

NEW DEVELOPMENTS

Partnerships and new capabilities

2002 is shaping up to be an exciting year. As well as aligning our services to meet the new capabilities and platforms from Lotus Notes and Domino, we've been developing strategic partnerships that will provide you with an outstanding range of expertise and choice to help you meet your business goals.

SUBJECT: KNOWLEDGESHARE

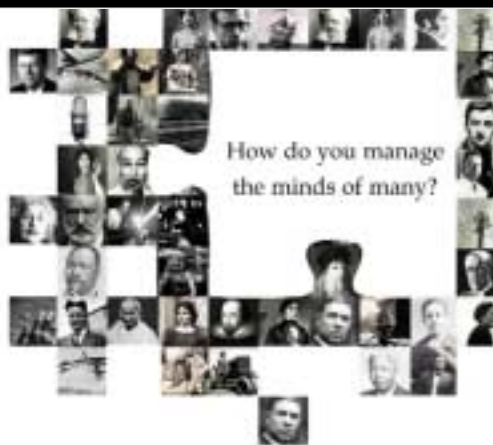
A breakthrough in knowledge management

An organisation's knowledge resides in the minds of its people, in its paper documents, in its electronic documents and databases.

Ensuring this knowledge base is instantly accessible and convenient for people to share and work on together is an organisations greatest challenge. That's why Lotus and Xerox have brought together their market leading knowledge-based products to create KnowledgeShare.

What can KnowledgeShare do for your business?

- Captures paper-based information and converts it into electronic documents that are easily managed.
- Allows for easy electronic distribution, management and storage of documents.
- Improves core business processes and enhances productivity in the workplace.
- Realises cost-effective knowledge management.
- Provides the right information to the right people at the right time.
- Improves time to market and competitiveness.
- Removes problems associated with managing paper and electronic documents in today's networked office.



The combination of a Lotus Domino Application server, the document management capabilities of Lotus Domino.doc and the multi-functionality of Xerox document centres can help your organisation accelerate the transfer of data in both paper and digital forms.

Working with Vantage systems, a Xerox concessionaire, Time Technology is able to take advantage of the multi-functionality of the document centre – including scanning, faxing copying and printing up to 65 pages per minute. In short, everything you need to enhance your organisation's productivity.

Time Technology and Vantage are currently running a series of seminars to give you a practical demonstration of KnowledgeShare in a way that is both fun and informative. Do contact us for further dates both in the South and North of England.

For more details on KnowledgeShare please email: sales@time-technology.co.uk or call us on: +44 (0)1483 863 000.

COLLABORATION IS VITAL

The Oxford Concise Dictionary describes collaboration as "working jointly". But what does that mean in business terms? Collaboration of knowledge, information and data has significant benefits:

- Make faster decisions by having vital data at your fingertips.
- Streamline sales and marketing.
- Improve your customer relationships.
- Improve internal communications.
- Improve your staff productivity. ■

DOMINO.DOC SAMETIME AND QUICKPLACE

One of our core competencies is in using innovative technology from Lotus to help organisations take full advantage of their collective knowledge across organisational and geographic boundaries. We have been delivering collaborative business solutions for almost 10 years and it's gratifying to see that with the products like Domino.Doc, SameTime and QuickPlace, the importance of collaboration has moved to centre stage.

In June 2001, leading industry analyst firm, IDC, forecast massive growth in the team collaboration and applications market. They were quoted as saying "Lotus QuickPlace's new user growth is outpacing all rivals with the new user market share at 47%". Our expertise in this area can help your organisation develop its Lotus Notes and Domino application servers and turn them into effective and efficient knowledge management systems. ■

GET MOBILE

We are very excited by Lotusphere's announcement of the extra mobile capabilities, to be incorporated into the next release of Lotus Notes and Domino 6 by the end of the year.

