

Strengthen Your Information Agenda with Social Software and Collaboration: Deep Dive on Lotus Quickr

Cheong Weng Seng

ASEAN Lotus Collaboration

wengseng.cheong@my.ibm.com



IBM Information
ON Demand 2010



INFORMATION-LED
TRANSFORMATION



LEAD
THE WAY



IBM

January 21 - SINGAPORE • January 26 - MALAYSIA • January 28 - THAILAND

Agenda

- Business Imperatives for Success
- Lotus Quickr and Collaboration 2.0
- Lotus Quickr and Enterprise Content
- Looking ahead to the future
- Questions



Business Imperatives in Today's Connected World

I NEED TO CUT COSTS

Use existing resources, applications and content more effectively to enhance productivity across my organization

SMART WORK

I NEED MORE INSIGHT

Help employees find the right information at the right time to make better and more informed business decisions.

GREATER AGILITY

I NEED AN ADVANTAGE

Leverage innovation from across the value chain and create stronger relationships to achieve sustainable competitive advantage

INNOVATION



I must work smarter, be more agile, and innovate in the context of a smaller, smarter planet

- Global integration
- Virtual teams spanning the globe
- Collaboration with my partners and customers
- Rapid change



And I need to do it all with a changing workforce...

In the year 2000, there were more people **receiving pensions** in Italy than **people working** (22 versus 21 million)



Within the next seven years, **33 million people** in Japan (26%) will be **over 65 years old**

19% of the entire American workforce holding **executive, administrative and managerial positions will retire in the next five years**

By 2016, people **aged 60-64** in Australia is expected to almost **double**

2008 IBM CEO Study: Defining the “Enterprise of the Future”



Collaboration is the #1 Concern and Priority

Let's talk about Lotus Quickr and Collaboration 2.0



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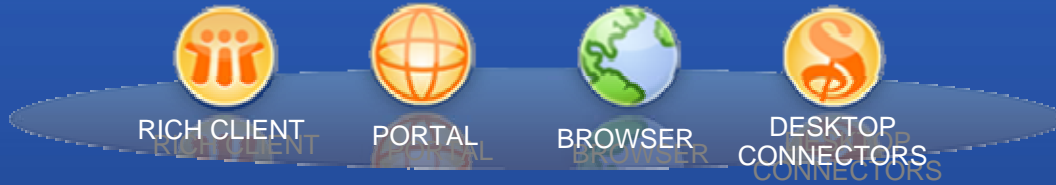


Lotus Quickr is



- Web 2.0-based team collaboration software.
- Designed to transform the way everyday business content such as documents and rich media can be shared.
- A tool to enable more effective team collaboration within and across organizational boundaries.

Lotus Quickr: Enabling teams to work together effectively



People

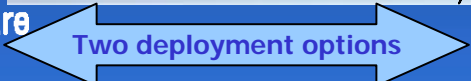
Places



Content



Lotus software



* These platforms may require a separate purchase

Some Lotus Quickr capabilities



Libraries

Quickly manage documents, forms, images, or other media in content libraries that you can manage and share with others.



Team Discussions / Forums

Keep a journal or blog of your meetings or creating discussions on different topics effecting your team.



WIKIs (Shared Editable Pages)

A shared editing space that team members can use to create and manage content such as designs, presentations, or other group material.



Team Calendar

Manage a community view of important events and activities that effect your team.



RSS / ATOM Feeds

Quickr provides the ability to produce a feed into your favorite feed reader so you can keep up with changes to places.



Collaboration Across Your Value Chain

Intranet team spaces....

Executive

Mergers & Acquisitions
Executive boardroom

Finance

Budget planning
Annual report preparation

Marketing

Event planning
Competitive "Win room"
New Content tracking

HR

Employee benefits
New employee resource

R&D

Project mgmt.
Best Practices

Extranet collaboration...

Executive

Innovation Place

Finance

RFP Response

Marketing

Product launch

R&D

Project coordination



Business Project Team place examples



TEAM SPACES
TEAM SPACES

Lotus Quickr Public Places Files Charlie Hamilton Help Log Out

Places Public Places Search in this place

Supplier Bid Management

You are in: Supplier Bid Management > Bid Status



Check the status of your bid. Content submitted through the eBid form will be stored here and the Supplier Bid Management team will go through a formal review process of each bid. Although this is a public folder, only the supplier and the bid management team can view each bid. Other supplier bids will not be visible.

