

Your office to go

TELUS Collaboration Solutions



Featuring David Chalk



Welcome - Agenda / Objective

1. Introduction: The Collaboration Opportunity

- Gain a better appreciation and understanding for:
 - Collaboration Drivers
 - Collaboration Benefits

2. Product Demonstrations: Collaboration Solutions in Action

- 2 Demonstrations of our Collaboration Solutions in Action

3. Benefits and Results: What Customers are Saying

- Understand benefits of Collaboration Solutions through actual customer implementations and their testimonials

4. Getting Started

- Where does your organization begin?





The Collaboration Opportunity

TELUS Collaboration Solutions

New Collaboration Demands and Challenges

- A customer inquiries and they expects an answer fast
- A road warrior across the country needs a corporate document to close a deal
- Critical meeting but limited travel budget and time
- Your facing a deadline, team members across the globe and you need to final changes and approvals ASAP
- A telecommuter needs access to e-mail, calendars and contacts

Today, business can't function without the right collaboration tools



Collaboration Trends

- Improved Collaboration is critical for effective communication
- These days, business doesn't just happen in the office or from 9 to 5
- Customer anytime, anywhere expectations are changing
- Employees are demanding more flexibility from their employers
- New collaborative technologies are constantly being introduced



Trends: Changes and Challenges

**Changing
Environments**

**Changing Employee
Requirements**

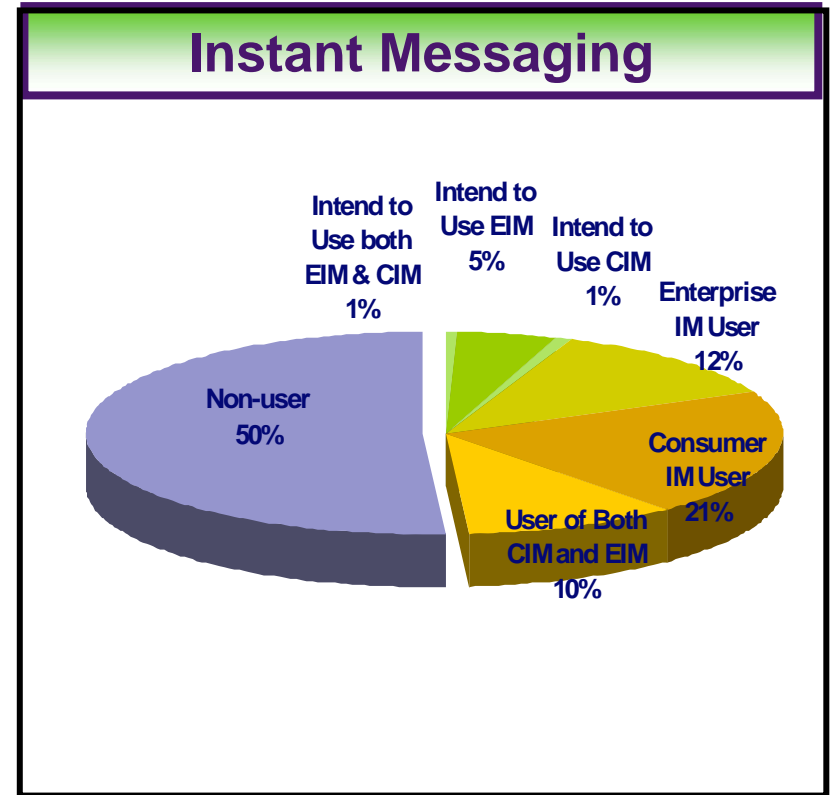
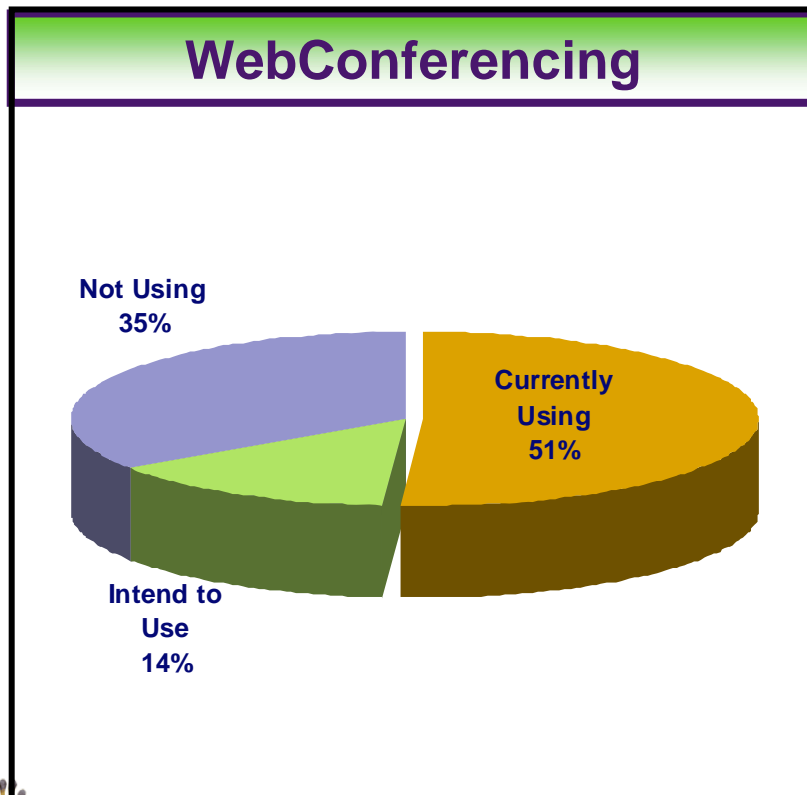
**Changing Client
Base Expectations**

