

Successfully deploying Collaborative Solutions within your Enterprise



Warren Elsmore
Computacenter

Computacenter
Where vision meets know-how

Agenda

- Introductions
- What makes a collaborative solution?
- Business challenges
- Technical challenges
 - ◆ Administration
 - ◆ Integration
 - ◆ Development
- Case studies
- Where to go from here? – Free offer!
- Q&A



Introductions



Computacenter

Warren Elsmore

Introductions

- One of Europe's leading IT services businesses
- Over £3.5bn revenue
- 20,000 employees
- 60 branches in 6 countries
- Leadership in Europe's 3 largest Markets
- Europe's leading vendor-independent supplier
- Market leading Consultancy Practice

Introductions



Warren Elsmore

Lead Consultant
Champion of IBM Lotus Technologies
Computacenter (UK) Ltd

Introductions

- Worked with Domino (Notes) since 1995
- GE Capital IT Solutions 2000 - 2001
- Computacenter 2001- 2003
- IBM Certified Advanced Systems Administrator (PCLP)
- IBM Certified Associate System Administrator – Lotus Collaborative Solutions (Quickplace & Sametime)
- Lotus blogger - www.elsmore.net

What Makes a Collaborative Solution?

- Team Workplace?
- Instant Messaging?
- Web Conferencing?
- Web Publishing?
- Email?
- Information Sharing

Challenges

- Business
- Integration
- Administrative
- Development

Business

- Collaboration is nothing without content
- Content only comes from user involvement
- User involvement only comes from providing real business benefits

Business

- DO NOT market products
- DO NOT deploy products
- Market the solution and business benefits
- Deploy collaborative capabilities into existing systems

Integration

- These are not (necessarily) Domino solutions
- Collaborative solutions are the time to think cross-platform
- Think solution based, not Domino application based

Administration

- Planning is everything
- Plan to deploy your full solution
 - ◆ High availability, large data volumes
- Think about your target audience
 - ◆ Directories, logins, ease of access

Administration

- Make sure your Domino and OS versions are supported – including new releases
- Deploy into a new Domino domain
- Before installing a collaborative product –
- Check the underlying SSO / HTTP
- Configure DA to authenticate via LDAP to an existing domain or external directory

Development

- Real business value comes from development of your collaborative systems
- Often 'out of the box' is not enough
- You will need HTML and Javascript skills as well as Domino skills
- Aim to extend the interface into a collaborative environment as far as possible

Development

- Expect change
- As with other development, 75% of your effort should be in planning
- Drive user buy-in by creating user groups from all areas of the business
- Build collaboration hooks into a multitude of applications
- Watch out for Sametime SSO token bugs!

Case Studies

- Scottish Local Council
- Air 2000
- Northumbrian Water
- Computacenter

Case Studies – Scottish Local Council

- Deployment of:
 - ◆ IBM Lotus Team Workspace into current intranet
- Deployed Quickplace as a capability of their web presence
- Custom Placetypes built to follow business processes

East Dunbartonshire Council

QuickLink -Please Select One-

- About Living Visiting Learning Working Leisure Young People Online Services

Clarence
Customer Lighting And Roads FNquiry Centre. Report a Road or Lighting Fault On-line. Click the more link for further details
[more..](#)

Double-click to replay

We need your Feedback to make this site work for you, Click here to fill in a Feedback form

Welcome to East Dunbartonshire Online

Welcome to the new East Dunbartonshire web site. In East Dunbartonshire Council we are fully committed to developing and enhancing consultation with the local community and encouraging participation in the work of the Council.

We also want to encourage people to visit East Dunbartonshire from all over the world to take advantage of the many attractions in the area, from the Gateway to the West Highland Way in Milngavie to the picturesque natural scenery of the Campsie Fells.

To do this we need to provide you with the right information to access our services and find your way around East Dunbartonshire.

This website has an essential role to play in this process by providing you with appropriate information in an easily accessible format.