Place Tools
Advanced Search
Work Offline

More Actions

Show Folder Navigator Showing items 1 - 3 of 3

Sort by: Type | Title | Created By | Created On | Modified On

	Bids Pending Approval ▾ Updated on 08/19/2008 10:45:38 by Charlie Hamilton First created on 07/21/2008 09:51:44	
	Approved Bids ▾ Updated on 08/19/2008 10:45:38 by Charlie Hamilton First created on 07/21/2008 09:53:03	
	Rejected Bids ▾ Updated on 08/19/2008 10:45:38 by Charlie Hamilton First created on 07/21/2008 09:54:20	

Show: 10 | 20 | 50 | 100 | All items First Previous Next Last

Business Project Team place examples



TEAM SPACES

Lotus Quickr Public Places Files Charlie Hamilton Help Log Out

Places Public Places Search in this place

Supplier Bid Management

You are in: Supplier Bid Management

- Home
- eBid Submission
- Bid Status**
- Bid Management Team Room
- Members
- Add place to my connectors

New Page or Folder...
Customize this place

Place Tools
Advanced Search
Work Offline

Show Folder Navigation

Sort by: Type Title

- Bids P Updated
- Approv Updated
- Reject Updated

Show: 10 | 20 | 50

Lotus Quickr Public Places Files Charlie Hamilton Help Log Out

Customer Service

You are in: Customer Service > Customer Service Home

Check Out and Edit More Actions

Welcome Mission Statement Customer Service Contacts

Customer Service Home
My Client Relationship Manager
Customer Satisfaction Survey
Client Service Room
Members
Add place to my connectors

New Page or Folder...
Customize this place

Place Tools
Work Offline

A collaboration space that adapts to your needs



TEAM SPACES

- Select the template with the look-and-feel and the components you need:
 - Content libraries
 - Team calendar and milestones
 - Lists/Forms for managing structured content
 - Discussions forums, team blogs, & wikis
 - And more...
- Customize the team space
- Templates are extensible, portable, persistent and reusable

Lotus Quickr

Search All Heather Reeds

< Return to My Places Help

Renovations Southwest Promotions Team (Edit) Finished

The Southwest promotions team uses this place to manage projects for the SW Region (Edit)

Add... components to your place.

People Blog + Wiki + Announcements +

Pages Library + Task List + Feed Reader +

Showing 1- 6 of 13

What's New Documents Events Project Tasks Issues Forums Wiki

Documents Library for all documents related to SW Region promotions Find Create

Views: Drafts Personal Shared

You are in Team Documents > Fall Planning Show Details

1-10 of 14 Jump to page 1 of 2 Previous Next

Title	Author	Status	Size	Date Modified
<input type="checkbox"/> Advertising Documents	Gail Chao			10/05/2006
<input type="checkbox"/> Fall Planning 2006	Sam Curman			10/06/2006
<input type="checkbox"/> Copyright and Legal Verification Process	Gail Chao	Pending Review	215K	10/08/2006
<input type="checkbox"/> Design Tutorial 3 Example PSD	Dan Misawa...	In Revision	814K	10/06/2006
<input type="checkbox"/> Design Tutorial 3 Overview	Samantha Daryn	Pending Review	210K	10/10/2006
<input type="checkbox"/> Fall Plans	Dan Misawa	In Plan	140K	10/06/2006
<input type="checkbox"/> Feature Pack Info	Amadou Alain	In Revision	100K	09/29/2006
<input type="checkbox"/> Open Issues	Gail Chao	Pending Review	30K	09/17/2006
<input type="checkbox"/> Project Deliverables	Gail Chao	In Plan	55K	10/03/2006
<input type="checkbox"/> Spring Meeting Schedule	Samantha Daryn	In Revision	46K	10/01/2006
<input type="checkbox"/> Advertising Documents	Gail Chao			10/05/2006

About this Library

Name: Team Documents
Description: Lotus UX Team Documents
Role: Editor ?

Subscribe to this Library
Copy link to clipboard

Drag desktop files and folders here

Share files and documents virtually

Quickly set up libraries to store and share content securely



DOC LIBRARIES

- Securely share documents with colleagues, customers and partners
- Supports a wide range of content sharing – Enterprise library, Team library, and Personal library

The screenshot displays the Lotus Quickr interface. The top navigation bar includes 'Lotus Quickr', 'Places', and 'Files'. The user is logged in as 'Heather Reeds'. The main content area is divided into two sections: 'Places' and 'Files'.

Places Section: Shows a 'Library' for 'Go Green Program at Renovations'. It includes a sidebar with navigation options like Home, Discussion, Library, Calendar, Tasks, Go Green Wiki, Index, and Members. The main area shows a table of files with columns for Type, Title, Created On, Updated By, Modified On, and Download. Files listed include '20070817_ajax.ppt', 'A Dema Word Document.doc', and 'Bldi-Jan2002.pdf'.

Files Section: Shows 'Files for Heather Reeds'. It includes an 'Upload a File' section with 'Most Recent' and 'Most Downloaded' filters. Below this is a list of files with columns for file name, download count, and a 'More' link. Files listed include 'Energy Savings Data for the Go Green Program at Renovations', 'Go Green Program - Reduction Notes', 'Building a Culture of Sustainability at Your Company.doc', 'Green Economics Cost Savings.xls', 'Renovations Go Green Program Demo', 'Project Green Hands Environmental Research Study', 'Building Green: Practice and Theory.ppt', 'Tax Breaks and Funding Resources for Environmental Initiatives', 'Environmentally Friendly Lumber Suppliers', and 'Potential Enviro-Friendly Delivery Services'.

