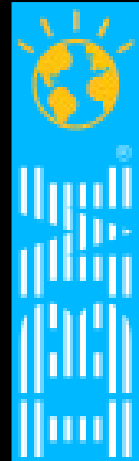


Lotus Knows WebSphere® Portal

Portal Customer Case Studies

LCTY UK | April 2010



Pamela Chandor | IBM Director, Web Experience Software

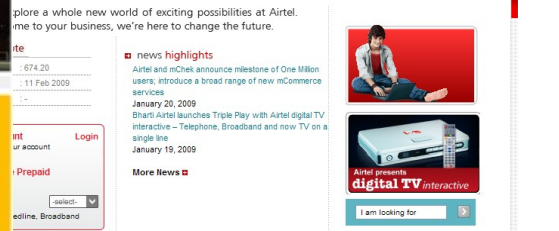
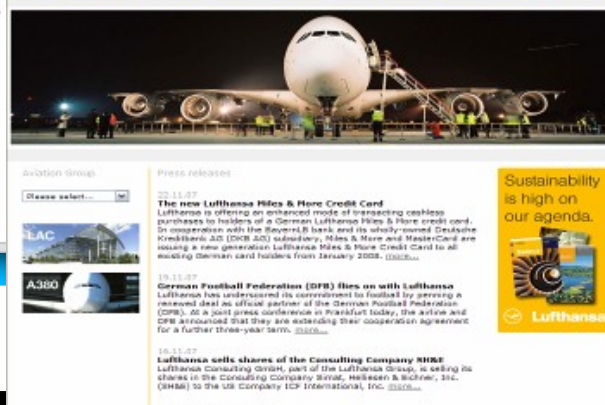
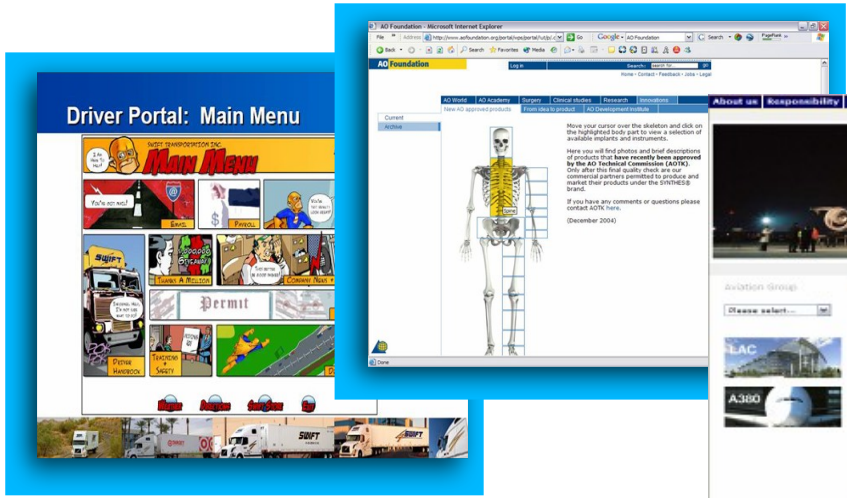
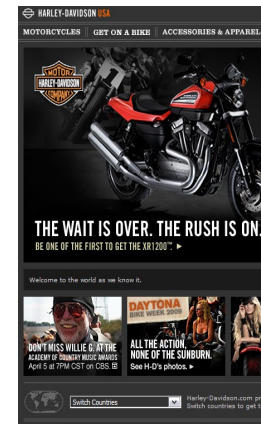
Lotus knows.

Smarter software for a Smarter Planet.



WebSphere Portal Solutions

- **Deliver Exceptional User Experiences**
- Drive revenue and loyalty with customers
- Integrate effectively with partners
- Enable productive employee web interactions
- **Significantly Reduce Costs**
- Fastest time-to-market
- Up to **50%** in labor and other cost savings



Let's talk in depth about several customer case studies for WebSphere Portal Solutions



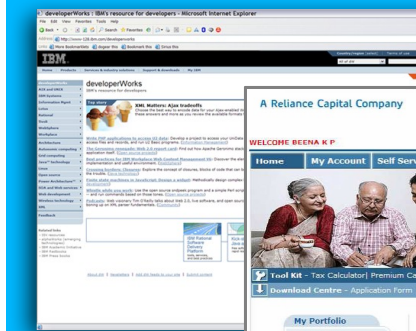
- Swift Transportation – B2E Truck Driver Portal
- Hapoalim Bank – B2E Organizational Portal
- Harley Davidson – B2B Dealer Portal
- Duke Medicine – B2C Healthcare Patient Portal
- Cisco – B2C Small & Medium Business Customer Portal
- Bharti Airtel – B2C Customer Service and Commerce Portal
- Centrelink – G2C and G2B and G2E Government Portals

Lotus knows.

Smarter software for a Smarter Planet.


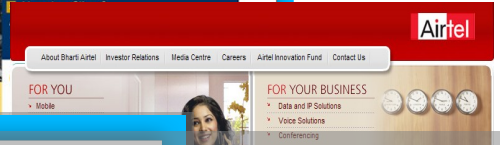
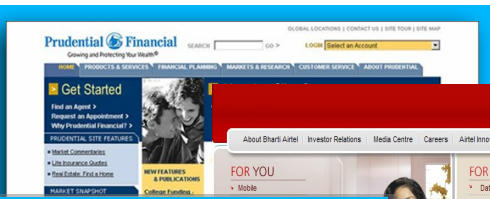
IBM WebSphere Portal Solutions Delivering Exceptional Web Experiences

Partners / Channel




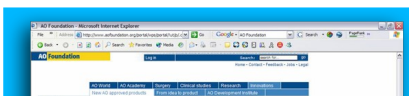
The 'Partners / Channel' section displays three web portals. On the left is the IBM DeveloperWorks portal, a technical resource site. In the center is the Harley-Davidson website, featuring motorcycle imagery and navigation. On the right is the Reliance Life Insurance website, which includes a navigation menu, a 'Welcome Beena K P' message, and various service links like 'My Account', 'Self Services', and 'Alerts'.

Customers



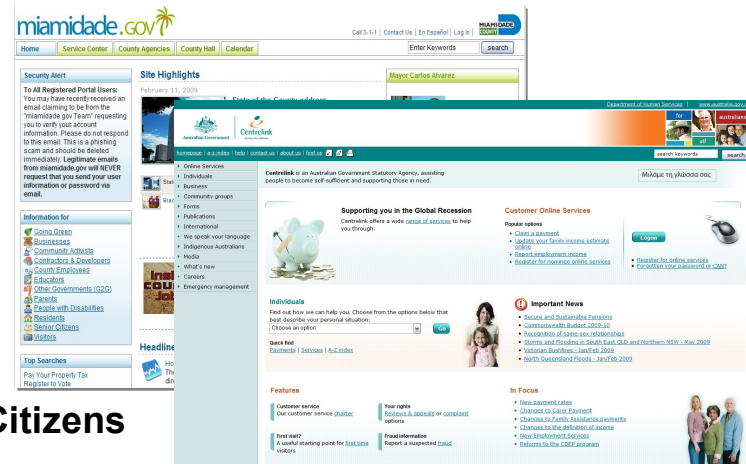
The 'Customers' section features three customer websites. The top left is the Prudential Financial website, showing a 'Get Started' section and navigation links. The top right is the Airtel website, with a prominent red header and navigation for 'About Bharat-Airtel', 'Investor Relations', and 'Media Centre'. The bottom right is the HSBC website, featuring a large 'OPPORTUNITY' banner and sections for 'Products for You' and 'Solutions for You'.

Employees



The 'Employees' section shows a Microsoft Internet Explorer browser window displaying the Driver Portal website. The website has a blue header with navigation tabs like 'Home', 'My Account', and 'Self Services'. It features a 'Welcome Beena K P' message and various service links.

Citizens

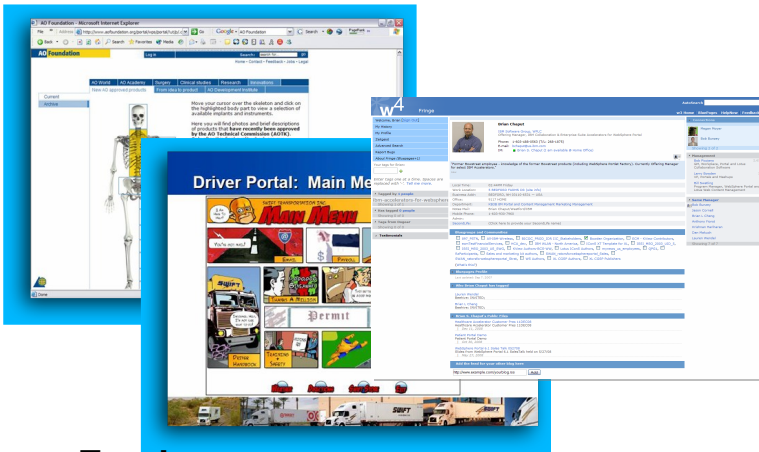


The 'Citizens' section displays the miamidade.gov website. It features a blue header with navigation links and a 'Security Alert' section. The main content area includes 'Site Highlights', 'Supporting you in the Global Recession', and 'Customer Online Services'.

Lotus knows.

Smarter software for a Smarter Planet.

IBM WebSphere Portal Solutions *Delivering Exceptional Web Experiences*



Employees

Swift Transportation

- 20K Users – 18K Drivers (w/o computers)
 - ▶ 60 Terminal Location
 - ▶ \$3,000 to hire a driver, 120% turn over rate
- iSeries Shop & Domino Corporate e-mail
- Internal portal + Kiosk Portal + Owner Operator Portal
- “The Informer” Branded Driver Kiosk
 - ▶ Touch screen portal
 - ▶ Printing of permits, self service
- Business Value
 - ▶ Consistent communication, collaborate with family
 - ▶ Saved money on GPS system, e-mail, etc.
 - ▶ Increased moral
 - ▶ Customer Satisfaction
 - 20% reduction in total calls Reduced head co
 - 30min hold time down to 1min



BENEFITS

I AM HERE TO HELP?

BOOM

TAKE THAT COSTLY MEDICAL BILLS!

MEDICAL INSURANCE

FLOOSH

WOW! I FEEL GREAT!

HEALTHY LIVING

SUPER CHOMPERS TAKE A SUPER DENTAL PLAN!

DENTAL INSURANCE

KOOM

!@#\$\$!

LEAVE OF ABSENCE FORM

LOOK AT INFORMERS PORTFOLIO!

HOW DOES HE DO IT?

MEANWHILE, ON WALL STREET.

STOCKS + 401K

OTHER BENEFITS

HR CONTACTS

POW

KRINCH

GENERAL INFORMATION + ENROLLMENT

WHAT'S NEW?

HEALTH CARE SATISFACTION SURVEY

BACK

WEATHER

DIRECTIONS

SWIFT STORE

EXIT

I AM
HERE TO
HELP?

STOCKS & 401K



401K INFORMATION



401K VESTING SCHEDULE



AMERICAN FUNDS WEBSITE



STOCK PURCHASE PLAN INFO



BISYS WEBSITE



**HR-616B STOCK PURCHASE
ENROLLMENT FORM**



401K INVESTMENT CHOICES



**HR-612 STOCK PURCHASE
WITHDRAWAL/CHANGE FORM**



401K ENROLLMENT CHANGE FORM



ETRADE WEBSITE



NEW CHANGES TO 401K PLAN



SWIFT TRANSPORTATION INC.

PAYROLL

I AM
HERE TO
HELP?



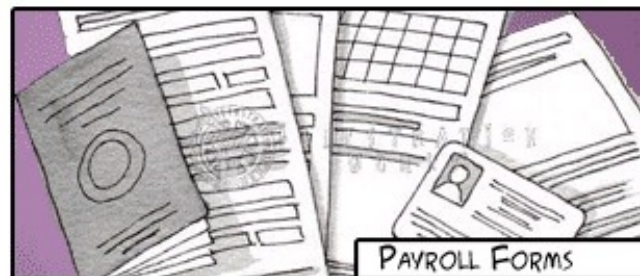
I
NEED INFORMER'S
HELP TO GET THIS
PAPERWORK DONE



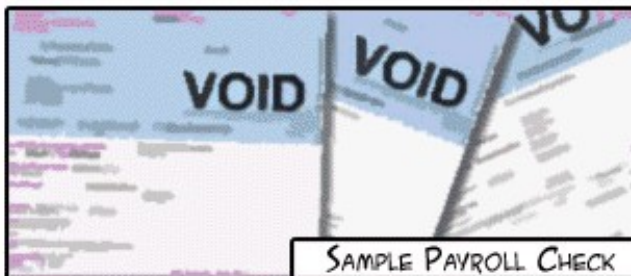
TRIPS MISSING PAPERWORK



TRIPS PENDING PAY



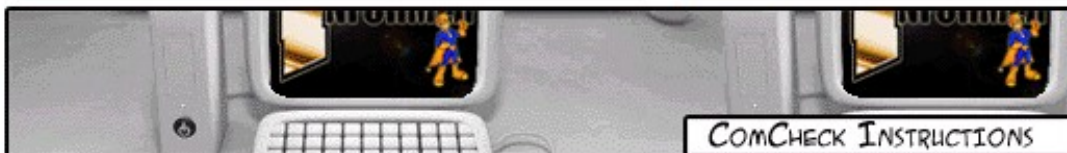
PAYROLL FORMS



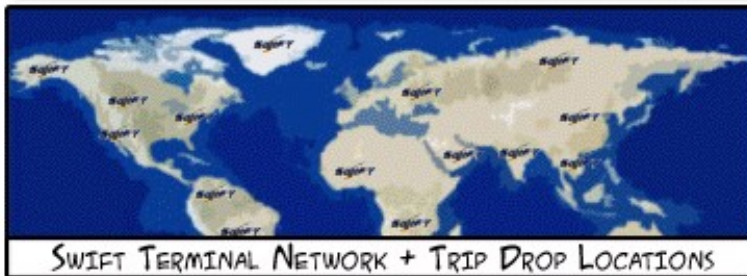
SAMPLE PAYROLL CHECK



UPDATE YOUR INFO



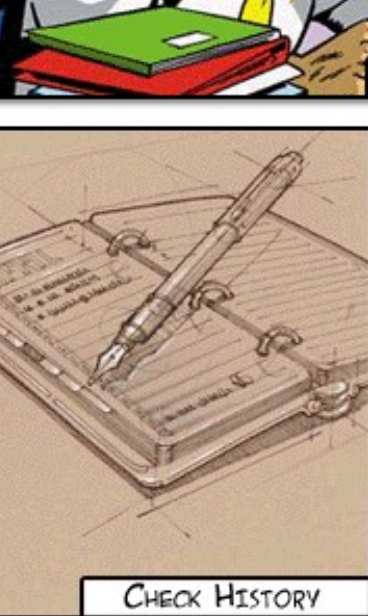
COMCHECK INSTRUCTIONS



SWIFT TERMINAL NETWORK + TRIP DROP LOCATIONS



PAYROLL CONTACTS



CHECK HISTORY



FAQ + INFO



I AM
HERE TO
HELP?