[Read more](#)



The West Highland Way Obelisk - Douglas Street, Milngavie

About
All the information about the area
[more...](#)

Living
Helpful advice for all and useful links
[more...](#)

Visiting
Tourist and visitor information
[more...](#)

Learning
Info Learning and Further Education
[more...](#)

Working
Info on Working and Employment
[more...](#)

Leisure
Local Events and Activities
[more...](#)

EDC Quickplace Catalogue

Welcome to EDC Quickplace Catalogue. Please select a Quickplace from the list below

EDC Quickplace Catalogue



- [Androoa Project Quickplace](#)
- [Brightnorth Finance Calculations](#)
- [Human Resources](#)
- [New Starters QuickRoom](#)
- [Project Collaborate](#)
- [Project East Dunbartonshire Together](#)
- [IS Development Projects](#)
- [IT QuickRoom](#)
- [Marketing Initiatives](#)

Case Studies – Air 2000

- Deployment of:
 - ◆ Notes/Domino 5
 - ◆ Custom web portal
 - ◆ Integrated with Lotus Quickplace
- Used portal to provide a common (web based) entry point to staff
- Used Quickplace to provide Industry standard teamroom functionality

Air2000.com

Air 2000

Clear Menu

- ▶ Live Flight Arrivals
- ▶ Choose A Flight
- ▶ DP Timetable

Flight Search

Welcome To Air2000.com

Select An Option...



Introduction copy. Please supply Atomic Design with a paragraph of text to be viewed on the homepage underneath main channel options.



Welcome To MyAir2000.com

From The 24Th Sept_

menu options:

- ▶ Commonwealth Reports
- ▶ Duty Travel Forms
- ▶ Holiday Concessions
- ▶ Noticeboard
- ▶ Phone List
- ▶ Standby Flights

Search MyAir2000:



Colin Baxter's Home Page



My Details [more >](#)

Position: **Consultant**
 Manager: **Dave Mallam**
 Office Phone: **07703 106471**
 Cell Phone: **07703 106471**
 Office Fax: **01293 816300**
 Staff No: **00000**
 Joining Date: **04/06/2001**

Noticeboard [more >](#)

- ☺ **Halloween Night - 31st Oct Atlanti**
- 🔊 Intranet Cafe (Tuesday 10Th)
- ★ MyAir2000.com Intranet Trainer
- ★ Ford Fiesta 1.25 Ghia 5 door
- 🔊 Friday 7Th - Beta Testing Last Day

Quickplaces [more >](#)

- 📁 The Control Tower
- 📁 Commercial
- 📁 Engineering
- 📁 Finance
- 📁 Flight Operations
- 📁 Human Resources
- 📁 Inflight Services
- 📁 I.T.
- 📁 Operations
- 📁 Safety & Regulation

My Links [more >](#)

- ✚ **My Reference Document**
- ✚ Air 2000 Work Folder D \
- ✚ Myair2000 Development Bits
- ✚ E Day Weather Forecast

Air2000 Links [more >](#)

- ✚ **Air 2000 Internet Site**
- ✚ First Choice
- ✚ Timatic Web.Com
- ✚ Got 800 X 600 Screen Size? Click For More Viewing

click & choose "run from current location" [more >](#)

Acobe Acrobat	Explorer	Lctus Notes V4.6	Microsoft Excel
Microsoft	Microsoft Word	Set Default	Winzip



Tuesday, September 18





Duty Travel Requests

- menu options:
- ▶ All by Traveller
 - ▶ All by Creator
 - ▶ All by Status
 - ▶ All by Date
 - ▶ New Request
 - ▶ Help
 - ▶ Admin
- Search this application:
-

New Duty Travel Request - DTR6011553CB

Save Cancel

Status : Draft

Created by: Colin Baxter On: 27/05/2011 15:28

Now Traveller
Colin Baxter

Position
Groupware Consultant

Budget Code:

Date of Birth:
15/01/1970

Date of Joining:
01/06/2001

SLT No:
12815

BA Executive Card:
69812216

Flight Carrier	Flight No.	On Dates	From	To	Times
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Economy Class Business Class

Subject:

Check In Date:

Check Out Date:

No. Nights:



- menu options:
- ▶ *Welcome*
 - ▶ *Discussion*
 - ▶ *Library*
 - ▶ *Calendar*
 - ▶ *Tasks*
 - ▶ *Index*
 - ▶ *Customize*
 - ▶ *Members*

search:

advanced search
what's new

sign out | work offline |
notify | print | help

home

[new...](#) | [edit](#) | [check out...](#) | [copy](#) | [move](#) | [delete](#)



Welcome to Flight Manuals

You'll find all the necessary manuals for Boeing and Airbus aircraft in this Quickplace. Use the Index for extensive lists or the library for a categorised list.

