



LotusLive iNotes

Accessing Critical Information, Anywhere, Anytime

Nithitus Upatumvipanon
IBM Lotus Software Specialist
September 2009



Lotus software



Agenda

- ▶ **Email Positioning**
- ▶ **Introducing LotusLive iNotes**
- ▶ **Integrating with LotusLive iNotes**



LotusLive – Broad Portfolio of Offerings



Web Conferencing

LotusLive Meetings

A full-featured, easy to use Web conferencing service

LotusLive Events

Provides tools to create, manage and conduct webinars for up to 999 attendees



Collaboration

LotusLive Engage

An integrated suite of tools that combines your business network with collaboration and conferencing services

LotusLive Connections

Combines your business network with collaboration services



eMail

LotusLive Notes

An online version of IBM's popular Lotus Notes email and calendaring & scheduling product

LotusLive iNotes

Web-based messaging service for e-mail and personal calendar

www.LotusLive.com

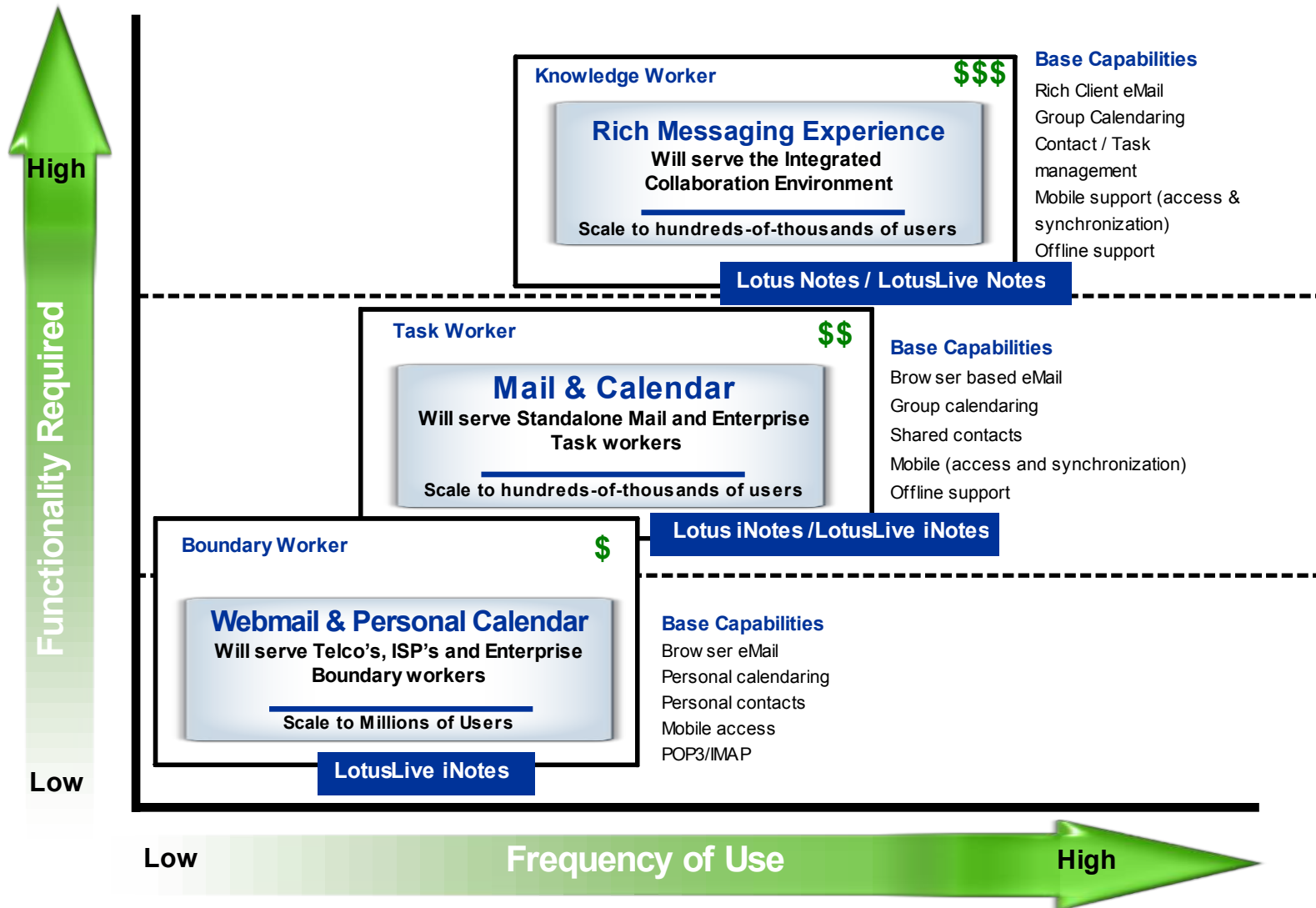
Email needs and options are evolving

Today's enterprise requires the ability to give employees email and collaboration solutions they need now, at the right price