Creating challenges for companies:

- Offering anytime customer access and contact to enhance levels of service
- Doing more with less – expectations are growing; resources & budgets are constrained
 - Offering flexible, remote work options for employees to attract and retain

Adoption Rates on the Rise

Two of the largest Collaboration solutions on the rise are Web Conferencing and Instant Messaging



Source: IDC Canada Consulting: Finding the collaborative opportunity in Canada, June 2006

Business. Backed by TELUS.



Drivers Behind Adoption

Top 3 Business Benefits

1. Reduced travel time and costs – 56%
2. Improved work efficiency – better time management – 40%
3. Strengthened internal communications – 37%

Top 3 Personal Benefits

1. Better decision making with full available details – 38%
2. Easy access to busy people, in same and different time zones – 37%
3. Quicker problem resolution – 35%





Collaboration Solutions in Action

Demonstrations

Demonstration - Introduction

Real-Time Collaboration

accelerate information workflow

increase productivity

gain cost savings

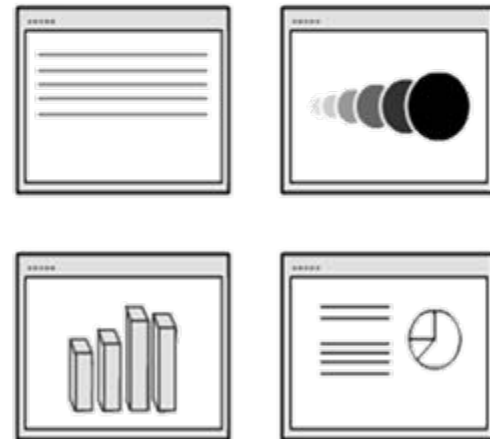
improve customer service

- Microsoft Exchange, Microsoft SharePoint, and Microsoft Live Communications Server (LCS), Managed by TELUS
 - *Easy to Use*
 - *Reliable*
 - *Integrated*



Demonstration #1 - Situation

Situation: Gabrielle is finalizing a sales proposal. She needs to gather information to finalize the pricing structure before emailing her proposal to her customer.



Demonstration #1 – Presence (who is online or not...)

