Creating a security-rich, collaborative environment to help employees work more productively and effectively

IBM On Demand Workplace

Highlights

- Helps increase revenue by enabling employees to provide enhanced customer service
- Reduces workplace complexity, enabling people to focus on core competencies
- Helps organizations improve productivity and reduce costs
- Provides a competitive advantage by positioning an organization to become an on demand business

Providing people with relevant tools and information
To compete effectively, organizations are realizing a heightened need to focus on providing employees with the right tools to do their jobs effectively. In an economy of tight budgets, which makes travel difficult, they are striving to achieve global connectivity. Organizations are also challenged with harnessing vast amounts of information and achieving true collaboration with customers, partners, suppliers and other employees.

IBM On Demand Workplace combines world-class software, services and consulting to create a security-rich, collaborative environment that helps employees work more productively and effectively. With On Demand Workplace, employees can easily and dynamically interact with the content, applications, business processes and people they need to get their jobs done faster—virtually anytime, anywhere. By enabling employees to quickly and effectively communicate and collaborate with other employees, partners, suppliers and customers, organizations can respond rapidly and successfully to change and opportunity.

Helping to increase revenue by enhancing customer service
IBM On Demand Workplace enables employees to focus on providing exceptional customer service. It can help you improve the quality of customer interactions, enable on demand delivery of appropriate training and knowledge, and provide your customers with direct access to employees who understand their organization, its values and its customers’ issues. By anticipating and responding rapidly to changes in the marketplace, and by enabling employees to quickly and accurately meet customer demands, you can achieve measurable improvements in customer service and revenue growth.

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Retail organizations are complex. Coordinating activities among central decision-makers, store managers, merchandisers and logistics is key to organizational success. In the case of one international retailer, the company realized that inefficiencies in people management, training and development, inventory management, communications and customer service were costing it money. By implementing an IBM On Demand Workplace environment for store associates and management, the US$32 billion enterprise determined that it could improve store process efficiency and enhance customer service—and achieve an estimated US$167 million in annual benefits.

Enhancing productivity and reducing costs to impact the bottom line
IBM On Demand Workplace is designed to enable organizations to align business processes—and the technology that supports them—with overall organizational objectives. It integrates disparate systems and workflow through a single view, reducing complexity for the employee, and it can provide employees with security-rich access to critical resources both within and outside the organization. Employees gain more time to innovate and positively impact the bottom line. By quickly and easily extending solution functionality to employees, partners and suppliers through prebuilt applications, an On Demand Workplace can help your organization reduce the costs and time-to-market of new opportunities. You can benefit from:

- Faster access to people, processes and information at a lower cost
- Improved communications
- More effective and flexible access to training
- The ability to leverage existing information technology (IT) investments
- Faster compliance with corporate and government mandates and regulations.

Simplifying the work environment to better utilize valuable resources
IBM On Demand Workplace provides a single, consistent view—through which you can deliver information and tools—that integrates with existing applications and makes it easier for your employees to access the information they need. It is designed to simplify the way employees communicate and collaborate, both internally and externally, by providing a dynamic, easy-to-use, roles-based interface for accessing critical work tools—from content to applications to business processes to people. By making it easier and faster to communicate and collaborate, On Demand Workplace helps organizations deploy the right skills at the right time, and can make it easier for employees to focus on core competencies.

With disparate employee portals that were cumbersome and difficult to use, one of the world’s largest automobile manufacturers implemented an IBM On Demand Workplace to create a single, customized, roles-based enterprisewide portal to improve productivity and reduce costs. Faster, more flexible and security-enhanced access to self-service human resource (HR) functions helps enable the company’s employees to spend more time on value-added functions and core competencies. The workplace solution can scale to support the company’s variable cost structure, while also adding value for employees. By working with IBM, the company was able to develop and implement a single worldwide employee workplace and create a roles-based portal for its production management team in just ten months.
IBM On Demand Workplace helps reduce costs and implementation risks by enabling organizations to leverage existing investments and skills while incrementally adding on demand and collaborative capabilities. By consolidating the various intranets and extranets that you already have, On Demand Workplace virtually eliminates the need to maintain duplicate subscriptions and maintenance costs—all with nominal retraining of existing resources.