- ▶ Boundary workers represent a significant percentage of all employees in the typical enterprise that have been left behind
- ▶ Many organizations have found it too costly and complex to equip this employee group with email capabilities
- ▶ Enterprises are looking for less expensive email solutions for this segment of users
- ▶ Organizations are looking to empower this important group of employees by enabling them to communicate and collaborate with each other, as well as with colleagues at corporate headquarters and at branch offices
- ▶ Reducing cost and complexity of providing email functionality is paramount
- ▶ Organizations are looking for a low-cost, highly effective integrated email solution in support of this user community

Positioning of Lotus eMail offerings



Boundary Worker – Examples

- ▶ **Sales agents** (Real Estate, Pharmaceutical, Insurance)
 - Meetings are mostly with external clients outside of their office
 - Need supporting information while on the road – collateral, presentations, etc.
 - Require frequent communication with home office while traveling, from hotels, airports and internet cafes via shared PCs, and using a laptop.
 - Email is a calling card – require corporate branded email
- ▶ **Shift Workers**
 - Need to Receive official company updates, HR information, work schedule
 - Do not typically send mail, only receive
 - Check email via breakrooms and shared terminals, occasionally from a home PC
- ▶ **Point of Sale worker** (Retail)
 - In front of screen all day, but perhaps not browser-enabled
 - Need daily/weekly access to Sales promotions, reminders, official company communications

Boundary Worker – General Requirements

What They Need:

- 'In-the-Cloud' Email, Calendar, and Contacts with offline access (via POP and IMAP)
- Integration with existing Address Books and Distribution Lists
- Different bundles for different employees
- The ability to receive information (messages, calendars, and files) coming from Corporate
- Corporate Security Compliance
- Corporate Branding
- Secure Data
- Simple Admin Interfaces
- Access from any PC
- EASE OF USE

What They Don't Need:

- Too many features and controls
- Complicated Interfaces
- Costs that rival existing groupware
- A silo experience that doesn't allow them to interact with knowledge workers

Case Study – Large Hotel Chain


- ▶ Hundreds of thousands of employees working in >60 countries
- ▶ Knowledge Workers are small % of the total workforce (~5%)
- ▶ High % of under-served employees, many of whom were using free email accounts to conduct business.

Underserved Employee Types:

- Customer Service Reps
- Hotel Managers
- Front Desk Staff
- Catering
- Housekeeping
- Maintenance

Underserved Employee Needs:

- ✓ Web-based Email
- ✓ Small storage requirement
- ✓ Infrequent usage patterns
- ✓ Access to Corporate Addresses
- ✓ Access to all-company notices
- ✓ Easy communication within each locale



15,000 previously un-served users enabled with a Boundary Worker email account for 3+ years. Reps are no longer using Yahoo accounts to interact with customers. Per user costs are a fraction of those of the Knowledge Workers.

