

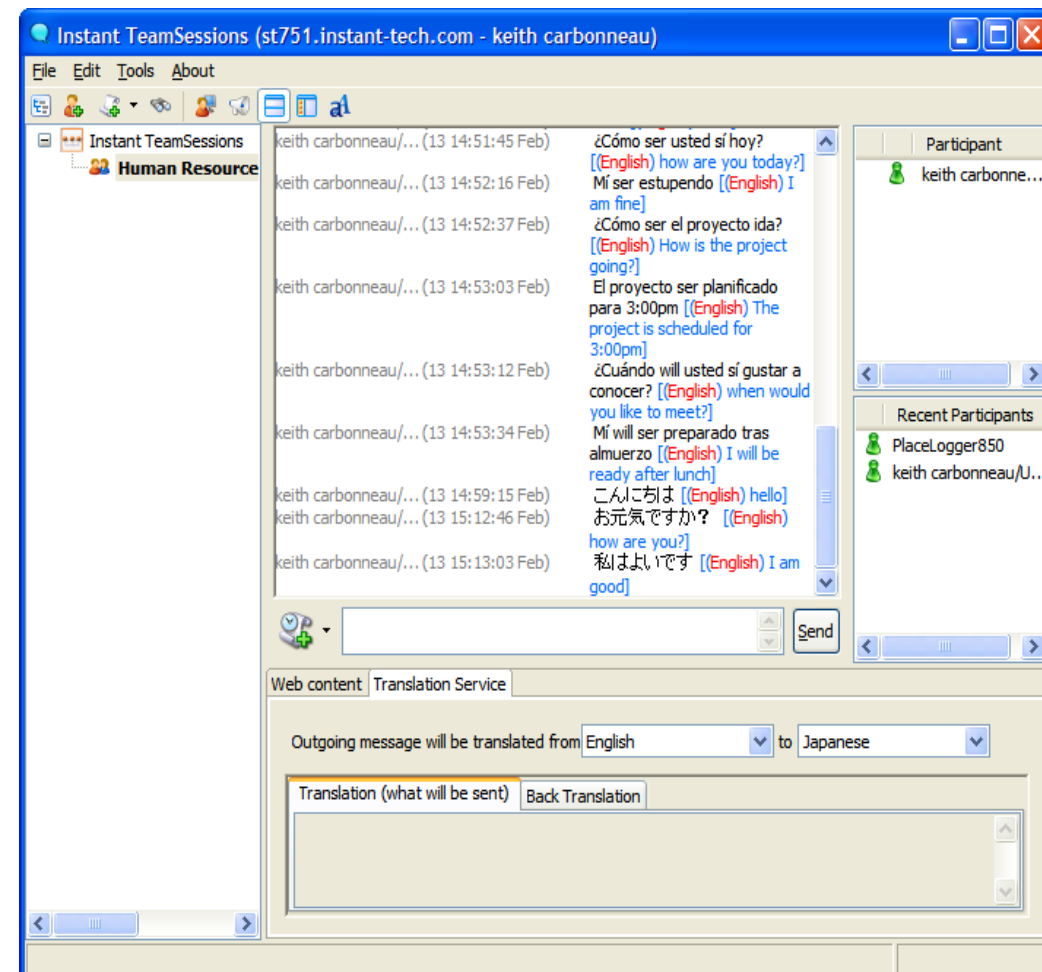
### Persistent Chat Rooms Allow Collaborative Work Across Time Zones

In today's global environment, having personnel from a single Organization in multiple geographies and time zones assigned the same project is not unusual, yet it creates a difficult situation in which to foster a collaborative work environment. The persistent Chat Room capability, based on Instant Technologies Instant TeamSessions software, allows teams and communities of interest to instantly share ideas and content in a centrally managed, secure, and persistent environment both in real time and, just as importantly, on their own time.

Language translation is available in Instant Technologies Chat Rooms. Chat with other users in multiple languages, including German, Japanese, Korean, Spanish, and others. In addition to the native translation service available in the chat rooms, Web Content translation and Back Translation are also available.

