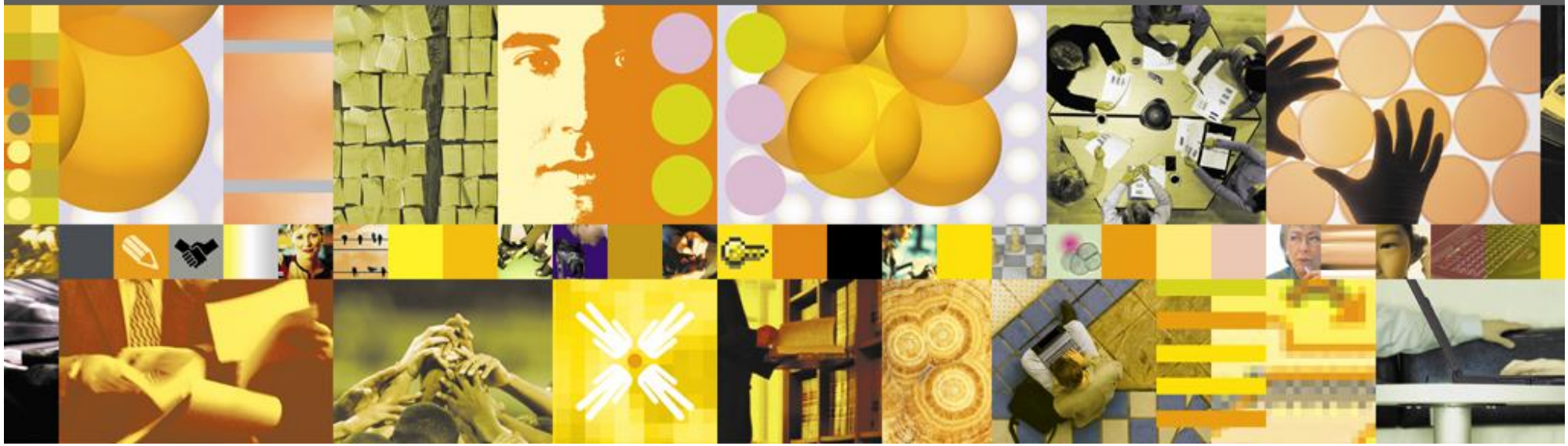
IBS Lotus Services and Products for Business and People Productivity

GORAN ANGELOV
CEO, IBS Bulgaria

February 2007



Summary

- IBS
- What IBS Lotus Team offers today
- What is Enterprise Relationship Management
- IBS Enterprise Relationship Management open for business
- Why knowledge management is essential for success
- What is knowledge
- How we can manage it for innovation and success
- Collaboration and Communication Streamline
- People Integration with Processes and Data
- Activity Centric Computing
- Collaborative Business Applications
- Social Networking in a Business Perspective

IBS Bulgaria | www.ibs.bg

sense future – innovate now

- Committed to excellence and innovation team
- 25th place on Bulgarian IT Market in only 3 years of history
- Announced to be fastest growing IT company for 2005 for Bulgaria
- Premier IBM Business Partner & Premium Lenovo Business Partner
- Market leader in Bulgaria for Lenovo PCD, IBM x-series and IBM Lotus Software

IBS Bulgaria | www.ibs.bg
Industries of expertise

- Banking and Finance
- Transportation
- Telecommunications
- Insurance
- Retail
- Government

IBS Lotus Services
What we are offering today?

- Highly experienced team in Lotus technologies – named Best Lotus Team for 2005 and 2006 by IBM CEE
- Building and Managing Lotus Domino Collaboration Infrastructure for Enterprise
- Innovative Business Applications on Lotus Foundation
- HR, CRM, PM, Workflow and DM solutions for SMB and enterprise business

IBM Lotus software

IBS Lotus Services
Our mission?

"Empowering people to be more effective, responsive and innovative in the context of the work they do"