An international financial institution tapped IBM to help it align its existing IT investments and applications, including PeopleSoft, an electronic customer relationship management (e-CRM) system, IBM Lotus® Notes® and multiple portal projects. IBM helped the company develop a strategy to integrate its IT investments, create a shared user interface and network infrastructure, and common governance, security features, architecture and standards. By optimizing its return on investment on IT infrastructure, applications and existing Web sites and databases through the use of On Demand Workplace, the company estimates it will achieve more than US$300 million in savings.

A focused organization is one that is committed to concentrating on differentiating competencies. IBM On Demand Workplace combines flexible, scalable technologies with the deep industry-specific and cross-functional insights and business process expertise you need to adapt quickly to both unexpected challenges and evolving opportunities.

A resilient organization is prepared for changes and threats—whether technological, economic or political—enabling it to continue operating with consistent availability, security and privacy. IBM On Demand Workplace helps create a security-rich work environment, and is based on IBM’s virtually unmatched technology standards for reliability, scalability and dynamic responsiveness.

A variable organization is able to adapt cost structures and business processes flexibly, in order to reduce risk and to do business at higher levels of productivity, cost control, capital efficiency and financial predictability. With IBM On Demand Workplace, you get a solution that can help you optimize responsiveness to variable capacity demands, lower costs and reduce risks.

Gaining a competitive edge by becoming an on demand business

In today’s challenging marketplace, it is essential for organizations to streamline business processes and respond quickly to changes. IBM defines an on demand business as an enterprise whose business processes, integrated end-to-end across the company and with key partners, suppliers and customers, enable it to respond with speed to virtually any customer demand, market opportunity or external threat. An IBM On Demand Workplace solution brings together industry-specific know-how with a dynamic, collaborative workplace environment that can help your organization become more responsive, focused, resilient and variable—key characteristics of an e-business on demand® enterprise.

A responsive organization is capable of sensing changes in the environment and responding dynamically to fluctuations in supply and demand, new customer, partner, supplier and employee needs, and competitive moves. IBM On Demand Workplace is designed to enable realtime communication and collaboration within your organization and with your customers, suppliers and partners, so the right people have the right information to respond quickly to changes and challenges.
Relying on proven knowledge and experience
IBM Global Services provides strategy and design, content management, governance strategy and execution, role definition and setup offerings to help you implement a comprehensive workplace solution. Our consultants focus on improving the cost, quality and strategic value of your workplace. We help you transform the various elements of strategy and service delivery, including organizational design, data warehousing, supply chain, finance and administration, customer service, e-learning and enterprise resource planning implementations. We design and implement intranet portals—which can be delivered on a hosted or outsourced basis—enabling you to cut costs and boost productivity by moving work to the Web.

IBM Global Services solutions draw on our industry expertise, intellectual capital and insights gained from hundreds of successful engagements to deliver improved business results through the continuous strategic change and operation of your business processes, applications and infrastructure.

IBM WebSphere® Portal delivers a single, universal point of access that is designed to be integrated, highly customizable and scalable, enabling you to interact with key applications, content, people and business processes. WebSphere Portal also offers numerous portlets that enable the integration of e-mail, calendars, and syndicated news and industry applications into a single portal solution. And with Lotus Workplace, you can take advantage of powerful collaboration capabilities, such as instant messaging, team workspaces and e-meetings.

With IBM On Demand Workplace, you gain confidence in a solution that combines our extensive experience, industry-specific expertise, exceptional service and proven, market-leading workplace and on demand technologies. It provides time-tested, scalable technologies with a broad range of capabilities that can support your organization now and in the future.

For more information
To learn more about IBM On Demand Workplace, please contact your IBM representative, or visit:

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