OTHER BENEFITS



**HARTFORD LIFE -
BASIC LIFE INSURANCE**



**METRAY AUTO AND HOME
INSURANCE**



**HARTFORD LIFE -
SUPPLEMENTAL LIFE INSURANCE**



UNUM WHOLE LIFE INSURANCE



**HARTFORD LIFE -
LONG-TERM DISABILITY INSURANCE**



UNUM CRITICAL ILLNESS



**HARTFORD LIFE -
SHORT-TERM DISABILITY INSURANCE**



UNUM CUSTOMER SERVICE FORM



**HARTFORD CHANGE/CANCELLATION
FORM**



UNUM CHANGE FORM



SWIFT TRANSPORTATION INC.

SWIFT

I Am Here To Help?

SAFETY



I DID WHAT?

LOG VIOLATIONS



CLASS SCHEDULE



RIDER PACKET



SAFETY FAQ'S

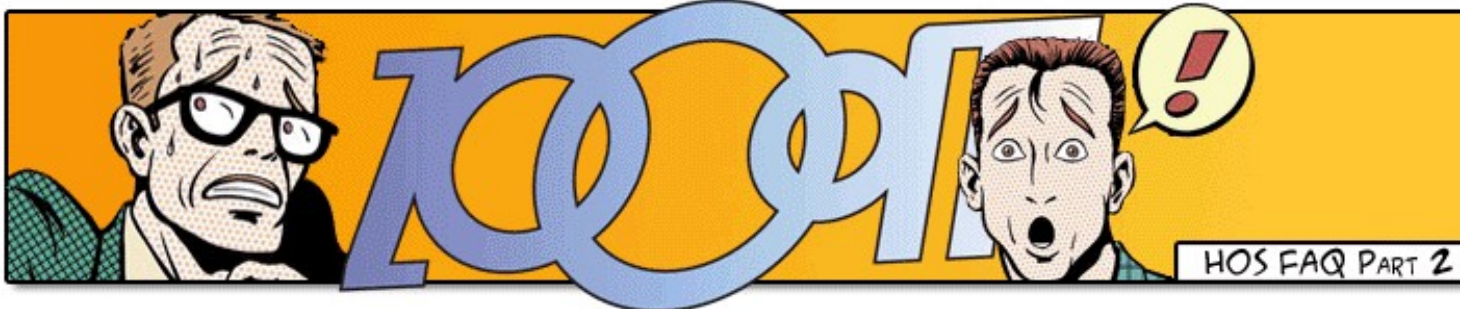


ALERTS



CONFIDENTIAL

HOS FAQ PART 1



HOS FAQ PART 2



A Portal Case Study

The Organizational Portal Hapoalim Bank Websphere Portal

 Know

 Share

 Act

 Succeed

The Org Portal provides every employee with 3 spaces:

Org Space

Identity
Org Unity



Professional Space

Biz Sites
Webtops
Team rooms
Info Mgmt



Personal Space

Personal Info
Self Service



Technology Infrastructure – extend the variety of biz solutions

Tapping into the crowd – the bank's employees take part in creating the content and knowledge in the Org Portal

Taking employee involvement beyond participation in forums, surveys and feedback, the Portal now adds a “red e-mail” where each employee can report events or news of interest to their co-workers. All news is passed to the relevant content author for evaluation. The mechanism insures relevant, credible news stream in, real-time from the field.

נערך מפגש קהילת בית רובינשטיין בסניף לינקולן, בהשתתפות איש העסקים אליעזר פישמן

ביום רביעי ה-13 במאי התקיים בסניף לינקולן מפגש של קהילת בית רובינשטיין, המאגדת אנשי עסקים הממוקמים במבנה זה.

המפגש נערך במסגרת פרויקט קהילות מגדל עסקים באזור תל אביב, בהובלת מניקה אברמובי - מנהלת אזור תל אביב ודפנה דורון ממנהלת אזור תל אביב, במטרה לפתח פעילות נטוורקינג בקרב אנשי עסקים במגדלים.

במרכז המפגש נערכה הרצאה מפיו של איש העסקים אליעזר פישמן, בנושא הכלכלה העולמית בימים אלו. פישמן התייחס לדינמיקה של המשבר ולמצב שוק הנדל"ן במדינות השונות. לדבריו, המשבר החלו בארה"ב עוד בשנת 1992, עם מתן הקלות רגולטוריות לבנקים, במטרה לאפשר המשך הזרמת כספים למשק, לאורך עידוד צמיחה.

לדבריו, כיום ממשלות העולם תומכות בבנקים על מנת להחזיר את אמון הציבור לבנקים ולמערכות הכלכליות במדינות. "המשבר טרם חלף", אמר פישמן, "השווקים ימשיכו להיות תנודתיים והמוסדיים ימשיכו להיות בעמדת המתנה לכניסה לשווקים".

"הצלחת המודל במספר קהילות מהווה בסיס מוצק להמשך פיתוח המודל בקרב קהילות מגדל עסקים נוספים", מסרה מניקה אברמובי, מנהלת האזור.

המידע הראשוני התקבל באמצעות המייל האדום.

דוא"ל האדום
יש לכם חדשות בשבילנו?
כתבו לנו - ונפרסם בפורטל

חצים גם אתם לשלוח חדשות לפורטל? [הקליקו כאן](#)

דוא"ל האדום
יש לכם חדשות בשבילנו?
כתבו לנו - ונפרסם בפורטל



דוא"ל האדום
יש לכם חדשות בשבילנו?
כתבו לנו - ונפרסם בפורטל

מילוי כגון את הפרטים בטופס ושלחו אלינו:

מאת (לא חובה):

* המידע:

מישין ששמתי זיכעו במקרה שהידיעה התפרסמה?
לא כן

אני מאשר/תל בואת כי הפרטים שמסרתי נכונים ומדויקים ונשלח את המסמך לבריכת החומר.
כמו כן, ידוע לי כי מנהלת הפורטל הארגוני אינה מתחייבת לפרסם את המידע ואסורה לערוך את התוכן שהוגבר.

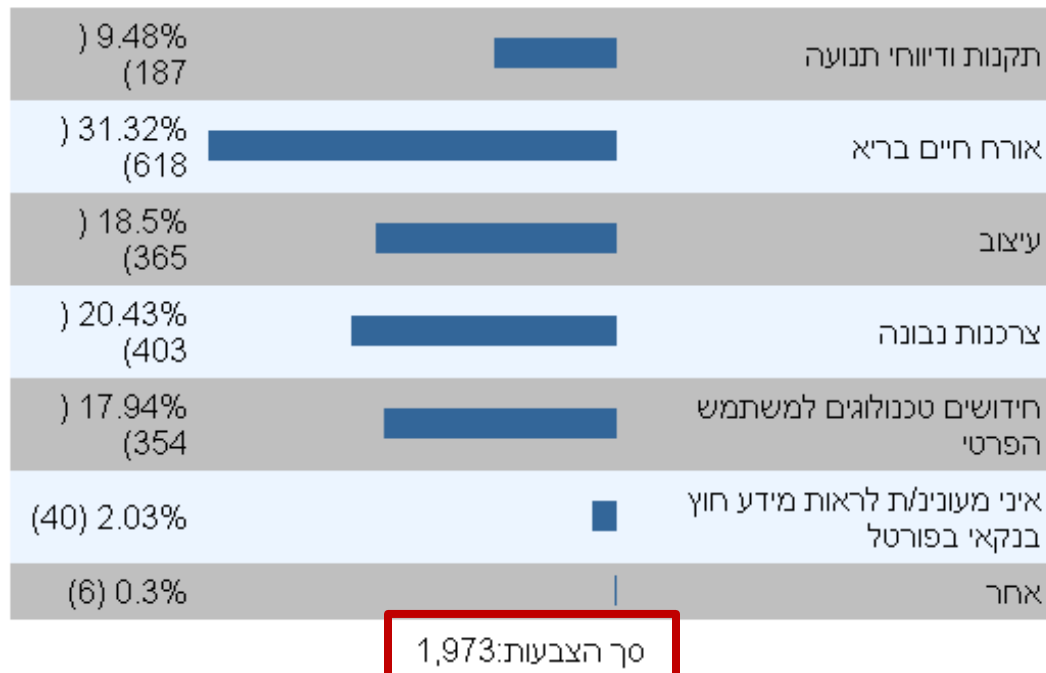
שלח שומר

Tapping into the crowd – sharing knowledge and processes

מה דעתך לגבי הוספת תמונתך לספר הטלפונים בפורטל?



איזה מידע שאינו קשור לבנק תרצו לראות בפורטל?



- Employees are asked about directions and affect decision making in real-time
- 2,000 votes are received within one business day, from all across the bank

27 sites launched within Org Portal

The image displays 27 different web portals, each representing a different department or function within the organization. The portals are arranged around a central screenshot of the BHI portal home page. The central page features a navigation menu, a search bar, and a prominent announcement: "Tommorrow the portal platform will be upgraded". The announcement details the upgrade from version 5.1 to 6.1.3 on December 29th, 2009, and lists improvements such as system survivability, server stability, and new services. A "WELCOME" sign is also visible on the central page.

Labels for the 27 portals include:

- מדיניות אשראי (Credit Policy)
- BHI
- מסחרית (Commercial)
- ציות (Compliance)
- משכנתאות (Mortgages)
- יועצי השקעות (Investment Advisors)
- ניהול אתרים (Website Management)
- תכנולוגיה ומחשוב (Technology and IT)
- ניהול אתרים (Website Management)
- מת"ן (Marketing)
- ניפי קספרס (Finance/Accounting)
- אגף עסקי (Business Unit)
- ניהול פרויקטים (Project Management)
- אתרי 9 הסניפים (9 Branch Websites)

Global private banking portal

Feedback Site Map הפורטל הארגוני WCM מנהלה

Search In Phone Directory In The Portal

My Favorites

Business focus

Global phone directory

Home Sales & Marketing About BHI BHI Israel

Welcome

BHI Portal - The Start of a New Era

The launch of the BHI Portal in Israel is the first stage in the global implementation of the portal. The portal will enable more effective communication between all the branches, representative offices and Tel Aviv Headquarters. I would like to thank BHI Israel and the portal staffs for their intensive efforts in making this project a reality.



Calendar

News & Events

Poalim Capital Markets : Remon Med investment made by Medica III, agree by Boston Scientific Inc.
09/07/2007 12:00

Rio Brasil Representative Office
04/07/2007 18:23

Latest edition of PAM's quarterly
03/07/2007 15:57

Introduction to PAM Seminar 23rd to
01/07/2007 13:24

BHI Question

What is your first impression of the BHI Portal?

- Excellent
- Good
- OK
- Needs improvement

Finish

PAM in Focus

- 3P07-88TX USD Risk to Principal EWZ Autocallable Note 10/07/2007
- 3P07-85T USD Turkish Lira Against US Dollar Stability Note 08/07/2007
- 3P07-84T USD Callable Range Accrual Note 08/07/2007

Messages

- Quest
- Lotus Note

BHI Calendar

Previous Day | Next Day

Tuesday 10 Jul 2007 - Today

Visits (5)

- Israel BHI - Head Office G.Glizer (Israel)
- Israel BHI - Head Office I.Shellef (Israel)
- Israel BHI - Head Office R.Schneider (Israel)
- Israel BHI - Head Office J.Miara (Israel)

View

Global Monitoring System

Last Updated: Tue Jul 10 13:53:08 GMT+02:00 2007

World Clocks

- Israel 13:55:57
- Europe 12:55:57
- UK 11:55:57
- North America 06:55:57
- Chile-Venezuela 08:55:57
- South America 07:55:57
- Mexico 05:55:57
- Russia 14:55:57
- Far East 18:55:57
- Australia 20:55:57

Product in focus

System health reports

Survey

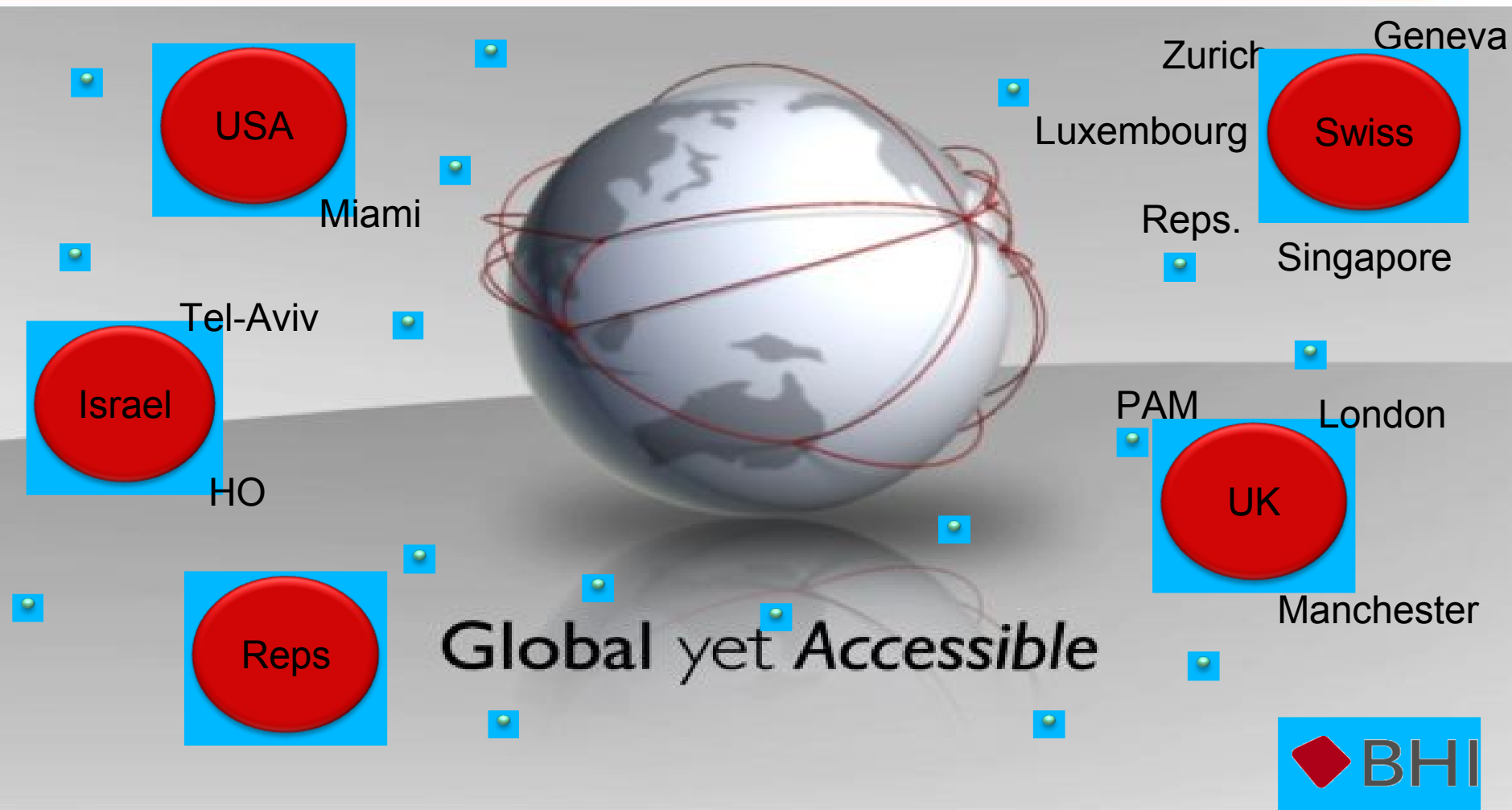
Index ticker

World clock

World Markets	SP500	Nasdaq	Nikkei	Tel Aviv 100	Dax	FTSE	CAC
09/07 23:49	1531.85	09/07 00:16	10/07 10:00	10/07 13:50	10/07 13:50	10/07 13:50	10/07 13:50
0.09%	2670.02	0.13%	18252.67	1135.939	8043.46	6693.7	6078.44
	0.09%		-0.05%	-0.42%	-0.42%	-0.28%	-0.43%