Blogs to Encourage Feedback and Sharing



BLOGS

- Supports both individual and group blogging
- Support discussions across silos, inside and outside your organization
- Allow customers and partners to provide their thoughts and feedback
- View highly rated entries and get notified of important issues

Use Lotus Quickr in your Everyday Business Tools



IBM Lotus Notes

Sidebars to access activities, content, team places in context



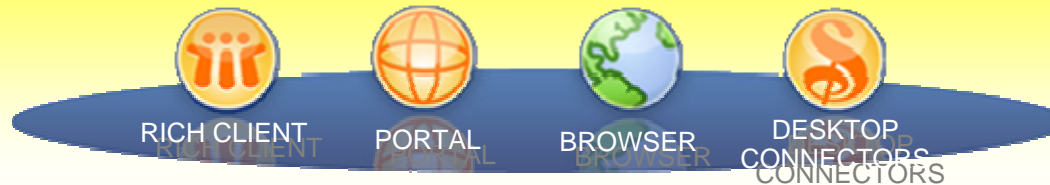
IBM Lotus Sametime

Activities, Communities, Profiles, content and team places in plug-ins



IBM Lotus Symphony

Access, edit and check in/out and upload files



Microsoft Outlook

Sidebar to access places and files in context



Microsoft Office & Windows Explorer

Access, edit and check in/out and upload files, search profiles, create a blog, and make to-do's



IBM WebSphere® Portal

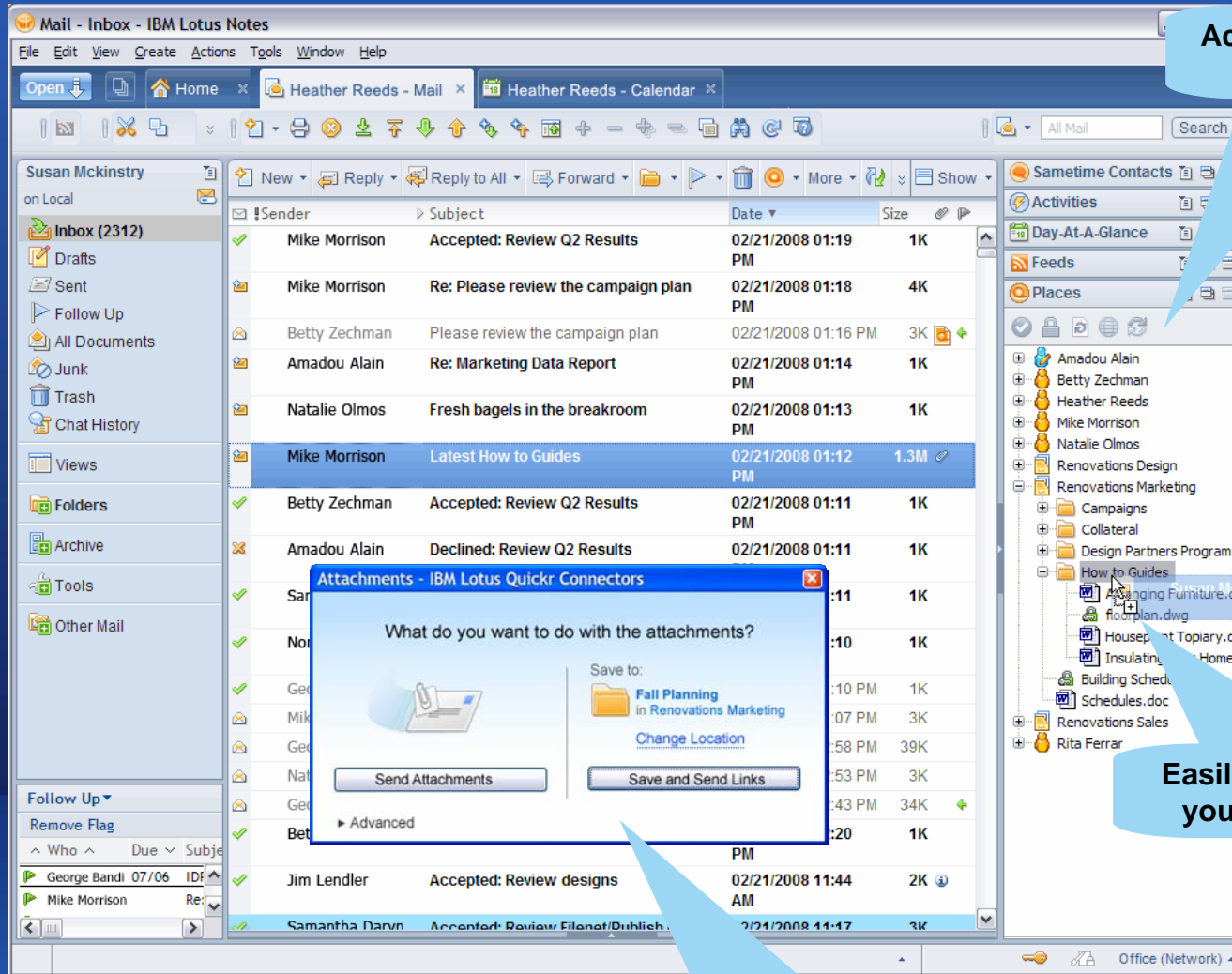
Portlets integrate services into portal pages / sites



