



IBM Software Group

IBM Workplace Managed Client

Silvo Mlakar
IT Architect, IBM SWG
silvo.mlakar@si.ibm.com



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Let's first understand what IBM Workplace Client Technology is all about....

Why Workplace Client Technology?

Because customers face significant IT challenges in managing their desktop environments

- IT continues to struggle with high costs to acquire and maintain end user computers and devices with endless refreshes & virus patches for installed applications

“Meanwhile, Microsoft was changing operating systems faster than we could keep pace with, and our users were impatient for the latest technology. At the same time, our budgets were being squeezed by revenue shortfalls.

We considered migrating from Windows NT to Windows XP. However, we soon realized that we couldn't afford the additional millions of dollars required to buy new PCs.”

– Phil Bertolini, CIO of Oakland County, MI

But, browsers aren't always the answer

- IT continues to struggle with high costs to acquire and maintain end user computers and devices
- **Browsers, as ubiquitous application architecture & UI, has been proven *not* to be the answer**
 - ▶ Lacks UI richness needed for applications
 - ▶ Disconnected application usage not possible
 - ▶ Lacks a programming environment on the client

“The second phase will include a hybrid model that consists of a combination of thin- and thick-client technologies, because **we found some users still needed computing power only found in a thick-client PC.**”

– Phil Bertolini, CIO of Oakland County, MI

So, it is key that application frameworks be based on open standards

- IT continues to struggle with high costs to acquire and maintain end user computers and devices
- Browsers aren't always the answer
- **Interest in enterprise application frameworks based on open standards to enable the deployment of heterogeneous vendor applications and legacy data & systems**

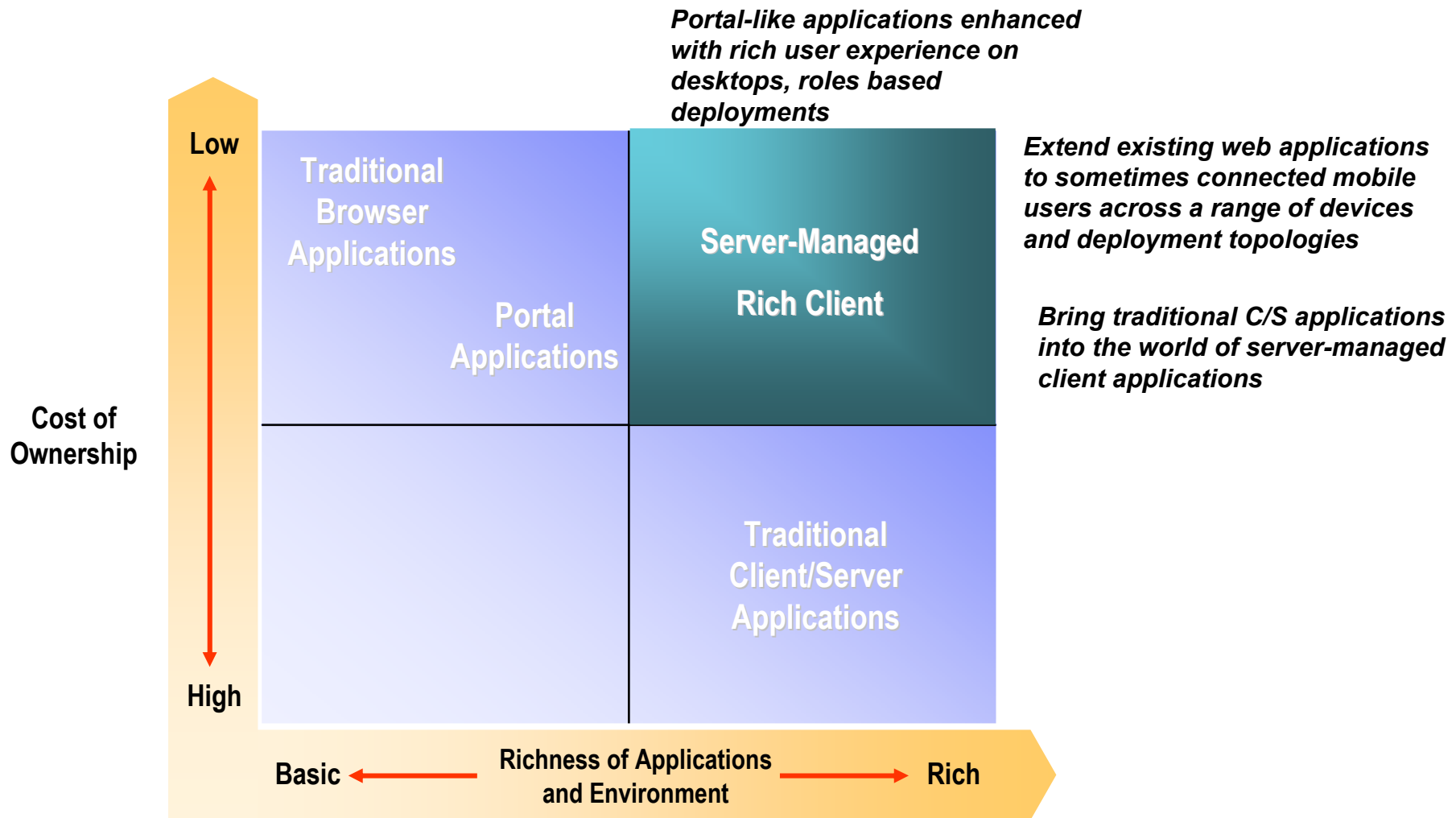
Fischer did not want to be locked into using proprietary technologies