Display time is Israel (GMT+2)

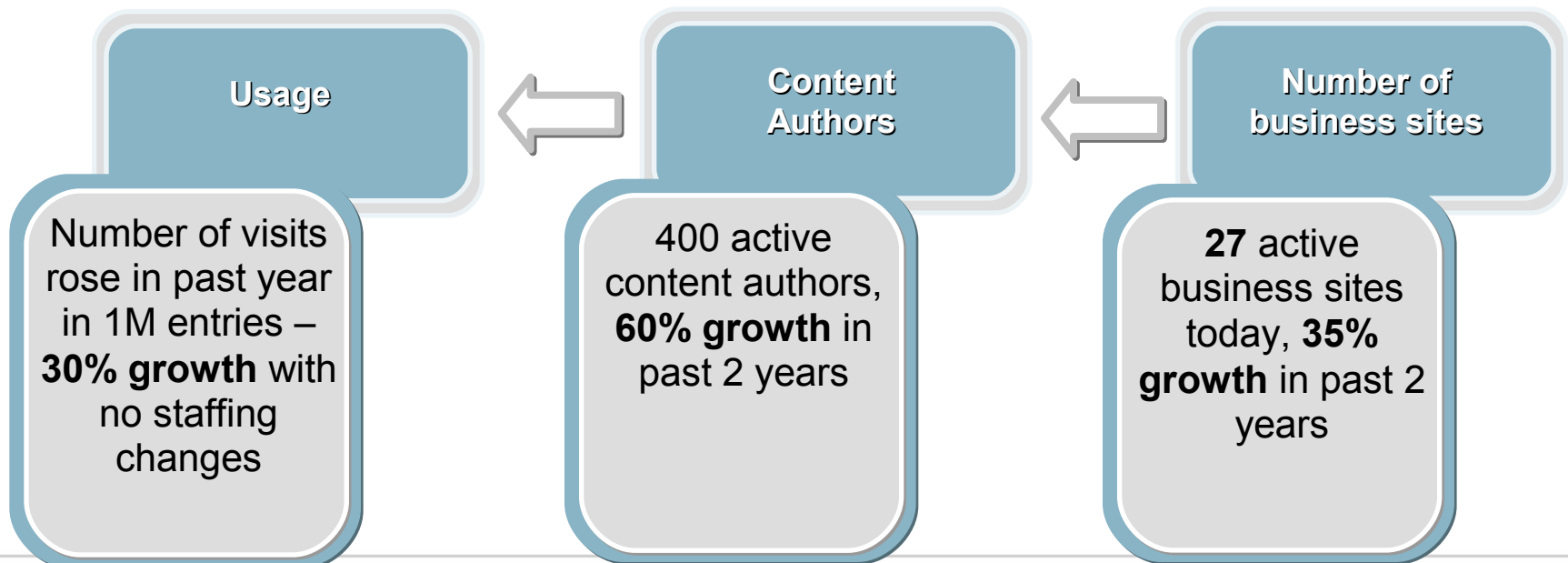
Birth of an international community



Creation and development of business sites, inline with the bank's strategy, is entering its 4th year



- Business units view the creation of sites within the Org Portal as the best solution for information management and internal comm. Number of sites within the Portal is constantly growing.
- In the past 2 quarters 4 more business sites joined the Portal community – Business Banking, Miami site, Currency Exchange and Future Deals.



The bank's Portal won "Org Portals" 1st place 3 times

2007

הפורטל הארגוני ו"פועלים on time" זכו בתחרות IT Awards

מגזין "אנשים ומחשבים" ערך, זו השנה הרביעית ברציפות, את



עורקבי



2008

הפורטל הארגוני זכה זו השנה השנייה ברציפות בתחרות IT Awards של מגזין "אנשים ומחשבים", בקטגוריית "ניהול ידע ופורטלים ארגוניים".

2009

הבנק זכה ב-4 פרסים ובתואר "אלוף האלופים" בתחרות IT AWARDS שערך מגזין "אנשים ומחשבים"

הבנק זכה בארבעה פרסי הצטיינות בתחרות היוקרתית IT AWARDS, הנערכת מזה שבע שנים על ידי קבוצת "אנשים ומחשבים". הפרסים הוענקו לארבעה פרויקטים שזכו במקום הראשון: הפורטל הארגוני, שזכה בקטגוריית ניהול ידע; ניהול מערך משאבי אנוש ב-SAP, שזכה בקטגוריית ERP; מערכת אשנ"ב פנסיוני, שזכתה בקטגוריית פרויקטים מיוחדים ופרוייקט "מראה" שזכה בקטגוריית B/DW.

במסגרת התחרות זכה הבנק גם בתואר "אלוף האלופים", שהוא תואר המוענק לגופים שרשמו מספר רב של זכיות בתחרות. הפרסים הוענקו ליחידות הזוכות בטקס רב-רשם שהתקיים ב-10 בדצמבר במעמד השר אבישי בחורמן.

המשך...



Lotus knows.

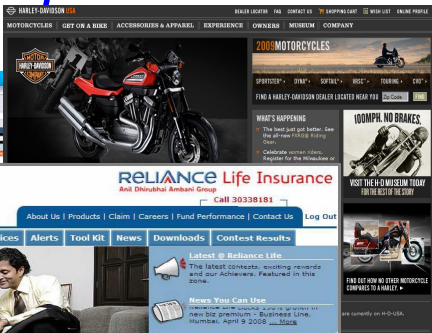
Smarter software for a Smarter Planet.

IBM WebSphere Portal Solutions *Delivering Exceptional Web Experiences*

Partners / Channel



The screenshot shows the IBM DeveloperWorks portal. It features a search bar at the top, a navigation menu on the left, and a main content area with various links and information. The text "DeveloperWorks: IBM's resource for developers - Microsoft Internet Explorer" is visible at the top of the browser window.



The screenshot shows the Harley-Davidson website. It features a large image of a motorcycle, a navigation menu at the top, and a main content area with various links and information. The text "HARLEY-DAVIDSON" is visible at the top of the browser window.



The screenshot shows the Reliance Life Insurance website. It features a navigation menu at the top, a main content area with various links and information, and a "My Portfolio" section. The text "A Reliance Capital Company" and "RELIANCE Life Insurance" is visible at the top of the browser window.

SOA and Portals are not about Technology

- They are however about this...

“We RIDE Together”





“We RIDE Together”



Dealer Portal Background

- Key communication tool for our dealers
- In place for over 10 years
- Dealers were inundated with content and no structure
- No search capability

“We RIDE Together”



Our Approach – North America

- Selected WebSphere Portal as our Enterprise Portal
- Re-launched h-dnet in North America with ‘Global’ in mind
- Role based security, targeted and restricted content, improved navigation and search integrated with security
- **HUGE success with our Dealers!**

“We RIDE Together”



Our Approach – Globally

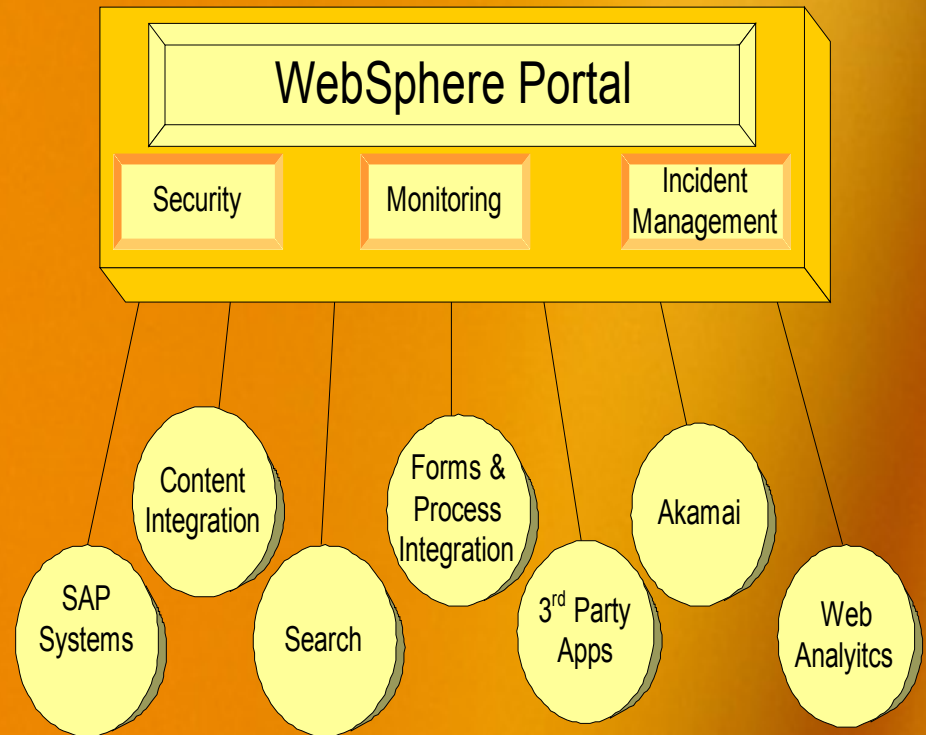
- **Support Strategic Direction**
 - Grow Worldwide Retail Sales by increasing Customer Focus
- **Leverage common global platform**
 - Single front-end for dealer interface
 - Single back end for portal, content, search, security
- **Improve Security**
- **Europe and Australia first**

“We RIDE Together”



Technology Leveraged

- Integrated Security ITIM/TAM
- Integrated Tivoli Monitoring
- Incident & Problem Mgmt utilizing IBM Maximo
- Content integration with Documentum and WCM
- IBM Omnifind Search Engine
- IBM Lotus Forms & Process Server Integration
- Omniture Web Analytics
-
-
-



"We RIDE Together"



Dealer Portal

- Delivering a Personalized User Experience
 - Name and Dealer
 - Role based content targeting
 - Multi-Lingual
 - Role based application security
- Integrated Search
- Integrated Online Help

Wednesday, April 8, 2009

English (change) | Contact Information | Help | Logout

h-dnet.com®
A BUSINESS TOOL FOR HARLEY-DAVIDSON AND BUELL DEALERS

Welcome Adam Acker
HDMC Internal Employee Dealer (2198)
Last logged in: 04/08/2009 12:08 PM

Search h-dnet.com
ADVANCED SEARCH

HOME | DEPARTMENTS | GENERAL OPERATIONS | COMMUNICATIONS

MY LINKS | MY TOOLBOX

My Reminders	
Date	Description
04/09/2009	Instructor Training Registration Ends for Elkridge, MD - May 9-12 Session
04/11/2009	Deadline to submit claims for Ride Free Offer #2
04/15/2009	Deadline to Order your limited-edition "2009 Celebrate Women's Riders T-shirts and Tanks
04/21/2009	Summer Dealer Meeting Registration Opens
04/28/2009	Warranty Coverage for Buell Product Program 0502 Expiration

My Communications		
Date	Description	Type
04/08/2009	New Big Book National Traffic-Driving Promotion Campaign (Promo #300) This letter is to inform you beginning April 10, 2009 through June 30, 2009, there will be a national advertising promotion driving traffic to dealerships for...	Dealer Letter
04/06/2009	Harley-Davidson, Inc. names Keith Wandell President and CEO. Matt Levatich to become Harley-Davidson Motor Company President; Jim McCaslin named Executive Vice President for Corporate Product Planning First things first. I want you to know how excited I am to be joining this legendary company. One thing I've admired over the years, while living here in Harley-Davidson's...	Dealer Letter
04/06/2009	New Motorcycle Competitive Comparison Tool on h-dnet.com! Purpose: We are excited to introduce a new resource, a one-stop competitive intelligence tool that will allow you to compare Harley-Davidson or Buell motorcycles...	Dealer Letter
04/06/2009	Registration for Summer Dealer Meeting begins Tuesday, April 21, 2009 at 10:00 a.m. (CDT) The 2009 Summer Dealer Meeting Registration will open on Tuesday, April 21, 2009 at 10:00 a.m. (CDT) and will close on Monday, June 15, 2009 at 5:00 p.m. (CDT)....	Dealer Letter
04/06/2009	Single Point of Contact (SPOC) Unavailable - Friday, April 10, 2009 The office of Harley-Davidson Sales Administration (SPOC) will be closed on Friday, April 10, 2009, in observance of Good Friday. Single Point of Contact service...	Dealer Letter

My Toolbox	
HDU Online	Vehicle Information
Vehicle Locator	H.O.G. Membership Verification
Kit Inquiry	List Availability Program
Regulatory University	SWR Entry
Service Document Viewer	Used Bikes
Vehicle Sales Opportunities	Vehicle Transfer

SUPER RIDE
TEST RIDE INCENTIVE
Promotion #287

"We RIDE Together"



Business Value Delivered

- **Real-time Ordering and improved Order Visibility**
- **Accessible from anywhere**
- **Consistent look and feel**
- **Improved Navigation and Security**
- **Uncovered local Dealer issues ahead of SAP Rollout**

“We RIDE Together”



What Dealers Are Saying...

- **“It’s wicked”** ...Jon Millard – Silverstone H-D
- **“Finally, something that works”** ...Robert Sleat – Silverstone H-D
- **“It’s a really big improvement”** ... John Phelan – Oxford Harley-Davidson
- **“This is the best day of my life”** ... Steve Willis – Shaw Harley-Davidson

“We RIDE Together”



In the end it translates into This...



“We RIDE Together”

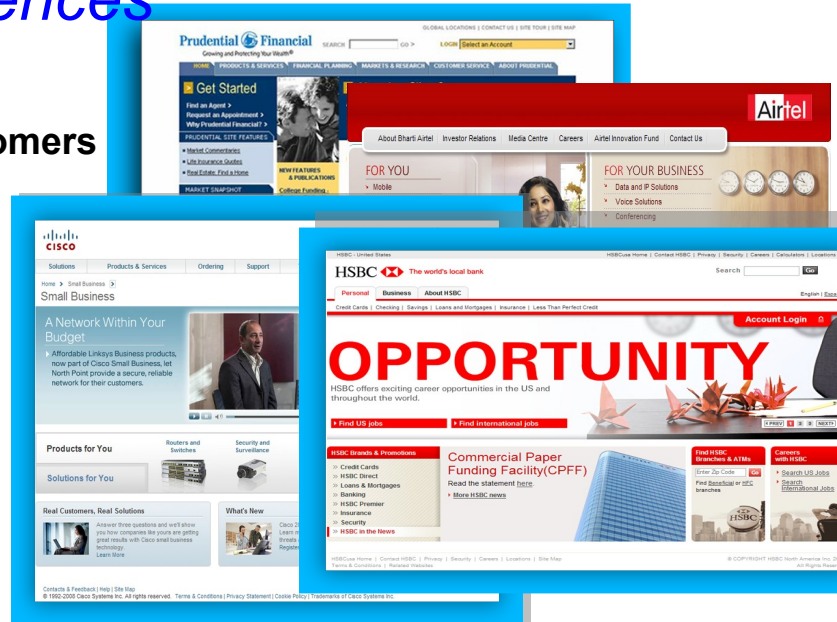


Lotus knows.

