



Help users work more productively with targeted messaging solutions.

For the last 20 years, Lotus® software from IBM has been at the forefront of the computing revolution. And in many ways has helped shape the world we all work in today. Lotus software delivers one of the most comprehensive portfolios of messaging and collaboration solutions in the industry—designed to help maximize human productivity. Solutions include high-performance, collaboration products that help executives manage large volumes of messages and communicate in realtime. Rich e-mail and calendar products that help moderate-level users manage e-mail and calendars. And basic messaging applications that enable low-volume users to send and receive e-mail.

Lotus software continues its market leadership by providing solutions that can help increase human productivity. With the announcement of IBM Lotus Workplace Messaging™ and a solid investment in IBM Lotus Notes® and IBM Lotus Domino™ solutions, Lotus software continues to deliver on its strategy: Provide quality messaging solutions that meet the needs of all user communities in companies of any size.

Understanding user profiles

To develop products that more specifically meet the messaging requirements of every kind of user, IBM surveyed many organizations of varying sizes. A segmentation of the user communities reveals three common workforce roles: deskless, office and knowledge workers. Each role differs based on messaging and collaboration requirements and frequency of use.

In this document, the term deskless worker describes users who require only occasional access to e-mail—and perhaps a calendar. These users don't typically have e-mail, and they rely instead on paper memos, bulletin boards and face-to-face meetings to receive or communicate job-related information. For example, expansive retail home-improvement stores have employees who spend most of their workdays walking the floor and assisting customers. Although they probably don't have desks, they still need occasional access to check e-mail for communications from department managers or from the corporate human resources office. Besides retail, other industries—including industrial (manufacturing, distribution, transportation), government, healthcare and education—typically have large numbers of deskless workers.

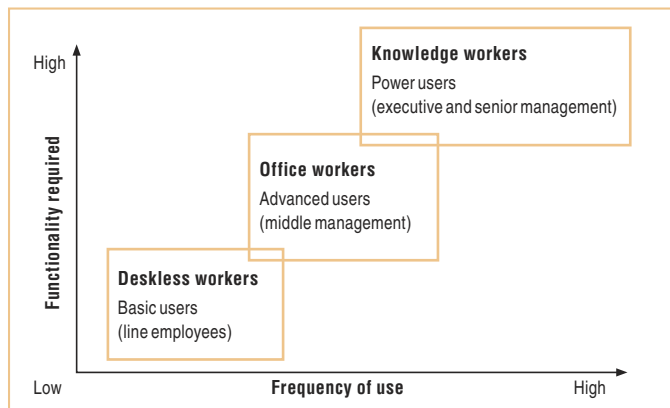


Figure 1. Employees require different functions in their messaging solutions based on their roles.

The term office worker describes those who require richer messaging and collaboration capabilities than deskless workers to accomplish a different set of job-related tasks. Office workers commonly use e-mail, a calendar and even workflow functions to manage higher volumes of messages on a daily basis.

The term knowledge worker typically includes executives or senior managers. These users require the highest levels of functionality to manage hundreds of e-mail messages a day. These messages are often compounded by high volumes of other communications from voice mail, instant messages and various devices, including personal digital assistants (PDAs), mobile phones and pagers.

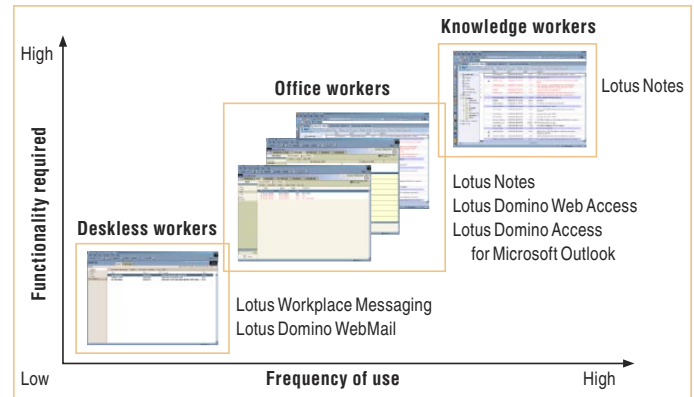


Figure 2. IBM designed various Lotus messaging solutions around the requirements of three types of users to help them work more efficiently.

