



A TIME TECHNOLOGY COMMUNICATION

Issue 05

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UPDATE BOOST TO QUALITY DRIVE

Reinforcing our commitment to customer satisfaction, Emma Bushell has joined the Time Technology team as Quality Manager. Under Emma's direction, Time Technology is taking a fresh look at the quality measures in place throughout our various business processes, making us both process and customer focused.



I believe Quality is about two things; building our business around the needs of our customers and providing our team with the environment in which they can excel. We have a tremendous opportunity to improve on our growing success by taking a rigorous approach to quality improvement.

SUBJECT: A FLEXIBLE APPROACH TO OUTSOURCING TECHNICAL CONSULTANCY

In today's uncertain times, the need to do more with less is no longer an option.

One of the best solutions to the problem of cutting overhead costs is to outsource development and support services. But if you're tied into a contract, what happens when priorities suddenly change?

For this very reason, we've developed 'Points For People', a flexible, cost-effective way to procure technical resources on a needs basis. Very simply, points are purchased in packages and exchanged for any of our listed services, with a validity of up to two years.

PACKAGES	£ PER POINT
130 POINTS	28
260 POINTS	27
520 POINTS	25
1040 POINTS	24

Points are exchanged for a wide range of technical and support services

Each of our services carry a points value, according to the level of expertise required. You tell us what you need and when you need it, and we do the rest. It's really that easy.

If you'd like to know more about 'Points for People' and how it could enhance your business, contact the Time Technology Sales team. Tel. 01483 863028 Email sales@time-technology.co.uk

POINTS FOR PEOPLE SERVICES

- **Business Solutions**
Solutions to meet real business needs, from product customisation to bespoke development
- **Technical Consultancy**
Advice on a range of business problems; from basic messaging to the implications of a full Lotus Notes Domino upgrade.
- **Training**
Training on key IBM Lotus software technologies, for individual or group, on or off site.
- **Technical Support**
From a simple technical Helpline to complete support and monitoring of technical infrastructures and products.
- **Application Management**
Total servicing of a Lotus Notes Domino application under management contract.

IBM HIGHLIGHTS

Sametime Everyplace goes wireless

IBM Lotus Sametime Everyplace 3 is expected to be released in Q3 2003. This wireless solution extends the instant messaging capabilities and presence awareness of Instant Messaging (Sametime) to mobile phones and handheld wireless devices, making it even easier for employees on the road to communicate with their colleagues.

Opening up the lines of communication even further through Websphere Portal

IBM Lotus software can now expand WebSphere Portal's existing collaborative capabilities to make it even easier to find, communicate and work with colleagues. Pre-configured functions, which IBM is calling their 'Collaboration Centre', deliver collaborative portal applications direct to users, allowing them to share documents within their organisation and with customers, and to respond immediately - a major step towards becoming an on-demand e-business. Trials at Time Technology continue.

Expressway for Passport Advantage

From 5 May, the Passport Advantage programme segments into Passport Advantage (for large enterprises) and Passport Advantage Express (for smaller enterprises or individual departments of larger organisations) to better address the specific needs of the small to medium business.

Messaging Total Cost of Ownership 2003 - in Enterprise and Service Provider Environment

The Radicati Group highlights Lotus Notes/Domino 6 as providing a low Total Cost of Ownership.

"We were very impressed with IBM Lotus Notes/Domino 6 which led the way in administration costs across all other products in the Enterprise Messaging portion of our study, and came out with a lower overall cost compared to Microsoft Exchange 2000. which we see as the closest competitor to Notes/Domino 6 from the aspect of functionality and use."

IBM LOTUS® SOFTWARE SPECIALISTS

IBM Lotus software



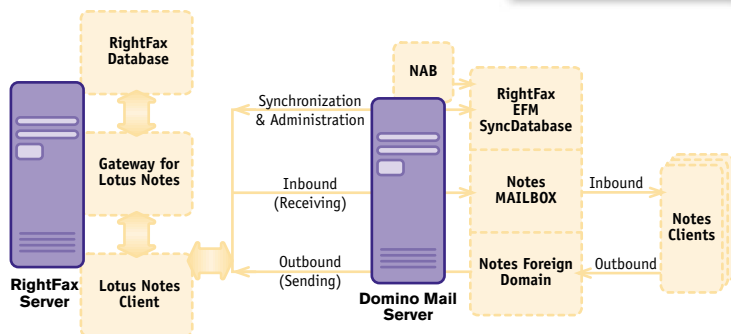
THE MISSING LINK: INTEGRATE FAX WITH LOTUS NOTES

For many, it's been a frustrating problem; being able to send, receive and store faxes as easily as emails. The missing link in complete document management. The solution is RightFax.