Smarter software for a Smarter Planet.

IBM WebSphere Portal Solutions *Delivering Exceptional Web Experiences*

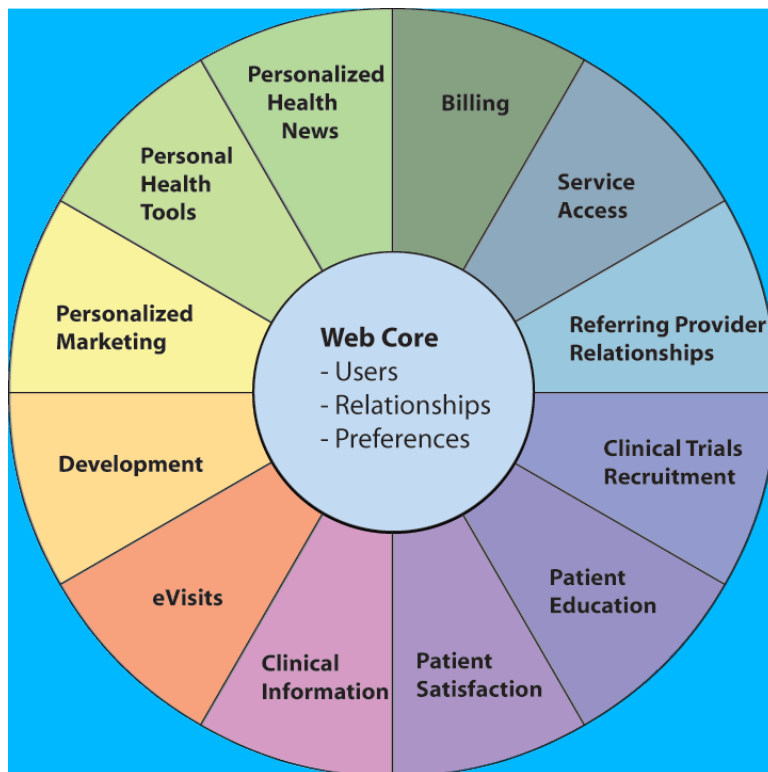
Customers





Patient Portal: Duke

- ❑ Goals
- ❑ Provide patients access to health records
- ❑ Build deeper relationships with patients & physicians
- ❑ Improve patient satisfaction, safety, and outcomes through empowerment and transparency



- Business Drivers
- Patient satisfaction
- Operational efficiency
(portal sponsored by Patient Revenue Mgt Org)
- Patient safety
- Drive online channel for routine transactions
- Competitive advantage to attract new patients

Duke Medicine – *Vision vs. Reality*

■ VISION

- Create a single, personalized and simple-to-use access and information point via the Web for our patients (and internal users, eventually)

■ REALITY

- Duke is a complex multi-hospital, multi-vendor, specialized-system environment.
 - Multiple billing and patient management systems
 - GE, Siemens, Meditech
 - Over 100 clinical systems
 - McKesson, Cerner, GE
- Real-time multisystem, multivendor integration is critical
 - Abstract all systems through web services (SOA)
- Comprehensive solution critical for full vision
 - Portal, content management, eForms, collaboration, workflow directory services, development tools.

Duke Medicine – HealthView Patient Portal

Appointments

healthview.dukehealth.org

HealthView > Appointments > Request Appointment >

Home Appointments Billing Profile

List Appointments Request Appointment

Request Appointment

This is for non-urgent appointments only. For:
 Medical emergencies, go to the nearest hospital emergency room or dial 911 (in the United States and Canada).
 An appointment within the next few days, contact the Duke Consultation & Referral Center at 1-888-ASB-DUKE (888-275-3853).

You are submitting a request for an appointment - you are not actually scheduling the appointment. A staff member will review your request and contact you to confirm your appointment. We will make our best efforts to contact you within one business day.

Appointment Basics

Your first name * JOHN TEST PATIENT
 Your last name * MATSON
 Email address * john@test.com
 Contact phone number * 919-555-1446

Is this appointment for you or someone else? *
 Me Other

Has this person ever been seen as a patient at Duke? *
 Yes No Not Sure

Patient Information

Patient first name * JOHN TEST PATIENT
 Patient middle name *
 Patient last name * MATSON
 Sex *
 Male Female

Date of birth * 07/30/1974 MM/DD/YYYY
 Address line 1 * MAIL_ADDR_LINE_1
 Address line 2 * MAIL_ADDR_LINE_2
 City * DURHAM
 State * North Carolina
 Zip code * 27707
 Country * United States (US)
 Home phone number * 919-555-1446

Appointment Details

Primary reason for the appointment *
 Preference for day/time of appointment

healthview.dukehealth.org

HealthView > Billing > Insurance >

Home Appointments Billing Profile

Accounts Payment History Insurance

Insurance Profile

for JOHN TEST PATIENT

The Insurance Profile displays the insurance information we have on file for you. If the information is not correct, click UPDATE INSURANCE for the policy information to change. To add a new insurance plan, click ADD INSURANCE. To notify Duke Medicine that an insurance plan is no longer valid, click REMOVE INSURANCE.

When a change request is submitted to a staff member who attempts to fulfill the request. When the request is completed, a message is sent to you indicating the status of the request.

Insurance 1:

Insurance Name:	UNITED HEALTHCARE HMO/EPO/POS
Subscriber Name:	JOHN TEST PATIENT
Subscriber Name:	.,BITTIE
Subscriber Date of Birth:	06/01/2000
Subscriber Sex:	F
Subscriber Relationship to Subscriber:	SPOUSE
Insurance ID Number:	1LAJD913787F
Amounts	
Emergency Room	30.00
Ambulatory Surgery	40.00
Per Admission	45.00
Primary Co-pay Amount	10.00
OT/OT	20.00
Rad Procedure	25.00
Specialty	15.00
Urgent Care	35.00
Primary Care Provider:	LEKAVICH,FREE TEXT
Primary Care Provider Phone Number:	919-681-5816
Primary Care Provider Referral Required?	Y

REMOVE INSURANCE UPDATE INSURANCE

Insurance 2:

Insurance Name: MEDICARE A AND B

Insurance Information

Duke Medicine – HealthView Patient Portal

Billing

healthview.dukehealth.org

Home | Appointments | Billing | Profile

Accounts | Payment History | Insurance

Account Summary

for JOHN TEST PATIENT MATSON

The Account Summary shows current patient balances for your Duke Medicine accounts where there is an outstanding patient balance.

The summary includes accounts with Duke University Hospital, Durham Regional Hospital, Duke Raleigh Hospital, Private Diagnostic Clinic, and Duke University Affiliated Physicians. Duke Home Care & Hospice (919) 620-3553 and Davis Ambulatory Surgery Center (919) 470-1000 are not currently included and they should be contacted directly for account information.

To see all transactions for a specific account, click the account number. To make a payment with Visa, MasterCard, Discover or American Express, click MAKE PAYMENT. To make a partial payment, adjust the amounts in the Your Payment column and then click MAKE PAYMENT. To request to pay your balance in monthly installments, click Request Payment Plan.

To view your personal Payment History to Duke Medicine, click Payment History.

Duke Raleigh Hospital					
Account Number	Service Date	Facility	Patient Balance	Your Payment	
V00095782249	08/22/2006	Duke Raleigh Hospital	\$136.00		136.00

Duke University Hospital					
Account Number	Service Date	Facility	Patient Balance	Your Payment	
302051524	10/26/2005	Duke University Hospital	\$524.76		524.76
302923193	05/08/2006	Duke University Hospital	\$86.18		86.18
301500692	06/17/2005	Duke University Hospital	\$675.94		675.94
301564441	07/05/2005	Duke University Hospital	\$165.75		165.75
301709503	08/08/2005	Duke University Hospital	\$44.32		44.32
301756587	08/22/2005	Duke University Hospital	\$389.42		389.42

GRP 3 BAD DEBT [Test UCI 1]					
Account Number	Service Date	Facility	Patient Balance	Your Payment	
102319055	12/20/2006	5100 PEDIATRIC FLOOR-DUKE NO	\$167.90		167.90

PRIVATE DIAGNOSTIC CLINIC, PLLC [Test UCI 1]					
Account Number	Service Date	Facility	Patient Balance	Your Payment	
102318759	11/10/2006	5100 PEDIATRIC FLOOR-DUKE NO	\$102.60		102.60

Durham Regional Hospital					
Account Number	Service Date	Facility	Patient Balance	Your Payment	
...

Payment Details

Total Amount \$4591.33
All fields in bold are required.

Credit Card

VISA MasterCard DISCOVER

Credit Card Type

Visa

Account Number: 11111111111111111111

Card Number: 1234 [What's this?](#)

Exp Date: 01 2007

Cardholder Information

Name: JOHN TEST PAT | TEST

Address: MAIL ADDR LINE 1, MAIL ADDR LINE 2

City: DURHAM NC ZIP: 27707

Country: United States

Phone: 9195551446 (nnn-nnn-nnnn)

Website: wpsbind

Pay Now

Duke Medicine Customer Service Monday - Friday from 8 a.m. to 5 p.m. or 800-782-6945 if you have questions about this transaction.

This transaction is protected by CyberSource.

Duke Medicine – Business Benefits

Increased Revenue via Online Payments

- ≈\$6M in billings collected via Web in year 1 (≈18% increase over non-Web method)
- ≈\$216,000 increase in revenue (due to avoidance/reduction of lost bills & missed payments)

Reduced Burden on Call Center Operations

- 20,000 calls typical in 4 peak months
- 50% reduction in calls during peak months after portal implementation
 - Frees up time, allowing call center staff to focus on more value-added questions
- ≈\$200,000 annual net savings (assumes the fully loaded cost to handle each call is \$20)

Reduced Cost to Collect

- ≈82% cost savings per collection (≈\$6 cost-to-collect via Web versus \$33 for manual method)
- ≈\$40,800 annual net savings (per every 10,000 collections)

Table 7: Total Benefits

Benefit	Year 1	Year 2	Year 3	Total	Present value
Increased revenue from Web-based channel	\$216,000	\$216,000	\$216,000	\$648,000	\$537,160
Reduced burden on call center operations	\$200,000	\$200,000	\$200,000	\$600,000	\$497,370
Reduced cost to collect	\$10,800	\$10,800	\$10,800	\$32,400	\$26,858
Total savings	\$426,800	\$426,800	\$426,800	\$1,280,400	\$1,061,388

Source: Forrester Research, Inc.

Source:
 The Total Economic Impact Of IBM Patient Portal Powered By WebSphere
 Published by Forrester Research, October 2007
<http://t1d.www-03.cacheibm.com/industries/healthcare/doc/content>

Duke Medicine – *IT Benefits*

- Duke's portal connects exclusively to the back ends via SOA Web services
- Using SOA, Duke saved time and effort by leveraging prepackaged portal functionality, rapid application development tools, as a framework for managing user access and Web services support*
- Using Web services as the universal adapter for legacy custom-built and vendor provided applications and the new portal technology reduced the programming complexity*
- Technology was used to hide IT complexity. The approach of creating a single portal across multiple applications enabled Duke users, consumers and eventually referring physicians to see a single user interface and a consistent view of the data and business logic, even though they are accessing information from multiple applications sold by different vendors and running in widely varying environments*

*Even though this project touches many applications, the IT staff finds itself able to add the functionality faster than the users can absorb it. This is a reversal of the typical condition in healthcare organizations, where IT development bandwidth is the rate-limiting step in improving user processes. Furthermore, the ability to take the project in small bites and implement rapidly helped to minimize the danger of IT building an application that did not meet user needs. **

***Source:**

Case Study: Duke University Health System Finds Excellent Productivity Using SOA
A report by Gartner, Inc, October 2007.

http://www-03.ibm.com/industries/ca/en/healthcare/files/gartner_report-duke_u_health_sys_soa_case.pdf

Why did Duke Choose IBM

- **Time to market**
 - Easy to deploy (in production < 14 weeks)
 - with the highly skilled Healthcare and Portal delivery teams
 - with industry experience building patient portals
- **Enterprise platform that could interconnect the disparate clinical systems**
 - Existing connectors to several clinical applications
- **Flexible and extensible solution**
 - SOA solution based on J2EE and industry specific web services
 - Rapidly add new services to enterprise platform
- **Secure and scalable environment**
 - Meets the highly secure and scalable requirements of provider environment



Cisco Systems

Challenge

As part of Cisco's The Human Network strategy, Cisco wanted to leverage its web experience to continue to extend its brand and sales capability into the SMB space without drastically increasing sales staff.

Solution

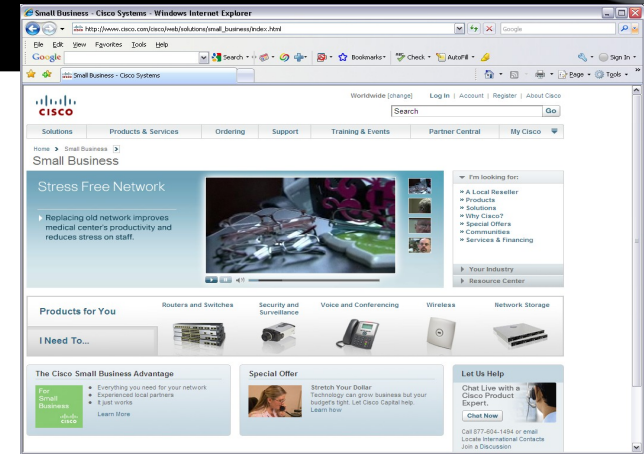
WebSphere Portal as the standard web application runtime in a strategy referred to as Portal as a Platform. Portal services like Personalization, Internationalization, Collaboration and Profiling were needed to provide a rich enough platform to encourage departmental adoption. Additionally, Cisco is now able to integrate applications into its content rich Internet environment.