Messaging solutions targeted to every kind of user

The portfolio of Lotus messaging products is designed to solve the specific messaging challenges of businesses, from small and mid-size businesses to large enterprises. And to help the different types of users work more efficiently. Lotus messaging solutions can help deliver the appropriate level of functionality to each of the three worker roles in businesses of nearly any size.

The demonstrated leadership of Lotus software in the messaging market is strengthened by the scalability, low cost of ownership and flexibility of e-mail services delivered by Lotus Domino and Lotus Workplace Messaging. This value is then delivered through various client experiences. The following sections describe how each Lotus messaging product meets the explicit productivity needs of each type of end user.

Knowledge worker messaging products

Offering

IBM Lotus Notes and IBM Lotus Domino

Key differentiator

Provides the most feature-rich e-mail, calendar and collaboration services of all the Lotus software messaging solutions—all through a desktop client based on the Lotus Domino platform

Overview

Lotus Notes and Lotus Domino provide reliable messaging and collaboration, combining e-mail, calendar, group scheduling, contact and task management, collaboration applications and Web browsing—all within a customizable, easy-to-use environment. By providing the ability to manage all information needs in a single high-performance application—that works either attached to or unattached from the network—Lotus Notes and Lotus Domino can help users increase their productivity. And the solid security features of Lotus Notes and Lotus Domino help protect infrastructure data so users can work confidently.

User profile

Lotus Notes and Lotus Domino are ideal for knowledge workers who require a comprehensive set of high-productivity features. Knowledge workers typically manage hundreds of e-mail messages per day and can benefit from the Lotus Notes and Lotus Domino calendar and scheduling features, including free-and busy-time lookup, meeting delegation and integration with online meetings using IBM Lotus Web Conferencing (IBM Lotus Sametime®). Knowledge workers often rely heavily on collaboration tools—including shared discussion databases, workflow applications and mobile features. All of which are available in Lotus Notes and Lotus Domino. Knowledge workers can also save time and balance their workloads by using other Lotus productivity tools like realtime messaging and document management.

Office worker messaging products

Offering

IBM Lotus Notes and IBM Lotus Domino

Key differentiator

Provides the most feature-rich e-mail, calendar and collaboration services of all the Lotus software messaging solutions—all through a desktop client based on the Lotus Domino platform

Overview

Lotus Notes and Lotus Domino provide reliable messaging and collaboration, combining e-mail, calendar, group scheduling, contact and task management, collaboration applications and Web browsing—all within a customizable, easy-to-use environment. By providing the ability to manage all information needs in a single high-performance application—that works either attached to or unattached from the network—Lotus Notes and Lotus Domino can help users increase their productivity. And the solid security features of Lotus Notes and Lotus Domino help protect infrastructure data so users can work confidently.

User profile

Lotus Notes and Lotus Domino can benefit office workers, who have similar requirements to those of knowledge workers but typically have a lower volume of daily e-mail messages (between 50 and 150). Lotus Notes and Lotus Domino provide calendar and scheduling features—such as free- and busy-time lookup, meeting delegation and integration with Lotus Web Conferencing—that office workers frequently use. Collaboration features like shared discussion databases and team rooms can also help office workers more efficiently perform their jobs.

