Quickr delivers real value

Kris Geens
Agenda

- Business Imperatives in Today's Connected World
- Lotus Quickr product information
- Taking Quickr even further
Global Market Forces Require Collaboration More than Ever

Organizations need to:

- ...to connect people globally
- ....to address generational shifts
- ...to break down barriers
- ...to innovate from the bottom up & the outside in
- ...to “know what we know”
- ...to collaborate better
- ...to learn differently

Collaboration is a must in our Connected, Smarter Planet
Collaboration helps people and organizations...

**Work Smarter**

It is about people, the work they do, and how others leverage it.

- **Connect** globally with employees, customers and partners to build strong relationships that drive results
- **Collaborate** from anywhere to become a more agile, adaptable organization
- **Innovate** to leverage the power of participation and generate new ideas
- **Optimize** the cost of enabling people

71% of CEOs plan to place greater focus on external partnerships and collaboration that extends beyond the traditional walls of the enterprise*

* Source: IBM Global CEO Study 2008; n = 1106
Enterprises need to adapt to a globally connected world

- Teams span the globe
  - Extended enterprises and strategic partnerships
  - Mergers and acquisitions
  - Outsourcing

- Teams are fluid
  - Changing from project to project
  - Crossing organizational boundaries

“WPP...looked at all its employees... as a vast pool of individual specialists who could be assembled horizontally into collaborative teams, depending on the unique demands of any given project. And that team would then become a de facto new company...”

Thomas L. Friedman, The World is Flat

Management models of the future will need to contend...with how to orchestrate a complex and changing network of individuals within and outside the boundaries that previously defined “the enterprise”...

Global Innovation Outlook 2.0
March 2006
A workforce in transition provides challenges and opportunities

<table>
<thead>
<tr>
<th>Older workers (Age 50 +)</th>
<th>Mid- career workers (Age 35 – 50)</th>
<th>New generation (born after 1980)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Growing as % of workforce</td>
<td>Shrinking as % of workforce</td>
<td>Growing as % of workforce</td>
</tr>
<tr>
<td>Hold the wisdom and intellectual capital of the organization</td>
<td>Essential source of professionals and middle managers</td>
<td>Critical to long-term viability and innovation</td>
</tr>
<tr>
<td>Traditional approach to technology, collaboration, organizational loyalty, and rewards</td>
<td>Tech savvy but not “native speakers”; mixed approach to collaboration, loyalty, and rewards</td>
<td>Technology is 2nd nature; more interested in peer / interest groups than organizational identity; think work should be fun and fulfilling</td>
</tr>
</tbody>
</table>

Capture their knowledge before they retire  
Relieve their stress and increase their effectiveness  
Attract and retain; harness their collaborative style
Web 2.0 is the native language of “Millennials” and the new language of collaboration …

Everyone contributes

Wikis are predicted to become mainstream collaboration tools in at least half of all companies.

Everyone’s opinion should be heard

A new blog gets created every second.

Communication is constant

Almost three-fourths of teens send instant messages more than e-mail.

And every generation wants the applications at work to be as “cool” and attractive as the ones at home …

Technorati/ Law Technology News, Dec 1, 2005; Comscore, Aug 8, 2005; America Online /Research Alert, Jan 6, 2006
State of current tools contributes to the gap...

- **Fragmented**: collaboration tools are fragmented and disjointed
- **Hard-to-use**: only those with greatest need are willing to tackle the learning curve
- **Stove-pipe silos**: users are forced to change applications to access needed collaboration services
- **Lack of integration with communication**: separation between communication and collaboration services leads many users to fall back to the pervasive “reply to all”
- **Unfamiliar**: current tools don’t enable users to stay within their favorite applications
Transforming the trends into product strategy...

- **Integration & flexibility:**
  - Fits right into the applications you use
  - Customizable to meet your needs
  - Open

- **Simplicity:**
  - Easy to get started
  - Easy to learn
  - Simplifies your everyday work

- **Anytime, anywhere access:**
  - Collaborate inside or outside your firewall
  - Take your content offline

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**Relative importance** of attributes to buyers of collaboration software:

- Integrates easily
- Simplify way work
- Anywhere/time access
- Organization more responsive
- Reliable and stable
- Adaptable to needs
- Employees productive
- Excellent service / support

Source: internal IBM market research survey

(*Coefficients in Logistic Regression*)
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Social Collaboration:
We Help People Build Better Outcomes

