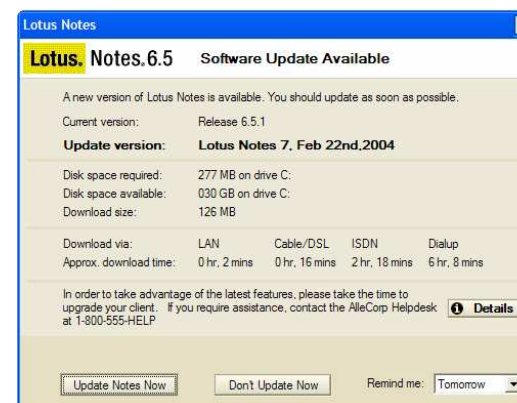


# IBM Lotus Notes Domino v7



Côté Domino

- **Plus PERFORMANT:**
  - Diminution de 25% de la consommation CPU à charge égale
  - 50% d'utilisateurs en plus sur le même hardware (mail)
- **Plus OUVERT:**
  - Option de stockage avec DB2
  - Support des Web services
  - Multi plates-formes
- **Plus SECURISE:**
  - Verrouillage politiques clients
  - gestion white/blacklist
- **Plus SIMPLE à administrer**
  - Remontée d'information avec DDM
  - Amélioration du Smart Upgrade
  - Politiques clients & verrouillage

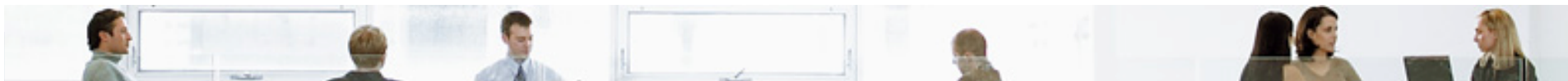
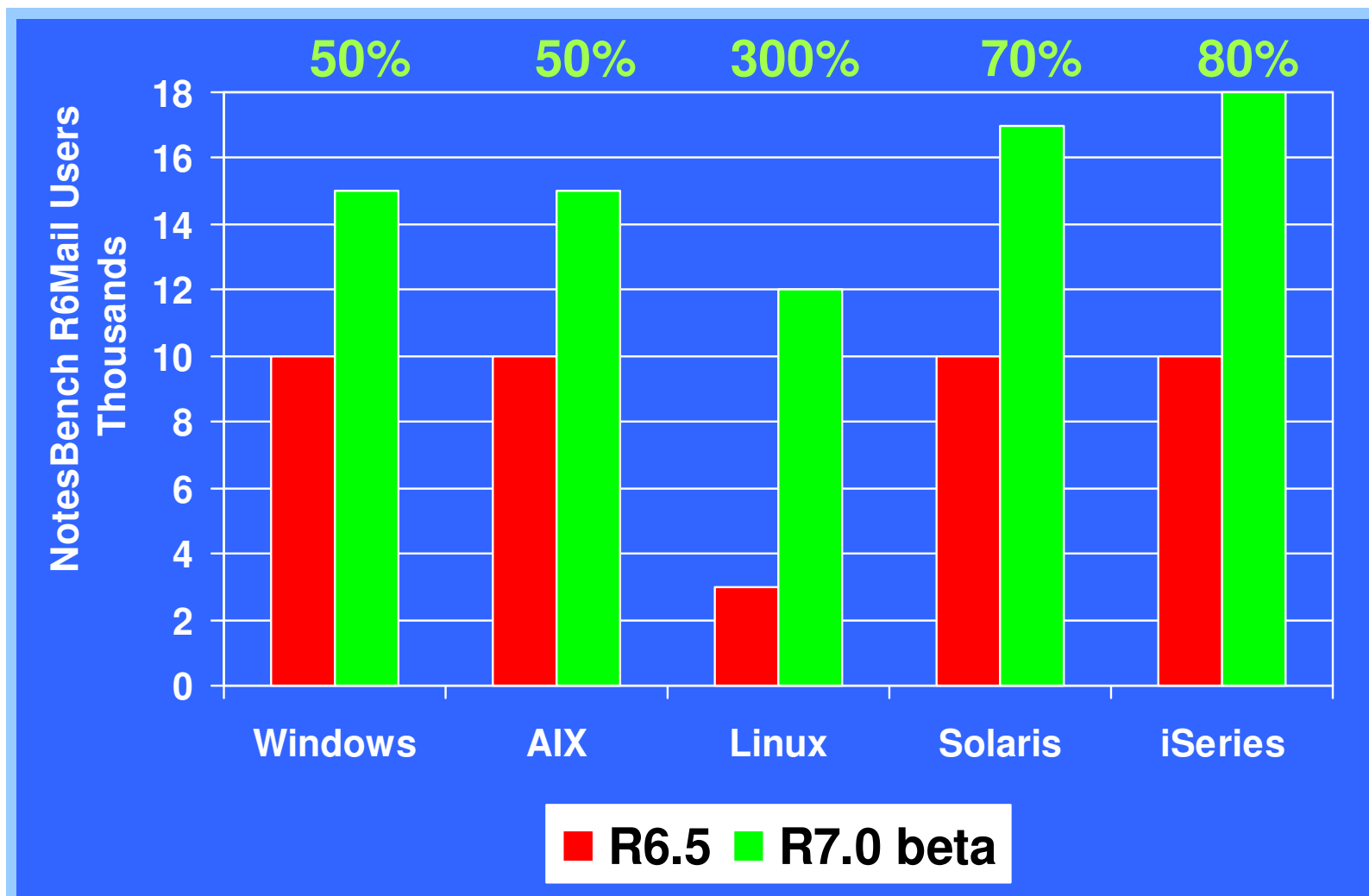


	#NOTEID	EMPID	R...	RENTALDATE	TOOLNAME
1	306	000010	4.0...	2003-12-06	Hammer
2	310	000020	7.0...	2004-04-02	Shovel
3	358	000030	6.0...	2004-06-06	Bow Saw
4	406	000050	6.0...	2004-06-21	Drill

Emp ID	Tool	Rented on
000010	Hammer	12/06/2003
000020	Shovel	04/02/2004
000030	Bow Saw	06/06/2004
000050	Drill	06/21/2004