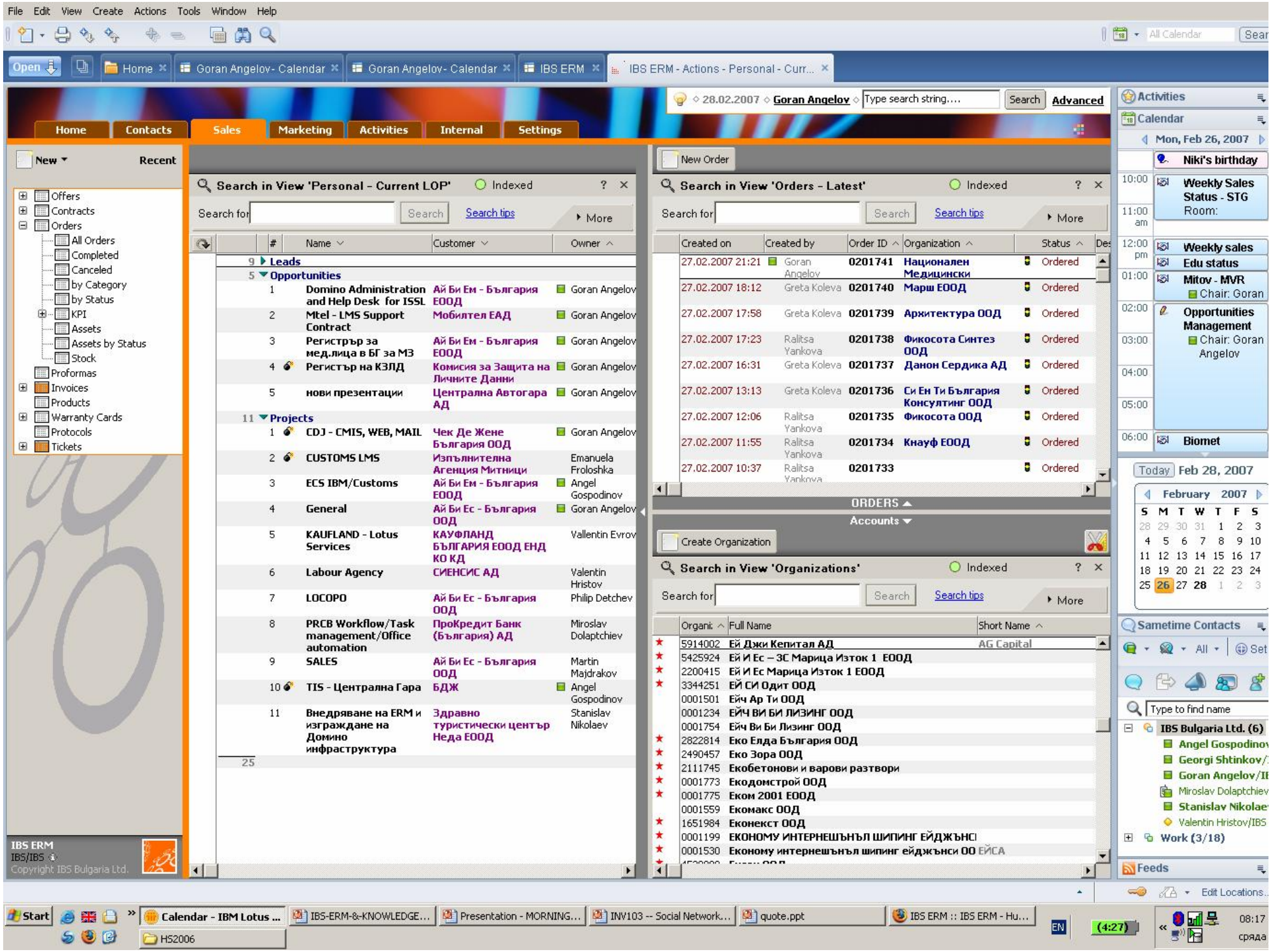
IBS Lotus Services

Featuring: IBS Enterprise Relationship Management

- Integrated business suite from composite applications
- Highly flexible and scallable framework
- Rock-solid security capabilities
- Multy-Language, Multy-site, Multy-companies, Multy-currency, multy-everything foundation
- Web enabled for B2B, B2C and E2B
- Integrates vertically and horizontally

HUMANSOFTWARE

IBS ERM


File Edit View Create Actions Tools Window Help
Open
Home
Goran Angelov- Calendar
Goran Angelov- Calendar
IBS ERM
IBS ERM - Actions - Personal - Curr...
28.02.2007 Goran Angelov
Type search string....
Search
Advanced
Home
Contacts
Sales
Marketing
Activities
Internal
Settings
New
Recent
Offers
Contracts
Orders
All Orders
Completed
Canceled
by Category
by Status
KPI
Assets
Assets by Status
Stock
Proformas
Invoices
Products
Warranty Cards
Protocols
Tickets
Search in View 'Personal - Current LOP'
Indexed
Search for
Search
Search tips
More
Name Customer Owner
9 Leads
5 Opportunities
1 Domino Administration and Help Desk for ISSL Ай Би Ем - България ЕООД Goran Angelov
2 Mtel - LMS Support Contract Мобилтел ЕАД Goran Angelov
3 Регистър за мед.лица в БГ за М3 Ай Би Ем - България ЕООД Goran Angelov
4 Регистър на КЗЛД Комисия за Защита на Личните Данни Goran Angelov
5 нови презентации Централна Автогара АД Goran Angelov
11 Projects
1 CDJ - CMIS, WEB, MAIL Чек Де Жене България ООД Goran Angelov
2 CUSTOMS LMS Изпълнителна Агенция Митници Emanuela Froloshka
3 ECS IBM/Customs Ай Би Ем - България ЕООД Angel Gospodinov
4 General Ай Би Ес - България ООД Goran Angelov
5 KAUFLAND - Lotus Services КАУФЛАНД БЪЛГАРИЯ ЕООД ЕНД КО КД Vallentin Evrov
6 Labour Agency СИЕНСИС АД Valentin Hristov
7 LOCOPO Ай Би Ес - България ООД Philip Detchev
8 PRCB Workflow/Task management/Office automation ПроКредит Банк (България) АД Miroslav Dolaptchiev
9 SALES Ай Би Ес - България ООД Martin Majdrakov
10 TIS - Централна Гара БДЖ Angel Gospodinov
11 Внедряване на ERM и изграждане на Домино инфраструктура Здравно туристически център Неда ЕООД Stanislav Nikolaev
25
IBS ERM
IBS/IBS
Copyright IBS Bulgaria Ltd.
New Order
Search in View 'Orders - Latest'
Indexed
Search for
Search
Search tips
More
Created on Created by Order ID Organization Status
27.02.2007 21:21 Goran Angelov 0201741 Национален Медицински Ordered
27.02.2007 18:12 Greta Koleva 0201740 Марш ЕООД Ordered
27.02.2007 17:58 Greta Koleva 0201739 Архитектура ООД Ordered
27.02.2007 17:23 Ralitsa Yankova 0201738 Фикосота Синтез ООД Ordered
27.02.2007 16:31 Greta Koleva 0201737 Данон Сердика АД Ordered
27.02.2007 13:13 Greta Koleva 0201736 Си Ен Ти България Консултинг ООД Ordered
27.02.2007 12:06 Ralitsa Yankova 0201735 Фикосота ООД Ordered
27.02.2007 11:55 Ralitsa Yankova 0201734 Кнауф ЕООД Ordered
27.02.2007 10:37 Ralitsa Yankova 0201733 Ordered
ORDERS
Accounts
Create Organization
Search in View 'Organizations'
Indexed
Search for
Search
Search tips
More
Organi: Full Name Short Name
5914002 Ей Джи Кепитал АД AG Capital
5425924 Ей И Ес – ЗС Марица Изток 1 ЕООД
2200415 Ей И Ес Марица Изток 1 ЕООД
3344251 ЕЙ СИ Одит ООД
0001501 Ейч Ар Ти ООД
0001234 ЕЙЧ ВИ БИ ЛИЗИНГ ООД
0001754 Ейч Ви Би Лизинг ООД
2822814 Еко Елда България ООД
2490457 Еко Зора ООД
2111745 Екобетонови и варови разтвори
0001773 Екодомстрой ООД
0001775 Еком 2001 ЕООД
0001559 Екомакс ООД
1651984 Еконекст ООД
0001199 ЕКОНОМУ ИНТЕРНЕШЪНЪЛ ШИПИНГ ЕЙДЖЪНСІ
0001530 Економу интернешънъл шипинг ейджънси ОО ЕЙСА
Activities
Calendar
Mon, Feb 26, 2007
Niki's birthday
10:00 Weekly Sales Status - STG Room:
11:00 am
12:00 pm Weekly sales
Edu status
01:00 Mitov - MVR Chair: Goran
02:00 Opportunities Management Chair: Goran Angelov
03:00
04:00
05:00
06:00 Biomet
Today Feb 28, 2007
February 2007
S M T W T F S
28 29 30 31 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 1 2 3
Sametime Contacts
All
Type to find name
IBS Bulgaria Ltd. (6)
Angel Gospodinov
Georgi Shtinkov/
Goran Angelov/IB
Miroslav Dolaptchiev
Stanislav Nikolae
Valentin Hristov/IBS
Work (3/18)
Feeds
Edit Locations...
Start
Calendar - IBM Lotus ...
IBS-ERM-&-KNOWLEDGE...
Presentation - MORNING...
INV103 -- Social Network...
quote.ppt
IBS ERM :: IBS ERM - Hu...
HS2006
EN
(4:27)
08:17
сряда