Linux operating system provided Fischer Italia with a flexible, scalable operating environment that could easily integrate with the IT systems

Fischer Italia

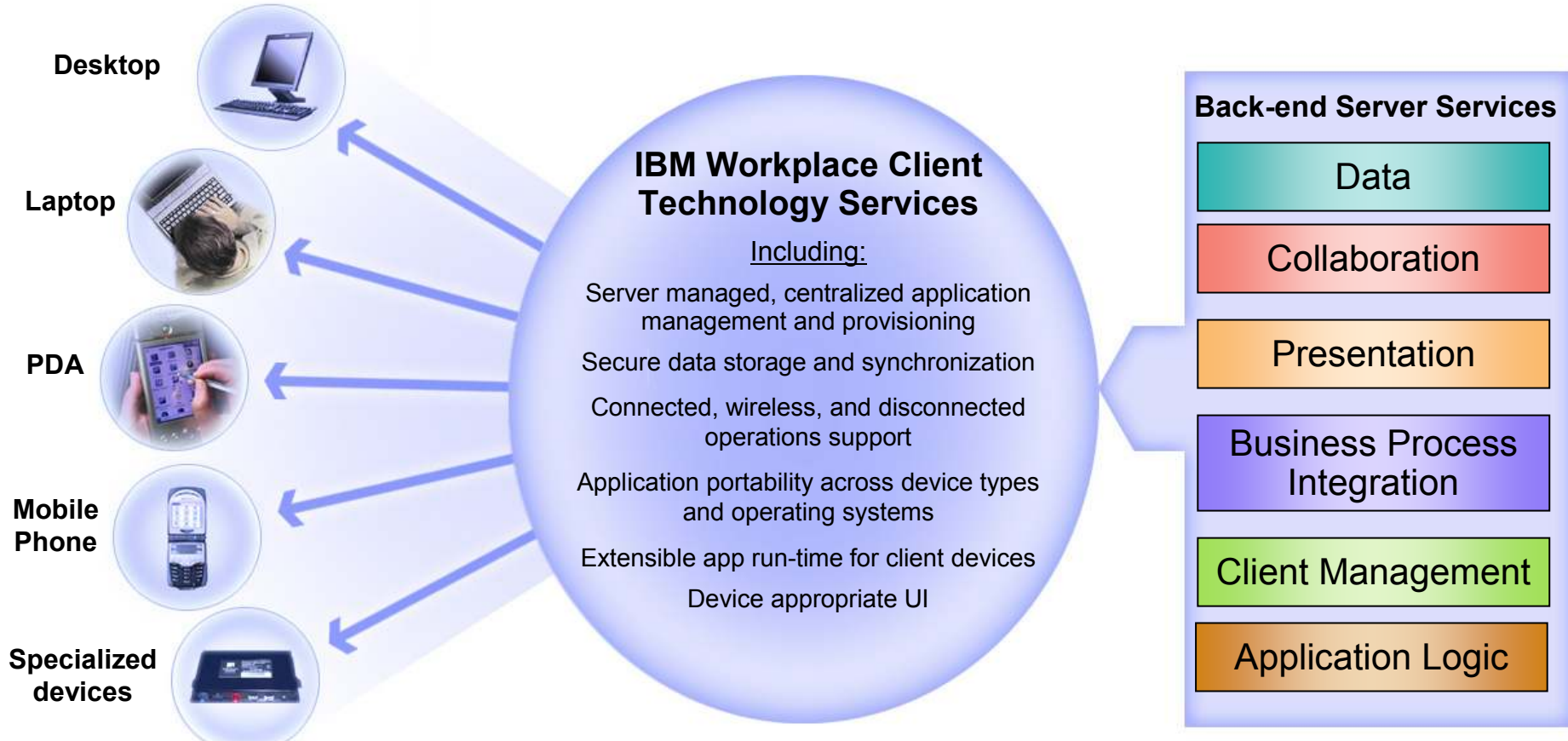
IBM Workplace Managed Client

Ultimate goal: Achieve rich client functionality with compelling TCO



IBM Workplace Client Technology Approach

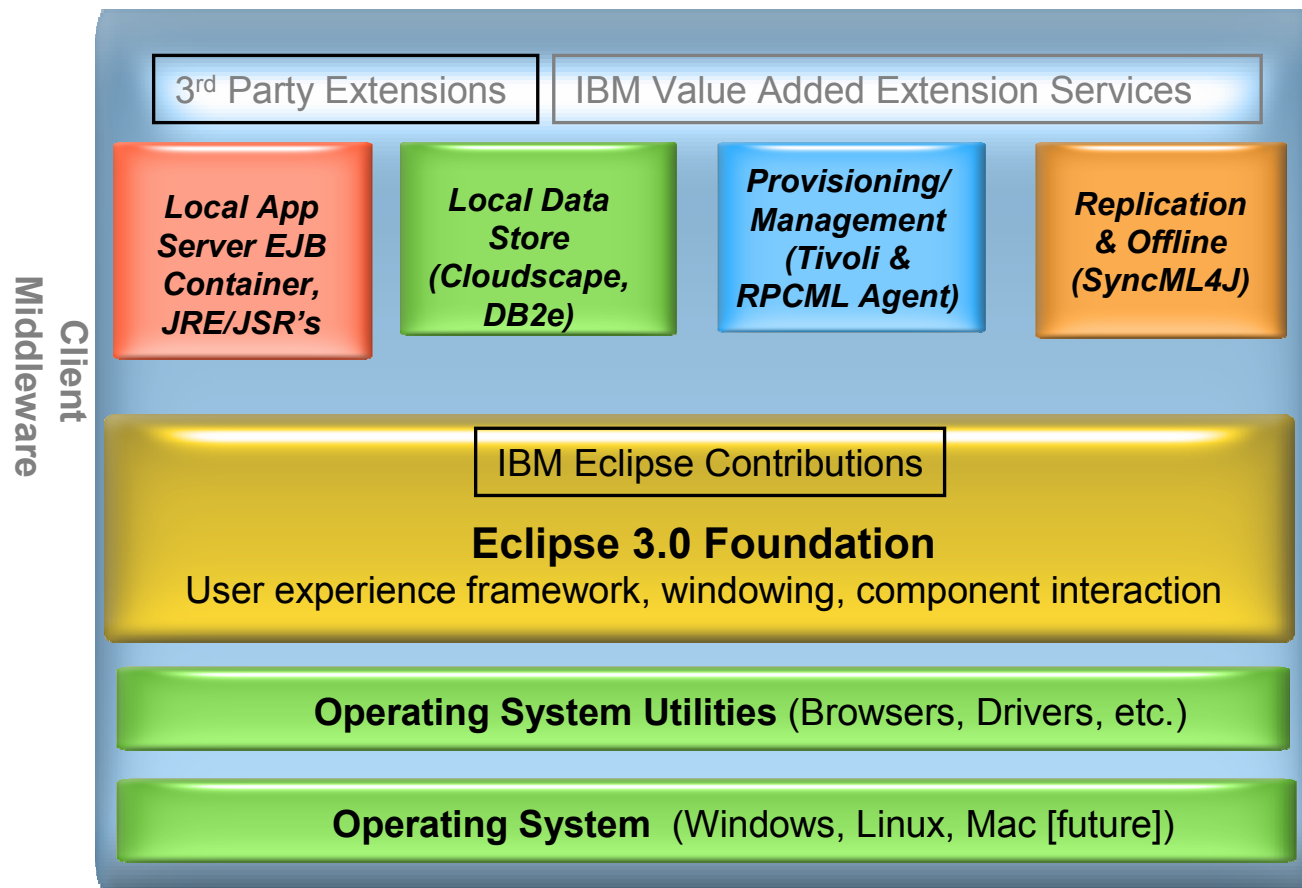
*A new approach for building **server managed clients** that support **multiple user types, user experiences, access points, and forms of connectivity** enabling **flexible and cost effective access** to people, business processes, applications, and content.*



The power of one architectural model, one programming model, one consistent tool set

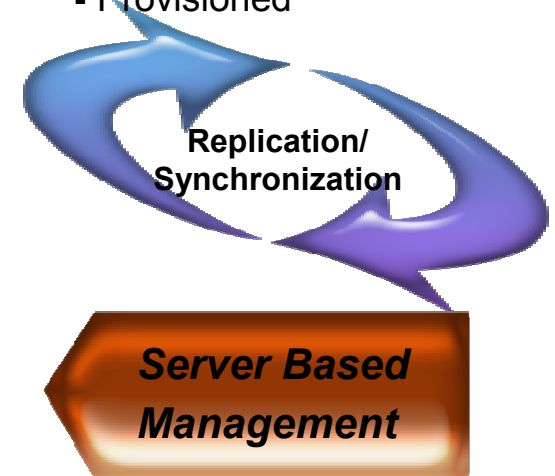
Workplace Client Technology, Key Aspects