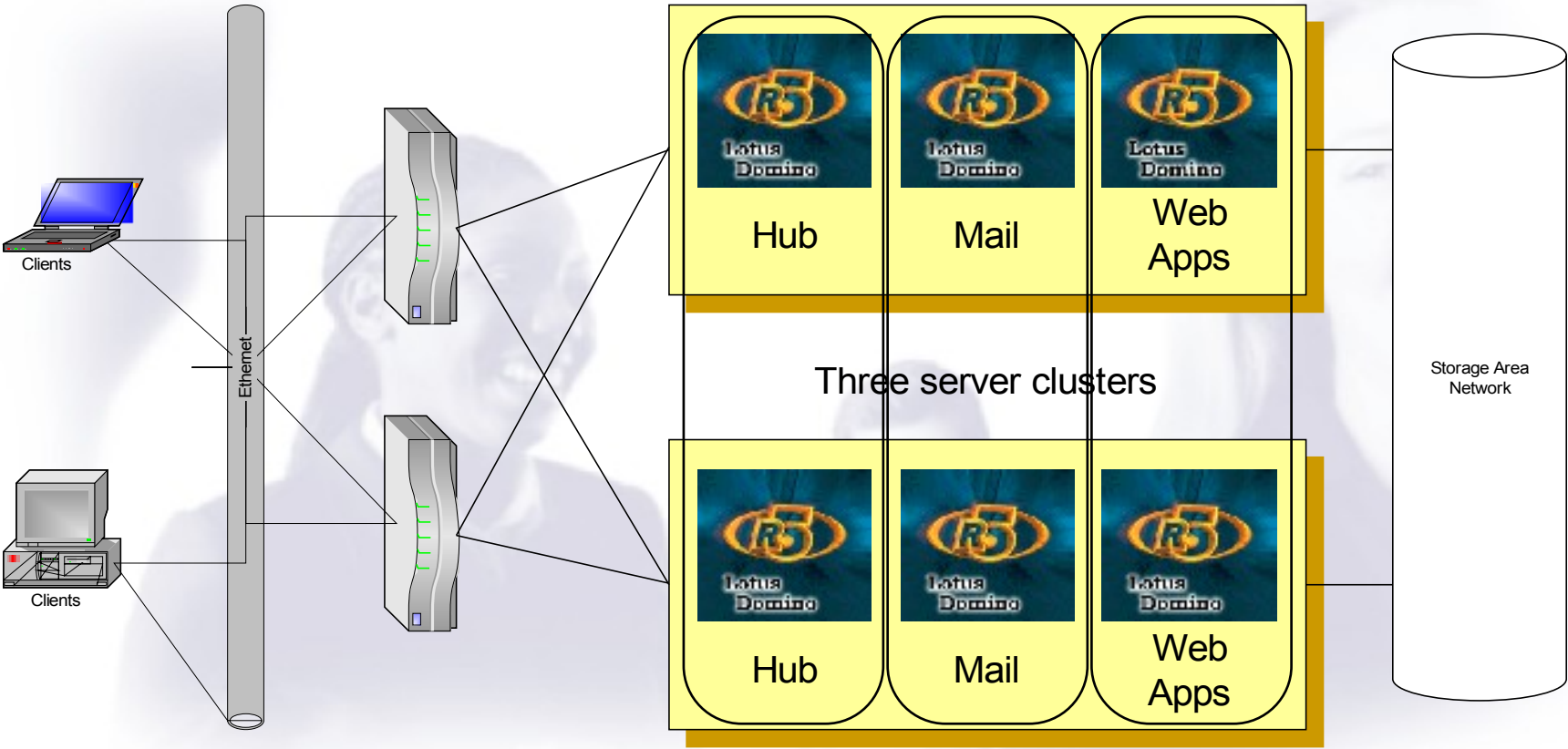
If you find any errors in this place please contact <mailto:Peter@air2000.com>

[new...](#) | [edit](#) | [check out...](#) | [copy](#) | [move](#) | [delete](#)

Case Studies – Northumbrian Water

- Deployment of:
 - ◆ Notes / Domino Deployment
 - ◆ Sametime 3 Deployment
 - ◆ Custom ‘QuickRooms’ system
 - ◆ ‘Datacenter’ style deployment
- Used Web Portal as publishing environment
- Intranet/Extranet portal used to speed communications with suppliers and customers

Northumbrian Water





Welcome

NWL Portal

Tuesday, March 4

Access Suez Portal Access Oudeo Portal

Search Go

NWL Portal Web [Advanced](#)

Awaiting Content & Web Master...

