



Help users work more productively with targeted messaging solutions.

For the last 15 years, IBM® Lotus® software has been at the forefront of the computing revolution. IBM software delivers one of the most comprehensive portfolios of messaging and collaboration solutions in the industry — designed to help maximize human productivity in the context of business. Solutions include:

- A high-function, customizable work environment with a comprehensive set of integrated, modular capabilities that help business professionals make more informed decisions faster.
- Rich messaging and collaboration solutions that help professionals and office workers manage e-mail, calendars and scheduling, and draw on the experience and expertise of individuals, teams and extended communities.
- Basic messaging options that allow occasional users to send and receive e-mail.

Messaging is a key component of a work environment designed to increase human productivity. With the 2004 announcement of IBM Workplace™ and solid investment in the ongoing evolution of IBM Lotus Notes® and IBM Lotus Domino® solutions, IBM continues to deliver quality messaging solutions to meet the needs of user communities in companies of any size.

IBM Workplace encompasses a flexible and adaptable set of products, tools and technologies for providing faster, more convenient access to people, processes, information and applications. IBM delivers these capabilities on two parallel yet complementary platforms: one built on IBM Lotus Domino and the other based on Service Oriented Architecture (SOA) using the Java™ 2 Platform, Enterprise Edition (J2EE) application framework. This document focuses on the messaging solutions supported by these two platforms.

Understanding user needs

To develop products designed to meet the requirements of virtually every kind of user, IBM surveyed many organizations of different sizes in various industries. Segmentation of the user communities reveals a number of common work force roles. The IBM Workplace portfolio includes industry-specific, role-based solutions designed to give users just what they need to be productive in their jobs.

When we consider messaging, a capability that spans multiple roles, we find a variety of users with different needs. Office and knowledge workers may need rich capabilities installed on laptop or desktop computers, with direct access to company data through wired or wireless connections. Organizations may also have deskless workers on factory floors and field workers who infrequently come into the office. And some users may have different needs at different times. For example, mobile or traveling workers may need to access applications and processes through more than one kind of device in the course of a day.

Figure 1 depicts varying levels of messaging functionality required for specific types of workers. Here we use the term *basic user* to refer to users requiring only occasional access to e-mail and their calendars. For these employees, receiving and quickly responding to critical business messages is a challenge. For example, retail clerks and factory floor workers often do not need dedicated personal computers to perform their core job functions. Such workers have typically needed to rely on paper memos, bulletin boards and face-to-face meetings to receive or communicate job-related information.

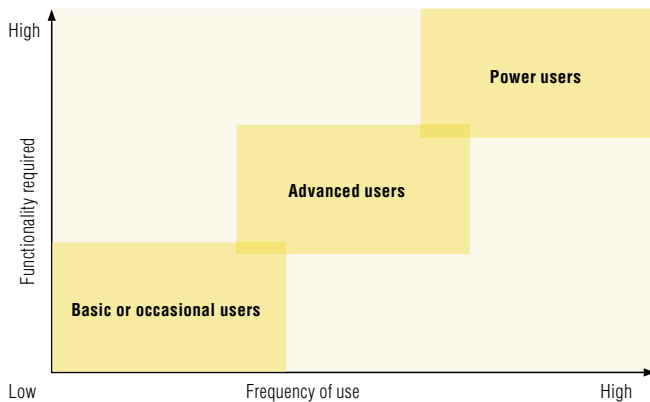


Figure 1. Employees require different messaging capabilities based on the needs of their jobs.

The term *advanced user* describes those users who require richer messaging and collaboration capabilities than basic workers to accomplish a different set of job-related tasks. This category includes professionals and office workers who commonly use e-mail, calendars and even work flow functions to collaborate with colleagues, customers, partners and suppliers.

The terms *power user* and *knowledge worker* refer to users who need a complete integrated work environment. These users are often decision makers and highly advanced users who require the highest levels of functionality, and they usually receive hundreds of e-mail messages a day. These messages are often compounded by high volumes of other communication from voice mail, instant messages and various devices, including personal digital assistants (PDAs), mobile phones and pagers.

To integrate all types of workers efficiently and cost-effectively into the business processes they affect, modern companies need flexibility. IBM offers software solutions based on a multiplatform foundation for messaging, collaboration and on demand business environments. These solutions can integrate with existing and planned IT environments based on IBM Lotus Domino, on J2EE standards or on both.

IBM Lotus Domino is a proven messaging and collaboration platform, with 15 years in the market and more than 110 million users. IBM Lotus Domino Express offerings deliver enterprise-class messaging and collaboration capabilities to companies that employ 1 000 people or fewer — with offerings packaged and priced to meet the needs of midsize businesses. The messaging capabilities of Domino and Domino Express can be accessed through a range of client options that support customized user experiences and business needs. These are IBM Lotus Notes, IBM Lotus Domino Web Access, IBM Lotus Domino Access for Microsoft® Outlook and IBM Lotus Domino WebMail.