Eclipse-based Extensible Run-time Environment



User Experience

- Rich, Contextual
- Disconnected
- Componentized
- Provisioned



Workplace Client Technology

- Componentized
- Server Managed
- Pervasive
- Secured Data
- Offline Capable

Key Benefits of Workplace Client Technology

- Build Dynamic, Composite Portal Applications with a Rich User Experience
 - ▶ Brings improved responsiveness by lowering network latency – critical to call centers!
 - ▶ Provides richness and power of client software – i.e. drag-n-drop,
 - ▶ Leverages local device processing power to reduce server loads
 - ▶ Manages code using Portal page framework (just like any web page)
 - ▶ Employs component architecture for late-binding, non-brittle contextual extensions
- Offloaded and Disconnectable Portal Applications
 - ▶ Supports disconnected mode: offline services, data store, & synchronization
 - ▶ Provides for continued execution when network or server becomes unavailable
- Lower TCO by delivering & managing applications through server-managed clients
 - ▶ Reduces IT costs from “no touch” server-managed delivery/deployment/update of rich client applications
 - ▶ Leverages existing LDAP & Portal user administrations
 - ▶ Provision user capabilities by role, policy & need – “on demand”

Key Benefits of Workplace Client Technology (continued)

- Built in Data Management & Security
 - ▶ Security defined on the server, applied on both server & desktop
 - ▶ Authentication over all well-known protocols (IIOP, HTTPS, SIP...) & uses local & server managed encrypted data stores
 - ▶ Credential management, S/MIME

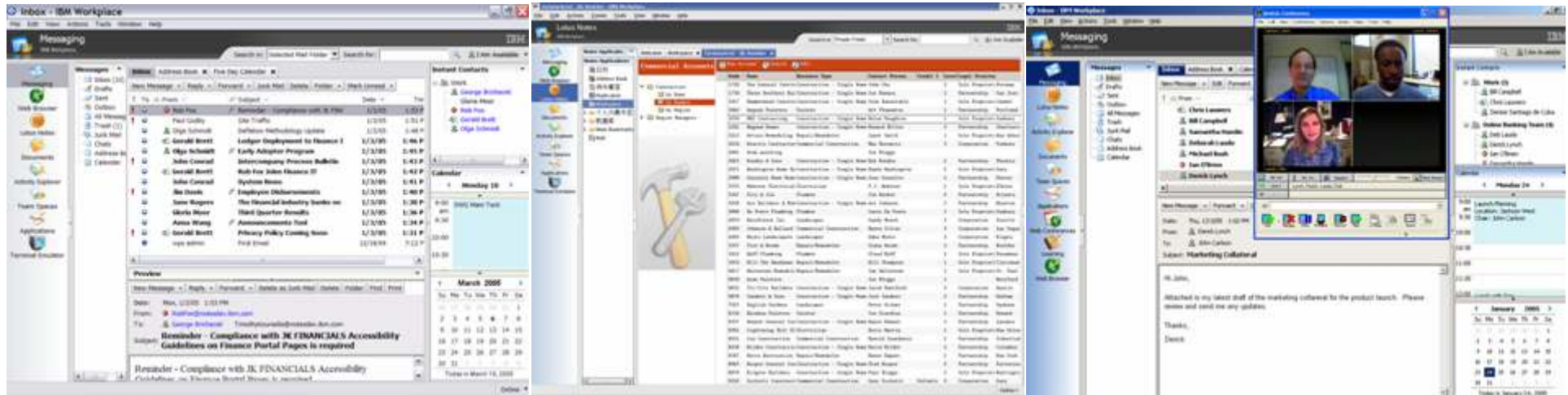
- Built in productivity components
 - ▶ Spreadsheet, Word processing, Presentation, Project Plan

- Choice and Flexibility
 - ▶ Linux, Windows & Mac OS desktops*
 - ▶ Leverages key standards & opensource & open communities:
 - OSGI, Java, Eclipse, J2EE, XML, SyncML, etc.
 - ▶ Exact same client middleware model for pervasive & mobile devices

- Extensible client platform for:
 - ▶ Custom applications by IBM Customers & Partners & Developers
 - ▶ Creating reusable plug-in components that can be combined as needed
 - ▶ Integration of existing Portal, Web, Java, .Net and Notes Application
 - ▶ Optionally activating Workplace Collaboration services, such as chat, calendaring and scheduling, web conferences, team spaces, email...

IBM Workplace Managed Client

- built on the Workplace Client Technology
- unifies and simplifies access to the desktop tools employees need to be effective