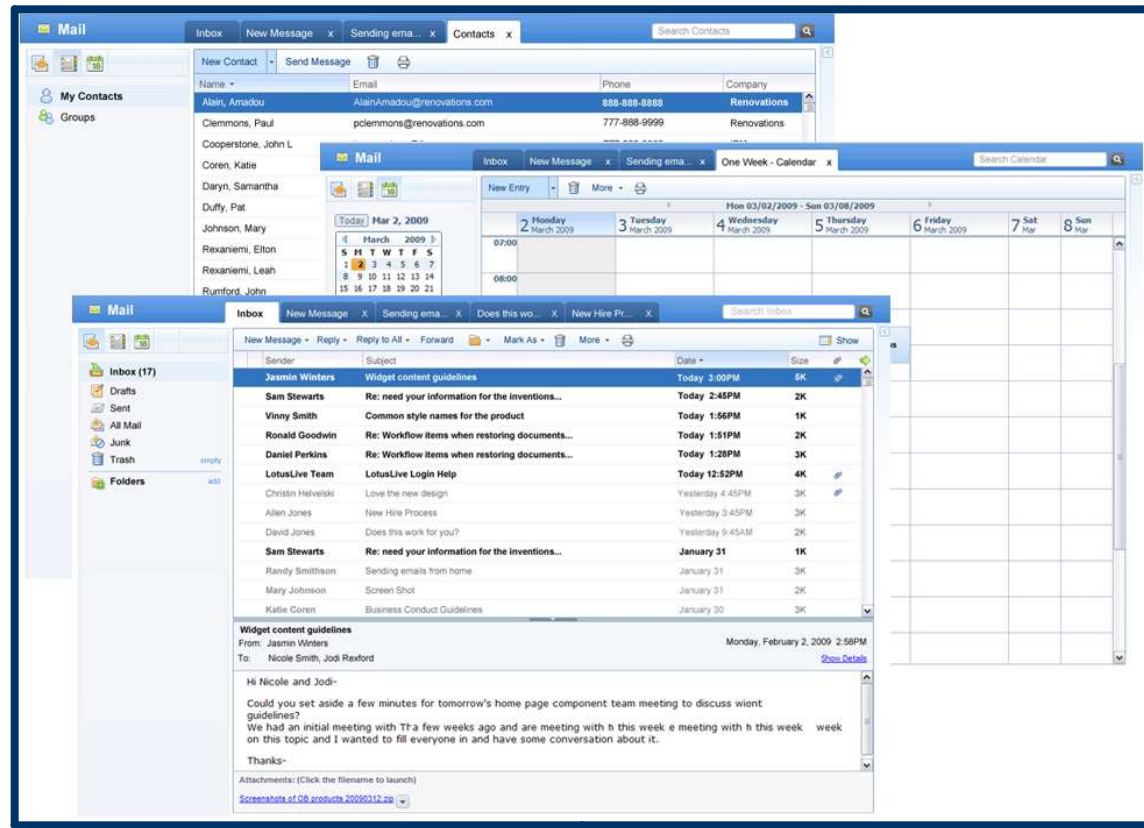
Introducing LotusLive iNotes



Introducing LotusLive iNotes



- ▶ LotusLive iNotes offers a cost-effective enterprise-grade messaging infrastructure delivered as a SaaS solution for corporate users who do not need full-fledged collaboration.
- ▶ Integrates with and extends the value of existing Notes/Domino deployments.
 - Functions under the same corporate domain
 - Uses a shared corporate directory
 - Send and receive calendar invitations across the organization
- ▶ The LotusLive iNotes solution is delivered by the world's largest private labeled / messaging infrastructure provider
 - Millions of active mailboxes across hundreds of thousands of domains, operated on behalf of Fortune 500 clients.



Value Proposition to Customers

- ▶ **IBM Delivers** an email solution that permits easy, cost-effective, anytime-anywhere access that meets the needs of the boundary worker .
- ▶ LotusLive iNotes provides a solution that integrates the current base of knowledge workers who use existing communication and collaboration systems.
- ▶ LotusLive iNotes provides:-
 - *Extensive scalability*
 - *Integration with current IT policies*
 - *Affordability*
 - *Simplified administration*
 - *High availability*
 - *Directory integration*
 - *Essential email and calendar functionality*
 - *Support for web-enabled mobile access devices*
- ▶ **Unlike other vendors:** who either over-serve boundary workers and SMB users with unnecessary features at premium rates, or exclude them altogether.



Demo



Lotus Live iNotes v1 Features

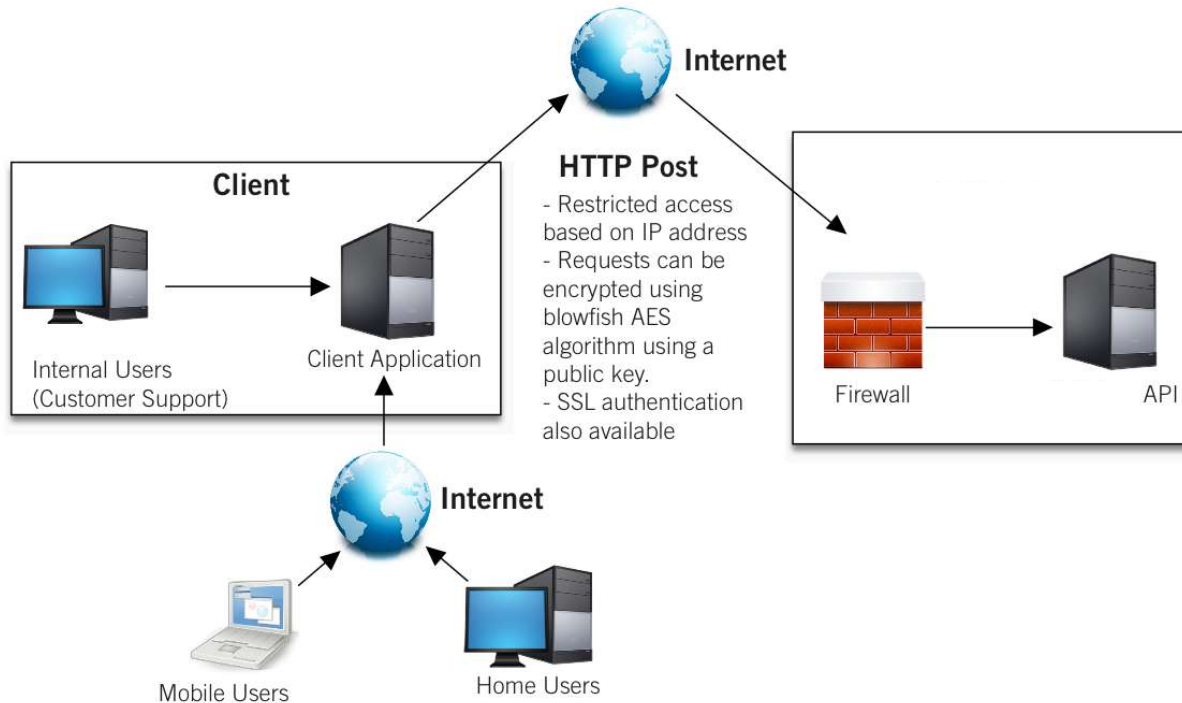
Webmail	Branded Webmail – incorporate company logo and colors Drag and drop messages into folders, tabs, support for multi-tasking. 1GB of storage provided by default, with the ability to increase.
Supported Protocols	POP3, IMAP4, Authenticated SMTP, supports most desktop and mobile email clients
Contacts	Personal (user-created) contacts Company Contacts with Directory Integration (Notes Directory, Active Directory, LDAP) Type-ahead feature
Calendar	Basic Personal Calendaring Read-only administrator group calendar.
AVAS	Industry-Leading Anti-Spam and Virus protection User-level preferences including on/off/exclusive modes, white lists, block lists, and custom mail filters.
Language Support	Support for Group 1 Languages Multiple Date Formats
Administrative Console	Easy Company-level administration via the Customer Service Tool (CST).
Reporting	Standard reporting on mailbox size, number of logins, total number of mailboxes, and reliability provided. Custom reporting available.
Disaster Recovery	Dual Datacenter Option available (not included)
Support	Email-based support for administrators, phone-based support for Sev-1 issues 24X7 Monitoring, guaranteed response times for escalations