Extensibility

Browser, Bookmarklets, Feed readers, Business card, Mashups, Mobile, REST APIs

Lotus Notes Email and/or MS Outlook Connectors

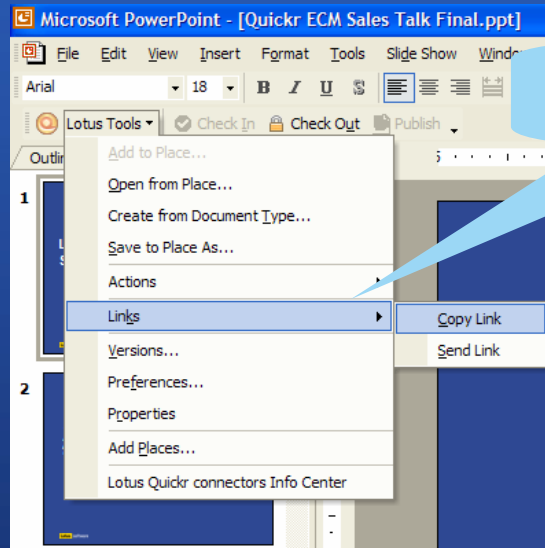


Access your team places in the side shelf

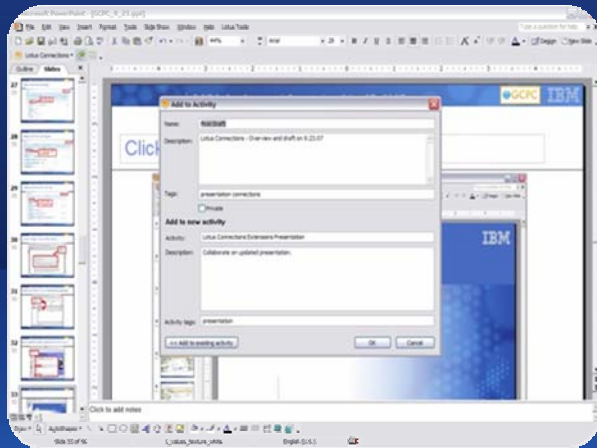
Easily drag attachments from your inbox to a team place