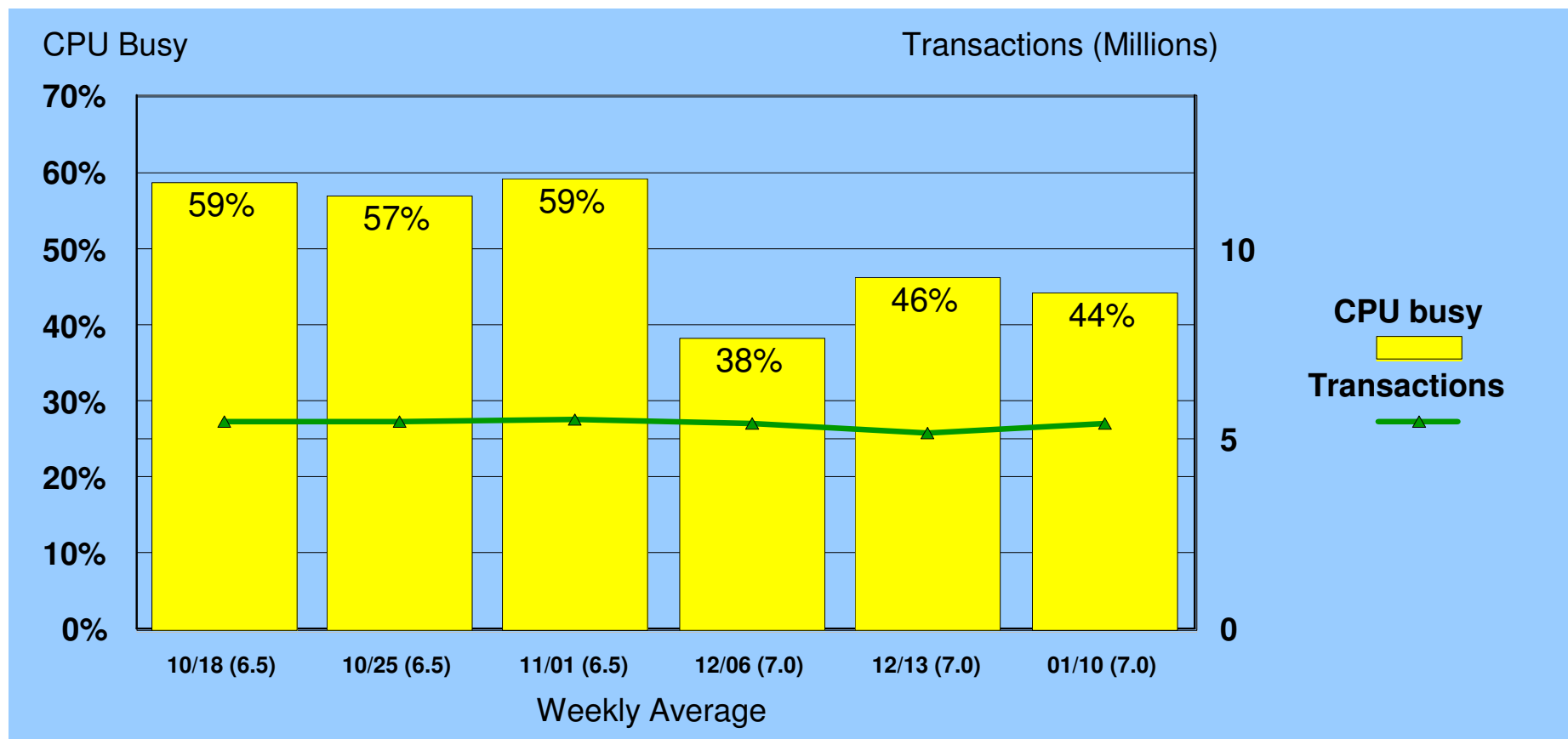


## Domino 7.0 NotesBench NRPC Results



# IBM Early Deployment

25% less CPU with Domino 7



# Capitaliser sur les développements existants en offrant plusieurs possibilités d'accès à l'environnement Domino

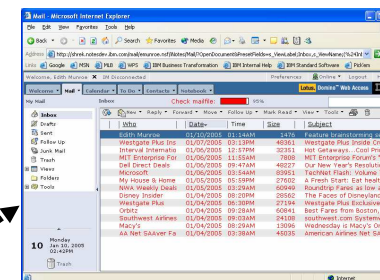
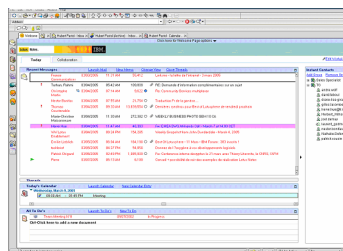
## Lotus Notes

## Domino Web Access

Suites  
bureautiques



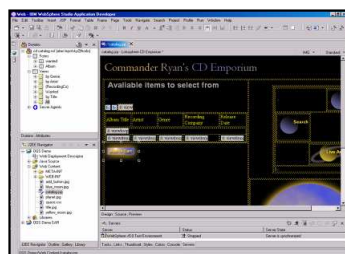
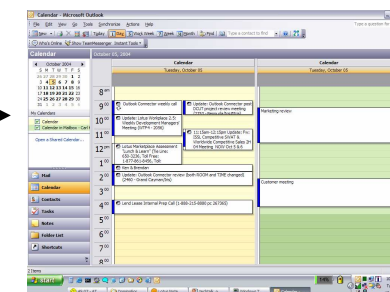
Visual Basic  
.Net