### Learn More about CCES

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### Enable Cross-Organizational Collaboration

## Collaboration Core Enterprise Service (CCES): Providing Enterprise Collaboration Capabilities Throughout the World



### Highlights

- *Share information and jointly edit documents in real time*
- *Talk to other users around the world with embedded translation capabilities*
- *Include ad-hoc users from outside the organization as needed*
- *Foster communities of interest*

Every day, more organizations use instant messaging (IM), Chat Rooms and Web Conferencing to help make critical decisions, share ideas, find answers and make connections.

This real-time technology has helped eliminate the barriers of time and space that previously separated co-workers, increasing collaborative activity and profoundly changing the way organizations operate on a day-to-day basis. Now, it is available to your Organization through the Collaboration Core Enterprise Service (CCES).



Ever-increasing information sharing demands exist for members of today's International Organizations. Many of these new demands can be more effectively addressed through a truly collaborative work environment. The ability to effectively share information and communicate in real time across organizational boundaries has become essential in today's complex joint-operations environment. Whether it is part of day-to-day operations or in response to rising threat levels, wartime operations or responding to natural disasters and delivering humanitarian aid, increased collaboration across organizational boundaries is clearly required.

Due to the increasingly intertwined nature of seemingly disparate world events, the actions of one Organization in a particular domain or area of operation can have a direct and immediate effect on activities in a seemingly unrelated organization or geographic area. The necessity for real-time collaboration with shared situation awareness has never been greater.

## CCES capability highlights

### Web Conferencing

- *Scheduled or ad hoc*
- *View presence and awareness or conference participants*
- *Jointly edit documents or share applications*
- *Share and save whiteboards*
- *Audio and video capability*
- *Session management*
- *Voting/polling*
- *Private instant messaging with participants*
- *Group discussion with participants*
- *Save group chat to your desktop for later reference*

### Persistent Chat

- *Leave messages and share files asynchronously*
- *Enable alerts*
- *Create access lists and passwords to protect your Chat Rooms*
- *Monitor multiple sessions at one time*

### Instant Messaging

- *Send and receive secure instant messages (one-on-one or group chat)*
- *Create ad hoc web conferences from an instant message with one or multiple attendees*
- *Transfer files using the IM feature in a Web Conference*

### People Finder

- *Search for users (by name, organization or phone number)*
- *Build and manage your personal contact list*
- *Presence and awareness of who is online and available*

Today, through CCES, IBM is able to provide the capability to find, engage and collaborate in real-time with other registered personnel, regardless of their organization or location. As today's missions often dictate, CCES users can also fully engage and invite outside personnel into collaborative sessions. Whether they are one or many, coalition partners abroad, or local government employees, the ability to include unanticipated users in collaborative sessions can transform the way that organizations share information with outside entities, ultimately achieving common objectives.

### Optimize Your Time Using Presence and Awareness and People Finder

CCES is based on industry-leading IBM Lotus® Sametime® collaboration software. The service provides core collaborative offerings that can transform the way organizations users conduct their day-to-day operations. Through presence and awareness of other online users, CCES allows users to immediately see who's available to collaborate. Individual users can control their online availability using a default or customized status message.

Locating CCES users can be done in many ways, including searching by name or organization. Once located, add users to a personalized contact list to know immediately when key contacts are online and available to collaborate. Contact lists are easily customized and integrated into the portal and the Sametime Client.

### Instant Messaging Increases Collaboration and Knowledge Transfer

With CCES, Organizations can establish stronger connections and stay closer to their worldwide contacts. The solution provides encrypted, authenticated IM capabilities so users can be assured of the security of a message and its sender. The Sametime client allows for one-to-one text messaging and group chat (three or more users).

Users can be invited and added to the IM session at any time. The Instant Messaging service also includes an ad hoc meeting capability that makes it easy for colleagues to immediately create and join Web Conferences.