Send links, not attachments to your team members

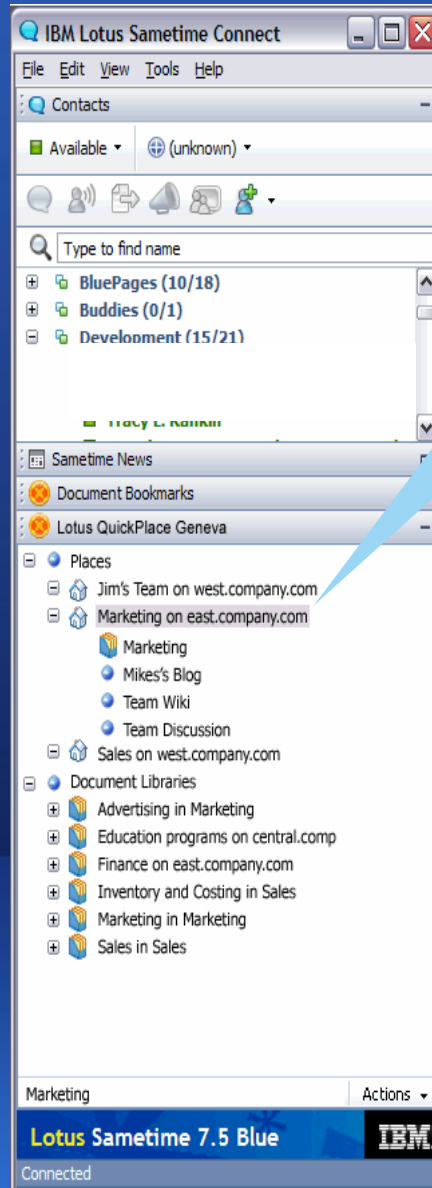
Microsoft Office and/or Lotus Symphony



Access Quickr services directly within Office UI

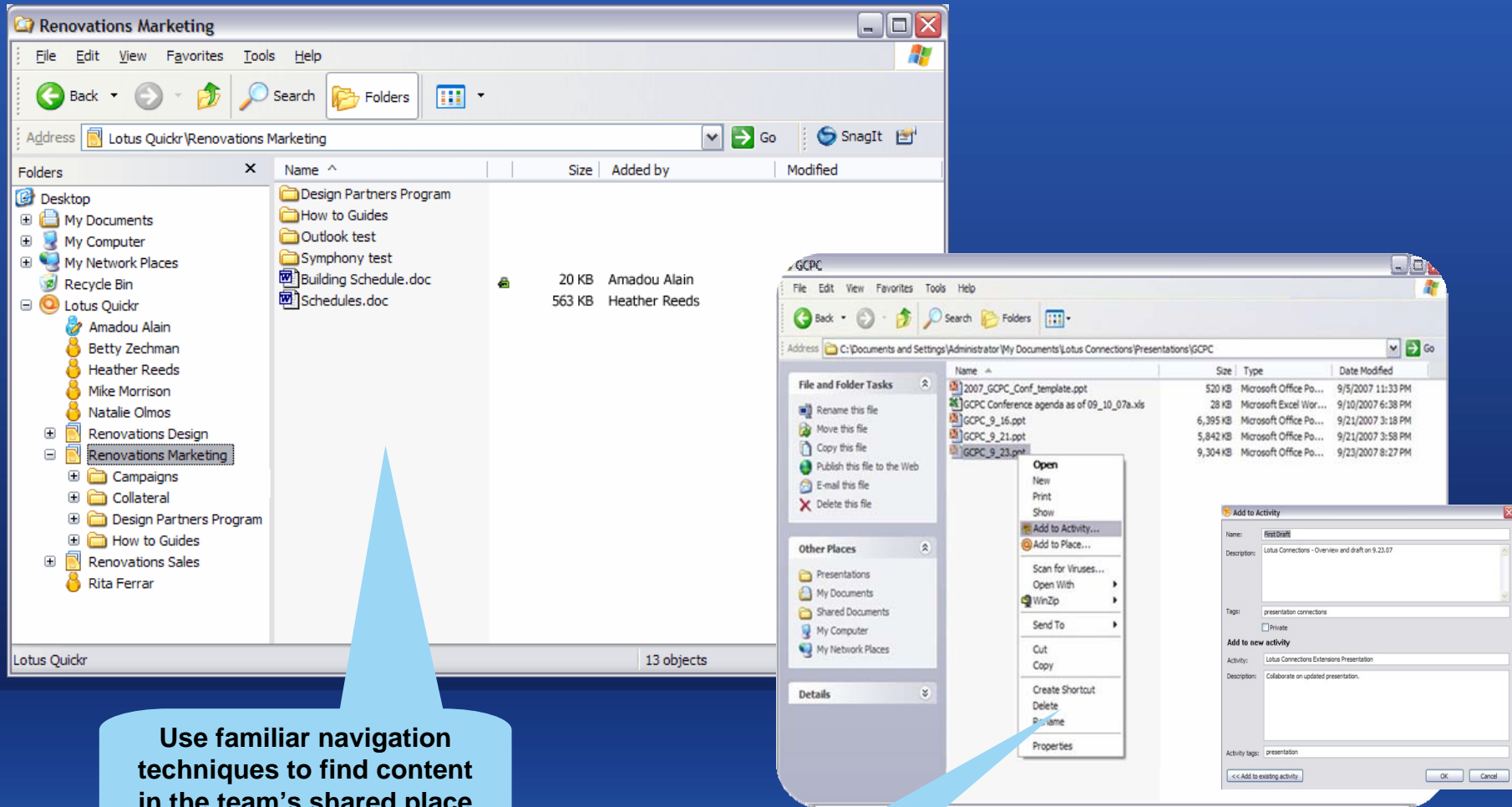


Lotus Sametime®...real time access to your content



Easily access your places and files from the chat window

Microsoft Windows Explorer



Use familiar navigation techniques to find content in the team's shared place

Easily add to an Activity

Clean 'n Green

About Matt, Marketing VP

- Launching new biodegradable cleaning product
- Needs to work closely with sales team to plan a strong launch event & get customers excited at upcoming supermarket demos
- Must align the right messages for the launch, their competitive differentiation, and build the buzz with customers and partners
- Needs to work closely with sales and product mgt to align all the content, messages, and to closely organize these events across the country

Challenges

- **Short runway**: limited time to get groups working together
- **Close coordination** for launch, supermarket events, documentation, and sales teams
- Teams in **multiple geographies** significant travel to sync up
- Needs a place for people to **come together** and review product information and launch material
- No way to **solicit partner feedback** and share content outside the organization

Clean 'n Green

Solution

- Lotus document services provides "free form" Web 2.0 capabilities such as blogs, wikis, etc. Everyone works together on content in structured and unstructured ways - which will help get the product to market sooner
- Matt can track progress closely with workflow; approvals are sent to team members as he finalizes content
- Lotus Notes is integrated with document services, so the teams can capture email & IM discussions directly into the project repository, which speeds up time to delivery
- Sales reps take content offline and synchronize when reconnected. Events and tasks are posted to their calendars & email so that they can properly coordinate on the events
- Authors work together in real-time, reducing travel costs and speeding the product release
- Document services are extended through the company's extranet, for partners

Benefits

- ✓ **Seamless Content Authoring:** structured and unstructured content with workflow for approvals and proper assignments
- ✓ **Efficient Task/Issue Tracking:** team is focused; easier to foresee roadblocks
- ✓ Collaborative discussions are an **open feedback** mechanism for the team to work on document drafts
- ✓ **Solid Security**

What makes this Collaboration 2.0?