[Getting Started](#) | [Glossary](#) | [Create Feedback](#) | [Beta Testers](#) | [Corporate Docs](#) | [All QuickRooms](#)

[Home](#) | [Help](#) | [Logout](#)

[My Mail](#) | [My Status](#) | [My Console](#) | [CM Console](#) | [WM Console](#)

My Sametime Department

[sametime connect >>](#)

[change my status >>](#)

- **NWL Portal**
- Alison OWENS
- Andrew BILLINGTON
- Andrew DUNNIN
- Andy Gray
- Andy Proffitt
- Claire BURN
- David SOUTHWATE
- David GARRETT
- **James COCKER**
- Lee GALLON
- **Warren ELSMORE**

[view all in my department >>](#)

My Selected Quick Rooms

[view all rooms >>](#)

All About Quick Rooms	Intranet / Extranet Room	Projectrooms/Comm
Is There A Difference Between A Site Owner & Site Filia ?	Intranet / Extranet Pld Document	Project Plan V2.4 New!
Km Console - The Knowledge Master Console	Intranet / Extranet Roles Document	New Resource Pool Requirements
Adding Extranet Partner Users To Site Member List	Intranet Project Plan V2.2	Items Noted During Pilot (b) Rollout

Citrix NFuse Applications

- [Access 97 - PM](#)
- [Adobe Acrobat 5 - PM](#)
- [Aqris - NamingField](#)
- [Copy of Citrix Notes v4](#)
- [Discoverer 31](#)
- [Elecmap](#)
- [Excel 97 - PM](#)
- [FIS2](#)
- [Free Toad](#)
- [Gemini](#)
- [Lotus Notes v4 - PM](#)
- [Lotus Notes v5 - IBM](#)
- [Citrix Notes v5 - PM](#)
- [Citrix Notes v5 - WA](#)
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If you need help click the HELP tab and search the current help documents before calling the



Welcome
NWL Portal
Tuesday, March 4

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- Projectemu.com
- Getting Started
- Glossary
- Create Feedback
- Beta Testers
- Corporate Sites
- All Quick Reports
- Home
- Help
- Logout
- My Mail
- My Status
- RM Console
- How Page



- Menu
- Site Home
- Pages by Date
- Pages by Category
- Site Index
- Discussions
- eMail
- Training
- Design
- Planning
- Proof of Concept
- Issues / Awareness
- Roll out
- Frequently Asked Questions
- The Team
- Emu Project Plan V2.2
- Notes 5 Upgrade Issues/Actions
- Notes 6 Upgrade Issues/Actions

Site Home - Project EMU.com Go

Edit



Welcome to Project EMU The E-mail Upgrade Project

You can find all the project related files here
For further information contact [Walter Esposito](#) or [Alison Owen](#)

zolt_emu@if

Print



Welcome
NWL Portal
Tuesday, March 4

Access Sites Portal Access Garden Portal
Search: [input] Go
 NWL Portal Web
Advanced



- Menu
- Site Home
- Pages by Date
- Pages by Category
- Site Index
- Discussions
- eMail
- Training
- Design
- Planning
- Proof of Concept
- Issues / Awareness
- Roll out
- Frequently Asked Questions
- The Team
- From Project Plan V2.2
- Notes & Upgrade Issues/Actions
- Rollout Schedule
- Rollout Schedule

New Page
Created by: **NWL Portal** On: 24/03/2003 14:41
Publish Draft Cancel

Page Expires On: (leave blank to never expire)
2/05/2003

Page Title:
Test Page please ignore

Categories: (use Ctrl to select more than one category)
Training
Design
Planning
Proof of Concept

Page Content: (use Standard Ed for Enhanced Ed for)
this is a test page. You can enter all text and html in square brackets in here. You can upload html from your favourite editor or even convert a word doc, excel spreadsheet etc to html and paste it in here.

Case Studies - Computacenter

- Deployment of
 - ◆ IBM Lotus Instant Messaging
 - ◆ IBM Lotus Team Workplace
 - ◆ IBM Lotus Domino Document Manager
- Using collaboration to enable their business
- Collaboration both speeds business processes and provides sales benefits



search:



28 March 2003

News and Events Your company Divisions Services Work tools Your employment Take part

Online tools Applications guides New Starters Focus Performance Mgmt CenterTalk Templates & branding Company forms Expenses Travel IT & stationary Ordering Telechore Conferencing Vendor guide Fixed Tools

- Quick, show me ...
- Please select
- Please select
- Branch Maps
- Sprinter
- Company/ITM delays
- Vendor guide
- Use of tools
- Publishing
- Form History
- Templates
- Corporate presentation
- Eng. procedures
- Eng. parts list
- Fixed Tools

browza plus

Are you using your tools effectively?