Value

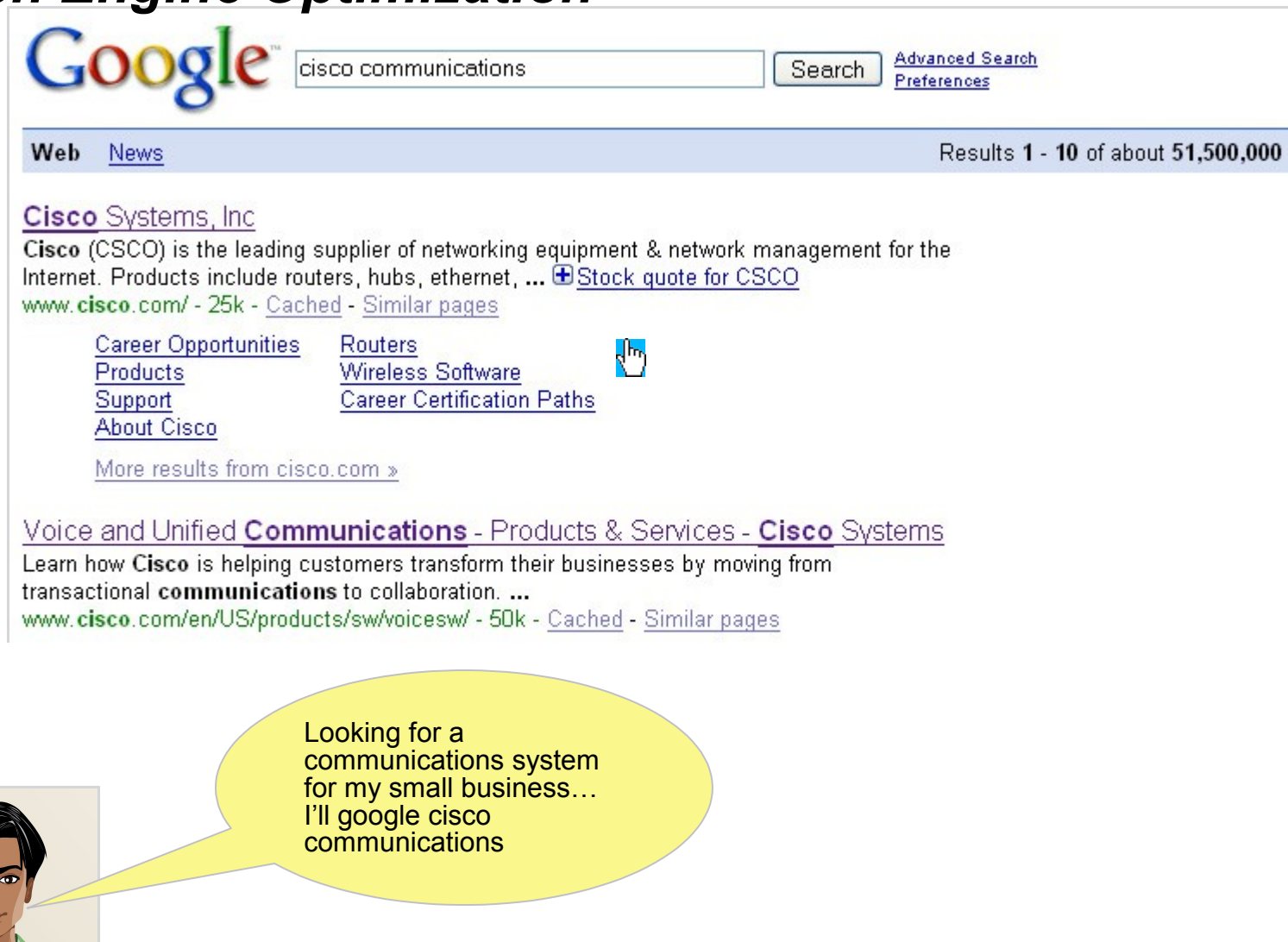
The Cisco Enterprise Portal platform now has many anchor tenants including the Integrated Commerce Workspace and the Small & Medium Business site and is now being extended to support the intranet.

Customer Quote

Cisco now has an infrastructure that reduces the time to market for the release of departmental owned functionality to their external web presence enabling a unified customer experience.



Search Engine Optimization



The screenshot shows a Google search interface with the query "cisco communications" entered in the search box. The search results are displayed under the "Web" tab, showing "Results 1 - 10 of about 51,500,000". The first result is for "Cisco Systems, Inc", with a description: "Cisco (CSCO) is the leading supplier of networking equipment & network management for the Internet. Products include routers, hubs, ethernet, ...". Below the description are several links: "Career Opportunities", "Products", "Support", "About Cisco", "Routers", "Wireless Software", and "Career Certification Paths". A mouse cursor is hovering over the "Routers" link. Below these links is a link to "More results from cisco.com". The second result is for "Voice and Unified Communications - Products & Services - Cisco Systems", with a description: "Learn how Cisco is helping customers transform their businesses by moving from transactional communications to collaboration. ...".



Looking for a communications system for my small business... I'll google cisco communications

Home Page

The screenshot shows the Cisco website home page with several key elements highlighted by red boxes and arrows:

- Top Navigation:** Includes the Cisco logo, a search bar, and links for "Worldwide [change]", "Log In", "Register", and "About Cisco".
- Main Menu:** A horizontal bar with categories: "Solutions", "Products & Services", "Ordering", "Support", "Training & Events", and "Partner Central".
- Small Business Spotlight:** A large banner on the left with the headline "Serve Your Customers Better" and a sub-headline "Welcome to a network where a small business is born. Where being here is being with customers." It includes a "Learn More" link and a photograph of two women in a retail setting. A red box highlights this entire section.
- Information for:** A sidebar on the right with a dropdown menu currently set to "Small & Medium Business". Other options include "Large Enterprise", "Service Provider", and "Home & Home Office". A red arrow points from the "Small Business Spotlight" section to this dropdown.
- Quick Links:** A list of links including "Partner Locator", "Find a Service Provider", "Security Center", "Documentation", "Job Opportunities", "RSS Feeds", "Investor Relations", and "Discussion Forums". A red arrow points from the "Small Business Spotlight" section to this list.
- Featured Product:** A section titled "Featured Product" with the headline "New for Small Businesses" and a sub-headline "Cisco Smart Business Communications System is a complete voice, video, data, and wireless solution." It includes a "Learn More" link and a "View All Products" link. A red box highlights this section.
- Latest News:** A section on the left with three news items: "Podcast: A New Take on Filmmaking - 28 Mar 2007", "Interns Help Ensure the 21S Initiative's Sustainability - 29 Mar 2007", and "Reviewing the Global International Technology Report - 28 Mar 2007". It includes a "View All News" link.
- Software Downloads:** A section on the right with a dropdown menu set to "select" and a "Unified Workspace Licensing" link with a "Learn More" link.

Small Business Spotlight

Targeted featured Product

Progressive Profiling: We know he's interested in Communications

Profile: Communication = 1

SMB Main Page

The screenshot shows the Cisco SMB Main Page. At the top, there is a navigation bar with the Cisco logo, a search bar, and links for "Worldwide [change]", "Log In", "Register", and "About Cisco". Below the navigation bar is a menu with categories: "Solutions", "Products & Services", "Ordering", "Support", "Training & Events", and "Partner Central". The main content area features a large banner for "Business Solutions Small & Medium Business" with a video player and text: "Learn how Cisco Unified Communications connects Robert to the right people and ideals" and "01. Meet Robert Neale, Fabricator". To the right of the banner is a "Let Us Help" section with a "Chat Now" button and links for "Call 866-604-1494 or e-mail", "Locate International Contacts", "Join a Discussion", and "Get Technical Support". Below the banner is a "I Need To..." section with a red box highlighting a "Serve Customers Better" card. This card has a "Click" callout and a "Learn More" link. To the right of the "I Need To..." section is a "Products for your Business" section with a search form and a "Find Nearby Partners" button. At the bottom right, there is a "WebEx is Now Part of Cisco" section with a "Try" button. A red arrow points from the "Personalization" text to the "Click" callout. A grey box at the bottom right contains the text: "Updated Profile: Communication = 1 BetterCustomerService = 2".

Worldwide [change] | Log In | Register | About Cisco

Search [Go]

Solutions | Products & Services | Ordering | Support | Training & Events | Partner Central

Business Solutions
Small & Medium Business

Learn how Cisco Unified Communications connects Robert to the right people and ideals

01. Meet Robert Neale, Fabricator ▶

Let Us Help

Chat Live with a Cisco Product Expert.

Chat Now

Call 866-604-1494 or e-mail
Locate International Contacts
Join a Discussion
Get Technical Support

Find a Partner

What are you looking for?
Solution 1

Country
United States

City, Zip Code or Postal Code

Find Nearby Partners

WebEx is Now Part of Cisco
Accelerate business with WebEx. Reach farther. Grow faster. Drive better results. No more...
Try

I Need To...

Connect Employees and Offices

Serve Customers Better

Happy Customers = Higher Profits

- Connect better with customers across Web, phone, and in-person
- Serve your customers faster
- Boost your selling power
- Improve customer loyalty

Learn More

Work from Anywhere

Improve Productivity

Safeguard Data

Products for your Business

Voice Conferencing
Wireless
Networking
Security/Firewalls
Storage
WebEx
Links

Updated Profile:
Communication = 1
BetterCustomerService = 2

Personalization: Open to default best solution type...

Click

Personalization: Open to default best solution type...

Updated Profile:
Communication = 1
BetterCustomerService = 2

Progressive Profiling

How many offices does your company have?

- 1
- 2-5
- More than 5

How many people work in your company?

- 0-49
- 50-99
- 100 and over

Updated Profile:
Communication = 3
CustomerService = 2
Locations = 3
Co size = <50

About you:

- Fewer than 50 people
- 2 to 5 offices

To connect with a Small Business Expert
Please fill out the form and Click Start Chat

First Name:

Last Name:

Country:

Email Address:

OK to share this information with a Cisco expert

Start Chat

Adaptive Product Page


Worldwide [change] | Welcome, Millie Smith | Profile | About Cisco

Search Go

Solutions | Products & Services | Ordering | Support | Training & Events | Partner Central | My Cisco ▾

Home > Small Business Center > Products & Services > Routers > Cisco 1800 Series Integrated Services Routers

Cisco 1800 Series Integrated Services Routers



Build Your Business on a Strong Foundation.
[>View all models](#)

Overview | Features | Tech Info | Services | How To Buy | Forums

A long-term, adaptable solution

Integrated services routers combine data, voice, video, and wireless networking services into a single secure platform—providing a one-stop solution for small offices, branch offices, and teleworkers.

At a Glance

You use only the services you need today, and then activate more services in the future without incurring significant costs. Cisco integrated services routers support:

- Wireless Networking to enhance productivity and collaboration by enabling employees to access business applications from anywhere in the workspace.
- IP Voice including advanced communications such as call processing, voicemail, auto attendant, and conferencing functions, to improve business communications and customer care while reducing the costs of maintaining a traditional voice system.
- IP Video to enable more cost-effective, efficient video surveillance and security systems, as well as to support on-demand and live streaming media.
- Security Components to reduce the business risk associated with viruses and other security threats.
- Virtual Private Networks (VPNs) to provide secure access to company assets for remote workers and teleworkers, over a secure connection.


These services and applications can be delivered and centrally managed within a single device, greatly reducing your administrative burden and lowering the total cost of ownership of your network.

starting at \$1,200

Product Series Ratings

Rating: ★★★★★
[Read reviews \(8\)](#)
[Write a review](#)

The Award-Winning Cisco 1800 Series



Learn about the features and specifications of the award-winning Cisco 1800 Series routers. (8:15 min.)


Chat Live with a Cisco Product Expert

We are standing by to assist you

[Chat Now](#)

Discover

A world of smart business




Discover a world of new solutions that deliver business planning and technology planning together through a unified platform fine tuned to the needs of small businesses.

[Watch the simulation](#)

People who looked at this product also looked at:

- [Cisco 800 Series Routers](#)
- [Cisco Unified IP Phones 7900 Series](#)
- [Catalyst 4500 Series Software](#)

Part of these solutions:



Contacts & Feedback | Help | Site Map
© 1992-2007 Cisco Systems, Inc. All rights reserved. Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks of Cisco Systems, Inc.

Adaptive Product Page

Worldwide [change] | Welcome, Millie Smith | Profile | About Cisco

Search [Go]

Solutions | Products & Services | Ordering | Support | Training & Events | Partner Central | My Cisco

Home > Small Business Center > Products & Services > Routers > Cisco 1800 Series Integrated Services Routers

Cisco 1800 Series Integrated Services Routers

Build Your Business on a Strong Foundation.
>View all models

Overview | Features | Tech Info | Services | How To Buy | Forums

A long-term, adaptable solution

Integrated services routers combine data, voice, video, and wireless networking services into a single secure platform—providing a one-stop solution for small offices, branch offices, and teleworkers.

At a Glance

You use only the services you need today, and then activate more services in the future without incurring significant costs. Cisco integrated services routers support:

- Wireless Networking to enhance productivity and collaboration by enabling employees to access business applications from anywhere in the workspace.
- IP Voice including advanced communications such as call processing, voicemail, auto attendant, and conferencing functions, to improve business communications and customer care while reducing the costs of maintaining a traditional voice system.
- IP Video to enable more cost-effective, efficient video surveillance and security systems, as well as to support on-demand and live streaming media.
- Security Components to reduce the business risk associated with viruses and other security threats.
- Virtual Private Networks (VPNs) to provide secure access to company assets for remote workers and teleworkers, over a secure connection.

These services and applications can be delivered and centrally managed within a single device, greatly reducing your administrative burden and lowering the total cost of ownership of your network.

Part of these solutions:

VOIP | WIRELESS | SECURITY

Chat Live with a Cisco Product Expert

We are standing by to assist you

Chat Now

Discover

A world of smart business

Discover a world of new solutions that deliver business planning and technology planning together through a unified platform fine tuned to the needs of small businesses.

Watch the simulation

People who looked at this product also looked at:

- Cisco 800 Series Routers
- Cisco Unified IP Phones 7900 Series
- Catalyst 4500 Series Software

The Award-Winning Cisco 1800 Series

Learn about the features and specifications of the award-winning Cisco 1800 Series routers. (8:15 min.)

Contacts & Feedback | Help | Site Map
© 1992-2007 Cisco Systems, Inc. All rights reserved. Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks of Cisco Systems, Inc.

Targeted



I like it!

How do I?...

Make these.....

appear on all of these....

The screenshot shows the HSBC website with several portlets and applications. At the top, there's a navigation bar with links like 'About HSBC', 'Investor Relations', 'Media Centre', 'Careers', 'Airtel Innovation Fund', and 'Contact Us'. Below that, there are sections for 'FOR YOU' (Mobile, Home Phones, Broadband & Internet, BlackBerry, Email on the go, Calling Cards, Wireless Internet, digital TV) and 'FOR YOUR BUSINESS' (Data and IP Solutions, Voice Solutions). The main content area features a large 'OPPORTUNITY' banner with the text 'HSBC offers exciting career opportunities in the US and throughout the world.' Below the banner are sections for 'Find US Jobs', 'Find International Jobs', 'HSBC Brands & Promotions', 'Commercial Paper Funding Facility (CPFF)', 'Find HSBC Branches & ATMs', and 'Careers with HSBC'. There are also sections for 'Data Services', 'Individuals', 'Important News', and 'In Focus'.

A collection of various mobile devices including smartphones, feature phones, and PDAs. The devices shown include a Symbian V6/V7, Palm V4/V5, PPC2002/2003, a smartphone, WAP 1.1/2.0, 320x200, 640x480, 200x400, 120x120, Keyboard vs Stylus, and B&W vs Color.

...in a rich, useful way that engages the user and permits the productive use of portlets and applications?