Integrating LotusLive iNotes



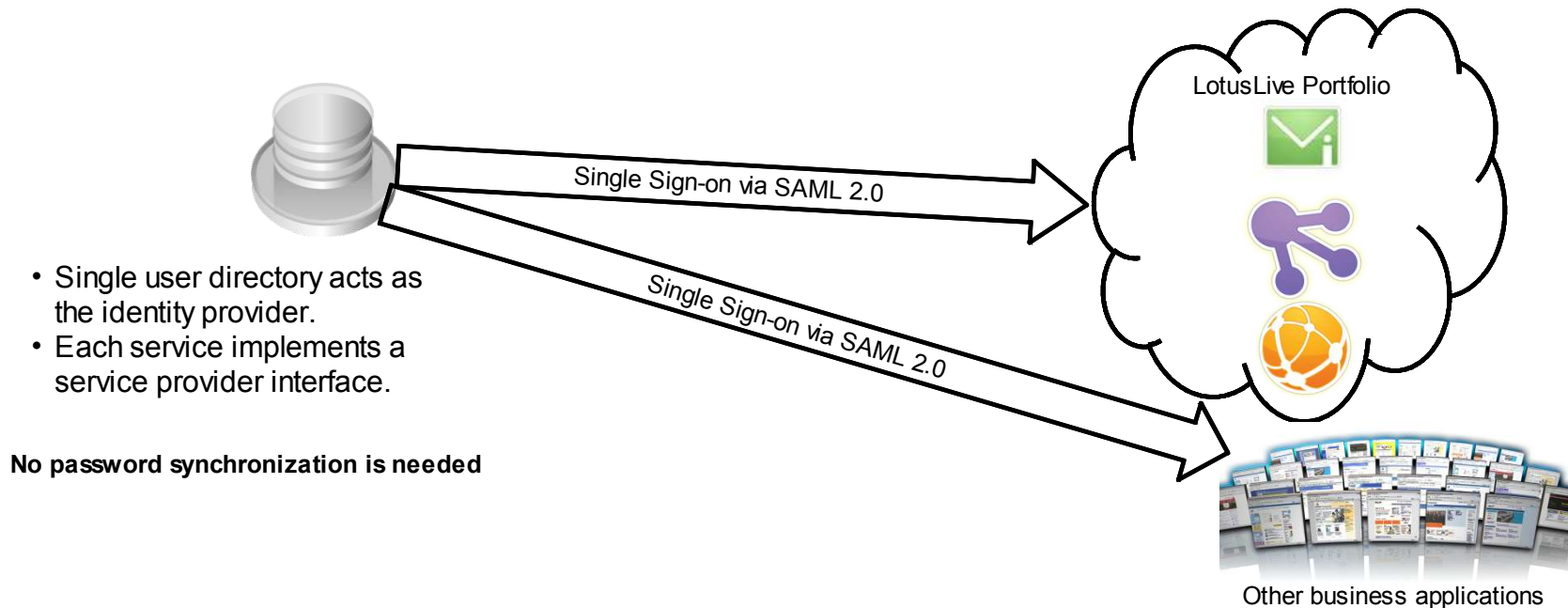
LotusLive iNotes Flexible API

- ▶ Currently supports provisioning all CRUD operations
- ▶ Provides customers the ability to provision and manage user accounts via their own tools and existing workflow



Single Sign-on

- ▶ Two approaches to Single Sign-on are supported:
 - Combination SAML 2.0 for web interface and Open Auth for Mail interfaces (POP3, IMAP, SMTP)
 - Synchronized passwords.
- ▶ SAML 2.0 and Open Auth combination is the preferred option, and becoming a standard.