Enterprise Relationship Management
THE DIFFERENCE

- More than a CRM
- Internal transactions logging
- Less e-mail – more business
- Build on collaboration infrastructure
- Designed for knowledge management
- Innovative new way of working and business management

IBS Enterprise Relationship Management
Integrated business suite from composite applications

- CRM
- HR
- PM
- Business Process Management
- Industry Specific Vertical Solutions
- Enterprise Management and Support

IBS Enterprise Relationship Management
Highly flexible and scalable framework

- From a single problem or business unit to entire business operations
- From a person or team to an international company
- Configurable business objects and relations
- Adaptable Business Logic and business processes

- Internal user management and directory services
- Enterprise Directory Integration
- Integrated PKI
- Application security, Document security and field level security
- Manageable access control lists
- Role definitions
- Policy Management

- Multy Language solution (available today in English and Bulgarian)
- Multy-Currency
- Multy-Companies
- User defined interface through personal profile na preferences

IBS Enterprise Relationship Management
Web enabled for B2B, B2C and E2B

HUMANSOFTWARE

IBS bulgaria

- Internet ready
- Intranet ready
- Extranet ready ----- all in a single solution

- Why integration is essential?

- Open standards support
- XML advanced support
- Web-Services support
- Ready for SOA

What is Knowledge?

- What is knowledge for individual?
- Knowledge vs. Memory

What is knowledge?

It Matters What we Remember not what we Know!

Корпоративно Знание

- Опит
- Информация
- Резултати

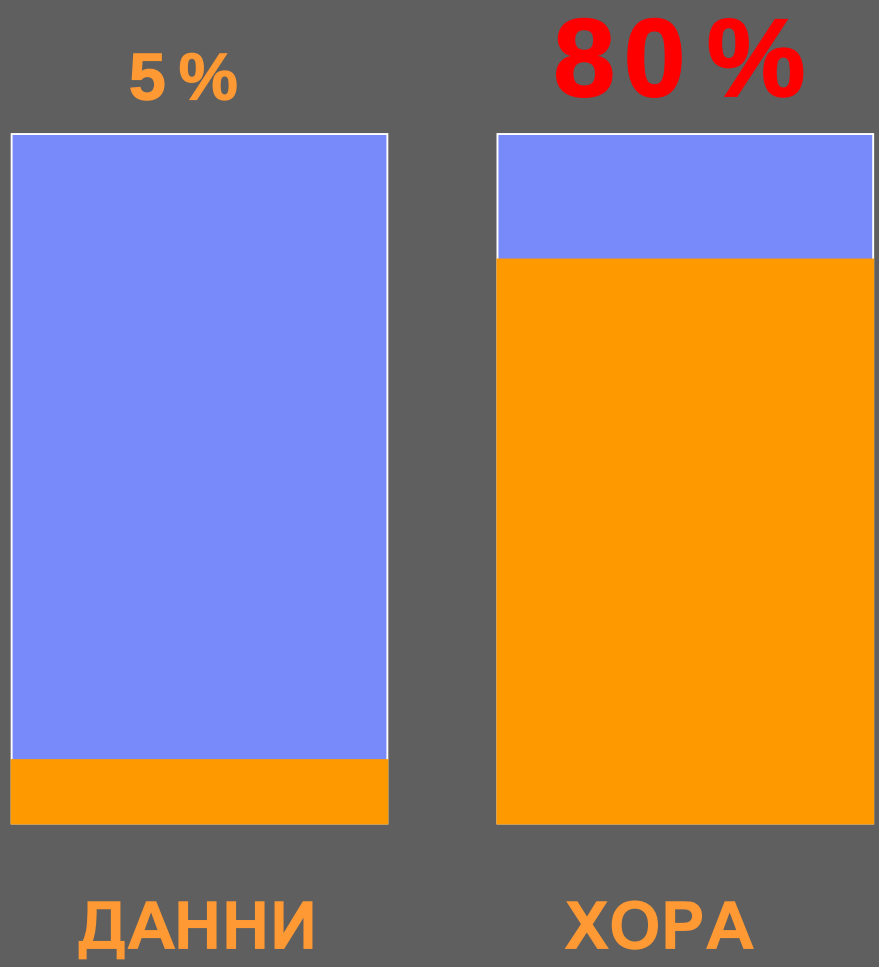
На разположение на хората –

когато и където е необходимо

Where is knowledge?

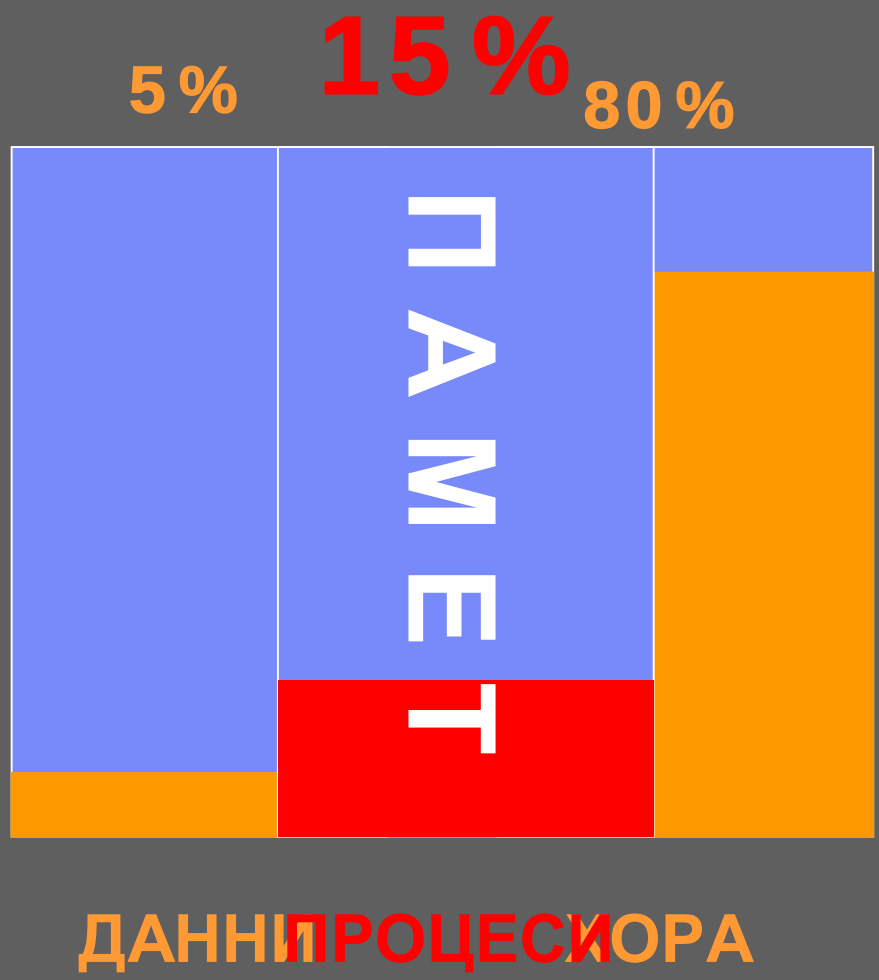
Where is knowledge?