Bharti Airtel: Delivering Exceptional Mobile Experiences

Challenge

- Servicing the exploding telecom market in India
- Evolving Business processes
- Transforming IT systems with an architecture that will scale
- Support thousands of different handheld devices

IBM Solution

- WebSphere Portal and Mobile Portal
- IBM Service Provider Delivery Environment Architecture

Results

- First telecom supplier to offer integrated services across India
- Subscriber base grew from 6M in 2004 to 35M in 2006 to 60M in 2009
- Performance Statistics
 - 11,000 concurrent users
 - 1.2 million unique users/day
 - 200 portal page views/sec
 - Over 60M subscribers



Lotus knows.

Smarter software for a Smarter Planet.

Mobile Content To Thousands of Devices

Airtel Live mobile home page. Header: Airtel Live, Today's Exclusive: Shamita Shetty, Purchase Games @ Rs 30, ING Vysya Balance Savings A/C. Search bar. Welcome to new Airtel Live! Navigation menu: Images & Videos (Jazz up ur phone...), Music (Don, Enrique...), Movies (KANK, Oceans 13...), Games (Speed, Combat, Chess...), Email & Chat (Connect to Friends...), News & Info (News, Career, Jobs...), Services For You (Travel, Lifestyle, shop...). Footer: Hindi Portal, Masala Cafe, New Arrivals, My A/c My Page, My Fav's English, © Airtel 2008.

Mobile Home Page

Airtel Live mobile search page. Header: Airtel Live, enhanced by Google, search bar with 'aishwarya'. Welcome to Airtel Live! Airtel Live Downloads: 1-3 of about 156 for aishwarya. Animation >>. Wallpaper >>. Themes >>. More Airtel Content >>. Web Results: You will be charged 30 paisa/20 kb by Airtel for accessing the sites below. [Ad] Appealing Videos - Get the best videos... ABC Creations Call:800-123-4567. Results for aishwarya 1-4 of about 5490 mobile web results. 1. Aishwarya Rai...-The story begins in India... -www.filmsndtv.com/wml/s. 2. Aishwarya Rai India...- Miss World -www.filmsndtv.com/wml/s. 3. Celeb Details-Aishwarya Rai, Pic... -www.filmsndtv.com/wml/s. 4. AishAbhi-Married to Abhishek... -www.filmsndtv.com/wml/s. More Mobile Web Results >>: 1-4 of about 140000 web results. 1. Aishwarya Rai...- The story begins in India... -www.filmsndtv.com/wml/s. 2. Aishwarya Rai India... -www.filmsndtv.com/wml/s. 3. Celeb Details-Aishwarya Rai, Pic... -www.filmsndtv.com/wml/s. 4. Aish-Good wallpapers for you... -www.filmsndtv.com/wml/s. More Web Results >>: [Ad] Appealing Wallpapers... Get the best wallpaper... -www.filmly.com Call:800-123-4567. Footer: Back Home My Page, My A/c My Fav's, © Airtel 2008.

Google Search

Airtel Live mobile images & videos page. Header: Airtel Live, Today's Exclusive: Shamita Shetty, ING Vysya Balance Savings A/C, enhanced by Google, search bar. Welcome to new Airtel Live! Home. Images & Videos. -> Bollywood Glamour. -> Hollywood Glamour. -> Fashion World. What's on TV?, Religions & Spirituality, Sports Action, My Cartoons, Love & Romance, Fantasy Art, Scenery & Nature, Regional. Footer: Back Home My Page, My A/c My Fav's Add to Fav's, © Airtel 2008.

Images & Videos

Airtel Live mobile account self-service page. Header: Airtel Live, Today's Exclusive: Shamita Shetty, ING Vysya Balance Savings A/C, enhanced by Google, search bar. Welcome to Airtel Live! My Account. My Content Manager: -> Active Subscriptions > mv_demand Balance: 4 Downloads left Please download these items by Friday, Aug 24, 2007 11:00 More>>. Pending Downloads > Logo Purchased on, Tuesday, Aug 24, 2007 11:00 More>>. My Task History: To view your task history you can choose any of the following: > View my purchases > View my received gifts > View my sent gifts > View my subscriptions. Footer: Back Home My Page, My A/c My Fav's Add to Fav's, © Airtel 2008.

Account Self Service

Wallpaper and Music Download (Many are chargeable services)

Airtel Live
Today's Exclusive : Shamita Shetty
ING Vysya Balance Savings A/C
enhanced by Google

Search

Welcome to new Airtel Live!
Images...>Bolly...

Wallpapers

- Bollywood Actors
 More >>
- Bollywood Actresses
 More >>
- Indi Pop Stars
 More >>

Bollywood Legends
Page 3 Celebs
Couples

Back My A/c
Home My Favs
My Page Add to Favs

© Airtel 2008

Airtel Live
Today's Exclusive : Shamita Shetty
ING Vysya Balance Savings A/C
enhanced by Google

Search

Welcome to new Airtel Live!
Home>

Smash Hits

- Bollywood
> Hai Aag Yeh
> Mind Blowing Mahiya
More >>
- Love & Romance
> Bol Halke Halke
> Maula Mere Maula
More >>
- Dance Music
> Pyar Kar Ke
> Mahiya Mahiya
More >>
- Remix
> Pyar Kar Ke
> Mahiya Mahiya
More >>

Old Classics
Indi Pop
Punjabi
Rock n Metal
Devotional

Back My A/c
Home My Favs
My Page Add to Favs

© Airtel 2008

Airtel Live
Today's Exclusive : Shamita Shetty
ING Vysya Balance Savings A/C
enhanced by Google

Search

Welcome to new Airtel Live!

Music > Smash...

Bollywood

- Polytones
> Cash
> Jaane Bhi DO
> Dil Se
> Aao Door Chale
More >>
- MP3 Tones
> Cash
> Jaane Bhi DO
> Dil Se
> Aao Door Chale
More >>
- True Tones
> Cash
> Jaane Bhi DO
> Dil Se
> Aao Door Chale
More >>

Back My A/c
Home My Favs
My Page Add to Favs

© Airtel 2008

Airtel Live
Today's Exclusive : Shamita Shetty
ING Vysya Balance Savings A/C
enhanced by Google

Search

Welcome to new Airtel Live!
Smash > Bolly...

Polytones

- Latest Releases
> Tadap
> Nach Le
> Mere Dholna
> Pari
More >>
- Popular Tracks
> Bol Halke Halke
> Maula Mere Maula
> Naughty Naughty
> Anjana
More >>
- Himesh Special
> Pyar Kar Ke
> Mahiya Mahiya
> Soniye
> Jhooth Nahin Bolna
More >>
- Sonu Nigam Special
Best of Sunidhi Chauhan

Back My A/c
Home My Favs
My Page Add to Favs

© Airtel 2008

Mobile Customer Care (with purchases and gift sending)

Airtel Live Hi Gulzar
Today's Exclusive : Shamita Shetty
ING Vysya Balance Savings A/C
enhanced by Google
Search

Welcome to Airtel Live!

- My Account**
- My Content Manager**
 - Active Subscriptions
 - mv_demand
 - Balance: 4 Downloads left
 - Please download these items by Friday, Aug 24, 2007 11:00
 - More>>
 - Pending Downloads
 - Logo
 - Purchased on, Tuesday, Aug 24, 2007 11:00
 - More>>
 - My Task History**
 - To view your task history you can choose any of the following:
 - View my purchases
 - View my received gifts
 - View my sent gifts
 - View my subscriptions

Back Home My Page My A/c My Fav's Add to Fav's
© Airtel 2008

Airtel Live Hi Gulzar
Today's Exclusive : Shamita Shetty
ING Vysya Balance Savings A/C
enhanced by Google
Search

Welcome to Airtel Live!

- My Task History**
- My Purchases**
 - Wallpapers
 - Sanwaria_AN
 - Kolna Mitra
 - More >>
 - True Tunes
 - Kaal
 - Taare Zamin Par
 - More >>
 - My Gift Purchases**
 - Wallpapers
 - Kaal
 - Taare Zamin Par
 - More >>
 - True Tunes
 - Kaal
 - Taare Zamin Par
 - More >>

Back Home My Page My A/c My Fav's Add to Fav's
© Airtel 2008

Airtel Live Hi Gulzar
Today's Exclusive : Shamita Shetty
ING Vysya Balance Savings A/C
enhanced by Google
Search

Welcome to Airtel Live!

- Gift to a Friend**
 - Content Type: Wallpaper
 - Gorgeous Takia
 - Category : Bollywood
 - Description : Dil Ka Rishia
 - Gift this content to a friend! Simply type in your friend's Airtel mobile number below. This content will be sent to your friend and will be available for download for the next 48 hours, after which it will expire.
 - For Airtel Users only**
 - +91
 - Enter Message**
 - (Max. 100 characters)
 - Click to Purchase**
 - Pay Rs 11.00 for 15 days
 - Pay Rs 25.00 for 30 days
 - Pay Rs 50.00 for unlimited use

Proceed

Back Home My Page My A/c My Fav's Add to Fav's
© Airtel 2008

Airtel Live Hi Gulzar
Today's Exclusive : Shamita Shetty
ING Vysya Balance Savings A/C
enhanced by Google
Search

Welcome to new Airtel Live!

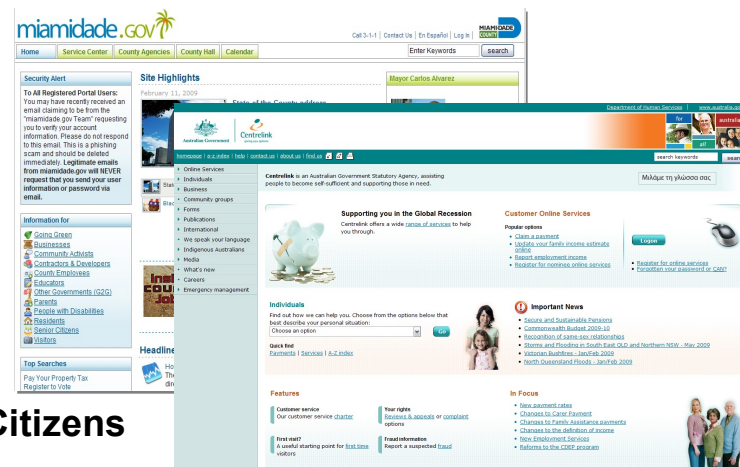
- Gift Status**
 - Gorgeous Takia
 - Your gift "Gorgeous Takia" was sent successfully to your friend (919871104630).
 - Click here to go back

Back Home My Page My A/c My Fav's Add to Fav's
© Airtel 2008

Lotus knows.

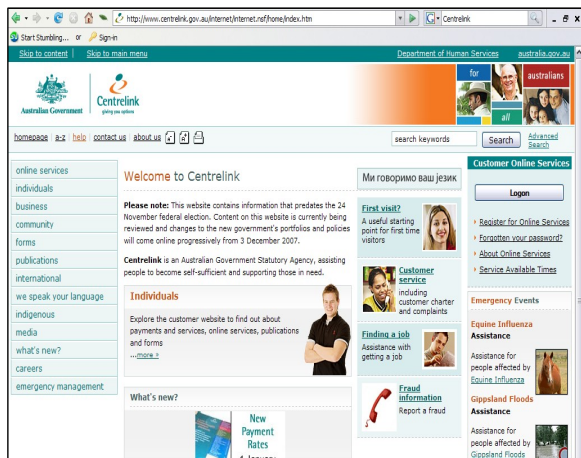
Smarter software for a Smarter Planet.

IBM WebSphere Portal Solutions *Delivering Exceptional Web Experiences*

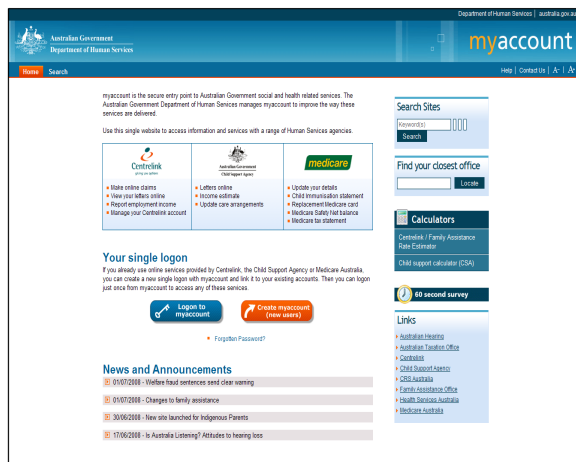


Citizens

“Citizen Services 2.0”: Centrelink and Department of Human Services deliver multi-channel government human services for the Australian Government



<http://myaccount.centrelink.gov.au>



<http://myaccount.humanservices.gov.au>

➤ Centrelink and Dept of Human Services

- Centrelink is Australia’s welfare services delivery agency
- Centrelink is part of the Department of Human Services
- **6.5 million customers** (1/3 of Australian population)
- Administers more than **140 different products and services for 25 government agencies**
- **14+ million online transactions** in 2008



➤ Centrelink Customer Portal

- Access to 40+ Services, Advanced Search Engine
- Single Sign-On, Web Content Management, Personalization, News, Re-use of SOA Applications/ Services,



■ Department of Human Services Portal

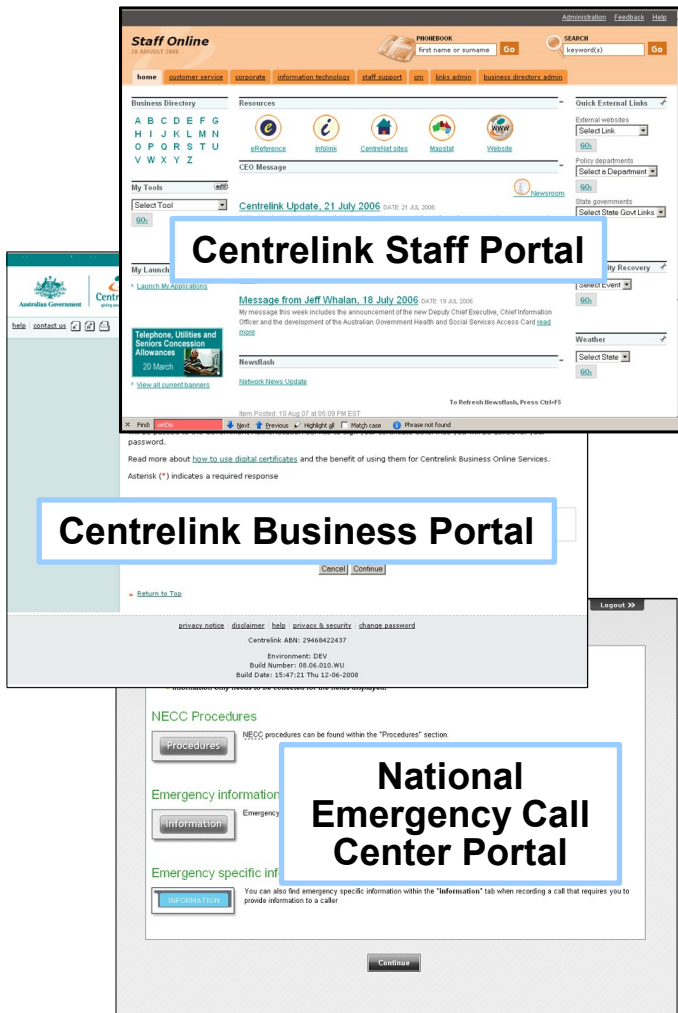
- Federated Identity Management between: Centrelink, Medicare and Child Support Services
- Federated Search across all site as well
- Aggregated News via RSS