Directory Integration for Global Address List

- LotusLive iNotes provides connectors to enable address book and Single Sign-on integration with directory services, including:
 - Notes Directory
 - Active Directory
 - LDAP Directory

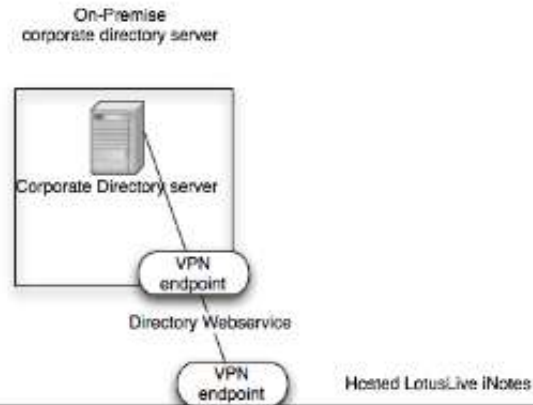
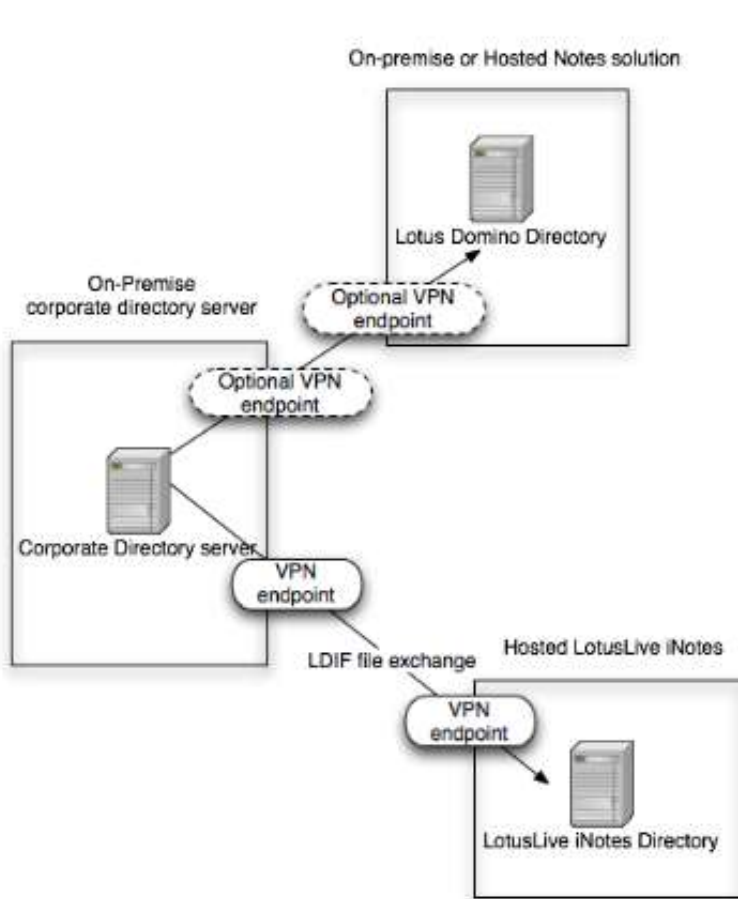
- LotusLive iNotes users can access the Corporate Directory through the webmail interface to compose and send messages to individuals users and to Groups.

- Support is provided to enable custom directory schemas through the LotusLive iNotes web interface.

Directory Integration – 2 Approaches

- ▶ Two approaches to Directory Integration are supported:
 - **Synchronization** of the master corporate directory to LotusLive iNotes.
 - LDIF file exchange in a batch process.
 - Custom API updates in real-time.
 - **Integration** of the master corporate directory to LotusLive iNotes
 - Directory information is accessed in real-time from corporate directory and displayed within the LotusLive iNotes interface.

Directory Synchronization and Integration



The screenshot shows the IBM iNotes interface with an email inbox and a selected message.

Sender	Subject	Date	Size
Jasmin Winters	Widget content guidelines	Today 3:00PM	5K
Sam Stewarts	Re: need your information for the inventions...	Today 2:45PM	2K
Vinny Smith	Common style names for the product	Today 1:56PM	1K
Ronald Goodwin	Re: Workflow items when restoring documents...	Today 1:51PM	2K
Daniel Perkins	Re: Workflow items when restoring documents...	Today 1:28PM	3K
LotusLive Team	LotusLive Login Help	Today 12:52PM	4K
Christin Helvelski	Love the new design	Yesterday 4:45PM	3K
Allen Jones	New Hire Process	Yesterday 3:45PM	3K
David Jones	Does this work for you?	Yesterday 9:45AM	2K
Sam Stewarts	Re: need your information for the inventions...	January 31	1K
Randy Smithson	Sending emails from home	January 31	3K
Mary Johnson	Screen Shot	January 31	2K
Katie Coren	Business Conduct Guidelines	January 30	3K