### Tivoli Directory Integrator (TDI)

IBM Tivoli Directory Integrator (TDI) is used to extract and transform data from one or more sources and drive changes into one or more targets. It's a Java based application that provides flexible data integration and transformation capabilities across multiple systems, protocols and APIs, including files, databases, LDAP directories, Web Services, message queues and many more.

TDI consists of a server run-time environment and a graphical tool to build, test and maintain the rules that the server executes. Supported platforms include Windows, Linux, AIX, iSeries and zOS.

### Information Sharing in Web Conferences

The Web Conferencing functionality in CCES allows users to create, participate in, or moderate a Web Conference without special training or technical skills. Team members located around the world can simultaneously view the same file, or even jointly edit the file using the control sharing capability.

CCES allows hundreds of people to be in a single session where they can view the same presentation or application, or engage in a whiteboard session with full audio and video capability. With CCES, any organization can transform the way it conducts day-to-day operations by placing key personnel in direct and instant contact with each other and their counterparts in related job functions across the entire Organization.

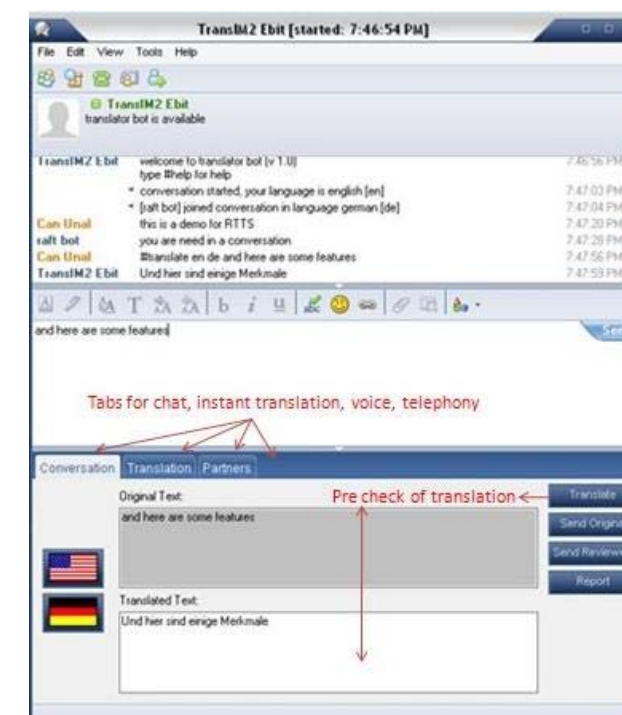
### iCore TransIM Translation

iCore TransIM is a Sametime 8.0 based Eclipse Plugin, extending Sametime 8.0 to a multi-lingual communication and collaboration platform. It supports more than 16 different languages, including German, Russian, French, Chinese, and Turkish. It is a scalable and standard-based technology; it supports translation engines with the capability to expand the service by adding additional dictionaries, such as military, healthcare, automotive, banking, etc. While TransIM delivers a thick client plugin for Sametime, it also supports the "thin client" by enabling WebSphere Portal to the supported language packs without the Sametime Client.

### Flexible Service Options to Meet Collaboration Requirements

CCES is available as an enclave; this may be on a classified or an unclassified network. To access the basic service, the only equipment required is a computer with a browser, Sun Java™ Runtime Environment (JRE) 1.5.0\_12 or greater and a network connection.

Because the CCES software supports open standards and interfaces, IBM consultants have the skills to provide integrated enclave offerings, regardless of the organization's existing hardware or software configurations.



*Lotus Sametime provides an easy-to-use interface for finding and managing contacts as well as sending instant messages. TransIM allows users to quickly and easily translate text into a variety of different languages when messaging other users.*

## Who's online to help me?

*A team member with a particular question could check their contact list to see which colleagues are available for consultation. If the person they are looking for is offline, they can look up another subject matter expert (SME) using the people finder and instantly start an IM session with that person. When the SME determines that they have a briefing which explains the situation thoroughly, they launch an ad hoc Web Conference from the IM Session. They enter a robust Web Conference so that they can walk through the presentation together.*