

IBM Software Demos

IBM Workplace dashboards

IBM_Workplace_dashboards_D_Mar06.doc

1a (0:00)

In this demonstration we will see how IBM Workplace Dashboards help management track and analyze their business results in real time.

1b (0:11)

Here we see JK Enterprises CEO Jack Kelly logging into the portal. On the executive dashboard home page, Jack is presented with a graphical, easy to interpret, view of his key performance indicators such as revenue, profit margins, and current headcount. He is also presented with information alerts relevant to his position and responsibilities.

1c (0:35)

The dashboard indicators present historical, real time, and near real time information, pulled from a number of different data sources across the enterprise.

1d (0:45)

This ability to aggregate data from multiple sources and intuitively display it in one place is a major benefit of IBM Workplace dashboard products. Dashboards provide users with instantaneous visibility to business operations, enabling better decision making and greater business flexibility.

<Customize portlets>

2a (1:05)

Portlet contents are easily customized using edit icons in the portlet title bars. Anticipating improved business conditions in the upcoming quarter, Jack increases JK's profit over performance goal to 15%.

2b (1:22)

When this change is saved, the portlet is dynamically updated and we see that operating profit is now classified as on track.

2c (1:31)

The My Alerts portlet displays prioritized alerts about various business events. The information shown is tailored to Jack's needs based on his role and personal preferences.

COLLAB + DEEP PORTAL INTEGRATION

3a (1:43)

Jack notices a news alert indicating that Globe Networks has just been acquired by Mega Corp.

3b (1:49)

Globe Networks is a fierce competitor in the European market and this acquisition poses a significant threat. Jack decides to delegate this issue to his Sales VP, Miles Montgomery, asking him to respond to the situation.

3c (2:05)

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The executive dashboard portlets take advantage of WebSphere Portal services for portlet to portlet communication and people awareness. People awareness integrates instant collaboration opportunities, with the processes and data relevant to a person's roles and responsibilities. Responsiveness is improved since people across the organization have access to information, along with the ability to collaborate based on that information. People awareness displays a visual indicator when colleagues are online and available for interaction.

Transition to Miles Montgomery's system

4a (2:40)

We now see Miles Montgomery, logging into his Executive dashboard. The first thing to notice is that the portal display has changed to fit Miles' role and preferences. Not only does Miles see different portlets, but the portlets themselves have adapted to suit his needs. As VP of sales, Miles has customized the alerts portlet to display sales and company information as well as news alerts, but not the financial categories.

4b (3:10)

Acting on Jack's direction, Miles needs to review the scorecard data relevant to the JK products competing with Globe Networks in Europe. He also plans to identify his best and happiest customers in the European region to use as references.

4c (3:26)

To do this, Miles navigates to the Sales indicators section of the dashboard and changes filtering criteria for the data in the portlets – both on this page and across pages.

4d (3:38)

The first filter he selects limits displays to Europe. As the filtering selection is changed in the Dashboard filter portlet, note how the contents in the other portlets on the page are updated.

PICK REFERENCE CUSTOMERS

5a (3:51)

After reviewing the scorecard, Miles goes to the Customers tab to look for references. Notice that the filters are still in effect.

5b (4:00)

The customer satisfaction chart shows ratings for product quality, service, and overall satisfaction. Miles drills down to get a list of all customers with an outstanding overall satisfaction score.

5c (4:15)

Using WebSphere Portal's portlet to portlet communication, Miles retrieves the detail page for one of his top customers. Once again, portal people integration provides collaboration in context. Even though the customer rep is not online, Miles can send an e-mail requesting more information.

5d (4:36)

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Since Workplace dashboards are based upon WebSphere Portal, they adapt to user's needs and allow users to interact with multiple back-end systems as if they were one. As a result, employees can complete tasks and make decisions quickly. By consolidating access to the content, applications and processes relevant to the user—all in one portal view—Workplace dashboards simplify user tasks and provide audience value, resulting in improved productivity.