Workplace/Portail



Microsoft Outlook



Java Server Pages



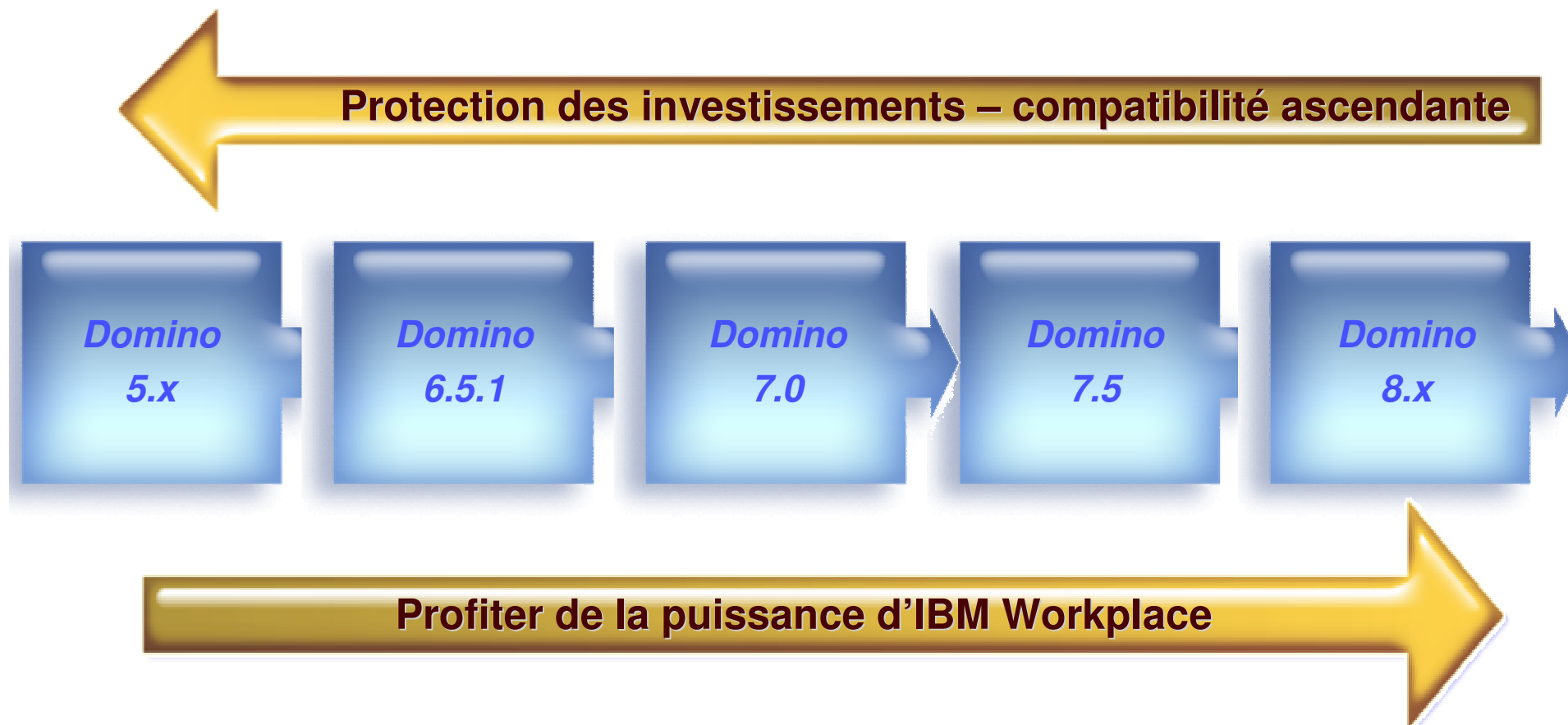
Terminaux mobiles

Données



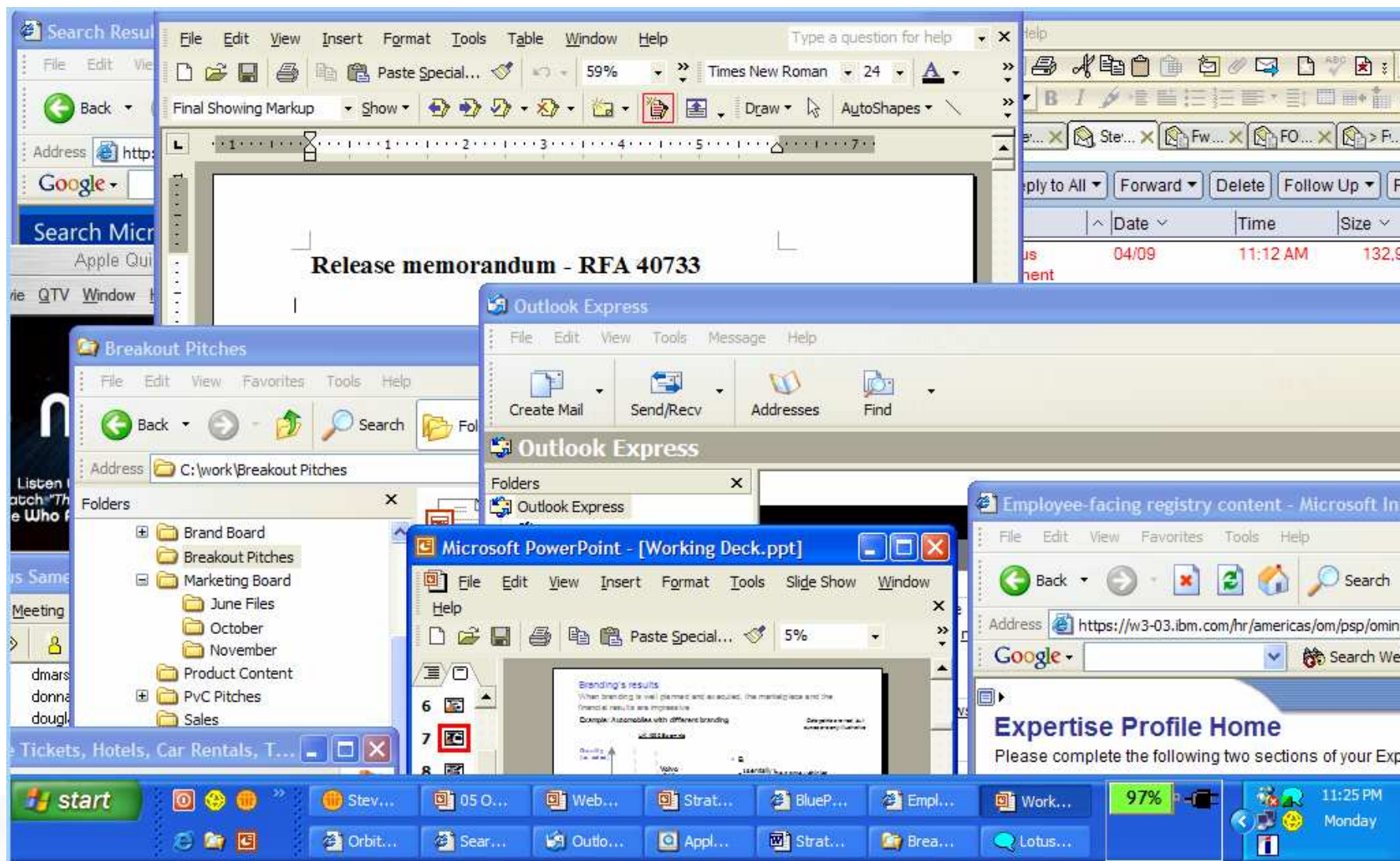
## Poursuite des investissements Domino

*Rôle clé dans la stratégie Workplace*





Les coûts et la complexité du poste de travail ne cessent d'augmenter...

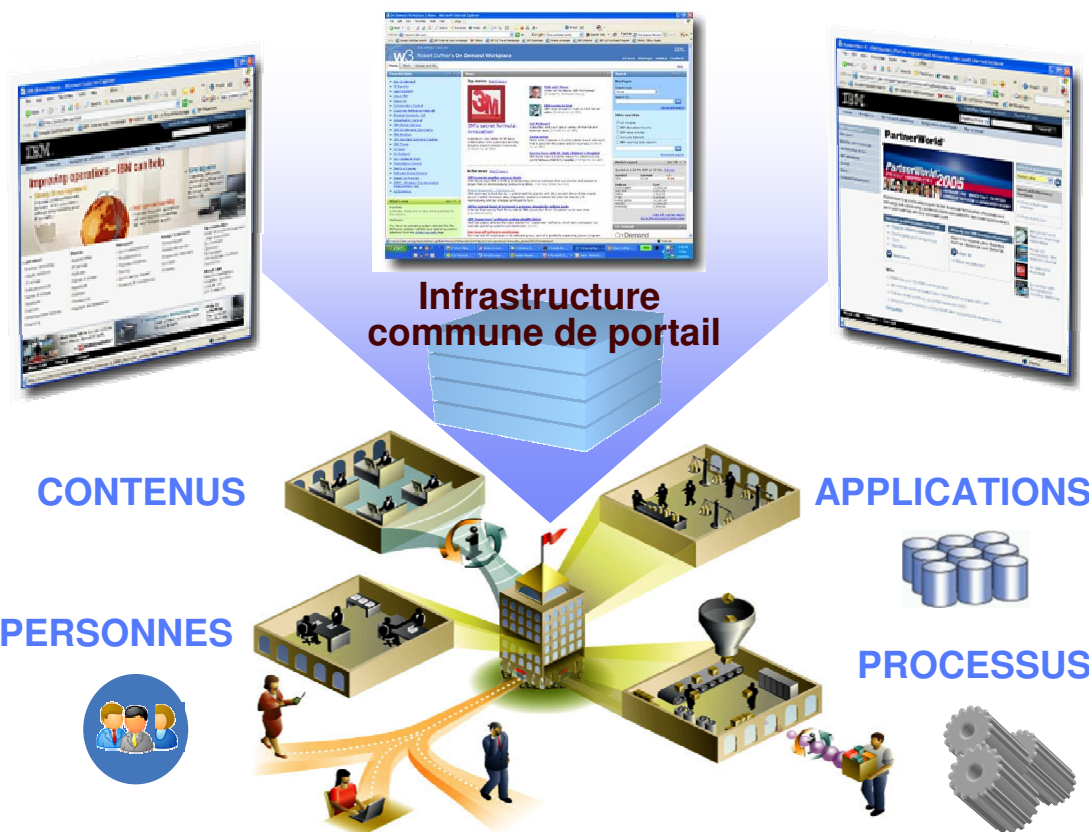


...le portail permet un accès unifié, personnalisé et sécurisé aux ressources de l'entreprise

Portails B2C  
ou G2C

Portails B2E

Portails B2B



[My Work](#) | [Templates](#) | [Administration](#) | [Edit my profile](#) | [Actions](#) | [Help](#) | [Log out](#)

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**My Work** | [HR](#) | [Documents](#) | [Collaboration](#) | [Manager Portal](#)

[I am available](#)

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**Inbox**

#	Name	Modified
6	Out of the office Sean Ferrell	3:43P
	If anybody else... Jacob Longfell	2:50P
	In the DUE database Andy Sloan	2:25P
5	Please let me kno Douglas Star	2:05P
20	I added some... Sean Ferrell	2:03P

**Client Details**

Customer Number: 2245-8870-236

12809 Sycamore Lane  
Bridgewater, NJ 08807  
(H) 908-555-2312

12/29/2004 8:19PM Daughter just departed college. transition for daughter.