Къде е ЗНАНИЕТО?



Where is knowledge?

Къде е ЗНАНИЕТО?



Innovation is critical to grow revenue & compete

- Top innovation priorities
  - **Extend the ability to collaborate inside and outside**
  - Innovate business models and processes
  - **Leverage information for business optimization**
- Innovation will shift from top down to bottom up within enterprises
  - **More user input**
  - More spontaneity
  - More collaboration on product development

"**Future productivity** will largely come from the way people innovate, the efficiency with which they can translate innovation into value and **how effectively people can work together to make timely, well-informed decisions**."

Source: Forrester 2006

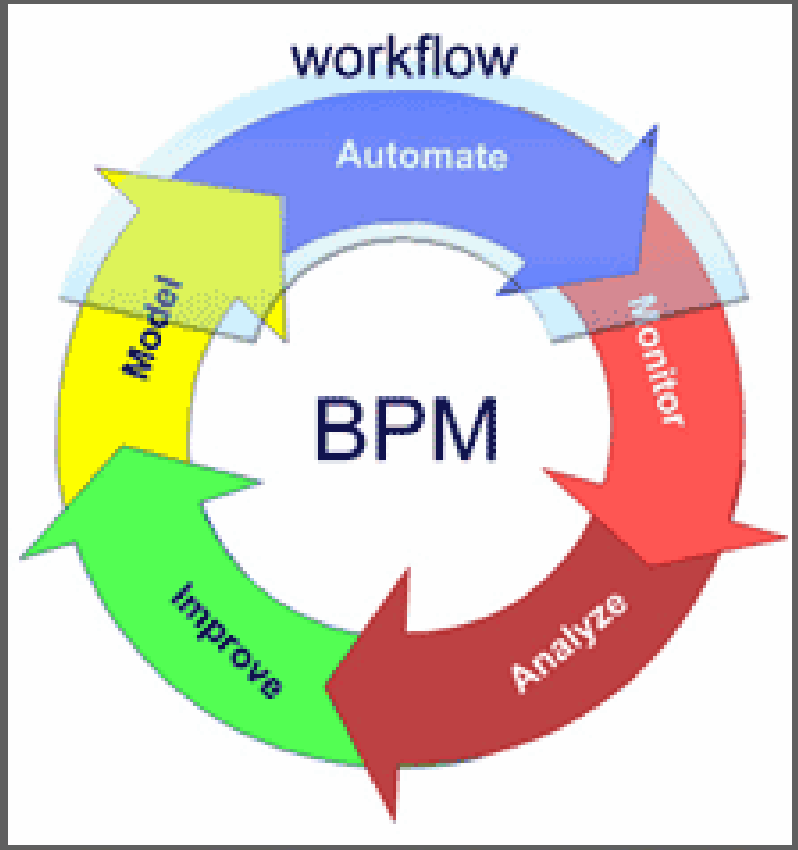
How can we manage Knowledge?
Thrive through innovation!

- Integrate people to the knowledge management
- Enable collaboration on next level
- Track and log infromation in a context fo business processes
- Implement Collaboration in Business Applications
- Workstyle should learn from lifestyle

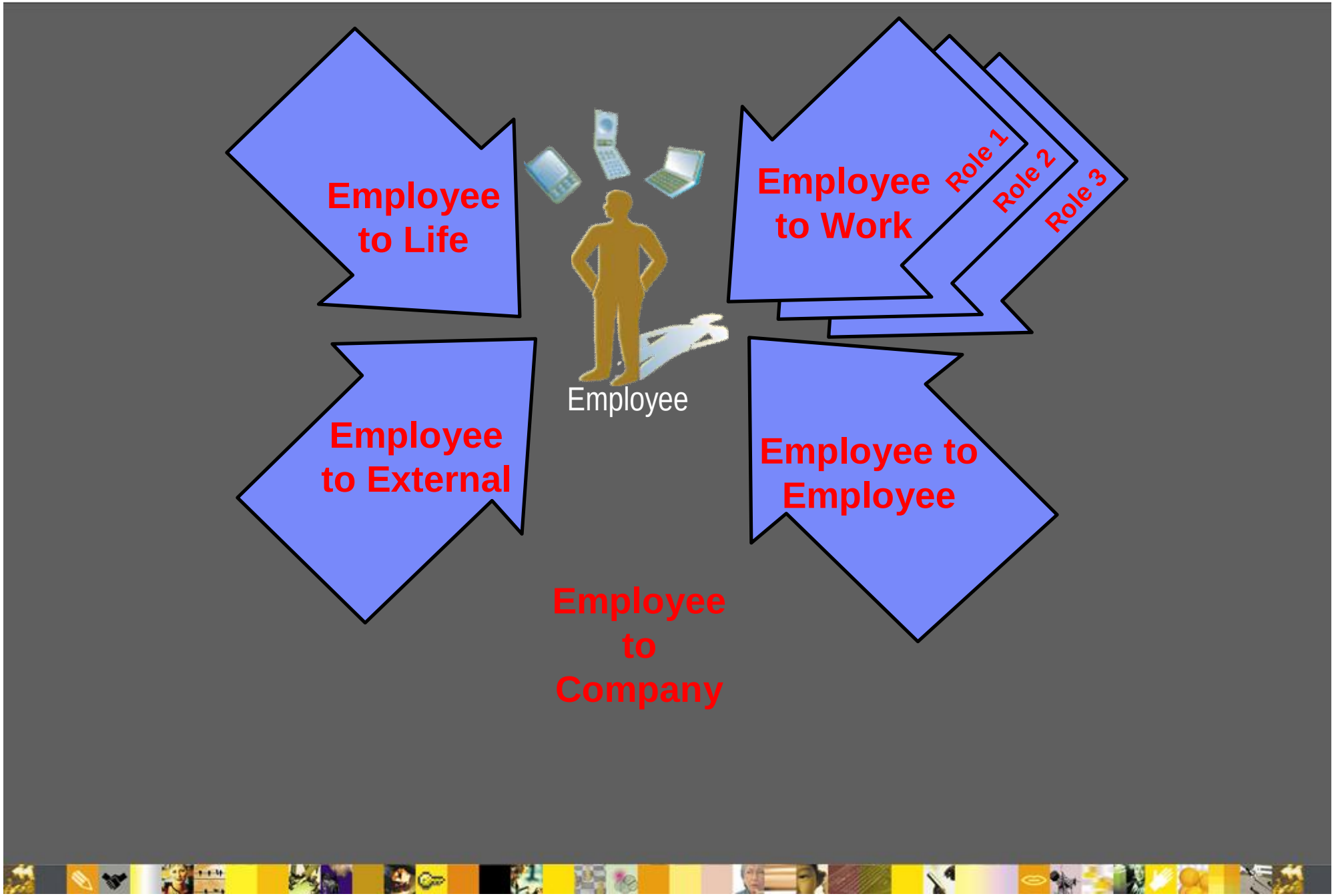
Collaboration and Communications Streamline