Widget content guidelines
 From: Jasmin Winters
 To: Nicole Smith, Jodi Rexford
 Monday, February 2, 2009 2:58PM

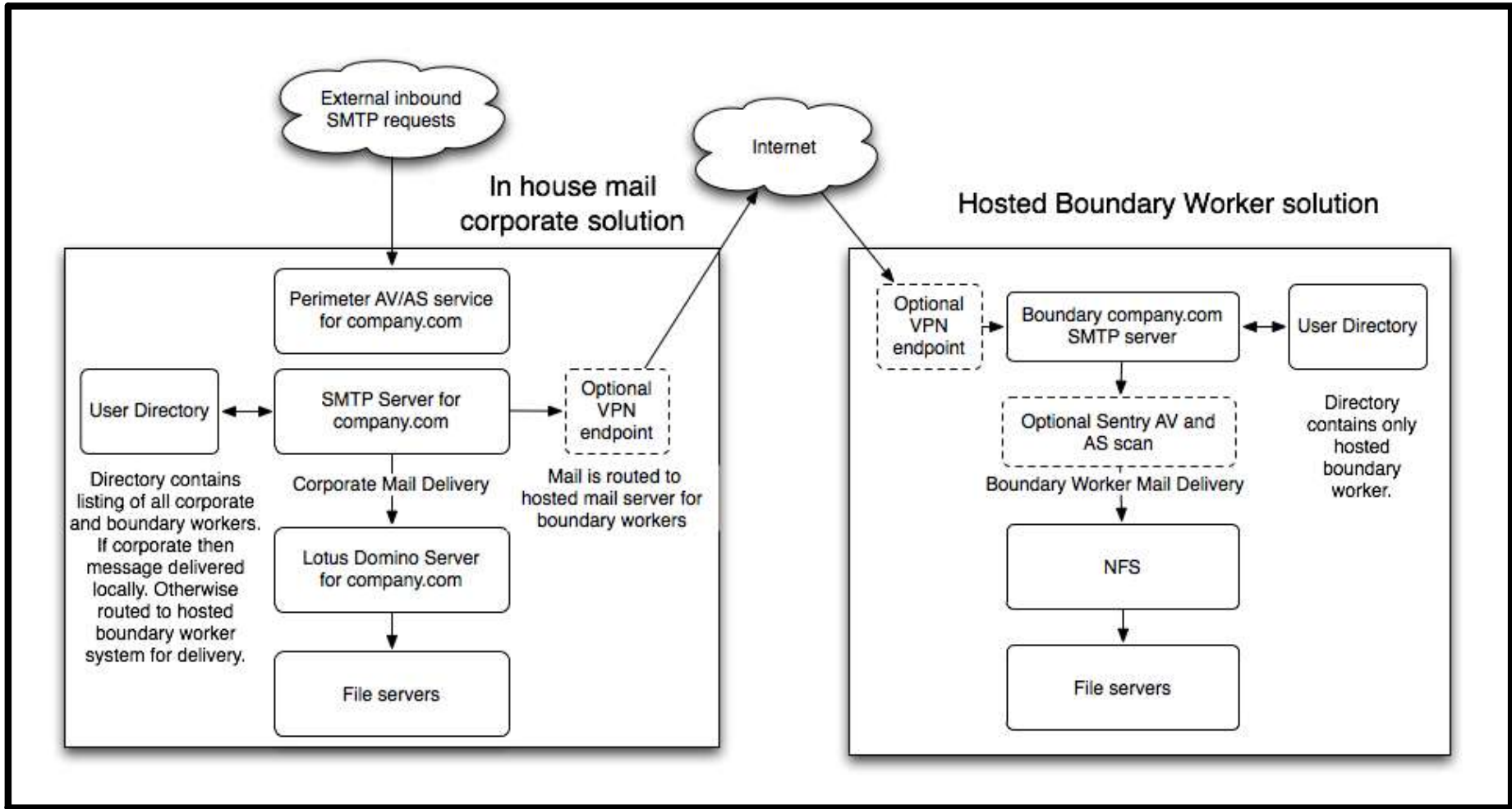
Hi Nicole and Jodi-

Could you set aside a few minutes for tomorrow's home page component team meeting to discuss widget guidelines? We had an initial meeting with Th a few weeks ago and are meeting with h this week e meeting with h this week week on this topic and I wanted to fill everyone in and have some conversation about it.