**Accounts Mix Overview**

Key	Account Number	Account Name	Current Balance	Last Update
Yellow	234786-2999-200-1289	Preferred Checking	\$3,400.00	1/3/2005
Blue	100292-2777-001-2001	Money Market Advantage	\$27,865.00	10/20/2004
Pink	100201-2001-100-2992	Savings Platinum	\$6,500.09	12/20/2004
Light Blue	4356-2992-2999-0000	Visa Gold	\$12,345.00	1/2/2005
Purple	200202-2992-277-3553	180 day CD	\$63,090.78	7/8/2004

**Relationship Mix**

**Documents for Review**

- Strategy Review Slides  
Microsoft PowerPoint Pres...  
1,704 KB
- Technical Taskorse Report  
Adobe Acrobat Document  
633 KB
- Status Report  
Microsoft Word Document  
468 KB

**Contacts**

- Meggan Gupto
- Charlie Notting
- Bob Morris
- Denise Shay

**Revenue Scorecard**

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**Calendar**

9:00 - 12:00 Strategy Review

12:00 - 1:00 Lunch with Investors

2:00 - 3:00 Technical Task Force

**April**

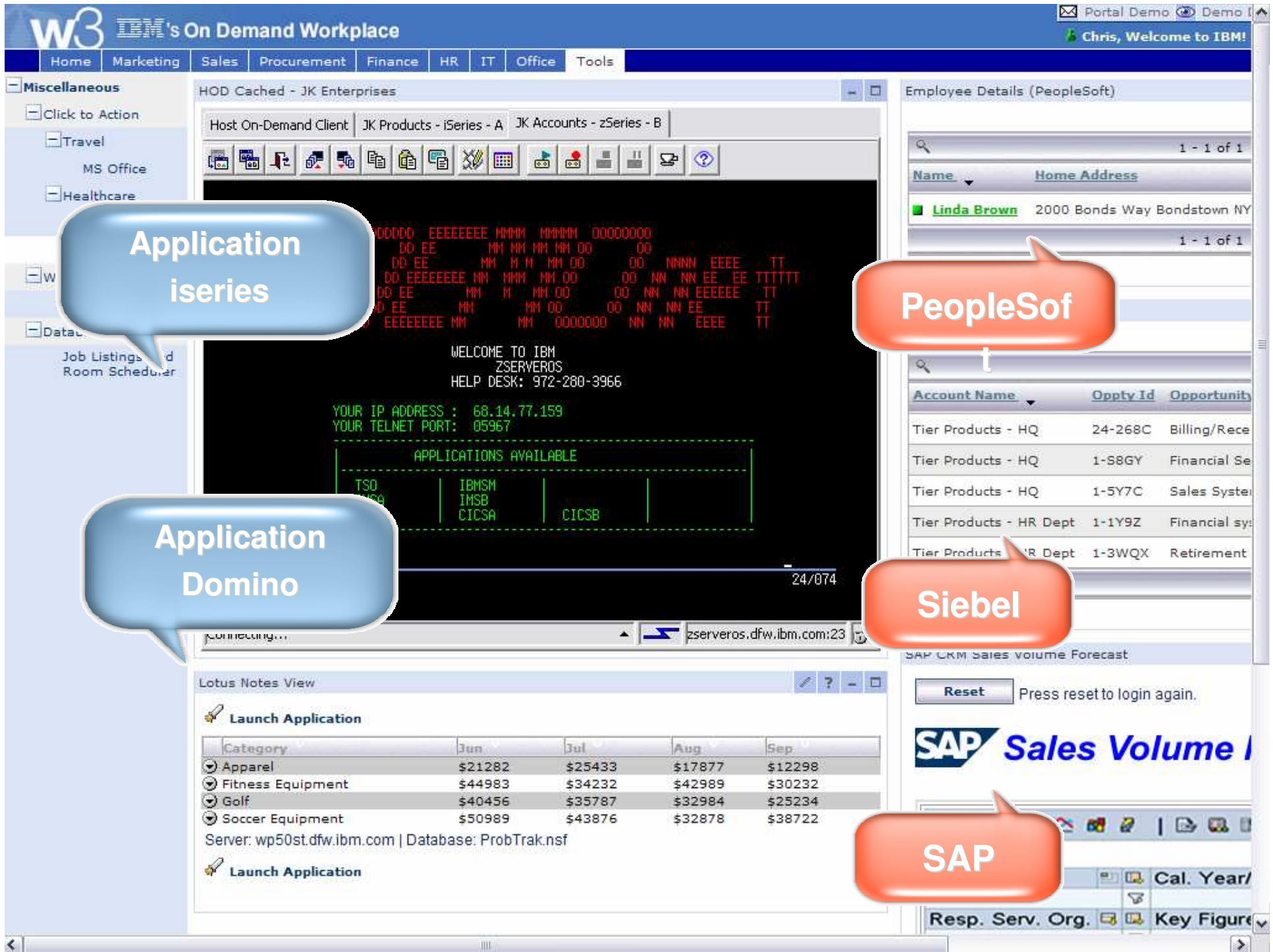
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

**Documents**

6 Today Tuesday, February 22 (1 New)







Application  
iSeries

PeopleSoft

Application  
Domino

Siebel

SAP

```
HOD Cached - JK Enterprises
Host On-Demand Client JK Products - iSeries - A JK Accounts - zSeries - B
WELCOME TO IBM
ZSERVEROS
HELP DESK: 972-280-3966
YOUR IP ADDRESS : 68.14.77.159
YOUR TELNET PORT: 05967
APPLICATIONS AVAILABLE
-----
TSO  IMSB  CICS  CICS
-----
```

Employee Details (PeopleSoft)

Name	Home Address
Linda Brown	2000 Bonds Way Bondstown NY

Account Name	Oppty Id	Opportunity
Tier Products - HQ	24-268C	Billing/Rece
Tier Products - HQ	1-S8GY	Financial Se
Tier Products - HQ	1-5Y7C	Sales System
Tier Products - HR Dept	1-1Y9Z	Financial sys
Tier Products - HR Dept	1-3WQX	Retirement

Lotus Notes View

Launch Application

Category	Jun	Jul	Aug	Sep
Apparel	\$21282	\$25433	\$17877	\$12298
Fitness Equipment	\$44983	\$34232	\$42989	\$30232
Golf	\$40456	\$35787	\$32984	\$25234
Soccer Equipment	\$50989	\$43876	\$32878	\$38722