Comprehensive
Managed
Desktop

Integration &
Advancement
of
Current
Investments

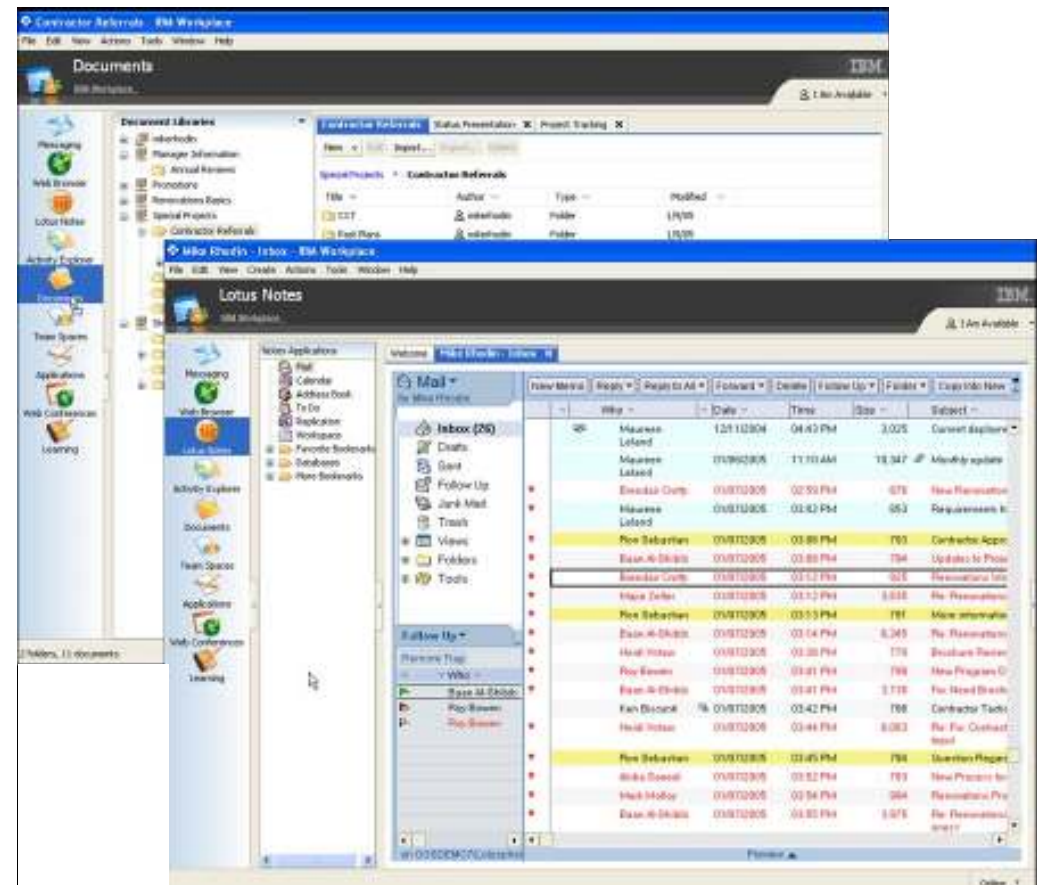
Rich Platform
For
Application
Deployment

IBM Workplace Managed Client provides the rich client experience

Unifying people, tools and resources to simplify day-to-day business

Dynamically integrated...

- Activity Explorer
- Productivity editors
- Project Planner tool
- Data Access tool
- People finder
- Awareness and chat
- Team places
- Virtual meetings
- Document management
- Editors and viewers
- Threaded discussions
- Messaging
- Calendar and schedule
- Workflow
- Learning