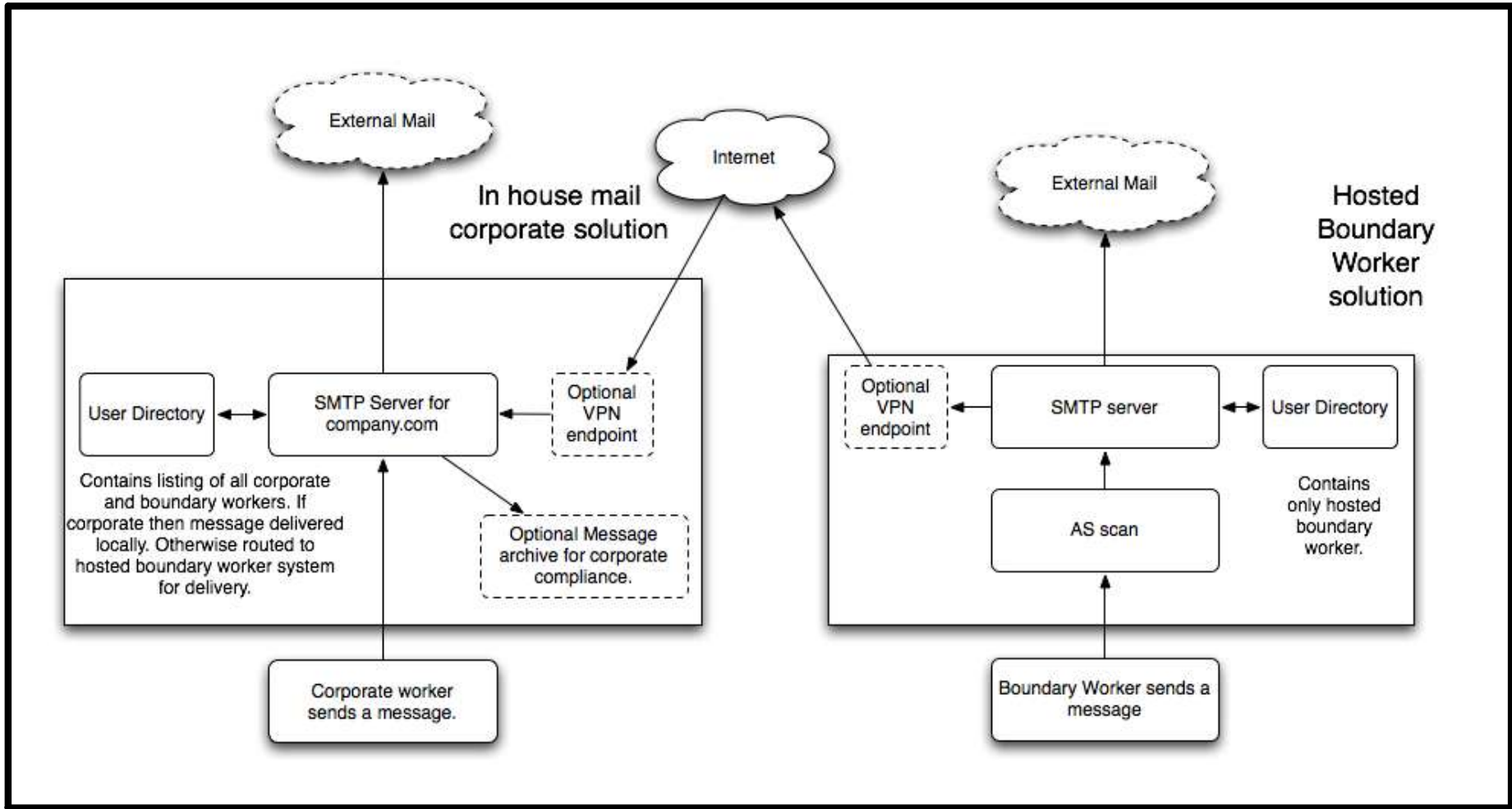
Thanks-

Attachments: (Click the filename to launch)
[Screenshots of OB products 20090312.zip](#)

Typical Inbound Mail Routing Configuration



Typical Outbound Email Routing



LotusLive iNotes Benefits

Extremely **easy to use interface** that contains essential messaging and calendar features without clutter.

Multi-Tiered Administration

Flexible storage quotas

Proven reliability at high scale – millions of active mailboxes across hundreds of thousands of domains

No mining of customer data for advertising, or other purposes.

Transparent, demonstrable security practices that satisfy the needs of large enterprises

Security, reliability and **experience of IBM – built for business** (not re-purposed consumer applications)

Integrates with and **extends value of on-premise collaboration** solutions (from Lotus and other collaboration providers)