Server: wp50st.dfw.ibm.com | Database: ProbTrak.nsf

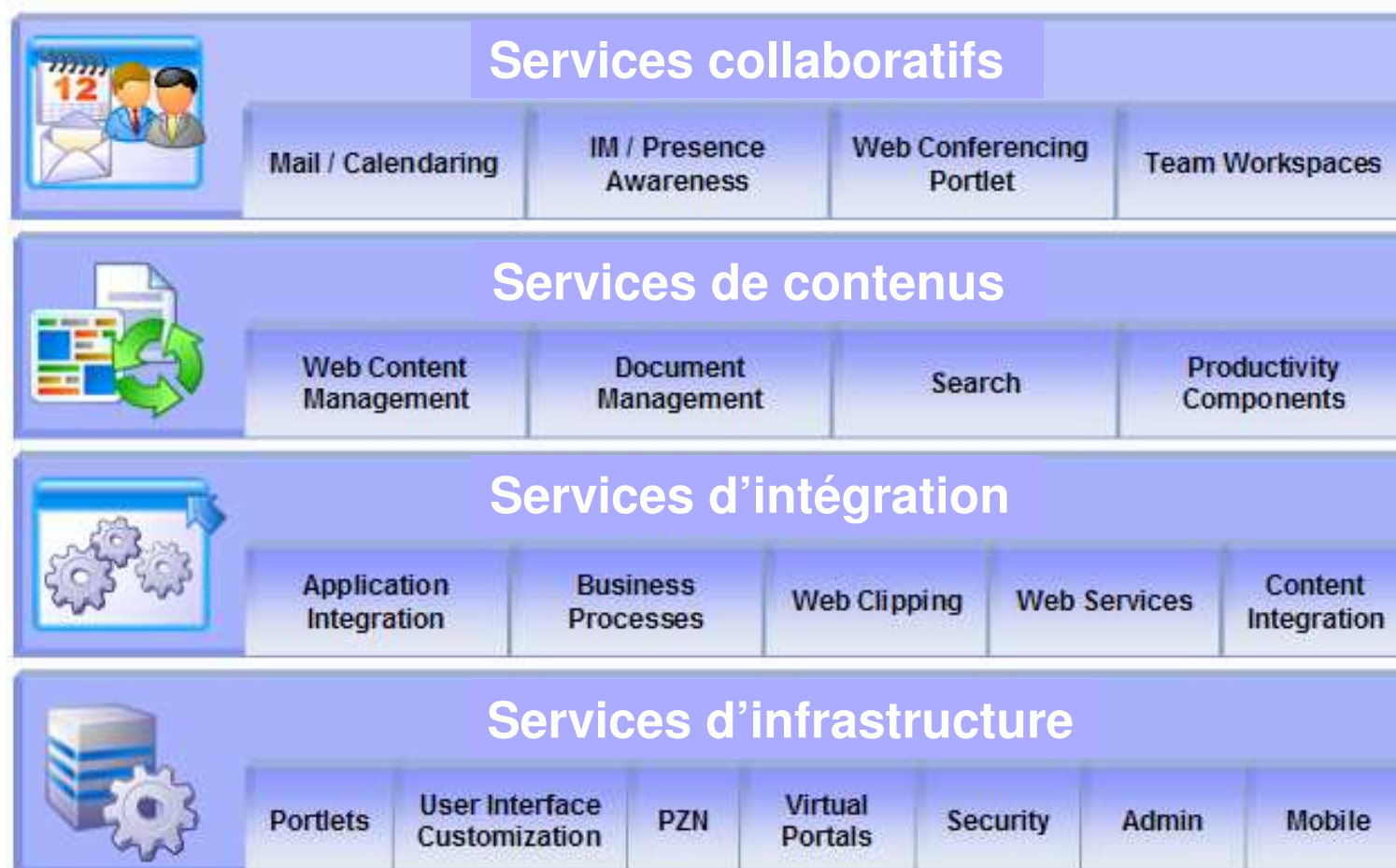
Launch Application

SAP CRM Sales volume Forecast

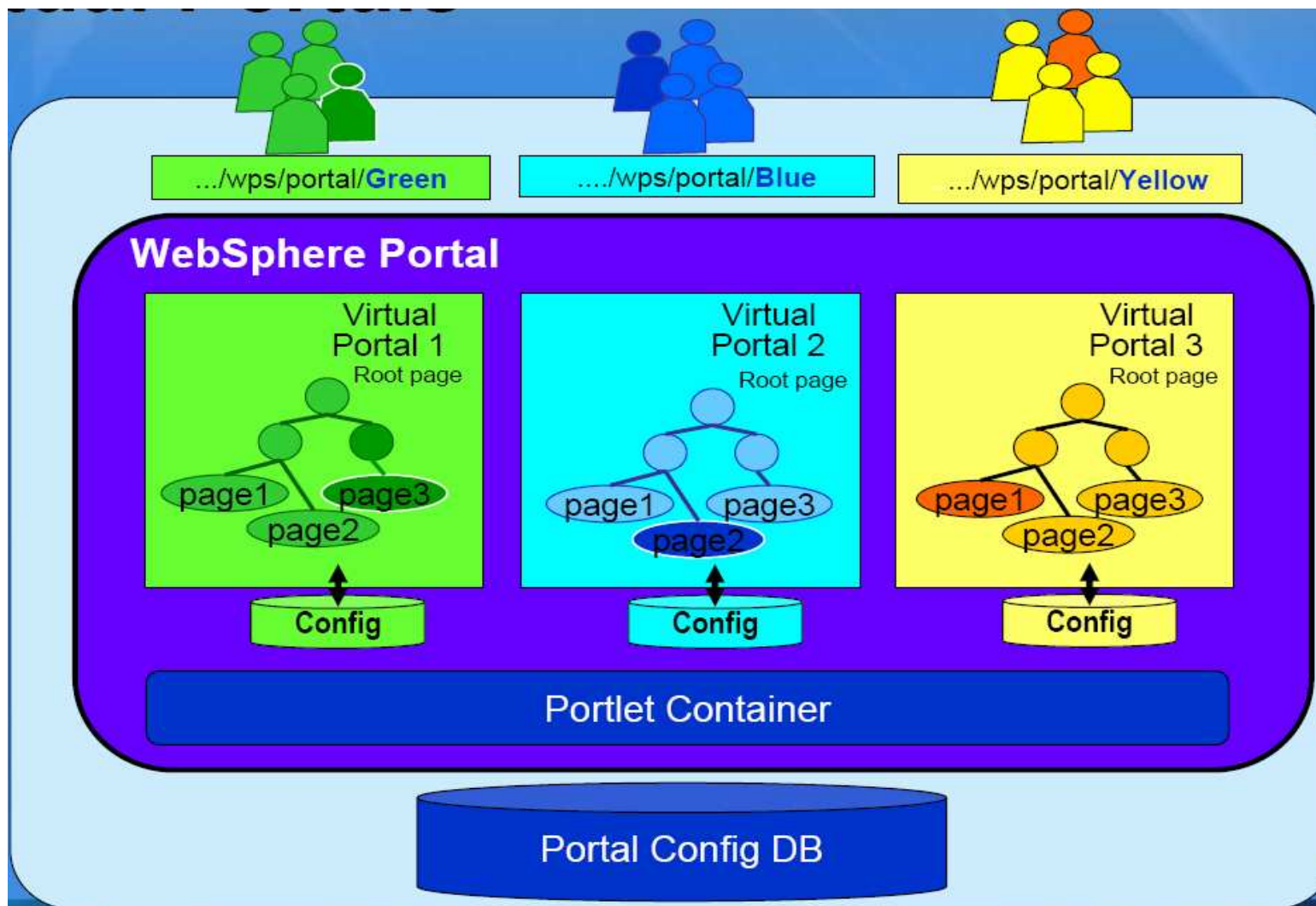
Reset Press reset to login again.

Cal. Year/
Resp. Serv. Org. Key Figure

WebSphere Portal est bien plus qu'une interface unifiée pour l'utilisateur...