Find out how the new Collaborative tools developed by IE and the Consultancy can speed up your project and add value to any proposition.



Employee survey

Find out the results of the latest survey.



Environment

Find out what CC are doing to help the environment.



New case study

How we helped Sequence develop a 'revised, process-based model to streamline manufacturing

Directory Internal ordering BrowzaPlus help

News & updates

- Preliminary results 2002**
How did Computacenter perform in 2002? Find here a summary.
- Insights registration**
Do you work in UK Ops? If you do register now to attend or decline an Insights meeting.
- IT Meet Me now only 10p**
Do you really need to travel to that meeting? Find all work-agreements to do it over the phone.
- Free Consultancy presales**
Consultancy presales funding has changed for 2003.

Downloads

- Engineers parts listing**
Print out the latest engineers parts list here.
- Sprinter help guide**
Find out how to use the new device over Java browser effectively.



Yasmina Fadi - Teljeim office
Yasmina works as a Marketing Communications executive Business Development Manager in the Teljeim office of our Teljeim office.



search: [input]

Computacenter

Back to Browzaplus Toolz home Quickplacee Sametime Web Mail Admin Computacenter.com

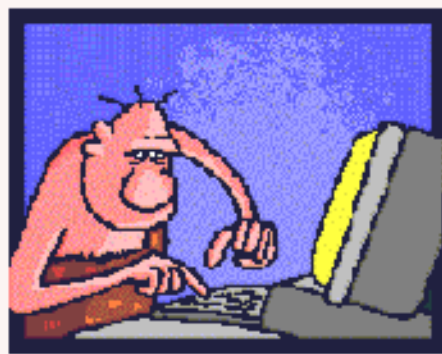
What's New Advance Search Sign Out Chat Work Offinc
Moby P11 Help

You are here: Quickplaces > Exige Toolz Project > Home

- Project Home Page
- Discussion
- Library
- Calendar
- Tasks
- Index
- Customize
- Members
- Project Documents
- PlaceType Files

Exige Toolz Project

Exige Toolz Collaboration Project Quickplace



Documentation, discussion and tasks

New... Edit Check Out... Copy Move Delete

go to top

not sure what to do next? click here for helpful hints.



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- [Chat](#)
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You are here: [Quickplacez](#) > [Exige Toolz Project](#) > [Home](#) > [Calendar](#)

- [Project Home Page](#)
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- [Project Documents](#)
- [PlaceType Files](#)

Exige Toolz Project

Calendar

March 2003 ← → April 2003

24 Monday	Monday 31
25 Tuesday	Tuesday 1
26 Wednesday	Wednesday 2
27 Thursday	Thursday 3
28 Friday	Friday 4
29 Saturday	Saturday 5
30 Sunday	Sunday 6

mes shown are Free with Mean Time

[New Calendar Page](#) [New...](#) [Folder Options](#)

[go to top](#)

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Where to go from here?

- Reference material
- Talk to Computacenter
- Special collaboration offer

Reference material

- Collaboration Forums at lotus.com/communities
- Quickplace / Sametime Admin guides
- Quickplace / Sametime Installation Guides
- IBM Redbooks
 - ◆ Deploying / Customising Quickplace
 - ◆ Building Sametime Enabled Applications
- IBM Support articles
 - ◆ Favorite IBM Lotus Sametime Technotes
 - ◆ Favorite IBM Lotus Quickplace Technotes
- Instant-Tech Sametime Links Toolkit Tutorial (Carl Tyler)

Talk to Computacenter

- Existing customer experience
- Trained national consulting team
- Full design, supply, delivery, installation and project management services
- Just ask!

Collaboration Offer

- Free Collaboration Environment!
 - ◆ Quickplace Server
 - ◆ Sametime Server
 - ◆ LDAP Server
 - ◆ 1 day installation / training
 - ◆ All Hardware and Licensing
- Free for 1 month, fixed cost to keep

Q & A



Thankyou



Computacenter
Where vision meets know-how