Offering

IBM Lotus Domino Web Access (IBM Lotus iNotes™ Web Access for Domino)

Key differentiator

Enables users to access e-mail, calendar and personal information management (PIM) based on Lotus Domino through a user-friendly browser

Overview

Lotus Domino Web Access provides a powerful way to access Lotus Domino core messaging, collaboration and PIM functions through a Web browser. All while enabling users to work both online and offline. Leveraging the back-end Lotus Domino server, Lotus Domino Web Access provides a simple user interface, flexibility in accessing corporate e-mail (from a shared workstation or kiosk) and full, disconnected support to e-mail or calendar through IBM Lotus Domino Off-Line Services to help office users work efficiently. Lotus Domino Web Access can also help protect your environment and information through comprehensive security features. And it can help reduce the total cost of ownership through rapid, low-touch deployment and a minimal need for training.

User profile

The Lotus Domino Web Access robust e-mail capabilities can help office workers manage the typical volume of 50 to 150 e-mail messages per day they receive. Lotus Domino Web Access offers calendar and scheduling features—such as free-and busy-time lookup, meeting delegation and integration with Lotus Web Conferencing—frequently used by office workers. And with Lotus Domino Web Access, these users can use collaboration features like shared discussion databases to leverage peer information. In contrast to the Lotus Notes user, Lotus Domino Web Access users tend to require a standard Web browser rather than an embedded browser. And they typically depend less on the rich, collaborative features provided by Lotus Notes.

Offering

IBM Lotus Domino Access for Microsoft® Outlook (IBM Lotus iNotes Access for Microsoft Outlook)

Key differentiator

Provides Microsoft Outlook users access to e-mail and calendar features based on Lotus Domino

Overview

Lotus Domino Access for Microsoft Outlook lets your company take advantage of Lotus Domino server functionality using Internet e-mail standards, including Internet Message Access Protocol (IMAP), iCalendar and Simple Mail Transfer Protocol (SMTP). You can increase the reliability, scalability and security of your messaging infrastructure by migrating from Microsoft Exchange to Lotus Domino—while retaining the familiar Microsoft Outlook end-user experience. Lotus Domino Access for Microsoft Outlook also supports Secure/Multipurpose Internet Mail Extensions (S/MIME), contact management, out-of-office agent, offline e-mail, password management and basic calendar functions.

User profile

Lotus Domino Access for Microsoft Outlook is ideal for your organization if you want to continue to use Microsoft Outlook clients, yet need to migrate to the Lotus Domino server platform to achieve additional messaging infrastructure benefits. Lotus Domino Access for Microsoft Outlook is ideal for office workers who routinely manage between 50 and 150 e-mail messages per day and frequently use calendar and scheduling features.

Deskless worker messaging products

Offering

IBM Lotus Workplace Messaging

Key differentiator

Helps to easily and cost-effectively extend enterprise messaging to deskless workers

Overview

As the newest addition to the Lotus messaging product portfolio, Lotus Workplace Messaging offers a cost-effective way to extend the reach of messaging infrastructures to users who don't currently have access to e-mail. Built on industry-leading WebSphere® and DB2® technologies from IBM, this standards-based solution integrates easily with existing infrastructures, including Lotus Domino and Microsoft Exchange, as well as with portals, browsers and other workplace applications. Lotus Workplace Messaging can be used to provide e-mail only or, in a future release, to include calendar and scheduling functions. Its easy-to-use interface makes Lotus Workplace Messaging a simple messaging alternative for workers who require only basic e-mail. And its low user-license cost makes it affordable for organizations of nearly any size.

User profile

Lotus Workplace Messaging is an ideal messaging solution for your company if you need to extend cost-effective, security-rich enterprise e-mail to your deskless workers. These users have an occasional need to access e-mail and calendar functions—to get information like department meeting invitations, benefits updates and work schedule changes. Lotus Workplace Messaging lets deskless users access these functions at shared workstations, such as kiosks, or through a portal. By extending e-mail to deskless workers, the rest of your organization can communicate more directly with timely information to these employees. This can help increase employee productivity and minimize expenses by reducing the need for printed materials and postage.

Offering

IBM Lotus Domino WebMail

Key differentiator

Provides affordable Web-browser access to e-mail and calendar functions based on Lotus Domino for small user communities

Overview

The Lotus Domino WebMail client is an entry-level, browser-based e-mail offering that lets deskless users easily access e-mail files based on Lotus Domino. This cost-effective, user-friendly e-mail solution helps users start sending and receiving e-mail quickly, with little or no training required.