## Les Portails virtuels



## Publication du contenu Web directement à travers l'interface d'IBM WebSphere Portal

Nouveau
 Lire
 Editer
 Supprimer
 Déplacer vers
 Profil utilisateur
 Editer la sécurité

**Product**

Affichage de 1 - 2 élément(s) sur 2 Filtrés

	<u>Filtre</u>	<u>Filtre</u>	<u>Filtre</u>	<u>Filtre</u>	<u>Filt</u>
<input type="checkbox"/>	<u>Nom</u>		<u>Statut</u>	<u>Date d'enregistrement</u>	<u>Au</u>
<input type="checkbox"/>	Domino		o o o	22 oct. 2003 01:26:25 CEST	
<input type="checkbox"/>	WebSphere		o o o	22 oct. 2003 01:26:41 CEST	



IBM WebSphere Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [http://wps.ondemand.com/wps/myportal/!ut/p/kcxml/04\\_Sj9SPykssy0xPLMnMz0vM0Y\\_QjzKLN4i3dAXJgFgmQBaYdoeJG](http://wps.ondemand.com/wps/myportal/!ut/p/kcxml/04_Sj9SPykssy0xPLMnMz0vM0Y_QjzKLN4i3dAXJgFgmQBaYdoeJG)

Back Forward Stop Home Search Favorites Media Go SnagIt

My Portal Edit my profile Log out

Welcome Cindy!

New Page Edit Page Search: My Favorites

On Demand Corporation  
A Virtual eBusiness Powered by IBM

My Work News Business Documents Web Content Management My Tasks

Web Content Authoring

Content Preview

Web Content

New Read Edit Delete Preview Link To Move to Add Links Remove Links Edit Security

News and Events

Content Library

- Content by Title
- Content by Site Area
- Components
- Intranet
- IT Home
- News and Events
  - News
  - Events
  - IT Focus
  - Press Releases
  - Archive
  - News and Events
- Procedures
- FAQs
- Notifications
- Contact
- Tools
- RTE
- Unlinked Site Areas
- Content by Category

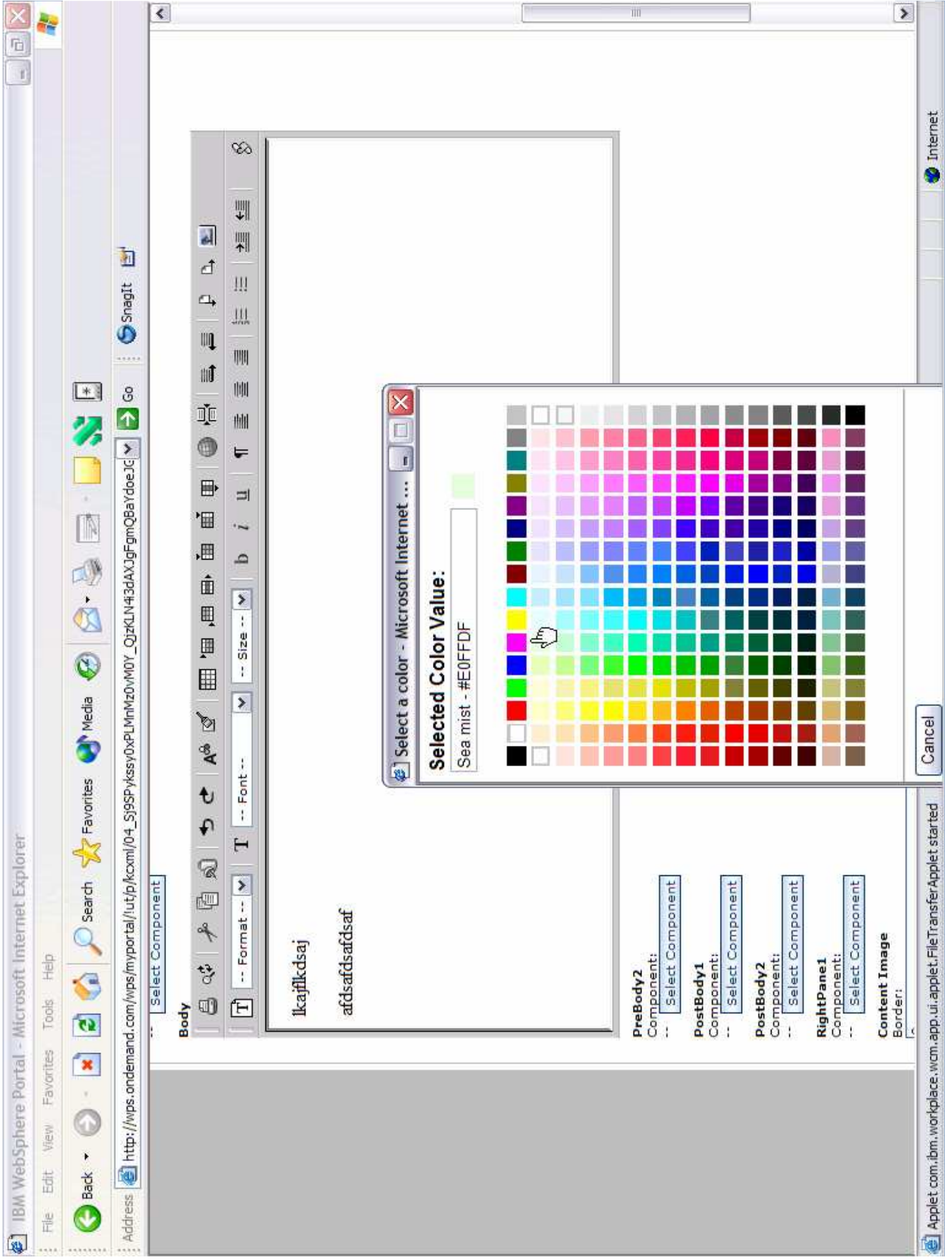
Showing 1 - 6 of 6 Filtered: 6 Page 1 of 1

<input type="checkbox"/>	<a href="#">Filter</a>	<a href="#">Name</a>	<a href="#">Filter</a>	<a href="#">Status</a>	<a href="#">Date Saved</a>	<a href="#">Filter</a>	<a href="#">Author</a>
<input type="checkbox"/>		News	0 0 0	0 0 0	Feb 1, 2005 4:06:53 PM CST		
<input type="checkbox"/>		Events	0 0 0	0 0 0	Feb 1, 2005 10:50:19 AM CST		
<input type="checkbox"/>		IT Focus	0 0 0	0 0 0	Oct 26, 2004 12:44:48 AM CDT		
<input type="checkbox"/>		Press Releases	0 0 0	0 0 0	Feb 1, 2005 10:09:42 AM CST		
<input type="checkbox"/>		Archive	0 0 0	0 0 0	Oct 26, 2004 12:44:48 AM CDT		
<input type="checkbox"/>		News and Events	0 0 0	0 0 0	Feb 1, 2005 12:08:41 PM CST		

Internet







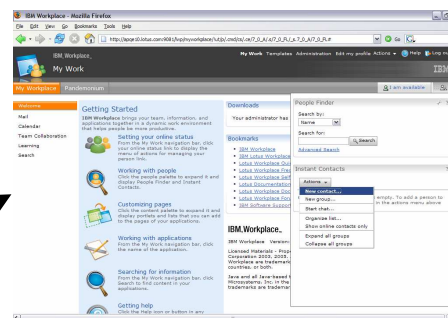
# IBM Workplace Collaboration Services

*Serveur offrant des services collaboratifs J2EE prêts à l'emploi : intégrés, ouverts, sécurisés et personnalisables*

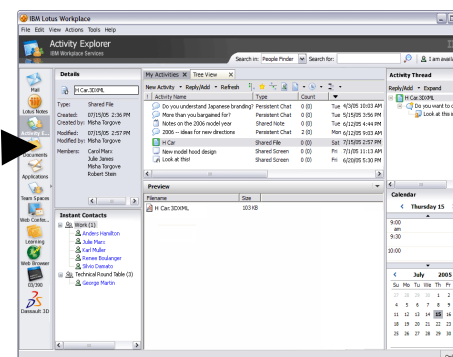
## Workplace Collaboration Services



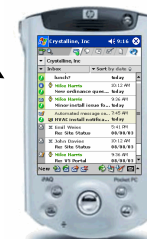
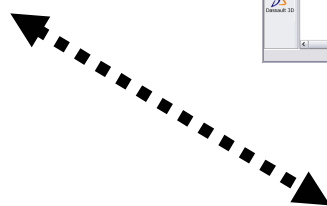
- Mail/Calendar
- Instant Messaging
- Team Spaces
- Web conferencing
- Learning
- Web content management
- Document management
- Document Editors
- Templates
- Forms
- Activity Explorer
- Etc ...