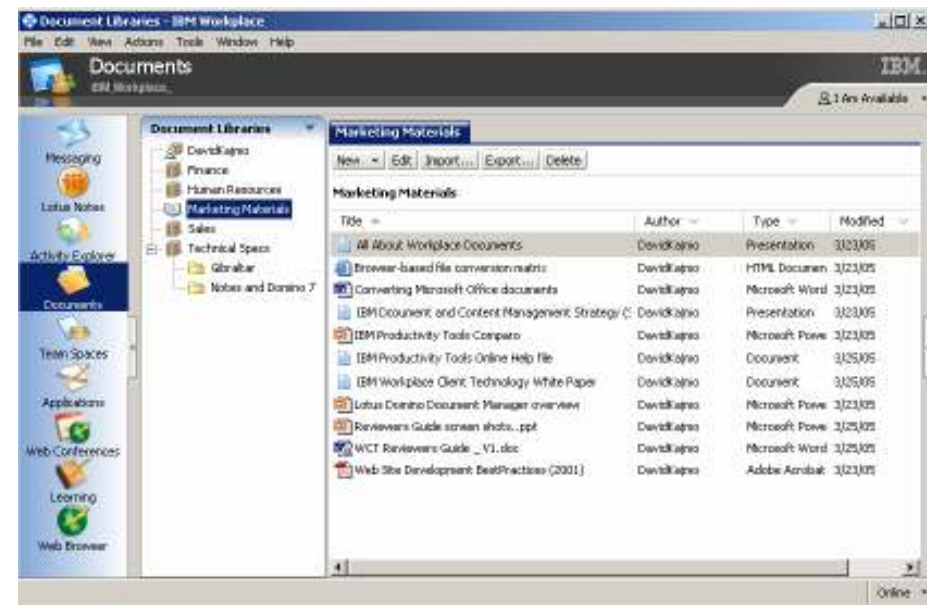


... All based on the context of your work

IBM Workplace Documents with rich client

Basic document library services

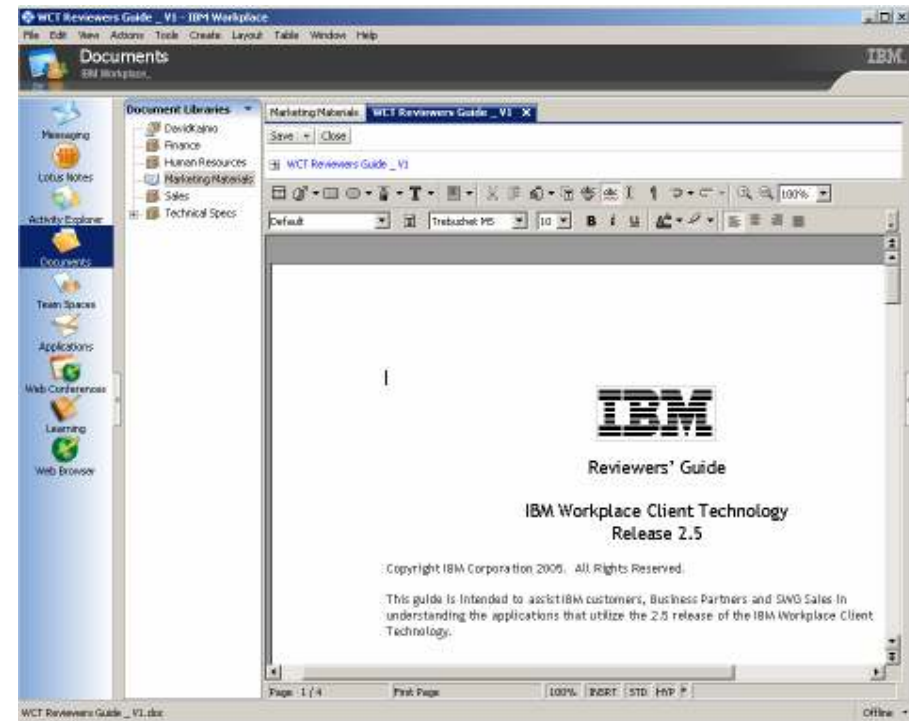
- Document library services include **check-in/check-out, versioning, drafts, security, meta data**
- Allows users to store, secure, and share their collaborative documents
- Offline support allows synchronization of server-based document libraries to/from local PC
- Drag-and-drop support for file import/export to/from desktop
- E-mail archival from IBM Workplace Messaging
- Integrates with Microsoft Office for document creation, editing, and printing.



IBM Workplace Documents with rich client (continued)