Centrelink business at a glance

“Reuse 2.0”: Centrelink uses repeatable “portal patterns” to speed the development of innovative sites and capabilities

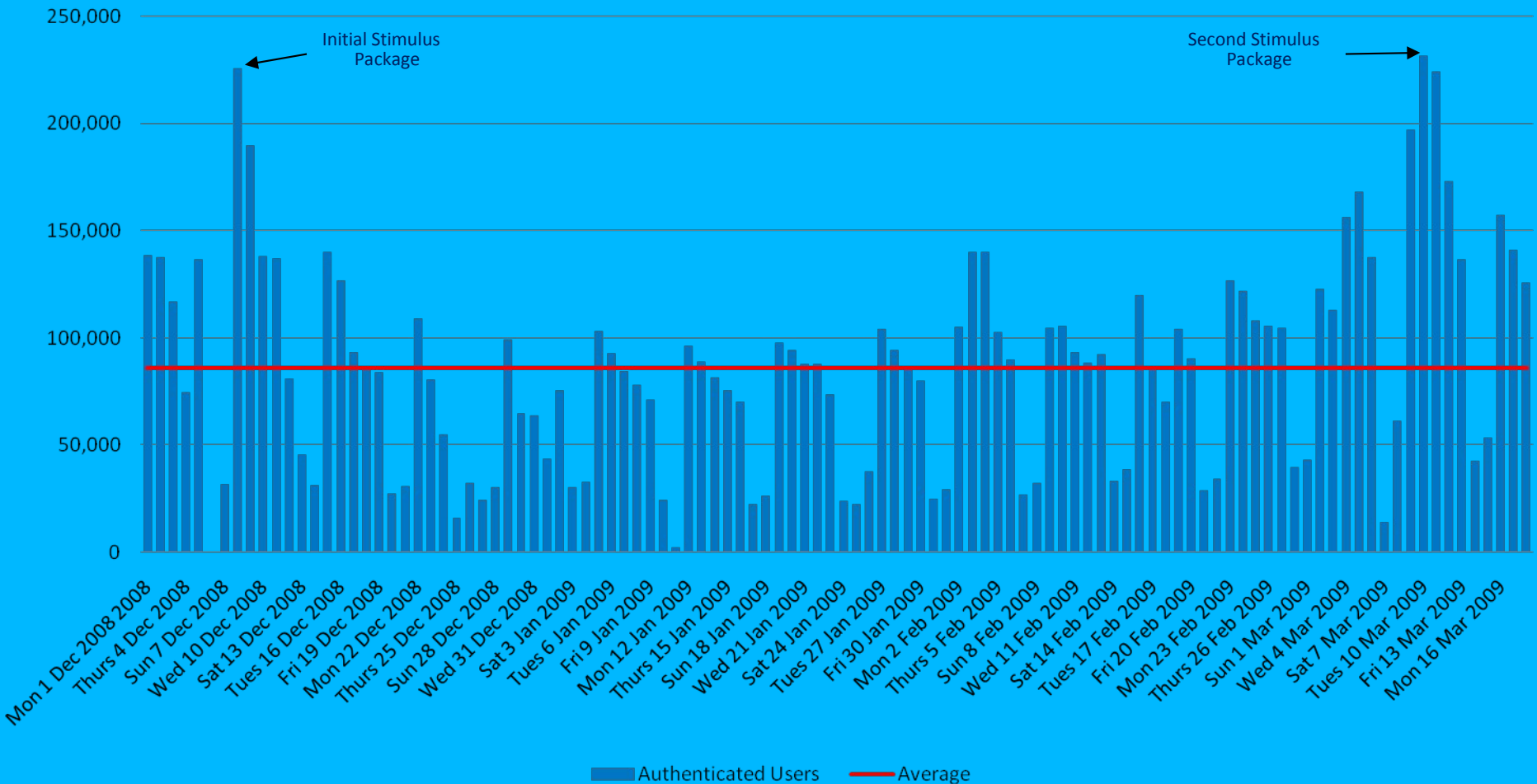
Employee
Business
Inter-Agency and
Organization



- **Reusable Business Patterns**
- Customer accessing Customer data,
- Staff accessing Customer data
- Businesses accessing Business Data
- Common services: security, personalization, etc.
-
- **Staff Portal**
- Employee Services Portal + Social Software
- Task Management / Business Process Management
-
- **Business Portal**
- Business Services / Partner B2B Portal
-
- **Emergency Response Portal**
- Process-centric, Authenticated, AJAX Compliant, Rich Functionality. Performance, Scalability, Single Sign-On



Centrelink Self Service Customers December 2008 - March 2009



Lotus knows.

Smarter software for a Smarter Planet.

Centrelink is expanding the value of its Staff Portal with social software and mobile access

Staff Online

24 AUGUST 2006

home my tasks customer service corporate information technology staff support on link & admin business directory admin

Business Directory

A B C D E F G H
I J K L M N O P
Q R S T U V W X
Y Z

My Tools

Select Tool
go.

My Launch Pad

Launch My Applications

Suggestion Box

Innovation is what makes a difference!

View all current banners

Resources



CEO Message

Centrelink Update, 21 July 2006

A Weekly electronic bulletin available to all employees, providing information on projects, programs and initiatives across the business [read more](#)

Access Card Lead Advisor appointed

Minister for Human Services, Hon. Joe Hockey MP announced on Wednesday the appointment of global strategy and technology advisors Booz Allen Hamilton as the Lead Advisor to the Office of Access Card [read more](#)

Message from Jeff Whalan, 18 July 2006

My message this week includes the announcement of the new Deputy Chief Executive, Chief Information Officer and the development of the Australian Government Health and Social Services Access Card [read more](#)

Newsflash

[Network News Update](#)

Item Posted: 10 Aug 07 at 05:09 PM EST

For impacts on testing see: Network News Update 2007/0452.

Text: 10 August 2007 - 3:57pm EST

There has been an urgent message from the Minister

To Refresh: Nowflash, Press Ctrl+F5

[Legal information](#)



Staff Online

23 AUGUST 2006

home my tasks customer service corporate information technology staff support on link & admin business directory admin

Profiles

Profile for Philip Bower

IT Manager and Digitisation Architect
Employee number: 71301170

Profile

Communities
Blogs
Departments
Activities

Tags

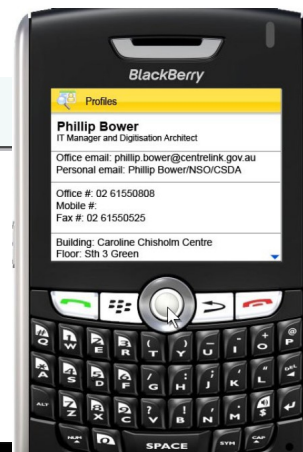
Profile Tags
The tags below indicate this person's interests
aim
architecture
digitisation
email
management
portal

Name: Philip Bower
Floor: Sth 3 Green
Office: Caroline Chisholm Centre
Office number: 02 61550808
IP telephony number: 1550808
Mobile number: 0421 370599
Pager number:
Fax number: 02 61550525
Office email: philip.bower@centrelink.gov.au
Alternate email: Philip.Bower@NSO/CSDA

About Me Reporting Structure Background

Show: Full report to chain Same manager People managed

Name & employee information	Contact information
Philip Bower IT Manager and Digitisation Architect	Phone: 02 61550809 philip.bower@centrelink.gov.au
Anthony AP O'Connor	Phone: anthony@centrelink.gov.au
Rob Doughty National Manager, Application Infrastructure & Middleware	Phone: rob.doughty@centrelink.gov.au
HELEN SKRZECZEK	Phone: helen@centrelink.gov.au



“Services Oriented Collaboration (SOC)”

lotusknows.com

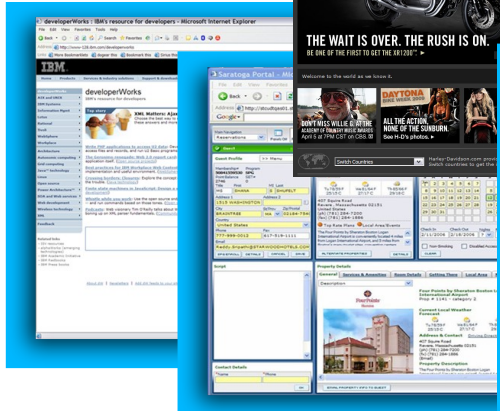


Lotus knows.

Smarter software for a Smarter Planet.

IBM Accelerators + WebSphere Portal Helping to Speed Exceptional Web Experiences

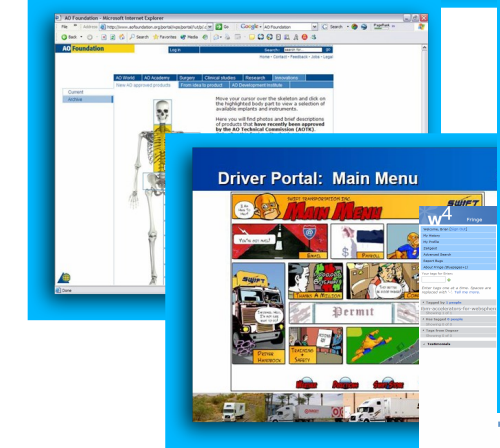
Partners



Customers



Employees



Citizens



Lotus knows.

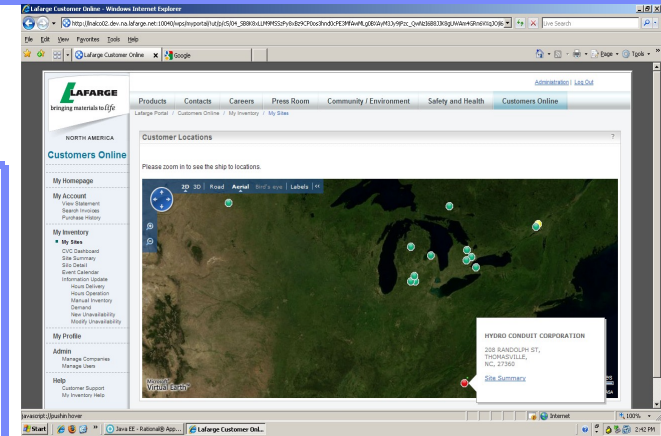
Smarter software for a Smarter Planet.

BACKUP

Lafarge North America

Challenge

Construction materials have become a commodity. So organizations are competing for customers through value added services and ease of doing business.



Solution

WebSphere Portal was selected to provide a single platform for the deployment of a sales and customer service applications. The portal is providing delegated customer access to ERP functionality in a secure platform. Customers are now able to view their inventory, account status, statements and invoices, etc. and receive crucial alerts from Lafarge in a dashboard environment.

Value

Currently the solution supports all of Lafarge's North American customers with the intention of a global rollout. Lafarge has significantly reduced the number of phone inquiries, reduced call center costs, and improved customer loyalty.

Customer Quote

With this latest phase, Lafarge is able to reduce the volume of customer calls requesting the delivery of a inventory and eliminate the need to create the sales order manually. Lafarge believes this will result in a 50% reduction of force in the standard order desk group.

Delegated Administration

The screenshot displays the 'Manage Users' page in the Lafarge Customers Online system. The interface includes a search bar, navigation tabs (Products, Contacts, Careers, Press Room, Community/ Environment, Safety and Health, Customers Online, Admin), and a breadcrumb trail: Home > Customers Online > Admin > Manage Users. A 'User Search' form on the left allows filtering by 'Contains', 'Search By' (All), 'Division' (Lafarge North America), and 'Status' (Active). Below it is the 'Add A User' form, which is highlighted with a red box. This form contains the text 'Grant access to Lafarge Customers Online to additional members of your organization.' and a 'User:' field with the placeholder 'Enter Username' and an 'Add User' button. On the right, a 'Users' table lists 14 users with columns for Login, Name, Company, ID#, Role, Status, Edit, Delete, and Delegate. The 'louie3' user has the 'Delegate' checkbox checked. At the bottom right of the table, it says '45 items | page: 1 2 3 | view all'.

Login	Name	Company	ID#	Role	Status	Edit	Delete	Delegate
saraha	Sarah Andrew	Customer Name 1	291371	admin	Active	Edit	Delete	<input type="checkbox"/>
griff123	Frank Griffith	Customer Name 2	263912	admin	Active	Edit	Delete	<input type="checkbox"/>
louie3	Guy Lewis	Customer Name 3	281637	admin	Inactive	Edit	Delete	<input checked="" type="checkbox"/>
JOH9999	Jon O'Hara	Customer Name 4	271255	Standard	Deleted	Edit	Delete	<input type="checkbox"/>
lindasmith	Linda Smith	Customer Name 5	271113	Standard	Active	Edit	Delete	<input type="checkbox"/>
cmentdude	Will Doyle	Customer Name 6	285324	Primary	Inactive	Edit	Delete	<input type="checkbox"/>
a_mason	Anna Mason	Customer Name 7	291800	Primary	Active	Edit	Delete	<input type="checkbox"/>
gspmma	G. St. Pierre	Customer Name 8	270912	Standard	Active	Edit	Delete	<input type="checkbox"/>
ka2008	Kyle Anderson	Customer Name 9	263900	Standard	Active	Edit	Delete	<input type="checkbox"/>
chris.henry	Chris Henry	Customer Name 10	260001	Primary	Inactive	Edit	Delete	<input type="checkbox"/>
iphughes	Mike Hughes	Customer Name 11	259095	Standard	Active	Edit	Delete	<input type="checkbox"/>
rcouture	Ron Couture	Customer Name 12	258322	Primary	Deleted	Edit	Delete	<input type="checkbox"/>
k81234	Kate Flourian	Customer Name 13	257741	Standard	Active	Edit	Delete	<input type="checkbox"/>
sammy	Sam Franklin	Customer Name 14	256194	Standard	Active	Edit	Delete	<input type="checkbox"/>



Lafarge Admin



Customer Site Admin



Customer Site Forman

Web Interface to Administer Roles

North America

Search | [Advanced search](#) | [Version française](#) | [Accessibility](#)

Products
Contacts
Careers
Press Room
Community/ Environment
Safety and Health
Customers Online
Admin

Home > Customers Online > My Inventory > Information Update > Add Internal Users

Customers Online

My Homepage

My Account

▼ My Inventory

CVC Dashboard

Site Summary

Silo Detail

Event Calendar

▼ Information Update

Hours Delivery

Hours Operation

Silo Availability

Demand Capture

Manual Inventory

Contact Update

My Profile

Admin

Help

Add Internal Users

Organization ID:

Email:

Role:

Preferred Language:

Active Directory User ID:

Division:

BU/Region:

Code:

- Administration
- Lafarge Creates Customer Admins
- Customer Administers all User Accounts
 - Passwords
 - Authorization
 - Disabling Accounts

Visual Display of Inventory for Customer Access

The screenshot shows a web browser window titled "Lafarge Customer Online - Windows Internet Explorer". The address bar shows the URL: `http://lnalco02.dev.na.lafarge.net:10040/wps/myportal!/ut/p/c5/04_5B8K8xLLM9M55zPy8xBz9CP0os3hnd0cPE3MfAwMLg0BxAyM3Jy9jPzc_QwNzI6B8JJK8gUWAm4GRn6VXqJOjI6`. The browser's address bar also contains a "Live Search" field.