**Access via  
Navigateur Web**



**Access via IBM  
Workplace  
Managed Client**



**Access via  
Workplace Mobile Client**





JK Worldwide Distribution

My Work

My Work Templates Edit my profile Actions Help Log out

Home Work Career and Life I am available

Welcome

- News
- Mail
- Calendar
- Documents
- Team Collaboration
- Learning
- Search

### Getting Started

IBM Workplace brings your team, information, and applications together in a dynamic work environment that helps people be more productive.

**Setting your online status**  
From the My Work navigation bar, click your online status link to display the menu of actions for managing your person link.

**Working with people**  
Click the people palette to expand it and display People Finder and Instant Contacts.

**Customizing pages**  
Click the content palette to expand it and display portlets and lists that you can add to the pages of your applications.

**Working with applications**  
From the My Work navigation bar, click the name of the application.

**Searching for information**  
From the My Work navigation bar, click Search to find content in your applications.

**Getting help**  
Click the Help icon or button in any context to display Help topics.

### Downloads

Download an alternative platform or utility that your administrator has deployed for IBM Workplace.

- IBM Workplace rich client
- IBM Workplace mobile client

### Bookmarks

- IBM Workplace
- IBM Workplace Collaboration Services
- IBM Workplace Solutions
- IBM Workplace Product Documentation
- IBM Workplace Self-Paced Tutorials
- developerWorks: IBM Workplace
- IBM Workplace Business Partners

IBM Workplace [Show Details](#)

### RCP SDK Call Center - Sample Application V.2.5.0

Current user: wpsadmin

Logged in since: Thu Dec 16 23:48:37 EST 2004



#### Call Center

- Trouble Tickets
- View All Tickets
- View My Tickets
- Filter By Priority
- Filter By Status
- Filter By Severity

#### Web Links

- FAQs
- Create Link
- IBM
- My Workplace

#### Ticket - I have just received your software, b... X

- Edit Ticket
- Save Ticket
- Cancel

### Trouble Ticket

#### Header

Created: Dec 16, 2004 12:13:01 PM      Last modified: Dec 16, 2004 12:13:01 PM

Created by: wpsadmin      Last modified by: wpsadmin

#### Trouble Ticket

Title: I have just received your software, but I have these plastic things, what are they?

Ticket ID: TTWPSA1107      Requestor: wpsadmin      Owner: Salvatore Mazzotta

Status: New      Category: Business Applications      Severity: Critical

Priority: High      Date due: 12/17/2004      Date closed:

#### Problem:

Generated ticket problem 7

#### Solution:

Generated ticket solution 7

Messaging   
 Web Browser   
 Lotus Notes   
 Documents   
 Activity Explorer   
 Team Spaces   
 Applications   
 RCPSDK Call Center   
 RCPSDK Samples

# Roadmap

## Notes/Domino 6.5/1

Single platform of core & extended products

New portlets & sample portal pages, incl. DAP portlet

Better integration (& support) with WPS

Integrated Sametime support

Domino as Workplace directory support

## Notes/Domino 7.0

Notes plug-in for Workplace rich client

DB2 common data store supported

Support for end to end Linux environments

Hosting of web services on Domino

Common mail & PIM portlet support

Interop with Workplace IM

## Notes/Domino 7.x

Managed client capabilities

Eclipse programming model support

Workplace documents integration

Linux & Mac client support for WCT

Improved services interop (IM, C&S, Docs, admin)

## Notes/Domino 8.0

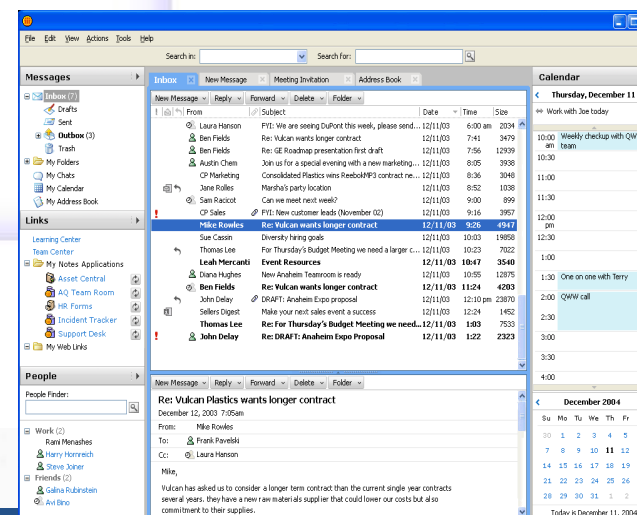
Rich client portal

Embedded editors

Optional Domino mail and C&S services as a web service

Improved admin and install integration

*Prochaines versions de Workplace et Notes/Domino*

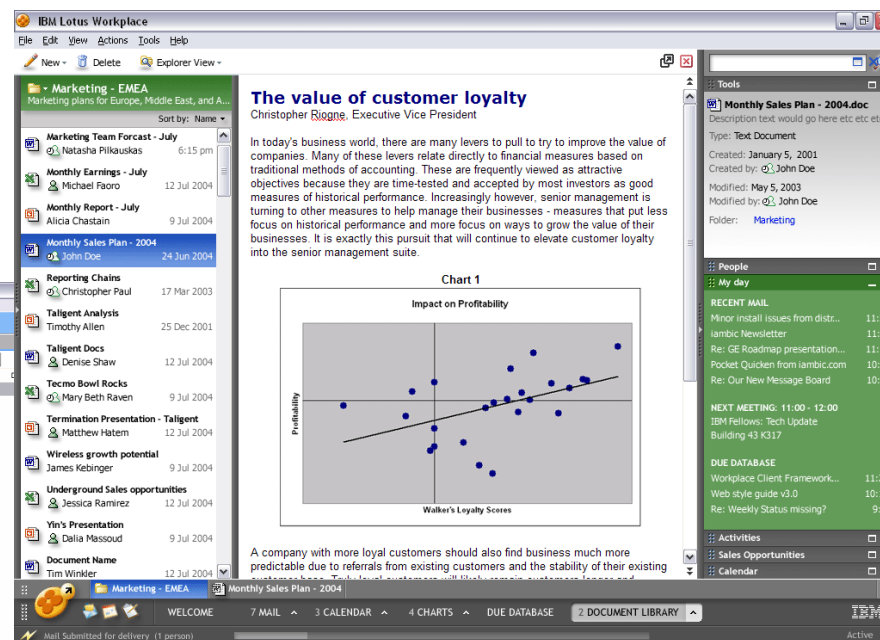
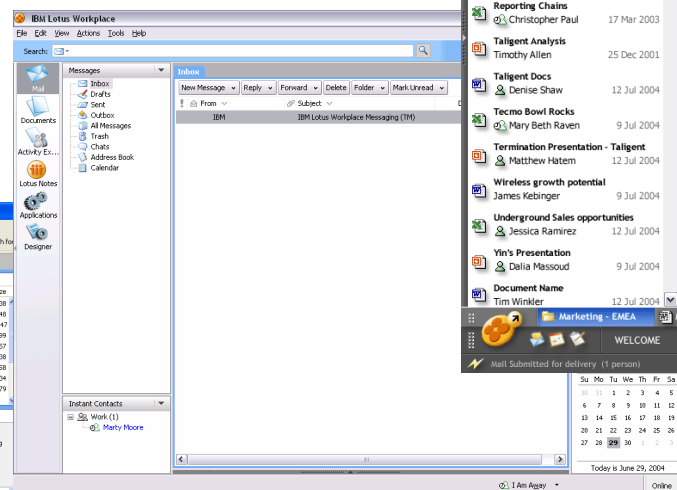
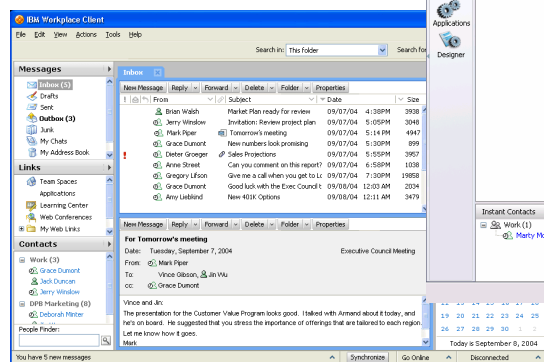