- Enterprise Mail and Callendaring – the first step
- Corporate directory – the next
- Awareness and IM
- Mail, Chat, Voice and Video integration
  - UC^2 = Unified Communications and Collaboration

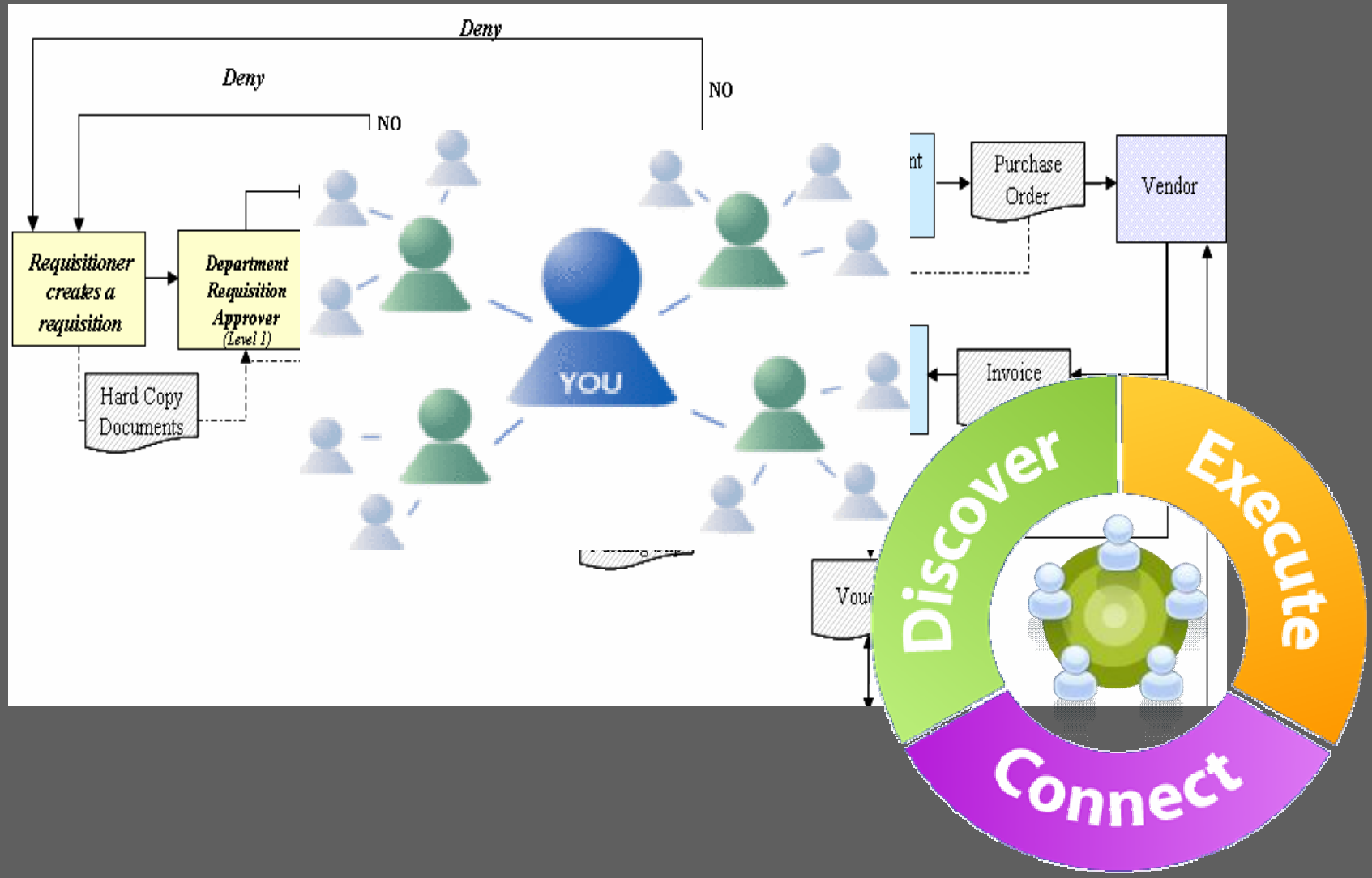
- Worklow solution implementation
- Business Process Management



