



A TIME TECHNOLOGY COMMUNICATION

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03

Time Technology

UPDATE

Time marches on

In the face of an IT downturn and a highly-competitive market, Time Technology continues to grow.



SUBJECT: INCREASED DEMAND

Our business has grown substantially in 2002. Increase in demand for our services has largely been achieved by keeping our focus on three main priorities:

Value for our clients

Our new Investment Appraisal service ensures that before a customer commits to a project with us, they have an overview of their likely return on investment (ROI) and the payback period on their investment. This focuses both Time Technology and our clients on the value of a solution and makes sure there is a full understanding of how success will be measured.

Quality service

By implementing a quality programme based on Six Sigma, we are able to

New faces

New recruits who have joined Time Technology:

Paul Eakins – joins us from Cap Gemini and brings a wealth of experience accrued over 16 years in the industry. Paul has a significant degree of experience in delivering Investment Appraisals to assess the viability of projects, and for managing the implementation of electronic document management solutions such as Domino.Doc. Paul will be our main client interface during project implementation.
Email: peakins@time-technology.co.uk
Tel: 01483 863022.

integrate the key client value points into all our projects, and so maximising the opportunity for success. This, coupled with our Quality improvement culture that drives client defects from our processes, has had a consistently positive effect on client satisfaction levels.

The right people

Our approach to recruitment is quite simply to get the best people for the job and to keep them. And, with our Six Sigma operating standards, Time Technology employees are able to grow, both with the job and the company.

We believe that these three priorities are the major contributory factors for our excellent success in 2002, making us your first choice for 2003. □

Leading with Lotus

Last year Time Technology was one of the top 30 Lotus Software resellers in Europe, and one of the top 100 in the world. This status has given us substantial purchasing power with Lotus, and enables us to be extremely competitive on all Lotus software.

We save you money while growing our business – a real win-win situation.

Duncan Alldis – joins our sales team from Blue Sky, another IBM Business Partner.

Previously he spent over ten years as a Systems Engineer at Lotus. Duncan's technical expertise enables him to accurately assess a client's business needs and recommend solutions that deliver maximum value. **Email:** dalldis@time-technology.co.uk **Tel:** 01483 863027.

... and a promotion within the Team.

Andy Brittain has been promoted from Support Manager to Operations Manager. Andy now has overall responsibility for all our delivery teams, ensuring that our clients receive a seamless service. **Email:** abrittain@time-technology.co.uk **Tel:** 01483 863001.

IBM HIGHLIGHTS

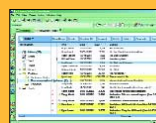
In one of the most difficult spending periods in decades, IBM has reported revenues of \$20bn, leading to much confidence in the strength of its portfolio.

Its software business achieved solid growth gaining share across the middleware market.

IBM's Lotus Software brand continues to expand into new markets with its dynamic work place offerings. Lotus Notes itself is still neck and neck with Microsoft.

In the collaboration market, a recent survey showed IBM's Lotus Sametime to be by far the most widely used instant messaging software in corporations. Lotus Sametime remains an integral and strategic part of IBM's plans for the new Lotus Software brand. To prove that they practice what they preach, IBM has reported that is saving at least \$4m each month from the use of Lotus Sametime internally. □

INTRODUCING NOTES 6



SCREENSHOT FROM LOTUS NOTES 6

Lotus recently launched Notes 6 – designed, built and tested with one goal in mind: to help customers do more for less.

Notes 6 enables you to work effectively and securely wherever and whenever you need to. Enhanced replication and access via the web or mobile devices provide full functionality in the office or on the road. Superior mail, calendaring and scheduling capabilities mean you're always in the loop. End-users can work more productively, more efficiently and more quickly than ever before. □

Contact the Time Technology Sales team for a free demonstration and a technical briefing! **Tel:** 01483 863000 or email: sales@time-technology.co.uk

SPECIALISTS IN LOTUS® EBUSINESS SOLUTIONS



Lotus Premier Partner

The new Domino.Doc

IBM Lotus Domino.Doc 3.5 is now available, offering a wealth of new capabilities.

The new version broadens the scope of 'traditional' documents to include supported email attachments and content. It includes presence awareness and instant messaging technology to increase team collaboration and communication. Clients can now make quicker and better-informed business decisions and help increase productivity and competitive advantage.

"Up to 50% of corporate intellectual capital is stored in email messages or attachments, which are often hidden from the organisation in individual user mail boxes

or desktop archives. This new version of Domino.Doc will make it easy for employees to save and manage their important business documents, including email messages and attachments, and can help reduce risk of mishandled information," says Peter Skeffington, Time Technology's Managing Director.

Other integrated collaborative tools contained in Domino.Doc 3.5 include presence awareness based on the instant messaging capabilities of Sametime. This enables employees working together on a document to see who is available for immediate consultation or threaded discussions. □

Combined with Lotus Workflow, Domino.Doc 3.5 will complement Lotus' Content Management solutions. **Contact the Time Technology Sales Team for a free Domino.Doc White Paper on Tel: 01483 863000, or email: sales@time-technology.co.uk**

Go with the 'Flow

We are pleased to announce the integration of Lotus Workflow into our solutions portfolio.

Lotus Workflow enables organisations to develop, manage and monitor all of their business processes, and helps to streamline these processes by eliminating many of the inefficiencies of paper-based work.

By integrating Workflow with other solutions such as Lotus Notes, QuickPlace and Domino.Doc, Time Technology clients have been able to improve productivity, by reducing costs and driving up revenues. □

Contact the Time Technology Sales Team for further information on Tel: 01483 863000, or email: sales@time-technology.co.uk

>> Coming up in OnTime 4, January 2003: Domino 6 - is it right for me? >>>

"Domino.Doc 3.5 will help employees save and manage important documents."

Real-life solutions

Case Study: INVESTMENT APPRAISAL FOR INTRODUCTION OF DOMINO.DOC

Organisation: A MANUFACTURING COMPANY BASED IN THE NORTH OF ENGLAND

Business problem:

To improve the ability of a department dealing with industry regulators, a solution was needed to help it identify, retrieve and deliver timely and accurate information.

Solution:

The solution lay in implementing electronic document management, using Domino.Doc, to bring together emails, new and existing documents (from PCs and scanned images) into a single, searchable repository. The project was also used as a pilot to determine whether the solution could benefit other parts of the organisation.

Service description:

- A workshop to develop a relevant business case for the implementation of Domino.Doc.
- Risk assessment of the current business process.
- Identification of areas of potential improvement.
- Clarification of overhead costs associated with the search and retrieval of documents.
- Definition of the potential benefits of electronic document management.
- Outlining implementation costs.
- Preparation of a 'Business Case' document, including a cash flow spreadsheet.

Benefits:

- Domino.Doc is fully-scalable within the client's environment.
- The solution can be deployed on all the client's software platforms.
- Quantifiable savings of over £150,000 over two years.
- Payback period of 12 months.
- Ability to use project as a pilot to assess roll-out to other parts of the organisation.
- Improved quality resulting in faster 'time to market' of new products, plus consequential increase in new product sales of 3-4%.
- Improvement of the facilities to identify, locate and collate emails as well as letters and other documents.

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

Contacts

Time Technology Ltd
Brook House
Mint Street
Godalming
Surrey
GU7 1HE

www.time-technology.co.uk

Tel: 01483 863 000
Fax: 01483 425 075
Email: office@time-technology.co.uk