User profile

Lotus Domino WebMail is ideal for your organization if you have a small user community ranging in size from 10 to 100 users. You want to continue deploying Web-based e-mail on a Lotus Domino infrastructure. And your users reflect the deskless worker profile. These users require access to only e-mail and a calendar through a Web browser. If you want an affordable mail solution to electronically communicate information with your user community and feel that other solutions—such as Lotus Notes or Lotus Domino Web Access—have more functionality than your users require, consider Lotus Domino WebMail.

Use the following Lotus product guide to determine which messaging product is the best match for your business.

Key need	Lotus Notes and Lotus Domino	Lotus Domino Web Access	Lotus Domino Access for Microsoft Outlook	Lotus Workplace Messaging	Lotus Domino WebMail
What is the user population?					
Limited to between 10 and 100					✓
100 and up	✓	✓	✓	✓	
What are the functional needs?					
E-mail and PIM only				✓	
E-mail, PIM and calendar	✓	✓	✓	✓ ⁽¹⁾	✓
E-mail, PIM, calendar and workflow (collaborative application execution environment)	✓	✓			
E-mail, calendar, workflow and application development (integrated collaborative application development)	✓				
What are the client needs?					
Web client (browser) access		✓		✓	✓
Third-party standards-based (POP3, IMAP) access	✓ ⁽²⁾			✓ ⁽³⁾	
Access to Microsoft Outlook client			✓	✓ ⁽³⁾	
Detached mobile client support (offline)	✓	✓		✓ ⁽³⁾	
Desktop client	✓		✓		
What is the feature profile?					
Extensive features	✓				
Midlevel features		✓	✓		
Basic features				✓	✓
What are the infrastructure needs?					
Existing or new Lotus Domino platform	✓	✓	✓		✓
Existing or new WebSphere or DB2 platform				✓	
Java™ 2 Enterprise Edition (J2EE) architecture (Java centric)				✓	
Portal deployment	✓	✓		✓	
Kiosk deployment		✓		✓	

¹ Calendar available in a future release

² Back-end infrastructure supporting POP3 and IMAP access

³ Access through POP3 protocol (IMAP supported in an upcoming release)

Key need	Lotus Notes and Lotus Domino	Lotus Domino Web Access	Lotus Domino Access for Microsoft Outlook	Lotus Workplace Messaging	Lotus Domino WebMail
What is the user population?					
100 and up	✓	✓	✓	✓	
What are the functional needs?					
E-mail and PIM only				✓	
What are the client needs?					
Web client (browser) access		✓		✓	✓
What is the feature profile?					
Basic features				✓	✓
What are the infrastructure needs?					
Kiosk deployment		✓		✓	

In the sample chart above, an organization of 3500 deskless employees requires only basic messaging services, including e-mail and PIM. This organization wants to deploy these basic services to a limited number of browser-based kiosks to minimize its total cost of ownership, using the most cost-effective messaging solution. And the organization currently deploys a Lotus Domino platform, so it needs a messaging solution that will integrate easily into the existing infrastructure.

After marking the products that meet each of these key needs, it's clear that Lotus Workplace Messaging provides more of the required functions than any of the other products.

Deliver the messaging solutions your team needs — on demand

IBM remains committed to providing your business with flexibility by delivering messaging solutions that target the needs of different user groups in your organization. In an on demand world, the new Lotus messaging offerings can help drive your organization's competitive advantage. Enable you to be more responsive to customer needs. And help users in every department work more productively. You can rely on the Lotus software tradition of innovation, which continues with Lotus Workplace Messaging. IBM is uniquely positioned to deliver the industry's most flexible and expansive set of messaging solutions to meet your evolving business needs.

For more information

To learn more about Lotus messaging solutions, visit:

ibm.com/lotus



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