IBM Workplace Messaging is built on reliable, industry-proven technology from the IBM Workplace family. This includes IBM WebSphere® Application Server, elements of IBM WebSphere Portal and IBM DB2® Universal Database™ using the J2EE application framework.

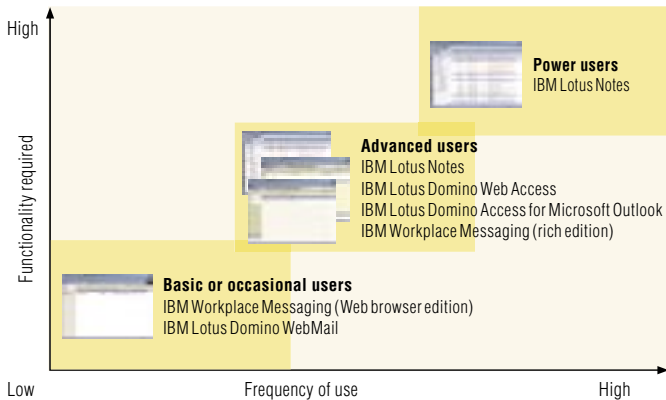


Figure 2. IBM designed various messaging solutions around the requirements of three types of users to help them work more efficiently.

Messaging solutions targeted to every kind of user

The portfolio of IBM messaging products is designed to solve the specific messaging challenges of businesses, from small and mid-size companies to large enterprises. IBM messaging solutions can help deliver the appropriate level of functionality to each of the three worker types in businesses across all industries.

The demonstrated leadership of IBM software in the messaging market is strengthened by the scalability, attractive cost of ownership and flexibility of messaging services delivered by Lotus Domino and IBM Workplace Messaging. This value is further extended by offering multiple client experiences, providing the user with the flexibility to choose the client that is right for the work environment.

The following sections describe how each IBM messaging product can help improve productivity for each type of end user looking to work more efficiently.

High-function messaging for the power user and advanced user community

Offering
IBM Lotus Notes

Key differentiator

Provides the most feature-rich e-mail, calendar and scheduling services of the current IBM messaging solutions — all through a desktop client, based on the Lotus Domino server platform.

Overview

Together with Lotus Domino server software, the Lotus Notes client provides reliable messaging and collaboration, combining e-mail, calendar, group scheduling, contact and task management, collaborative applications and Web browsing — all within a customizable, easy-to-use environment. By providing the ability to manage all information needs in a single, high-performance application that works either attached to the network or offline, Lotus Notes can help users increase their productivity. And the solid security features of Lotus Notes and Lotus Domino help protect infrastructure data so users can work confidently. To help protect against viruses, Lotus Notes offers an execution control function to keep unauthorized scripts, code and formulas from running on your workstation without your consent.

User profile

Lotus Notes is ideal for users who require a comprehensive set of high-productivity features. Knowledge workers who typically manage hundreds of e-mail messages per day can benefit from follow-up function, mail rules and visual indicators to show users when they have forwarded or replied to messages. Integrated instant messaging and online presence awareness in Lotus Notes lets users initiate chats with colleagues in the Notes environment without licensing or launching a separate application. Lotus Notes calendar and scheduling features let busy employees use free- and busy-time lookup to easily schedule meetings with colleagues, including online meetings using the separately available companion product, IBM Lotus Web Conferencing. Knowledge workers often rely heavily on collaboration tools — including shared discussion databases and teamrooms, which are included with Lotus Notes.

Mid-level to advanced function messaging

Offering

IBM Lotus Domino Web Access

Key differentiator

Enables users to access e-mail, calendars and personal information management (PIM) based on Lotus Domino through a user-friendly Web browser.

Overview

Lotus Domino Web Access provides a powerful way to access Lotus Domino core messaging, collaboration and PIM functions through a Web browser running on Microsoft Windows® or on Linux® operating systems. Leveraging the back-end Lotus Domino server, Lotus Domino Web Access provides a simple user interface; flexibility in accessing corporate e-mail (from a shared workstation or kiosk); and full disconnected support for e-mail or calendar through IBM Lotus Domino Off-Line Services to help office users work efficiently. Lotus Domino Web Access can also help protect your environment and information through comprehensive security features. And it can help reduce the total cost of ownership through rapid, low-touch deployment and minimal need for training.