I NEED TO CUT COSTS
- Workforce flexibility
- Leveraging expertise
- Streamlining decision making
- Communicating with employees as individuals

SMART WORK

I NEED MORE INSIGHT
- The right information at the right time, in context
- Magnifying the value of content

GREATER AGILITY

I NEED AN ADVANTAGE
- Leverage innovation from across the value chain
- Improve the strength and speed of making connections and depth of relationships

INNOVATION

Collaborate

Connect

Innovate
Lotus Social Collaboration:
Connecting People and Information Across your Value Chain

- Keep track of what's happening with your projects
- Leverage what others know
- Share my files
- Find the right people to solve my problem now
- Have a place to gather and exchange ideas
- Manage your work more effectively
Lotus Social Collaboration Services

Keep track of what's happening with your projects

- Rich Document Libraries
- Team Discussions / Forums /Blogs
- Team Wiki (Shared Editable Pages)
- Team Calendar
- Project Lists
- RSS / ATOM feed
- ECM Integration

Leverage what others know

- Find the right people
- Personal Files
- Communities
- Blogs
- Wikis
- Profiles
- Activities
- Homepage
- Shared Bookmarks

Manage your work more effectively

- Share my files

BLUG
Belux Lotus User Group
Lotus Quickr is focused to address common business challenges

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 to enable more effective team collaboration within and across organizational boundaries.

Inside the organization projects....

- 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

External collaboration projects...

- Executive
  - Innovation Place
- Finance
  - RFP Response
- Marketing
  - Product launch
- R&D
  - Project coordination
How Lotus Quickr Helps With Today's Business Imperatives

**I NEED TO CUT COSTS**

Empower virtual teams to work together online

*Quickr templates* make it easy for users to self-provision applications as needed to facilitate collaboration

*Document libraries* make it easy to store, share, and access content on demand

**SMART WORK**

**I NEED MORE INSIGHT**

*Quickr connectors* make finding and accessing my critical content in context simple and intuitive

*Teamrooms* provide context and a single repository for all related content. Everyone knows where to look.

**AGILITY**

**I NEED AN ADVANTAGE**

*Collaboration services* enhance productivity across the organization and provide the tools teams need to foster innovation
**Document Libraries**
Use content libraries to organize and share content for your projects, your teams or yourself.

**ECM Integration**
Leverage your investment in a content infrastructure by making it more accessible to all your employees.

Ensure your collaborative and ad hoc content is managed appropriately to help meet legal & industry compliance requirements.

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

**Team Discussion**
Use a discussion forum to exchange information or ideas on different topics related to your team.

**Lists, Tasks, Contacts**
Use lists capability to track project tasks, to-do's, contact lists of your project team members.

**Workflow**
Use document workflow to approve critical content and route information/forms to decision makers for approval.

**Team Wikis**
Create wiki pages for your projects and co-author pages. View changes across pages and comments.

**Connectors**
Access your document libraries seamlessly from inside your favorite desktop applications such as Office, Notes, Outlook, Sametime.

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**Lotus. Quickr**
Fastest way to share business content with your teams.

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BLUG
Belux Lotus User Group
Lotus Quickr
Fastest way to share business content with your teams

- Most complete set of **connectors** to desktop applications and an open connector architecture for developers
- Rich collaborative content and team **services** integrated with entire IBM portfolio
- Out-of-the-box business **templates** leveraging composite application support
- Integration with Lotus Domino® and JCR **content stores** initially, and future* plans for IBM FileNet P8 and IBM Content Manager support, providing comprehensive, scalable end-to-end content management options

* Support planned for a future release of Lotus Quickr; may require separate purchase
Access **Lotus Quickr** from an inviting, intuitive Web 2.0 interface…
End users can create custom team workspaces using flexible Lotus Quickr templates and components

- Team blog
- Wiki
- Project dashboard
- Many more...
You do not need to reinvent the wheel

*Use Lotus Quickr application templates designed for specific business needs...*

- We will provide **extensible business application templates**
- Plus, we will provide a place for a **community of contributors to exchange ideas and share business templates**
Lotus Quickr 8.1.1

Lotus Quickr in the Content Management World

Personal
- Personal File Sharing

Team
- Blogs
- Places
- Libraries
- Wikis
- Forums
- Portal
- WCM
- ECM

Enterprise
- Content
- FileNet
- CM8

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

Belux Lotus User Group
Lotus Quickr and ECM integration supports **four** main areas:

1. **Transfer of content from Lotus Quickr to ECM systems**
   - Move
   - Move with Link
   - Copy