- ✓ Enabling people to work the way they naturally work (via the Quickr connectors)
- ✓ Making it easy to get started and keep going (out-of-the-box templates and customization without programming)
- ✓ An engaging and interactive user experience (Web 2.0)
- ✓ Meeting the needs of both individuals and teams
- ✓ Self-service and viral adoption
- ✓ Integration with social and real-time collaboration software

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Lotus Quickr in the Content Management World

Personal File Sharing Blogs Places Libraries Wikis Forums Portal WCM ECM

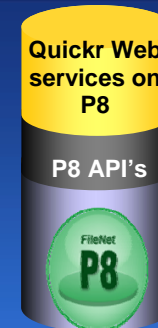
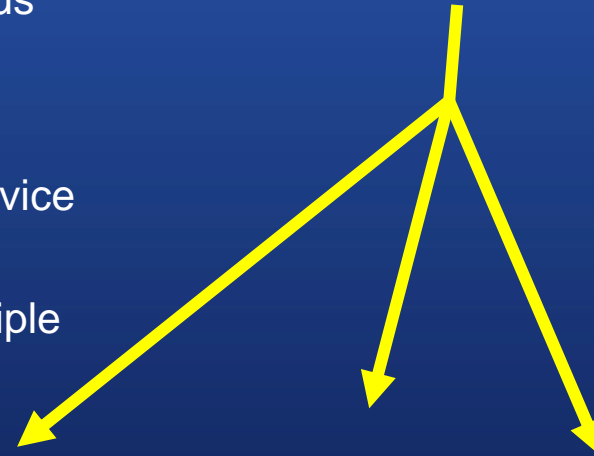


Shared One Author Ad-hoc Fluid Many authors Formal Structured Protected Many readers

Lotus Quickr integration with ECM

- **Direct access** to content in Lotus Quickr and ECM repositories via Quickr connectors
 - Easy to create, share and collaborate using Lotus Quickr connectors
 - Access from your familiar desktop applications
 - Move content from Lotus Quickr into ECM (and vice versa)
 - A “federated” desktop view of content from multiple repositories

Quickr Connectors



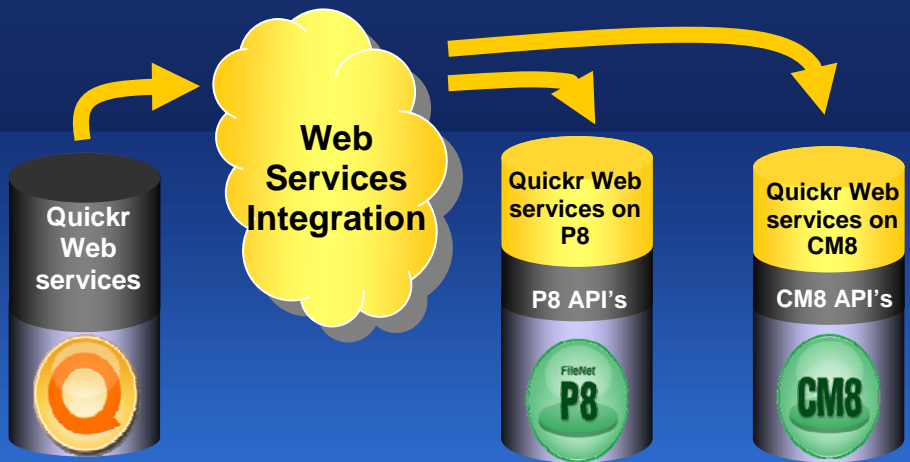
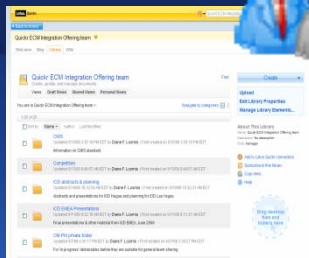
Lotus Quickr integration with ECM

- From a browser, user accesses Lotus Quickr server to see and interacts with ECM content
 - User initiated document move, move with link, or copy into ECM
 - Create links to existing ECM content within Quickr
 - Display contents of ECM folders within Quickr easily using feeds
 - Search ECM content from within Lotus Quickr