Intended solely as a document delivery engine, RightFax operates independently to your mail system in a Windows NT/2000 environment – so if the mail system is down, you can still send and receive faxes. Its technology is uniquely designed to be compatible with Notes/Domino functionality, without drawing away any resources from critical systems and applications.

Documents sent by fax from Notes are delivered via a dedicated gateway direct to the RightFax server. RightFax converts to fax format, adds a cover sheet or specified library document and then transmits. Faxes can be sent to single or multiple destinations – even a mixture of email and fax addresses. For incoming faxes, the RightFax gateway routes these in the same way as incoming emails.

IBM Beacon Award Winner



REQUIREMENTS

RightFax server 8.5 with the optional RightFax Gateway for Lotus notes installed
 Domino server and Lotus Notes client versions 4.51 or higher, including R5
 Add RightFax SecureDocs Module to provide certified, confirmed document delivery with end-to-end security, confidentiality and integrity all with the speed and immediacy of email.

THE BENEFITS ...

IT ADMINISTRATOR

- Leveraging existing IT network infrastructure
- Single point administration, including remote access to administrative tools
- Reduced document transmission costs
- Lower system maintenance, support and training costs
- Rollout/deployment gains

USER

- Easy to use, minimal training
- Better productivity
- Global remote access to critical business documents whether on LAN, WAN, or internet
- Reliable document delivery with confirmation/customisable notifications
- Document confidentiality, enhanced security

To find out how this missing link can open up a whole new world for your organisation, contact the Time Technology Sales team Tel. 01483 863000
 Email sales@time-technology.co.uk

Would you like to receive OnTime and other regular Time Technology publications electronically? Let us know on office@time-technology.co.uk

>> Coming up in On Time Issue 6, July 2003; Websphere update >>

Real-life solutions

Case Study: PROJECT COLLABORATION THROUGH DOCUMENT MANAGEMENT

Organisation: WSP GROUP PLC



IS A GLOBAL BUSINESS PROVIDING MANAGEMENT AND CONSULTANCY SERVICES TO THE BUILT AND NATURAL ENVIRONMENT. WITH OVER 4,600 STAFF OPERATING OUT OF 110 OFFICES WORLDWIDE, WSP MANAGES PROJECTS IN OVER 60 COUNTRIES. CORPORATE HEADQUARTERS ARE IN LONDON

Business Problem:

The growing complexity of projects and changes in working practises required the use of distributed multi-disciplinary teams. This was raising new management challenges and placing increasing pressures on the business resources.

One of the major problems encountered was controlling the project information, internally multiple copies of project files such as drawings and specifications were held on local servers, communication and file sharing with external partners such as clients, suppliers, sub-contractors and other professionals was via email or hard copy. The information rapidly became out of date and the communication of ideas and changes amongst the team became increasingly difficult.

WSP had experience of using many of the Project Collaboration solutions on the market but wanted a scaleable, cost effective alternative which would not require significant user training.

Solution:

IBM Lotus® Quickplace™. A web-based solution enables project teams to access a central system where all project related documents and information is stored. Information can be easily shared with colleagues and external partners and the system features version control, so changes to drawings and other documents can be tracked. Integrating with existing software, users can create and manage documents in a familiar format.

WSP have deployed Quickplace™ on a number of high profile projects and joint ventures involving multi-national teams, where they have seen improved communication and demonstrable benefits in terms of reduced costs and improved delivery.

Benefits:

- Return on investment achieved within 12 months.
- Quickplace™ can be customised to corporate standards and styles, so that users find familiar layout and functionality.
- Easy to use, based on existing technology and software, therefore requiring minimal training.
- Users do not need to have copies of a particular application installed on their PC to view documents.
- It brought people from all geographical locations together and improved project collaboration.

‘Quickplace has provided WSP with a scaleable cost effective solution. It is easy to use so we have had to invest minimal resources in training and support. It has simplified project collaboration for WSP Group on a global scale and had a direct effect on client care’

For more information on Quickplace, call the Time Technology Sales team on 01483 863028 or email us at office@time-technology.co.uk.

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