The website header includes the Lafarge logo with the tagline "bringing materials to life" and navigation tabs for "Products", "Contacts", "Careers", "Press Room", and "Community / Environment". Below the header, there is a "Customer Locations" section with a user profile picture and the text "Please zoom in to see the ship to".

The main content area features a map of the United States with several green location markers. A red arrow points from a marker in the Southeast to a callout box. The callout box contains the following information:

- HYDRO CONDUIT CORPORATION**
- 208 RANDOLPH ST,
THOMASVILLE,
NC, 27360
- [Site Summary](#)

The left sidebar contains a navigation menu with sections: "NORTH AMERICA", "Customers Online", "My Homepage", "My Account" (View Statement, Search Invoices, Purchase History), "My Inventory" (My Sites: CVC Dashboard, Site Summary, Silo Detail, Event Calendar, Information Update, Hours Delivery, Hours Operation, Manual Inventory, Demand, New Unavailability, Modify Unavailability), "My Profile", "Admin" (Manage Companies, Manage Users), and "Help" (Customer Support, My Inventory Help).

The bottom of the browser window shows the Windows taskbar with the Start button, several open applications (Java EE - Rational@ App..., Lafarge Customer Onl...), and the system tray showing the time as 2:42 PM.

Visually Examine Sites for Low Inventory

Customer Inventory Site Summary



North America

Customers Online

My Homepage

My Account

▼ My Inventory

CVC Dashboard

► Site Summary

Silo Detail

Event Calendar

Update Information

My Profile

Admin

Help



Search [Advanced search](#) [Version française](#) [Accessibility](#)

Products | Contacts | Careers | Press Room | Community/ Environment | Safety and Health | **Customers Online** | Admin

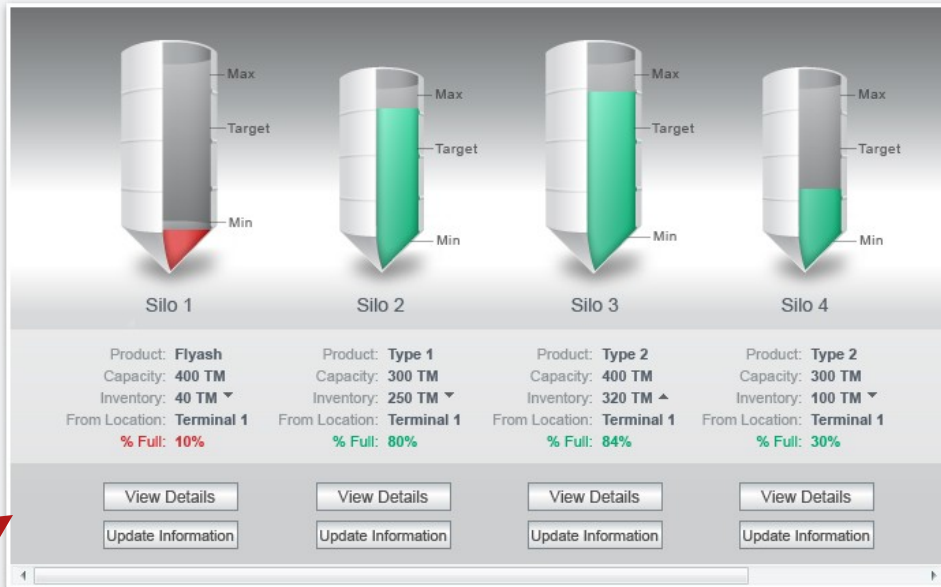
Home > Customers Online > My Inventory > Site Summary

All Times: EST Ship To Location:

Contact Info

- 271113 Company Name
- Contact Name
Address Street Number
City, State Zip
P: 1-555-123-4567
F: 1-555-123-4567
- Sales Representative
Bill Smith
P: 1-555-123-4567
- Customer Value Center
P: 1-800-237-5505
E: email@email.com

Silos



Order Details

Order #	BOL #	Silo Name	Product	Quantity	Status	Update
231561	231561	Silo 1				
221258	221258	Silo 2				
236792	236792	Silo 3				
224560	224560	Silo 4			Suggested	00/00/00 - 00:00PM
220319	220319	Silo 1	Flyash	18 TM	Delivered	00/00/00 - 00:00PM

Examine Site Silos for details on why the Silo is low
-Change in Silo Materials

Customer Silo Detail



North America

Customers Online

- My Homepage
- My Account
- ▼ My Inventory
 - CVC Dashboard
 - Site Summary
 - ▶ Silo Detail
 - Event Calendar
 - Information Update
- My Profile
- Admin
- Help



Search [Advanced search](#) [Version française](#) [Accessibility](#)

- Products
- Contacts
- Careers
- Press Room
- Community/ Environment
- Safety and Health
- Customers Online
- Admin

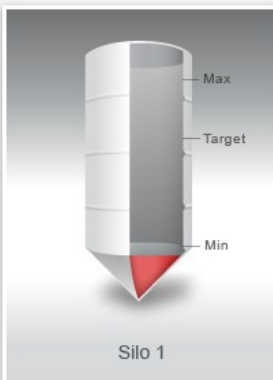
Home > Customers Online > My Inventory > Silo Detail

All Times: EST Ship To Location: Site1 [Return to Site Summary ▶](#)

Contact Info

- ▶ 271113 Company Name
- ▶ Contact Name
Address Street Number
City, State Zip
P: 1-555-123-4567
F: 1-555-123-4567
- ▶ Sales Representative
Bill Smith
P: 1-555-123-4567
- ▶ Customer Value Center
P: 1-800-237-5505
E: email@email.com

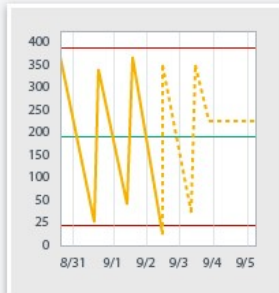
Silo Details



Product: **Flyash**
Capacity: **400 TM**
Inventory: **40 TM**
From Location: **Terminal 1**
% Full: 10%

View:

Silo 1 Inventory



Order Details Silo 1

BOL #	Product	Quantity	UOM	Status	Delivery Date
241235	Flyash	20	Tons	Confirmed	4:00 PM 09/07/08
239130	Flyash	25	Tons	Confirmed	3:00 PM 09/05/08
231561	Flyash	20	Tons	In Transit	5:00 PM 09/03/08
221258	Flyash	18	Tons	Delivered	4:30 PM 09/01/08
236782	Flyash	20	Tons	Delivered	4:00 PM 08/30/08
236775	Flyash	24	Tons	Delivered	3:30 PM 08/28/08
236771	Flyash	25	Tons	Delivered	4:40 PM 08/26/08
236764	Flyash	22	Tons	Delivered	5:00 PM 08/24/08
236763	Flyash	25	Tons	Delivered	3:30 PM 08/21/08
236762	Flyash	15	Tons	Delivered	5:30 PM 08/18/08
236757	Flyash	20	Tons	Delivered	4:00 PM 08/17/08
236435	Flyash	25	Tons	Delivered	4:30 PM 08/15/08
235919	Flyash	28	Tons	Delivered	2:30 PM 08/13/08
235701	Flyash	20	Tons	Delivered	4:00 PM 08/10/08
234613	Flyash	24	Tons	Delivered	3:30 PM 08/09/08
232307	Flyash	25	Tons	Delivered	1:30 PM 08/07/08
231099	Flyash	18	Tons	Delivered	2:00 PM 08/06/08

Examines a Specific Silo

Configure the Silo



The screenshot shows the LAFARGE Customers Online portal. The main content area displays silo information for Silo 3 and Silo 4. Silo 3 has a capacity of 400 TM and is 84% full. Silo 4 has a capacity of 300 TM and is 30% full. An 'Update Silo Information' dialog box is open, allowing users to modify silo details. A red arrow points from the construction worker icon to the dialog box.

Update Silo Information

Silo Name: Silo #1

New Name:

New Product:

Date / Time of change:

Date:

Time: EST

Order #	BOL #	Silo Name	Product	Quantity	Status	Promised/Actual Delivery
231561	231561	Silo 1	Flyash	20 TM	In Transit	09/08/09
221258	221258	Silo 2	Type 1			
236792	236792	Silo 3	Type 2			
224560	224560	Silo 4	Type 2			
220319	220319	Silo 1	Type 2			

Configurations
-Material Type
-Metric Ton Thresholds
-AUTOMATED ORDERING!

Customer Delivery & Event Calendar

North America

Customers Online

- My Homepage
- My Account
- My Inventory
- CVC Dashboard
- Site Summary
- Silo Detail
- Event Calendar
- Information Update
- My Profile
- Admin
- Help

Search | [Advanced search](#) | [Version française](#) | [Accessibility](#)

Products
Contacts
Careers
Press Room
Community/ Environment
Safety and Health
Customers Online
Admin

Home > Customer Online > Inventory > Event Calendar

Ship to: Site #1

Hours of Operation

Delivery Hours

Silo Availability

Demand View / Entry

Current View

DEC 2009						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
	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				

<input checked="" type="checkbox"/> View All	<input checked="" type="checkbox"/> Demand Captured	<input checked="" type="checkbox"/> Demand Missing	1 Silo 1
<input checked="" type="checkbox"/> Proposed Pick-Up	<input checked="" type="checkbox"/> Actual Pick-Up	<input checked="" type="checkbox"/> Low Inventory	2 Silo 2
<input checked="" type="checkbox"/> Proposed Delivery	<input checked="" type="checkbox"/> Actual Delivery	<input checked="" type="checkbox"/> Silo Unavailable	3 Silo 3

Monday Dec / 01 / 2009	Tuesday Dec / 02 / 2009	Wednesday Dec / 03 / 2009
1 AM		
2 AM		
3 AM		
4 AM		
5 AM		
6 AM	1 2 3	1 2 3
7 AM	3	2
8 AM	1	
9 AM		
10 AM		
11 AM		
12 PM		
1 PM		
2 PM	3	
3 PM		
4 PM	1	
5 PM	1 3	2

Ordering & Shipping
-Status of Orders and Shipments can
be seen on the Event Calendar



Account Reps Visual Inventory Dashboard

IBM Software Group | WebSphere Portal

LAFARGE
bringing materials to life

North America

Customers Online

- My Homepage
- My Account
- ▼ My Inventory
 - CVC Dashboard
 - Site Summary
 - Silo Detail
 - Event Calendar
 - Information Update
 - Profile

Home > Customers Online > My Inventory

Search [Advanced search](#) [Version française](#) [Accessibility](#)

Products | Contacts | Careers | Press Room | Community/ Environment | Safety and Health | **Customers Online** | Admin

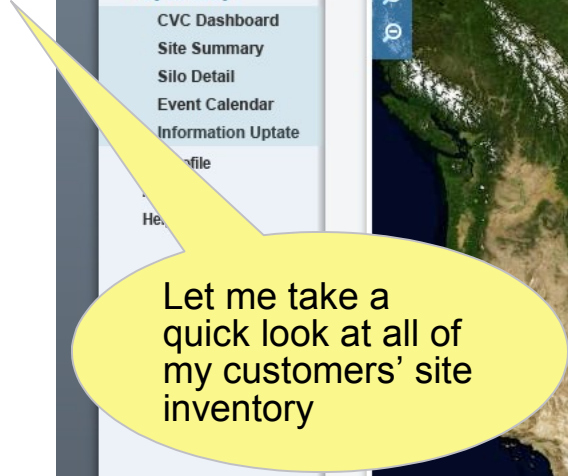
2D 3D | Road | **Aerial** | Bird's eye | Labels | Traffic | <<

Microsoft Virtual Earth™

600 miles

© 2008 Microsoft Corporation Image courtesy of NASA

Let me take a quick look at all of my customers' site inventory



Account Rep or Customer Alerts Dashboard

There were a few warnings and alerts, I better get some details



- My Account
- My Inventory
 - CVC Dashboard
 - Site Summary
 - Silo Detail
 - Event Calendar
 - Information Update
- My Profile
- Admin
- Help

Search
[Advanced search](#)
[Version française](#)
[Accessibility](#)

Products
Contacts
Careers
Press Room
Community/ Environment
Safety and Health
Customers Online
Admin

Home > Customers Online > My Inventory > CVC Dashboard

Division: **Cement**
 Select Regions: Western Canada

Customer Quick Status ?

- Action Required (32)
- Missing Data (13)
- Warning (18)
- OK (37)

Customer Search ?

Customer Name
Product

Customer ID
Alert Type All

Alerts ?

Customer Name	Location Id	City	Silo	Product	Alert Type	Status	Time/ React	Time/ Empty	Alert Id
Customer Name 5	ShipToLocation0	City Name	Silo 1	Flyash	Inventory Low	●	1.0 hrs.	5.0 hrs.	AlertD0
Customer Name 7	ShipToLocation1	City Name	Silo 2A	Type 2	Inventory Low	●	1.5 hrs.	6.5 hrs.	AlertD1
Customer Name 1	ShipToLocation2	City Name	G3 Silo	Type 1	Inventory Low	●	2.0 hrs.	7.0 hrs.	AlertD2
Customer Name 4	ShipToLocation3	City Name	Silo 4	Type 2	Inventory Low	●	2.0 hrs.	4.0 hrs.	AlertD3
Customer Name 14	ShipToLocation4	City Name	Silo 2	Flyash	Inventory Low	●	3.5 hrs.	5.5 hrs.	AlertD4
Customer Name 3	ShipToLocation5	City Name	Silo T1	Flyash	Order Not Delivered	●	4.0 hrs.	6.0 hrs.	AlertD5
Customer Name 15	ShipToLocation6	City Name	Silo T2	Type 2	Order	●	5.0 hrs.	8.0 hrs.	AlertD6
Customer Name 23	ShipToLocation7	City Name	Silo #5	Type 1	Inventory Low	●	7.0 hrs.	10 hrs.	AlertD7
Customer Name 19	ShipToLocation8	City Name	Silo B3	Type 2	Order	●	8.5 hrs.	11 hrs.	AlertD8

Customers ?

Customer ID#	Customer Name	Customer Location Id	Customer Location
291371	Customer Name 5	ShipTo ID0	
263912	Customer Name 7	ShipTo ID1	
281637	Customer Name 1	ShipTo ID2	
271255	Customer Name 4	ShipTo ID3	
271113	Customer Name 14	ShipTo ID4	
285324	Customer Name 3	ShipTo ID5	ShipToLocation5
291893	Customer Name 15	ShipTo ID6	ShipToLocation6
263210	Customer Name 23	ShipTo ID7	ShipToLocation7

Ordering & Shipping Customer Alerts - Status of Orders and Shipments can be seen on the Event Calendar