Activity Centric Computing



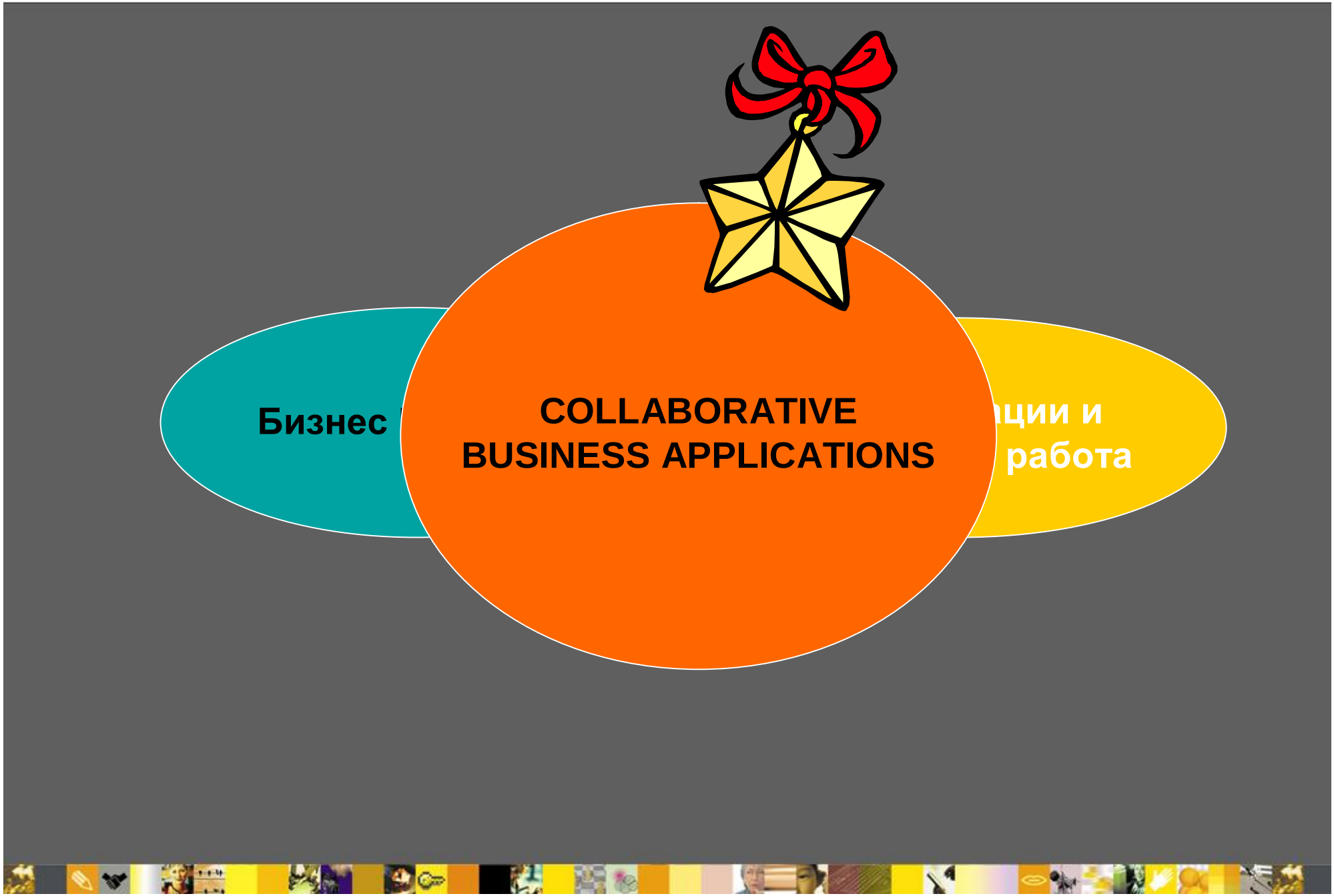
Activities Centric Computing
Collaborate in a business process context



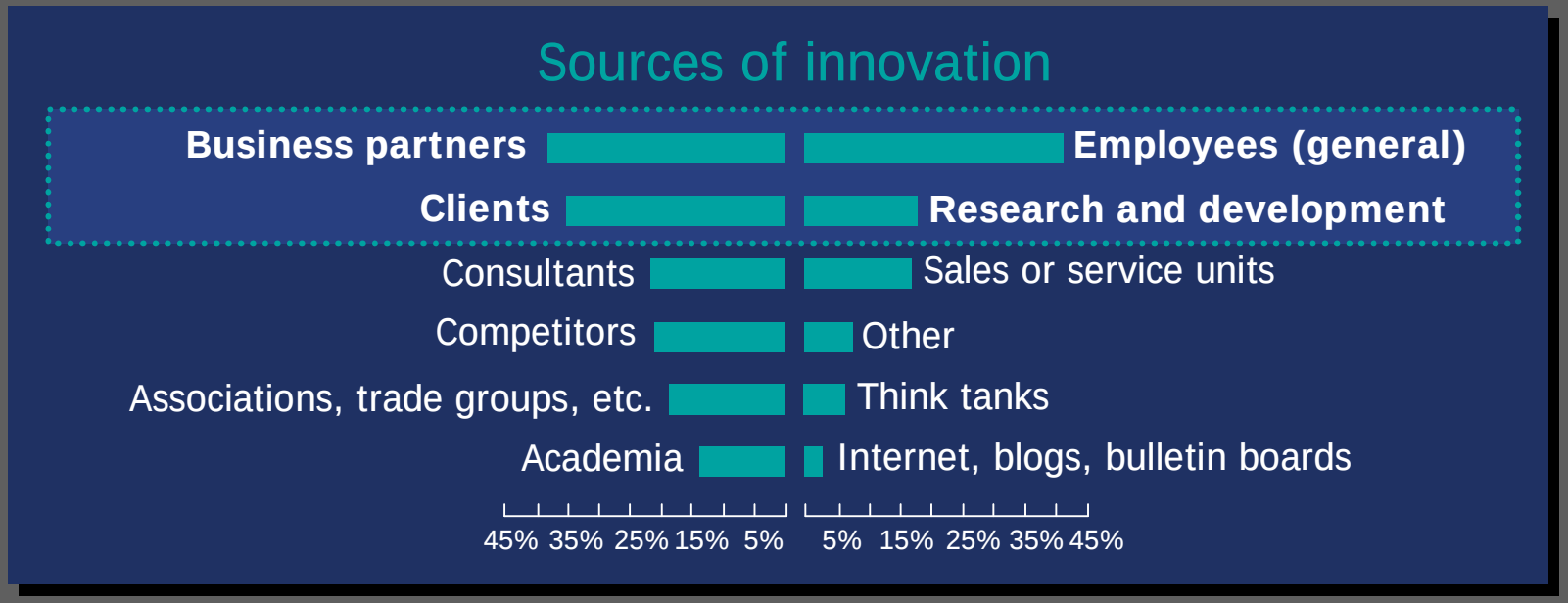
Common business challenges… we all face

- Information related to your tasks is spread across multiple applications (email, word processing, instant messaging, web sites) Therefore, you can't find the info you need or you have to jump from one app to another to work on it
- You have difficulty coordinating tasks and the related information across a group of people. It takes a lot of time and when miscommunication occurs, mistakes are made.
- You waste too much time looking on your hard drive, in emails, and other places for information related to a task
- You have so many tasks to execute that you are not sure which one to work on next
- You have information and task overload and you are just stressed out

Collaborative Business Applications



Social Networking in a Business Perspective
Innovation is a social process



Source: 2006 IBM Global CEO Survey

Breakthrough business performance will be achieved by harnessing collective knowledge and fostering interaction across globally connected communities of employees, customers and partners

It’s all about Knowledge

Human capital in the Light of Population Change - A Business Perspective

Lord Browne of Madingley
International Longevity Centre, London

28th October 2004

Every industry is can be easily unique, but I think the trend is a general one running right across the economy.

They are physical elements to almost every activity but in so many areas – from medicine to communications, from the manufacture of cars to the construction of buildings - employment is about knowledge and skills, know how and experience.

Work has changed, and so has the relationship between an employer and an employee.

For almost every business, employees are not disposable commodities who replaced.

Employees hold the knowledge, the know how and the experience which enable the enterprise to thrive.