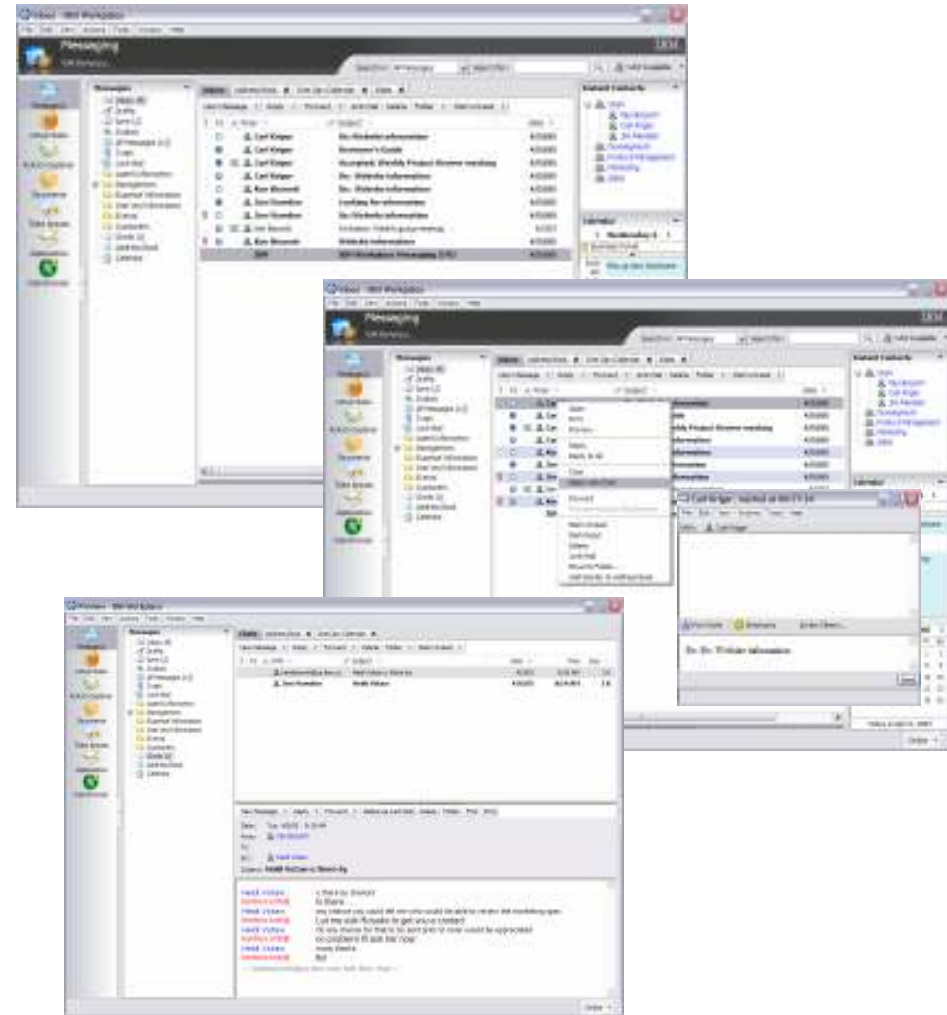
IBM productivity tools

- Built-in set of rich editors includes **word processor, spreadsheet, presentation, and project planner**
- Integrated into document libraries and the Workplace Managed Client to provide in-place document editing
- **Ideal for “overserved” users who don’t need full Microsoft Office licenses**
- File compatibility with Microsoft Office, also read and write a variety of other formats, including HTML and Adobe Acrobat
- Included in IBM Workplace Documents with IBM Workplace Client Technology, rich edition



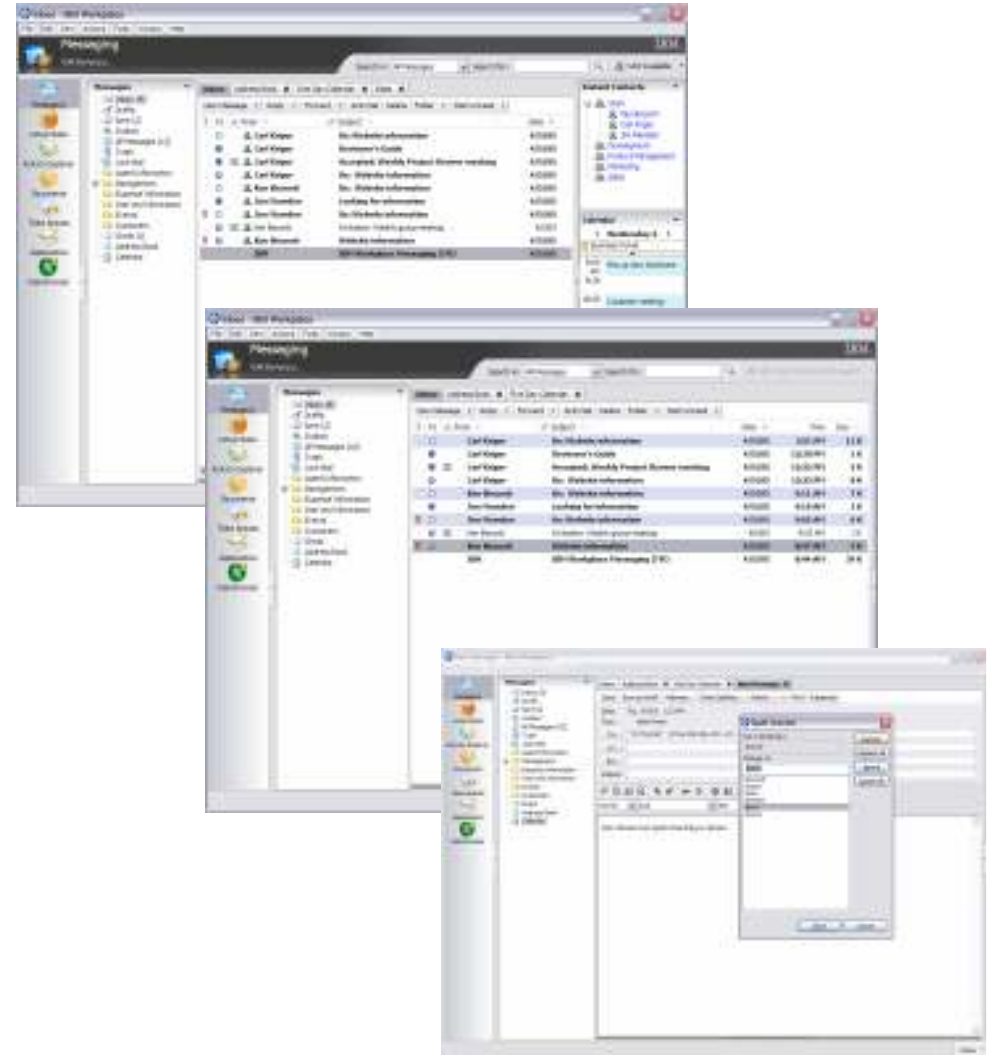
IBM Workplace Messaging with rich client

- **Shared across rich client and browser:**
 - ▶ Mail (based on same Lotus Workplace Messaging Mail for browsers)
 - ▶ Group C&S (based on Lotus Workplace Messaging – basic meeting negotiation)
- **Specific features available only with the rich client:**
 - ▶ IBM Workplace Client Technology benefits
 - Mobility, Secure local store, robust UI, etc.
 - ▶ Integrated Instant Messaging & chat, including ability to save chats
 - ▶ Offline support for Mail & Calendar
 - ▶ Full text search on local mail
 - ▶ User Preferences - Synchronization, security, international settings, etc
 - ▶ Mail & calendar printing
 - ▶ Accessibility