2. **Display feeds of ECM content in Lotus Quickr**
   - Individual links to ECM documents
   - Display contents of ECM folders in Lotus Quickr

3. **Lotus Quickr connectors can directly interact with ECM content**
   - Basic content operations against Lotus Quickr and ECM back-ends

4. **Search of ECM content from the Lotus Quickr web experience**
   - Full text search of ECM content and meta data
Pervasive access to content using the connectors

Lotus Notes client

Web Browser

Windows® Explorer / “My Documents”

Lotus Sametime®

Microsoft Office / IBM Lotus Symphony

Microsoft® Outlook
Lotus Notes connector

- Open and save attachments into library or team workspace
- Replace e-mail attachments with shared links
- Integrated into file menus and “right click”
- “Reminder” prompt encourages participation
- Supports IBM Lotus Notes® 7 and Lotus Notes 8.x

Helps reduce e-mail attachments, content duplication, and “version anxiety”...
Lotus Notes connector

- Store email as .EML file
- Provided .EML viewer
- Reduces folder clutter
Integration with Lotus iNotes 8.5

- Access to Lotus Quickr team places from the iNotes interface
  - Note: this functionality is packaged as part of iNotes 8.5
The Lotus Quickr connector for Microsoft® Outlook® is functionally equivalent to Lotus Notes 8.0.1 connector.

Quickr task pane displays a hierarchical view of document libraries.

Drag an email (or just its attachment) from a Microsoft Outlook folder and drop into a Lotus Quickr document library.
Microsoft Office connector

Facilitates collaborative document authoring and version management...

- Open and save documents into library or team workspace
- Assign document properties (meta-tags)
- Integrate with workflow for approval routing
- Use your editor of choice (no forced upgrade)
  - Microsoft Office XP, 2003, 2007…
  - IBM Lotus Symphony
The new Lotus Quickr connector will ship – post eGA - as part of Lotus Symphony

Integration within the Menu actions

- Can open, save to, check-in, check-out documents directly to a Quickr place from within Lotus Symphony
Lotus Sametime **connector**

*Provides easy access to shared content right from real-time client …*

- Navigate content through a simple tree interface
- Drag and drop from local system to libraries and team workspaces
- Integrated action menu
- Quick contextual access to shared documents

- Send links in chats
- Invite colleagues to download the connectors
Microsoft Windows Explorer connector

Makes it easy and natural to move content to collaborative environment...

- Navigate content through familiar tree interface
- Drag and drop content from local system to libraries and team workspaces
- Integrated action menu
Lotus Quickr Entry – (aka “Personal Edition”)

- “My” Online content library
- Simple & intuitive personal document sharing
- Use the browser or any of the connectors to access your Lotus Quickr Entry places
- At no charge to currently licensed Notes & Domino Web Access customers
Ref Case: Keppel Seghers

Who is Keppel-Seghers

Keppel Seghers is a global leader in environmental technology and services

Keppel Seghers aims to grow its portfolio of environmental investments while making a significant contribution to preserving a sustainable environment and investing in a cleaner future.
Ref Case : Keppel Seghers
Challenge

- **Projects at Keppel Seghers :**
  - Extended teams
    - Internal: engineers, project manager, backoffice, …
    - External: Client, (Sub)Contractors
  - Long term projects (multi year)
  - Document “intensive”

- **Challenge :**
  - A new platform to support document exchange and collaboration between the different teams.
Quickr provides:
- Centralized content store
- Exchange content easily and rapidly
- Easy Access (anywhere and anytime)
- Simplicity: easy to learn, simplifies daily work
- Integration (Mail, MS Office, …)
- Efficient version management
- Flexible (customizable)
Ref Case : Keppel Seghers
Standard vs. Customisations

- Goal : Stay as much as possible to the standard functionality
- Customisations where needed :
  - Logging: every action/step is logged on the document
  - Extra metadata was added: document status, reference, …
  - Automatic document handling (metadata, folder structure, …)
  - Improved Search capabilities
  - Secure: 4 rooms
- Future customizations
  - Transmittalss
  - Reports
  - Integration current document application
Ref Case : Keppel Seghers
Some screens
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  - SNAPPS
  - QuickrMate
  - ProjExec
SNAPPS – Free Lotus Quickr Templates

- QAnnounce: Corporate Communications Management
- QContacts: Contact Management
- QProject: Project Management
- QIdeas: Ideas and Innovation
- QIssues: Issues Escalation, Workflow and Management
- QMeeting: Meeting and Agenda Management
- QPhotos: Image Repository
- QPresent: Collaborative Presentation Development
- QSurvey: Dynamic Surveys
- QSite: All-In-One, plus a Blog and Wiki

http://templates.snapps.com/
QuickrMate
Toolset to improve the management of your Lotus Quickr environment

GFI QuickrMate provides a toolbox with following components:

Treeview
All databases are listed in a tree view. From this treeview you can open the rooms and places on the web- or in the Notes client.