They also hold the relationships and the quality of judgment which enables them to respond to the unexpected – to react rapidly when there is no time to take advice or to ask for instructions.

Lord Brown

http://gbc.bpweb.bp.com/ic/library/speeches/ejpb28beta1004.htm

Changing Nature of Work Drives Adoption

- Work environments are more complex
  - Matrixed organizations
  - Organization changes
  - Mergers/Acquisitions
  - Global companies
  - Telecommuting
- Work is increasingly collaborative
  - Specialization
  - Ad hoc projects
- Work demands more social capital

"Today, more than 85 percent of a typical S&P 500 company's market value is the result of intangible assets. For many companies, the bulk of these intangible assets is its people, its human capital. It is no longer what you own that counts but what you know…"

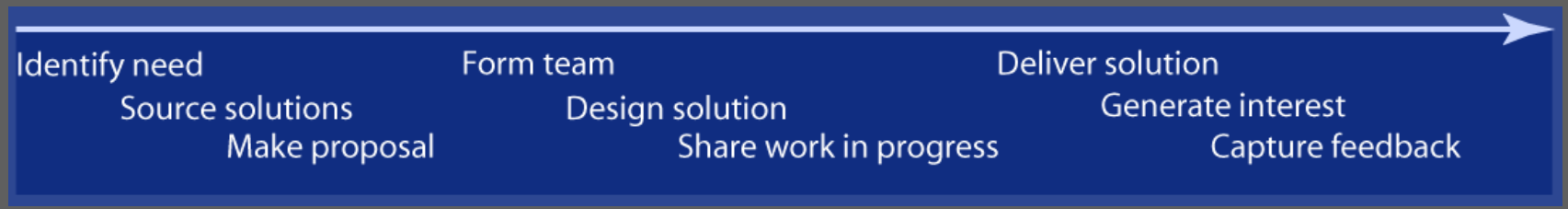
—Craig Symons, Forrester Research, Inc.

How to unleash social software for business?

- Communities

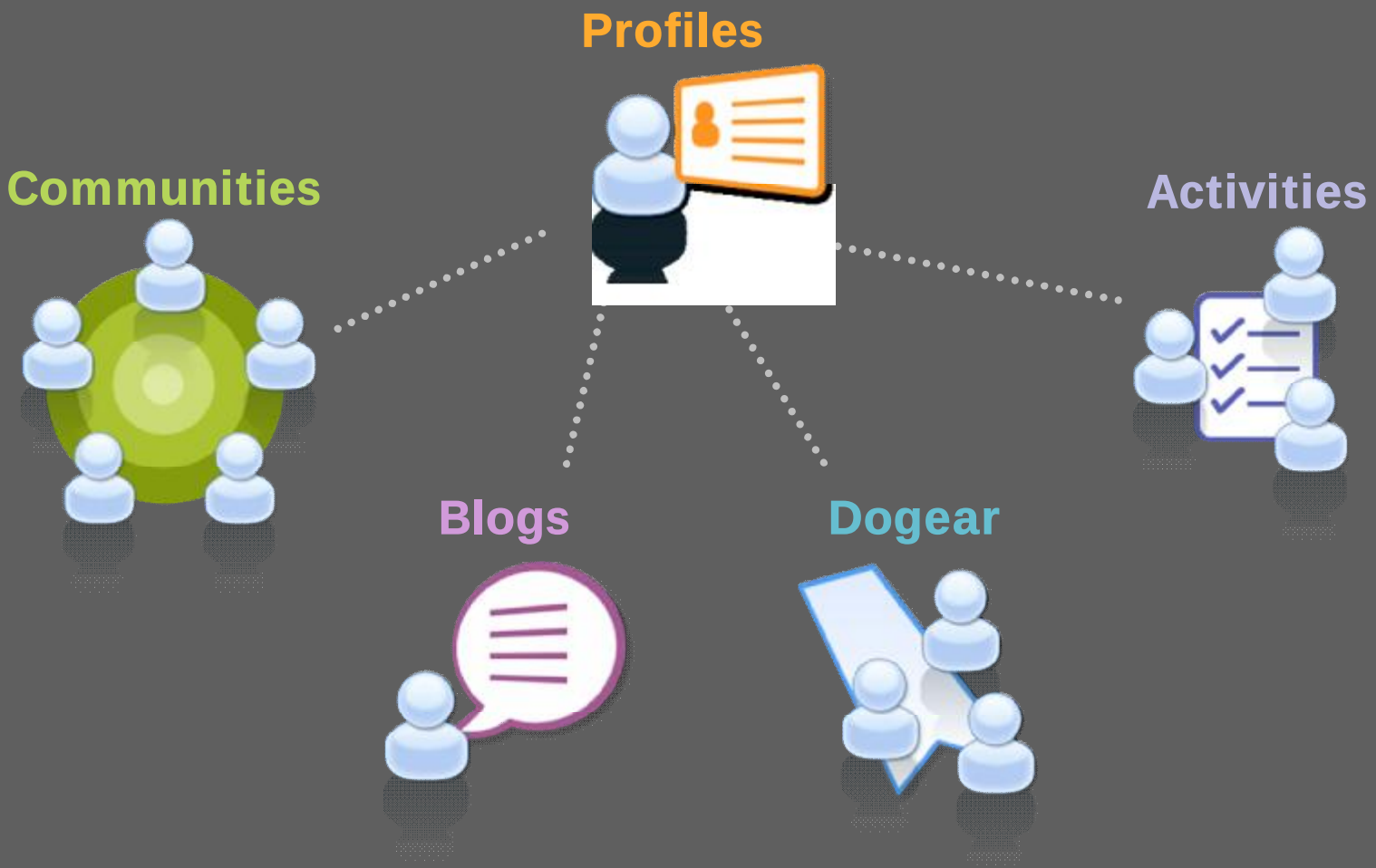
- Social methods for sharing and discovering expertise

- Activities



Social Netoworking

Social software for business can empowers you to be more effective and innovative by building dynamic networks of coworkers, partners and customers



The Value of Social Software for Business

IBS Lotus Services

"Empowering people to be more effective, responsive and innovative in the context of the work they do"

More information….

Search
Go

Recent Entries
- Microsoft демагогия!
- Електронна поща vs. Корпо
- КВАНТОВ КОМПЮТЪР
- Електронната поща – пробл
- Lotusphere2007 Opening Se
- Quickr
- Нещата, които трябва да з
- Първи отзиви на журналист
- Looking 'under the
- Поредното доказателство з

Recent Comments
- според последните обявлен
- Lotuspehre2007 oppening s
- Lotus Quickr
- Domino 8 Beta ...
- Domino 8 Beta ...