IBM Workplace Messaging with rich client (continued)

- **Specific features available only with the rich client**
 - ▶ Attention indicators
 - ▶ Spam filter
 - ▶ Mail Thread (secondary highlighting)
 - ▶ Notes Application Plug in
 - ▶ Support for n-way chat with Instant Messaging
 - ▶ Spell Check
 - ▶ Support for Mobile access Mail
 - ▶ Continued client side performance enhancements



Other IBM Solutions using Workplace Managed Client: IBM Solution for Branch Banking Transformation

Business Challenge

Global financial services company needs to maximize the Retail Bank Operation's customer relationships and reduce application **deployment and manageability costs**

Solution Approach

- Using IBM WCT to better **manage multiple versions of legacy applications, especially the bank teller system used by tens of thousands of employees**
 - Web services integration with legacy bank teller application
- Provide a **customized workplace and enhanced client framework** as part of Branch Transformation Project



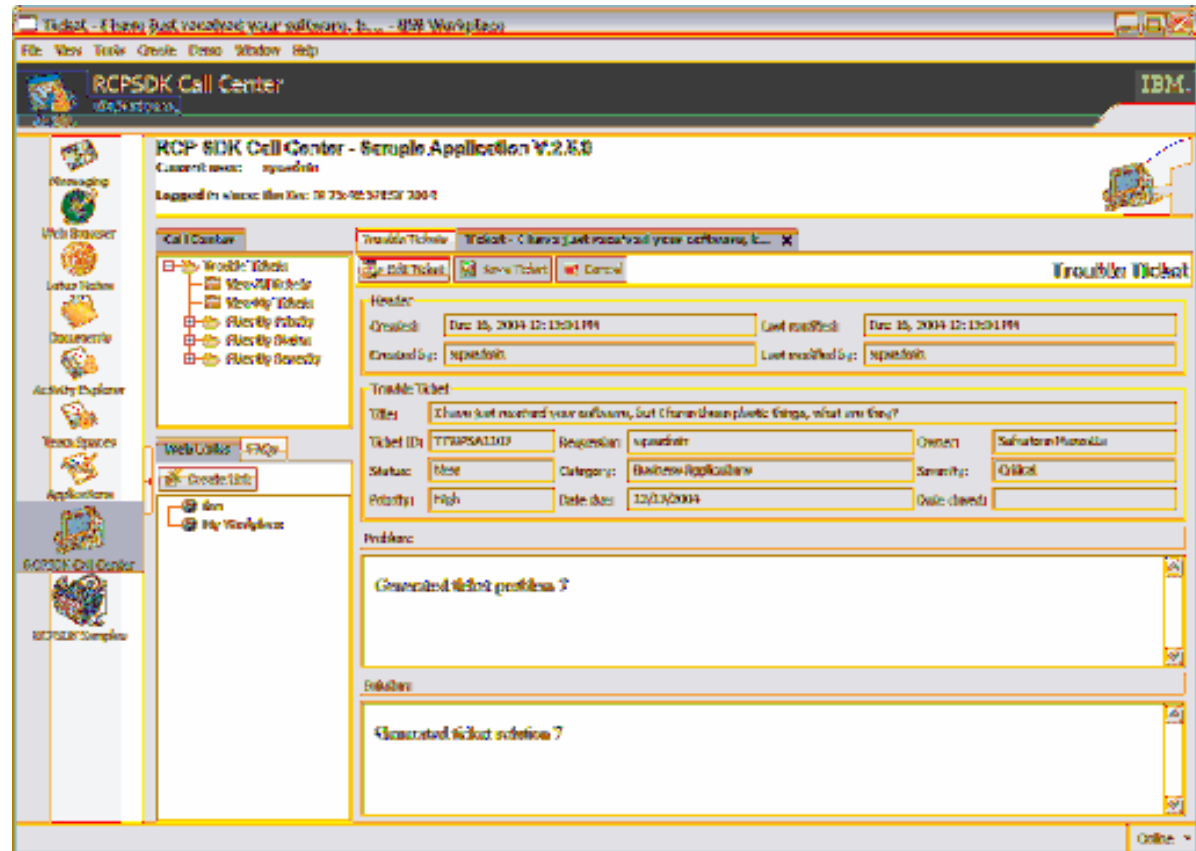
Solution Benefits

- Means to integrate legacy & native applications, and to provide access to collaboration & productivity tools in one integrated environment
- No touch deployment, reduced costs of manageability and maintenance across a mixed set of legacy applications
- Dynamic role-based provisioning of applications to users with locked down desktops
- Improved application development using J2EE and open standards

Workplace Managed Client: Rich Platform for application development and deployment of custom applications

Benefits

- Extensible platform built on Eclipse open source code base
- Cross platform, rich UI framework that integrates with the desktop OS
- Reusable UI components for faster application development
- Integrates with Workplace Collaboration Services and WebSphere Portal*
- Roles-based, server-managed deployment model
- Offline facilities



Sample Application built using IBM Workplace Managed Client 2.5

Questions?