User profile

Lotus Domino Web Access offers robust e-mail capabilities, and calendar and scheduling features frequently used by office workers, such as free- and busy-time lookup, meeting delegation and integration with Lotus Web Conferencing, a separately available collaboration product. And with Lotus Domino Web Access, these users can use collaboration features — like integrated instant messaging and shared discussion databases — to leverage peer information. In contrast to the Lotus Notes user, Lotus Domino Web Access users tend to prefer a standard Web browser, and they typically have less need for the full complement of rich, collaborative features provided by Lotus Notes.

Offering

IBM Lotus Domino Access for Microsoft Outlook

Key differentiator

Provides Microsoft Outlook users with access to e-mail, calendar and PIM features based on Lotus Domino. The user experience remains the same, but now you can run security-rich and reliable IBM Lotus Domino servers on the hardware and supported operating system of your choice (including Linux).

Overview

Lotus Domino Access for Microsoft Outlook gives your company the opportunity to benefit from the reliability, scalability and security of Lotus Domino — while retaining the familiar Microsoft Outlook end-user experience. Without the need for user retraining, office workers can use Microsoft Outlook to read mail and perform calendar and scheduling tasks. And they can manage PIM data with the added benefits of Domino, such as replication and data compression to help reduce network traffic, and software clustering for failover and load balancing. The installation process uses the Microsoft Standard Installer software delivery system; award-winning Lotus Notes and Domino replication technology synchronizes Outlook storage with the user's mail file on the Lotus Domino server; and enhanced function includes offline (disconnected) support, calendar delegation and interoperability.

User profile

Lotus Domino Access for Microsoft Outlook is ideal for your organization if you want to continue to use Microsoft Outlook clients, yet want to migrate to the Lotus Domino server platform to take advantage of its messaging infrastructure benefits.

Offering

IBM Workplace Messaging (rich edition)

Key differentiator

Provides integrated access to messaging, calendaring and other collaborative capabilities with built-in productivity editors and tools to help enable a high-productivity work environment. The rich edition is ideal for office workers who require more advanced productivity features than are provided by basic Web browsers.

Overview

Enabled by the innovative IBM Workplace Client Technology, rich edition, IBM Workplace Messaging provides an expanded range of capabilities, such as offline access and an encrypted local message store. IBM Workplace Messaging supports the network-centric delivery of a rich-client experience for office workers who can benefit from an extended set of integrated productivity tools. With the flexibility and capabilities traditionally found in desktop applications, along with the manageability and cost benefits of Web-based applications, the IBM Workplace Messaging rich-client experience provides the best of both worlds.

User profile

IBM Workplace Messaging (rich edition) is an ideal messaging solution for busy office workers who regularly move from office to meeting room or who travel regularly from one location to another. With offline support, these users can synchronize all their messages into a highly secure local message repository, and work on these messages even while disconnected from the network. This enables businesses to maintain productivity levels even when their mobile employees cannot be constantly connected to the corporate intranet. And with integrated presence awareness, a local document library and built-in productivity tools all within the same IBM Workplace environment, IBM Workplace Messaging can help to increase employee productivity and potentially reduce costs.¹

Basic messaging

Offering

IBM Workplace Messaging (Web browser edition)

Key differentiator

Helps to easily and cost-effectively extend enterprise messaging to occasional users. IBM Workplace Messaging (Web browser edition) is ideal for users who do not have dedicated access to e-mail or computers.

Overview

Built on industry-leading WebSphere and DB2 technologies from IBM, this J2EE standards-based solution integrates easily with existing supported infrastructures, including Lotus Domino and Microsoft Exchange. Alternatively, IBM Workplace Messaging can be used as a stand-alone messaging solution. Its easy-to-use Web browser interface makes IBM Workplace Messaging (Web browser edition) a simple messaging alternative for workers who require only basic e-mail and calendar functions. IBM Workplace Messaging also supports access from POP3 and IMAP clients.

User profile

IBM Workplace Messaging (Web browser edition) is an ideal messaging solution to extend cost-effective, security-rich e-mail to workers who need only occasional access to basic mail and calendaring. For example, you might use IBM Workplace Messaging (Web browser edition) to instantly distribute the latest design specifications to your assembly line to help keep production moving at optimal speed. Or you may use it to disseminate department meeting invitations, company benefits updates and work schedule changes. Lotus Workplace Messaging (Web browser edition) lets deskless users access these functions at shared workstations, such as kiosks, or through a portal. By extending e-mail in this way, the rest of your organization can easily communicate more timely information to line employees. This can help to increase employee productivity and potentially reduce costs by reducing the need for printed materials and postage.

Offering

IBM Lotus Domino WebMail

Key differentiator

Provides access to basic Domino mail functionality from Web browser, POP3 or IMAP clients.

Overview

The Lotus Domino WebMail client is an entry-level, Internet standards-based e-mail offering that lets users easily access e-mail files based on Lotus Domino. This cost-effective, user-friendly e-mail solution helps occasional users start sending and receiving e-mail quickly, with little or no training required.