# Evolution du client géré par le serveur (client riche IBM Workplace)

Mail & Document  
2.0

Application Platform  
2.5

Distributed Workplace  
3.0



Evolution of Workplace Client





New Delete Explorer View

Marketing - EMEA  
Marketing plans for Europe, Middle East, and A...

Sort by: Name

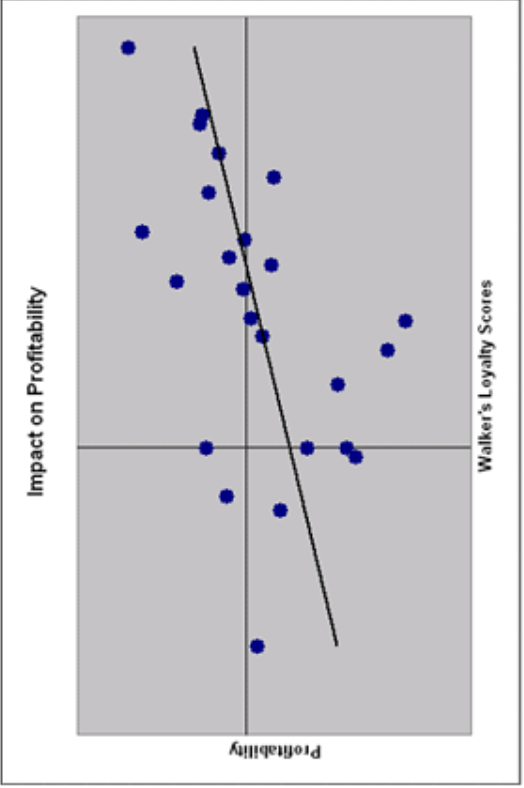
- Marketing Team Forecast - July  
Natascha Pilkauskas 6:15 pm
- Monthly Earnings - July  
Michael Faoro 12 Jul 2004
- Monthly Report - July  
Alicia Chastain 9 Jul 2004
- Monthly Sales Plan - 2004  
John Doe 24 Jun 2004
- Reporting Chains  
Christopher Paul 17 Mar 2003
- Taligent Analysis  
Timothy Allen 25 Dec 2001
- Taligent Docs  
Denise Shaw 12 Jul 2004
- Tecmo Bowl Rocks  
Mary Beth Raven 9 Jul 2004
- Termination Presentation - Taligent  
Matthew Hatem 12 Jul 2004
- Wireless growth potential  
James Kebinger 9 Jul 2004
- Underground Sales opportunities  
Jessica Ramirez 12 Jul 2004
- Yin's Presentation  
Dalia Massoud 9 Jul 2004
- Document Name  
Tim Winkler 12 Jul 2004

## The value of customer loyalty

Christopher Rignone, Executive Vice President

In today's business world, there are many levers to pull to try to improve the value of companies. Many of these levers relate directly to financial measures based on traditional methods of accounting. These are frequently viewed as attractive objectives because they are time-tested and accepted by most investors as good measures of historical performance. Increasingly however, senior management is turning to other measures to help manage their businesses - measures that put less focus on historical performance and more focus on ways to grow the value of their businesses. It is exactly this pursuit that will continue to elevate customer loyalty into the senior management suite.

Chart 1



A company with more loyal customers should also find business much more predictable due to referrals from existing customers and the stability of their existing

Tools

Monthly Sales Plan - 2004.doc  
Description text: would go here etc etc etc...

Type: Text Document  
Created: January 5, 2001  
Created by: John Doe  
Modified: May 5, 2003  
Modified by: John Doe  
Folder: Marketing

People

My day

RECENT MAIL

- Minor install issues from distr... 11:31
- iambic Newsletter 11:28
- Re: GE Roadmap presentation... 11:15
- Pocket Quickien from iambic.com 10:42
- Re: Our New Message Board 10:30

NEXT MEETING: 11:00 - 12:00  
IBM Fellows: Tech Update  
Building 43 K317

DUE DATABASE  
Workplace Client Framework... 11:27  
Web style guide v3.0 10:15  
Re: Weekly Status missing? 9:14

Activities  
Sales Opportunities  
Calendar



Workspace Organizer

- Views
- Current Activities
- Recent Activities
- All Activities
- Calendar View
- Categories (5)

Miami Sales Pitch

Priority: (click here)  
Deadline: (click here)

TASKS (2)

- Check with legal
- Show pitch to Mike (Today, 5:00 PM)

RESOURCES (8)

- Miami Properties (#8273)
- Chat with Sue (Weds, 4:32 PM)
- Request (to: Frank, Thurs)
- Re: Request (from Susan, Thurs)
- Marketing Folder (2)
- Applications
- Art Deco Stove

PEOPLE (4)

- Andy Schirmer
- Majie Zeller
- Sue Un
- Tim Allen

**My Day** 2 alerts  
Updated: Today, 8:11 AM  
Next: Tomorrow, 10:00 AM

**Miami Sales Pitch**  
Updated: Today, 3:14 PM  
Next: Today, 5:00 PM

**Follow Up** 1 alert  
Updated: Today, 8:11 AM  
Next: Tomorrow, 10:00 AM

**Trip to Atlanta**  
Updated: Today, 8:11 AM  
Next: Tomorrow, 10:00 AM

**Monthly Sales Report**  
Updated: Today, 8:11 AM  
Next: Tomorrow, 10:00 AM

**Workstation Security**  
Updated: Today, 8:11 AM  
Next: Tomorrow, 10:00 AM

PREVIEW - Miami Properties (#82723)

Miami Properties

Posted by Sue Un on Monday June 7  
Kitchen appliances in high-end apt. bldgs. needed.

Summary Calendar Details Contacts Activity

**\*Name:** Miami Properties

**Revenue:** \$525,000.00

**Description:** Miami Properties shows large interest in upgrading all appliances.

**Expected Value:** \$157,500.00

**Best Case:** \$852,000.00

**Worst Case:** \$400,000.00

**Sales Team:** WYAKUDA

**\*Opportunity Currency:** USD

**Probability %:** 30%

**Committed:**

**Sales Stage:** 05 - Building Vision

**Executive Priority:**

**Status:** Accepted

**\*Close Date:** 9/27/2002

**Reason:** Installed Base

**\*Created:** 4/17/2002 07:00:00 AM



Organizer

ORGANIZER



Merci !

[thomas.coustenoble@fr.ibm.com](mailto:thomas.coustenoble@fr.ibm.com)