Power Search
Now you can build your own customized search. These searches can run on multiple selected places and/or rooms.

Change the behaviour of Quickr events
Lotusscript on Quickr events e.g. Trash functionality
You can add Lotusscript to all quickr events and you can log these events.

Multiroom Agents
All scheduled agents can now run on different places/rooms and logging. These agents are centrally managed.

QPTool graphical interface
You can run the QPTool in a graphical interface instead of the standard commandline.

INI parameter viewer
You can get an overview of all ini parameters related to your Quickr environment in just 1 click.

Central configuration
The database is configurable from 1 easy to use configuration document.
ProjExec®

- ProjExec is an Enterprise PM 2.0 solution designed as an extension of the IBM Lotus collaborative platform
Project Management 2.0

Project Management 1.0

Project Management 2.0
Project Management Challenges

- Business goals are projects
  - Regardless of industry or size, all businesses manage projects

- Cost, complexity and business environment are barriers to success

- Lack of visibility and control
  - Cross project and multiple project views difficult
  - Multi-enterprise beyond the firewall difficult

- Disparate systems result in time and money lost
  - Can’t look in everyone’s email
  - Costly delays when project team members unaware of status

- Collaboration is essential but difficult to manage
  - PM tools outside of the Enterprise collaboration environment
  - Duplicate information management and productivity loss
Emergence of Project Management 2.0

- **The PM discipline is inherently social**
  - PM 2.0 is social project management enabled by Web 2.0 technologies
  - Social software and Web 2.0 technologies such as Wikis and Blogs make project teams more productive, projects more visible and project execution more agile
  - Total shift from PPM: Bottom-up, decentralized, intuitive, flexible
  - Simple, intuitive user experience enables participation and data centralization
  - Real-time visibility on all projects and portfolios
  - Feed captured data to PPM for more sophisticated analysis
  - Learn more about PM 2.0:
    - [http://en.wikipedia.org/wiki/Project_management_2.0](http://en.wikipedia.org/wiki/Project_management_2.0)
    - [http://www.triloggroup.com/portal/website/pm20.xsp](http://www.triloggroup.com/portal/website/pm20.xsp)
ProjExec® features

- Advanced project team collaboration and portfolio management place templates for Quickr or portlets for WebSphere Portal
- Integrates real-time collaboration with Sametime
- Professional project scheduling w/ Gantt Editor for Project Managers
- Bi-directional sync with most scheduling tools including Microsoft Project and Primavera
- Seamless integration of Quickr documents w/ tasks
- Intuitive user experience w/ “one-click” update of task progress keeps execution status up to date
- My Tasks, My Timesheets, My Unread Items, My Calendar (Integrates w/ Notes calendar)
- Visual project/portfolio tracking w/ automatic alerts
- Configurable role-based security and workflow
- Issue Management
- Change Management
- Ad hoc reporting (Excel, PDF or HTML)
Seamless Quickr Integration

- Centralized project content using Quickr Project Library
- Notes sidebar integration
  - Drag and drop email and documents to Project library
  - Update project task progress right from within Notes
- Seamlessly edit documents using MS Office or Lotus Symphony
- Upload and link documents from project library to project tasks and milestones
  - Project Charter
  - Requirements
  - SOW
  - Document Templates
  - Deliverables
  - Risk Assessment
Visual Gantt Editor in Quickr
Notes Sidebar Integration (5.0 release)
Support for Mobile Devices (5.0 release)
Real-time Portfolio Visibility
Additional Information

- Free Trial available
  - Visit the web site for details
    ✓ www.TrilogGroup.com
- Recent flash demo of ProjExec 4.2.2 for Quickr
  ✓ http://domus2.triloggroup.com/ProjExec_Lotus_Award_2010.htm
To Learn More about Lotus Quickr...

Latest product info, research, podcasts, and more
http://www.ibm.com/lotus/quickr

IBM DeveloperWorks

Product Documentation

Lotus Greenhouse
https://greenhouse.lotus.com/home/login.jsp
Thank you