User profile

Consider Lotus Domino WebMail if your company has a Lotus Domino infrastructure and you would like to include a small community of workers who have occasional need for basic, low-function e-mail.

Use the following guide to determine which messaging product is the best match for your business.

Key need	IBM Lotus Notes and Lotus Domino	IBM Lotus Domino Web Access	IBM Lotus Domino Access for Microsoft Outlook	IBM Workplace Messaging (rich edition)	IBM Workplace Messaging (Web browser edition)	IBM Lotus Domino WebMail
What is the user population?						
Between 10 and 100						■
100 and up	■	■	■	■	■	
What are the functional needs?						
E-mail and PIM only					■	
E-mail, PIM and calendar	■	■	■		■	■
E-mail, PIM, calendar, integrated presence awareness, document library in a single user interface (UI) experience				■ ¹		
E-mail, PIM, calendar, integrated instant messaging and workflow (collaborative application execution environment)	■	■				
E-mail, calendar, workflow and application development (integrated collaborative application development)	■ ²					
What are the client needs?						
Web client (Web browser) access		■			■	■
Third-party standards-based (POP3, IMAP) access					■ ³	■ ⁴
Access to Microsoft Outlook client			■		■ ³	
Detached mobile client support (offline)	■	■	■	■	■ ³	
Desktop client	■		■	■		
What is the feature profile?						
Extensive features	■			■		
Mid-level features		■	■			
Basic features					■	■
What are the infrastructure needs?						
Existing or new Lotus Domino platform	■	■	■			■
Java 2 Enterprise Edition (J2EE) architecture (Java technology-centric)				■	■	
Portal deployment	■	■			■	
Kiosk deployment		■			■	■

¹ IBM Workplace Team Collaboration and IBM Workplace Documents must be acquired separately to obtain these integrated features. Also, refer to the **For more information** section to learn about the completely integrated collaborative environment that includes a messaging service and much more.

² With IBM Lotus Domino Designer®, a separate product that includes all the capabilities of Lotus Notes, along with collaborative application development

³ Access through POP3 and IMAP protocols

⁴ Back-end infrastructure supporting POP3 and IMAP access

Here is an example of how this guide may be used. In the sample chart below, an organization of 3 500 deskless employees requires only basic messaging services, including e-mail and PIM. This organization wants to deploy these basic services to a limited number of

Web browser-based kiosks to minimize its total cost of ownership, using the most cost-effective messaging solution. And the organization currently deploys a Lotus Domino platform, so it needs a messaging solution that will integrate with the existing infrastructure.

Key need	IBM Lotus Notes and Lotus Domino	IBM Lotus Domino Web Access	IBM Lotus Domino Access for Microsoft Outlook	IBM Workplace Messaging (rich edition)	IBM Workplace Messaging (Web browser edition)	IBM Lotus Domino WebMail
What is the user population?						
100 and up	■	■	■	■	■	
What are the functional needs?						
E-mail and PIM only					■	
What are the client needs?						
Web client (Web browser) access		■			■	■
What is the feature profile?						
Basic features					■	■
What are the infrastructure needs?						
Kiosk deployment		■			■	■

After marking the products that meet each of these key needs, it is clear that IBM Workplace Messaging (Web browser edition) provides more of the required functions for this particular case than any of the other products. Although IBM Workplace Messaging runs on a J2EE platform, it integrates with existing Lotus Domino environments. You can choose either platform, or a mix of both platforms, at your own pace, while protecting and extending your existing investments.

Deliver the messaging solutions your team needs — on demand

IBM remains committed to providing your business with flexibility by delivering messaging solutions that target the needs of different user groups in your organization. In an on demand business world, the IBM messaging offerings can help drive your organization's competitive advantage, enable you to be more responsive to customer needs and help users in every department work more productively. You can rely on the IBM software tradition of innovation that continues with IBM Workplace. IBM is uniquely positioned to deliver the industry's most flexible and expansive set of messaging solutions to meet your evolving business needs.

For more information

To learn more about IBM Workplace Messaging and Lotus Domino messaging solutions, visit: ibm.com/software/workplace/messaging and ibm.com/lotus/notesanddomino.

For organizations that are interested in a messaging service within a complete, integrated collaborative environment, managed by a service-oriented architecture, IBM Workplace Collaboration Services can help to improve business productivity by providing a wide range of integrated, ready-to-use communication and collaboration capabilities in a flexible, open-standards-based environment. To learn more, visit ibm.com/software/workplace/collaborationservices.



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¹ IBM Workplace Team Collaboration and IBM Workplace Documents must be purchased separately to obtain these integrated features. Also, refer to the **For more information** section about the completely integrated collaborative environment that includes a messaging service and much more.