Quickr Connectors

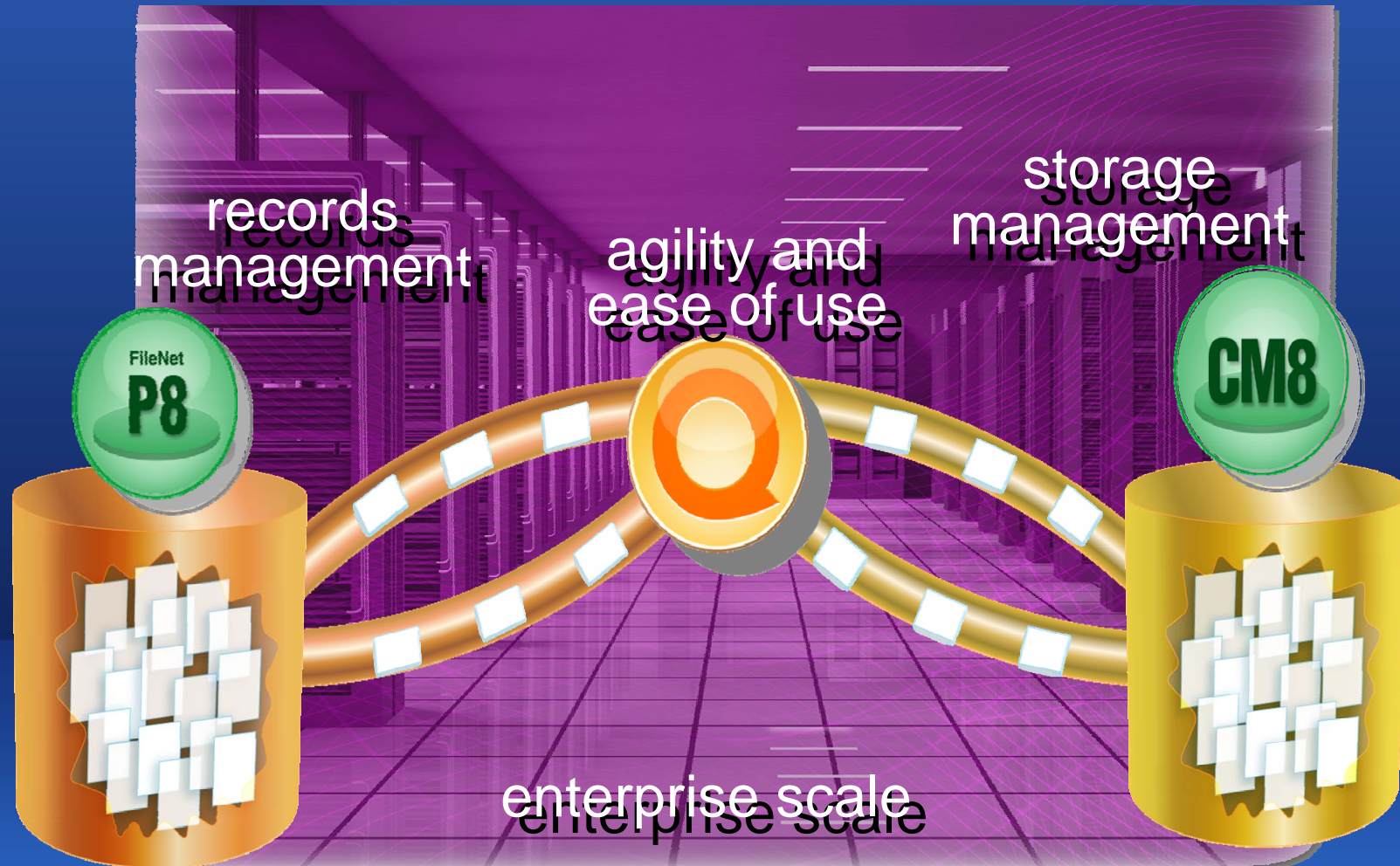


Quickr web UI



Uniting Best-of-Breed Collaboration and Industry-Leading ECM

The most complete single-vendor collaboration and content solution available



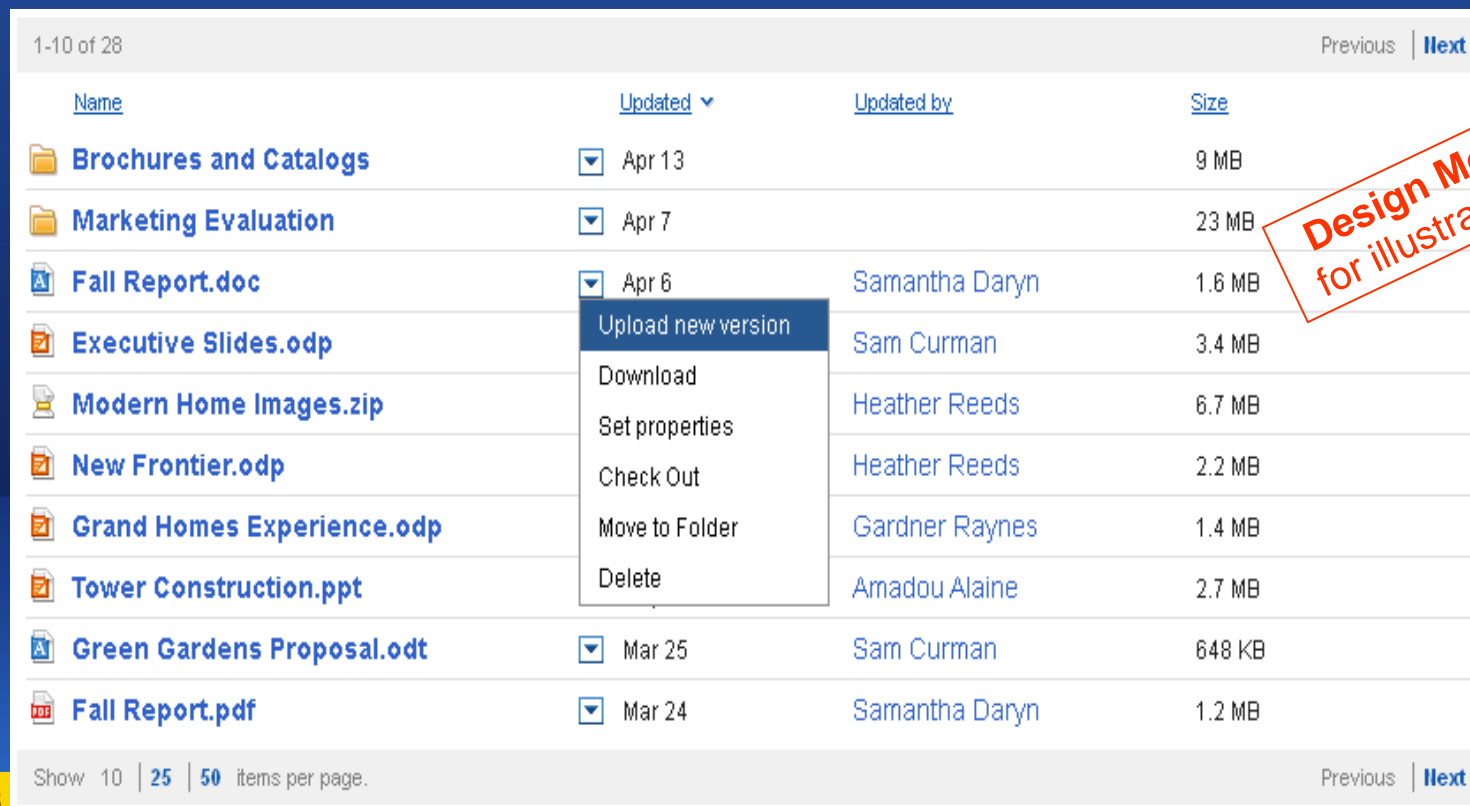
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Direct access to ECM from within Quickr web UI

- View/Edit ECM content within Quickr
 - iWidget talks directly to ECM and provides basic content operations



The screenshot displays a file management interface with a table of documents. The table has columns for Name, Updated, Updated by, and Size. A context menu is open over the 'Executive Slides.odp' file, showing options: Upload new version, Download, Set properties, Check Out, Move to Folder, and Delete. The interface includes pagination controls at the top and bottom, and a 'Previous | Next' navigation link.

Name	Updated	Updated by	Size
Brochures and Catalogs	Apr 13		9 MB
Marketing Evaluation	Apr 7		23 MB
Fall Report.doc	Apr 6	Samantha Daryn	1.6 MB
Executive Slides.odp		Sam Curman	3.4 MB
Modern Home Images.zip		Heather Reeds	6.7 MB
New Frontier.odp		Heather Reeds	2.2 MB
Grand Homes Experience.odp		Gardner Raynes	1.4 MB
Tower Construction.ppt		Amadou Alain	2.7 MB
Green Gardens Proposal.odt	Mar 25	Sam Curman	648 KB
Fall Report.pdf	Mar 24	Samantha Daryn	1.2 MB

Design Mock-up
for illustration only

Quickr connector enhancements

- Prompt users for required meta data when saving documents to Quickr or ECM from common applications

New Document

Enter the properties for the document you are adding.

Location:
Inventory/Colorado Locations/2009

File name:

Description:

Document type: **Inventory Sheet**

Show required properties only

Inventory Summary

Total item count:

Category of highest increase:

Category of highest decrease:

Inventory Survey Entered by

* First name:

* Last name:

* E-mail:

Phone:

Department:

Manager:

Check in documents (publish)
 Add as working drafts (visible only to you)

**Design Mock-up
for illustration only**

Search ECM content from Quickr browser UI

- Additional search scope enables search of ECM content from Quickr browser UI

The screenshot displays the Quickr browser UI search interface. At the top right, there is a search bar with the text "Enterprise Content (ECM)" and a search icon. Below this, the "Search Results" section is visible. On the left side, there are several filter sections: "You Searched..." with "Enterprise Content" and "By:" options (All content, Files created or modified by me, Files checked out by me); "For:" with a text input containing "project" and a "Search by title only" checkbox; "Creation Date" with "Start date" and "End date" input fields; and "Document Types" with "Search Insurance Forms for:" and two input fields for "policy number" and "claim number". A "Search again" button is at the bottom of the filters. On the right side, the search results are displayed. The "Matching:" section shows "project" with a close button. Below it, "Results 1-10 of 306" are shown, sorted by "Date" and "Relevance". The results list includes items like "Visual Display Systems", "Branching parallel universes", "Visual Displays", "Branching parallel universes", "Visual Thinking Wiki", "Photo Competition", "Visualization", and "ATOM - Protons, Neutrons, Electrons and other fun quantum mysteries brought to you by the". A red stamp with the text "Design Mock-up for illustration only" is overlaid on the right side of the results.

Questions ?



Thank you

wengseng.cheong@my.ibm.com



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