Categories
- Collaboration (7)
- HumanSoftware (1)
- Innovation (2)
- Knowledge (3)
- LotuSphere2007 (11)
- More... (4)

Archives
- February 2007 (7)
- January 2007 (18)
- December 2006 (2)

Links
- IBS ERM
- IBS Website

Електронна поща vs. Корпоративно Знание

Интензивното използване на електронна поща внася и проблем в управлението и натрупването на общото Корпоративно Знание. Макар да Ви се струва, че това е малко прекалено, всъщност проблем изключително прост, но адски болезнен в дългосрочен аспект за организацията.

По своята същност електронната поща е peer-to-peer комуникация, т.е. човек към човек. Дори кога адресанти са множество хора отново този характер е запазен, просто сме мултиплицирали информацията.

Като peer-to-peer комуникация когато съобщението носи полезна информация то тя остава обикнов пощенските кутии (или най-много на персоналните работни станции) на общуващите служители. Личните пощенски кутии са именно ЛИЧНИ и информацията просто потъва в тях без да носи адекват полза на някой друг в организацията.

Ще илюстрирам проблема с два примера:
Първи пример: Служител се натъква на проблем! Използва електронната поща за да се обърне към д служител за поща. Вторият служител прави кратко проучване и връща решение, като отговор. „Проблем-Решение" е най-важния елемент на Знанието в организацията. А в конкретния случай, ма да са използвани ресурстите на компанията Знанието е достъпно само до участвалите в итерацията друг колега се натъкне на подобен или същия проблем шансът му да се възползва от вече познатот решение клони към нула, което води до ново разхищение на ресурсите на компанията за повторно решение на проблема.

Втори пример: Двама служители работят върху съвместен проект – доклад. В процеса на работа те обменят данни, източници на информация и мисли, които отново остават достъпни единствено за тя въпреки, че за процеса се използват корпоративни ресурси. Дори след като докладът е готов и бив представен по конктретния проект той рядко бива индексиран и наличен за ползване от другите служители на компанията.

Двата примера са опростени, но те ясно илюстрират как електронната поща се превръща в капан-у на Корпоративното Знание и че нейното използване следва да се ограничи предимно до уведомления нотификации, а към информацията само да реферира, вместо да я носи със себе си.

Ако организацията не адресира този проблем с въвеждане на различни приложения и методи, които ограничат електронната поща до нейното предназначение, в дългосрочен аспект тя ще загуби до го степен своето конкурентно предимство. Ще бъде неспособна да се възползва ефективно от натрупващото се знание, да го предава адекватно на служителите си и да разширява техния капаци потенциал.

Comments (0)
Goran Angelov February 19th, 2007 12:51:11 AM

Visit us on LCTY! Everyone is invited!

16 Април 2007, София

Lotusphere 2007 Comes to You

Lotusphere Comes To You

Повишете нивото на продуктивността и ефективността в комуникациите си.

С решенията на IBM® Lotus® сега е лесно да постигнете подобрена продуктивност. Елате на **Lotusphere Comes to You,** за да се запознаете с някои идеи, които ще Ви помогнат за:

- По-вярни, по-бързи и по-умни бизнес решения
- По-лесно споделяне на информацията в организацията
- По-ниски разходи за обслужване на инфраструктурата
- По-ефективно използване на съществуващите Ви бизнес приложения

ПРОГРАМА

РЕГИСТРАЦИЯ
местата са ограничени

Lotusphere Comes to You е част от серия събития, представящи презентации и демонстрации от сесиите на **Lotusphere 2007**.

Този семинар има за цел да представи на всички, които не са имали възможност да посетят през Януари Орландо за **Lotusphere 2007**, най-новото от IBM технологиите в решенията за комуникации и съвместна работа, като **Lotus Notes and Domino 8, Lotus Connections, Lotus Quickr,**

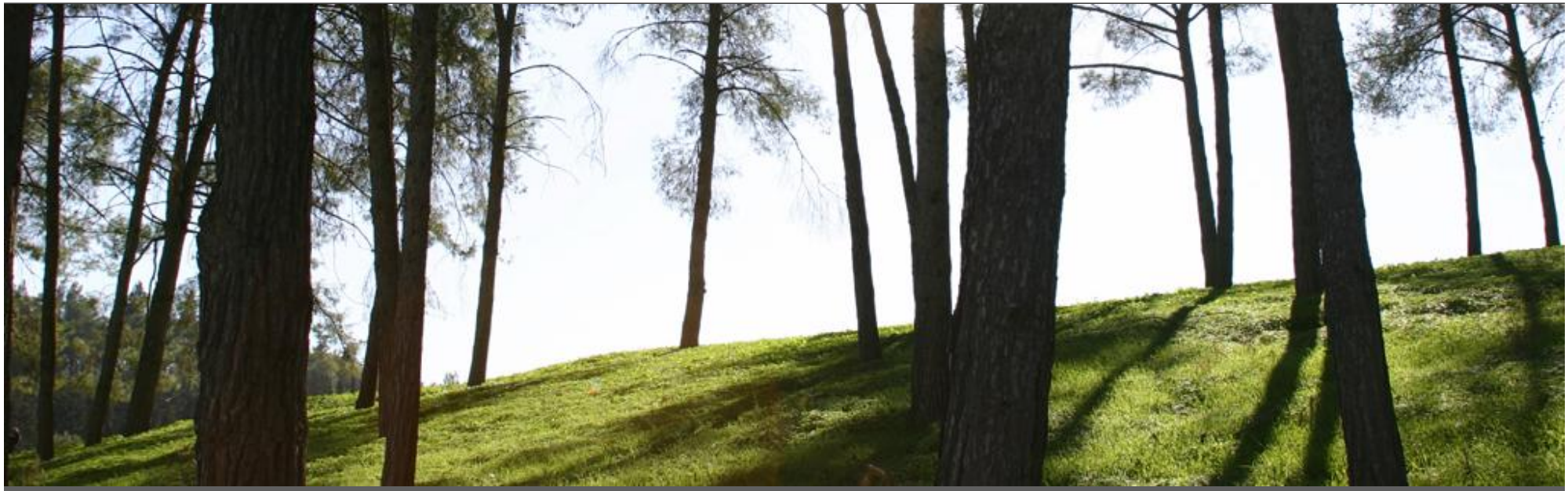
Спонсори

IBS BULGARIA

Връзки

- IBM България
- IBS
- LOTUS.COM
- Social Software
- Notes&Domino 8
- People productivity
- Portal Express 6
- Lotus Quickr 8
- IBS ERM
- IBS ERM BLOG

Q&A



IBS Bulgaria

Tel. (02) 9615455
Fax (02) 9615456
E-mail: sales@ibs.bg

www.ibs.bg