New features will include improved roaming user and multi-user support, greater control over replication and better wireless access via PDAs, pagers and web-enabled mobile phones. Time Technology was one of the first Lotus/IBM business partners to take advantage of the growing mobile market. In fact, we developed Lotus Agenda Synchroniser for Psion. Since then we have developed our knowledge and expertise in the mobile/wireless market to develop Lotus Notes Solutions for a wide range of applications. ■



LOTUS UPDATE

Lotusphere

AL ZOLLAR, GENERAL MANAGER, LOTUS SOFTWARE, OPENS THIS YEAR'S LOTUSPHERE EXHIBITION

IBM made some exciting new announcements at its Lotusphere event, which took place in Florida at the end of January. Here's a roundup of the highlights:

Lotus Notes and Domino 6 not far away

Lotusphere was the ideal platform to announce the first pre-release version of IBM Lotus Notes and Lotus Domino 6, including Lotus iNotes Web Access and Lotus Domino Designer. The final product is targeted for shipment in the third quarter of this year.

New capabilities outlined include:

- Improved mobility – including roaming user and multi-user support, greater replication control and improved wireless access via PDAs, pagers and web-enabled mobile phones.
- Updated mail and calendar user interface.
- Enhancements to overall user interface, including customisable welcome page and easier-to-use interface.
- Simplified integrated method of connecting to external data.
- Heightened availability, reliability, scalability and performance through improved transaction logging, clustering and network compression.
- Increased security and support of new security standards.
- Ease of integration with existing infrastructure through tighter alignment with other IBM software technologies. □



SCREENSHOTS FROM LOTUS NOTES 6

New customisable options for Lotus SameTime

Plans were announced to introduce new licensing, deployment and customisation services for SameTime. These new services will include hosted delivery and a range of options providing customers with the benefits of e-meeting technology combined with the purchasing and deployment flexibility to meet their business goals.

This means line-of-business managers will have the option to easily implement an immediate, secure collaboration solution without engaging IT resources for administration and deployment. □

New platform adoption as IBM Lotus Software commits to J2EE

Lotus announced its intention to adopt the Java 2 Enterprise Edition 1.3 standard to give present and future customers full access and choice in standardising on available platforms.

The move to a J2EE standard is a natural evolution, allowing the opportunity to unleash Domino capabilities virtually anytime, anywhere and to anyone, in a mix and match environment. The benefits to customers, developers, IT professionals and users are expected to be enormous, including increased flexibility, dynamic adaptability and diminished costs of both inter-operability and a solution's total cost of ownership. □

Real-life solutions

Case Study: BUSINESS SOLUTIONS, CONSULTANCY, SUPPORT, HOSTING AND LICENSING

Organisation: C2 LOGISTICS
A WHOLLY OWNED SUBSIDIARY OF CANDY

Business problem:

C2 Logistics is a distributed company with offices in Canada and the UK. Staff spend a great deal of time on the move and in remote parts of the world – as a result they were finding it difficult to gain access to email and database information. They were using various mail accounts and had no ability to share information collaboratively, other than via email.

Solution:

The solution lay in implementing a Hosted Domino server solution that would have a '24 x 7' manned helpdesk and the configuration and adaptation of Domino databases to enable users to store and share information, receive and act on faxes and to track enquiries.

Service description:

- Project management of hosting configuration.
- Migration from various existing systems to a new, single Lotus Domino platform.
- Set-up of Notes clients onto laptop and desktop computers in both Canada and the UK.
- Training and telephone support during and after implementation.
- Creating a standard install and set-up document to ensure all users were configured in exactly the same way.
- Designing and configuring of databases.

The final result was a successful implementation with minimal disruption to the client; users did not suffer from any lost mail during the migration to Domino. Time Technology got on with the job leaving the client to continue to work on its core business.

Benefits:

- Company business plan effectively cascaded across the entire organisation.
- Employee involvement improved by 400%.
- Customer service improved from 78% to 98.5%.
- Overall cost reduction of 10%.

For more information visit: www.time-technology.co.uk/support

"Quite simply, Time Technology has been a pleasure to do business with!"

Jonathan Marks, Candy

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