Thank you
nupatumvipanon@th.ibm.com



LotusLive - Contacts

iNotes

Log out

iNotes

Mail

Contacts

Calendar

Preference

My Contacts

My Contacts

<input type="text" value="Find Contact"/> <input type="button" value="New Contact"/> <input type="button" value="Send Message"/> <input type="button" value="Delete"/> 51-100 of 643			
<input type="checkbox"/>	Name ↕	Email ↕	Phone
<input type="checkbox"/>		jrexford@us.ibm.com (Home)	
<input type="checkbox"/>	Brendan Crotty	brendan_crotty@us.ibm.com (Work)	978 399 6676 (Work)
<input type="checkbox"/>	秀明 森島	moris123@jp.ibm.com (Home)	
<input type="checkbox"/>	Diane Copenhaver	dbcupe@us.ibm.com (Home)	
<input type="checkbox"/>	Doug Heintzman	dgheintz@us.ibm.com (Home)	
<input type="checkbox"/>	Doug Wilson	douglas_wilson@us.ibm.com (Work)	
<input type="checkbox"/>	Jasmina Winters	jwinters@home.com (Home)	555-555-5555 (Work)
<input type="checkbox"/>	Joe User		123-4567 (Home)
<input type="checkbox"/>	Rahul Garg	gargr@us.ibm.com (Home)	
<input type="checkbox"/>	Robert Wong	rwong@us.ibm.com (Work)	914 766-1750 (Work)
<input type="checkbox"/>	Roy Halladay	roy@bluejays.com (Home)	
<input type="checkbox"/>	Sean Poulley	poulley@us.ibm.com (Work)	+1 914 766 1062 (Work)
<input type="checkbox"/>	ted brufke	tbrufke@us.ibm.com (Work)	484-686-9797 (Mobile)

Contact Features

- Personal Contacts
- Group Contacts
- Type-ahead contacts feature when composing messages
- Contact Cards that appear when hovering
- Contact Search
- Multiple Selection options

LotusLive iNotes Inbox

iNotes Log out

iNotes | Mail | **Contacts** | Calendar | Preference

Check Mail

Inbox (4)

- Drafts
- Sent
- Spam empty
- Trash empty

Folders

- Bob Wong Test
- dbcope
- Fred
- Japanese 日本語 ニホンゴ
- Jodi Test
- New Folder
- Ted Brufke Test
- test folder by AP
- [Add a folder](#)
- [Manage folders](#)

Mail Quota

Inbox (4)

New Message | Delete | Spam | More Actions ▾

<input type="checkbox"/>	Sender	Subject	
<input type="checkbox"/>	Ted Brufke	Dan thanks for the order	
<input type="checkbox"/>	Diane Copenhaver	Rescheduled: Interop Discussion - See detail (Mar 30 11:30 PM E	
<input type="checkbox"/>	brendan_crotty@us.ibm.c	LotusLive	
<input type="checkbox"/>	brendan_crotty@us.ibm.c	AUTO: Brendan Crotty is out the office traveling on business the	
<input type="checkbox"/>	Diane Copenhaver	Invitation: Interop Discussion - See detail (Mar 30 10:00 PM EDT)	
<input type="checkbox"/>	Diane Copenhaver	Rescheduled: Test outblaze Playr demo (Mar 30 10:00 AM EDT)	
<input type="checkbox"/>	dbcope@us.ibm.com	Accept Invitation - invite DBcope	
<input type="checkbox"/>	Diane Copenhaver	Fw: Interop with Notes	
<input type="checkbox"/>	Diane Copenhaver	Interop with Notes	
<input type="checkbox"/>	Sean Poulley	Re: Lotuslive iNote Test	
<input type="checkbox"/>	au l.m.	10 Ways Social Media Will Change in 2009	
<input type="checkbox"/>	Diane Copenhaver	Rescheduled: Test outblaze Playr demo (Mar 30 10:00 AM EDT)	Mar 30
<input type="checkbox"/>	dbcope@us.ibm.com	Accept Invitation - invite DBcope	Mar 30
<input type="checkbox"/>	Diane Copenhaver	Fw: Interop with Notes	Mar 30

Functional Area Tabs

- Mail
- Contacts
- Calendar

Selection Model

- Check box
- Single Click
- Multiple Selection

Actions taken from the view

- Replying
- Forward
- Work with folders
- Mark Read/Unread
- Delete
- Print

LotusLive - Calendar

iNotes

Log out

iNotes

Mail

Contacts

Calendar

Preference

Today Thu 04/09/2009

April						
S	M	T	W	T	F	S
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	1	2
3	4	5	6	7	8	9

View

Month

Week

Day

Personal Calendar

New Event

Print

April 2009

Sun	Mon	Tue	Wed	Thu	Fri
Mar 29	30	7p Lesson	31	Apr 1	2
				11 Briefing for AJL	3
5	6	7p Lesson	8	Today	9
3p New furniture d	Dan's birthday			10 Meeting Sam 11:30 Confirm Hote 1p Team Lunch 3:30p Presentation 5p Call up meeting 7:30p dinner with R 9:30p Meet brother	Trip to Shanghai
12	13	7p Lesson	14	15	16
				Ryan's birthday	17
18	19	7p Lesson	20	21	22
					23
24	25				26
					27
28	29	7p Lesson	30	May 1	2

Personal Calendar

Event Creation

- Recurring Events
- Reminders
- Invite Attendees
- Track Responses

Multiple Views

- Day View
- Week View
- Month View
- Print View

Corporate Calendar

- Editing Tool for Admin
- Read only for Users