She needs to contact Jose Lugo



Microsoft Office Communicator

Connect Contacts View Actions Help

Gabrielle Mares ▾
Online — Finalizing sales with new client. IM or call cell if urgent.
Call Forwarding: Off

Find Jose

Jose De Oliveira Online	Call ▾
Jose Lugo In a meeting — Working on budget with finance team.	Call ▾
Joseph Matthews Out of office — I will be out of the office beginning Monday	Call ▾

Contacts

Business Development (4/6)

Jeff Hay	In a call
Michael Patten	Busy
Anne Wallace	Online
Don Hall	Offline
Joe Healy	Be Right Back

But Jose Lugo is in a meeting



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Demonstration #1 - Exchange (email, shared calendars)



The screenshot shows the Microsoft Office Communicator application window. The title bar reads "Microsoft Office Communicator". The menu bar includes "Connect", "Contacts", "View", "Actions", and "Help". The main area shows a contact search for "Jose". The search results list three contacts:

- Jose De Oliveira** (Online): Call button.
- Jose Lugo** (In a meeting — Working): A tooltip is displayed over this contact, showing: "Jose Lugo (In a meeting)", "Financial Analyst, Contoso", "lugo@contoso.com", and "Calendar: Busy until 3:00 PM".
- Joseph Matthews** (Out of office — I will be back): A tooltip is displayed over this contact, showing: "Working on budget with finance team."

Below the search results is a "Contacts" section titled "Business Development (4/6)" with a list of contacts:

Contact Name	Status	Notes
Jeff Hay	In a call	
Michael Patten	Busy	
Anne Wallace	Online	
Don Hall	Offline	
Joe Healy	Be Right Back	

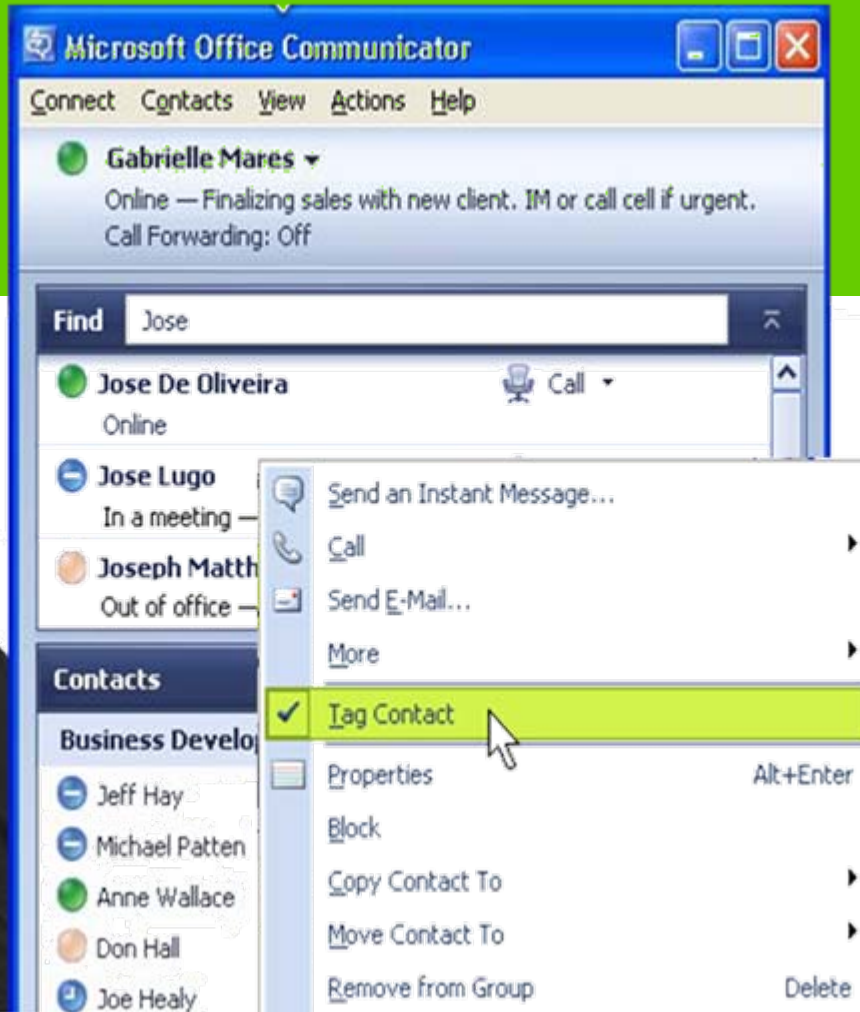


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Demonstration #1 -Tag (know when Presence changes)

Gabrielle tags Jose

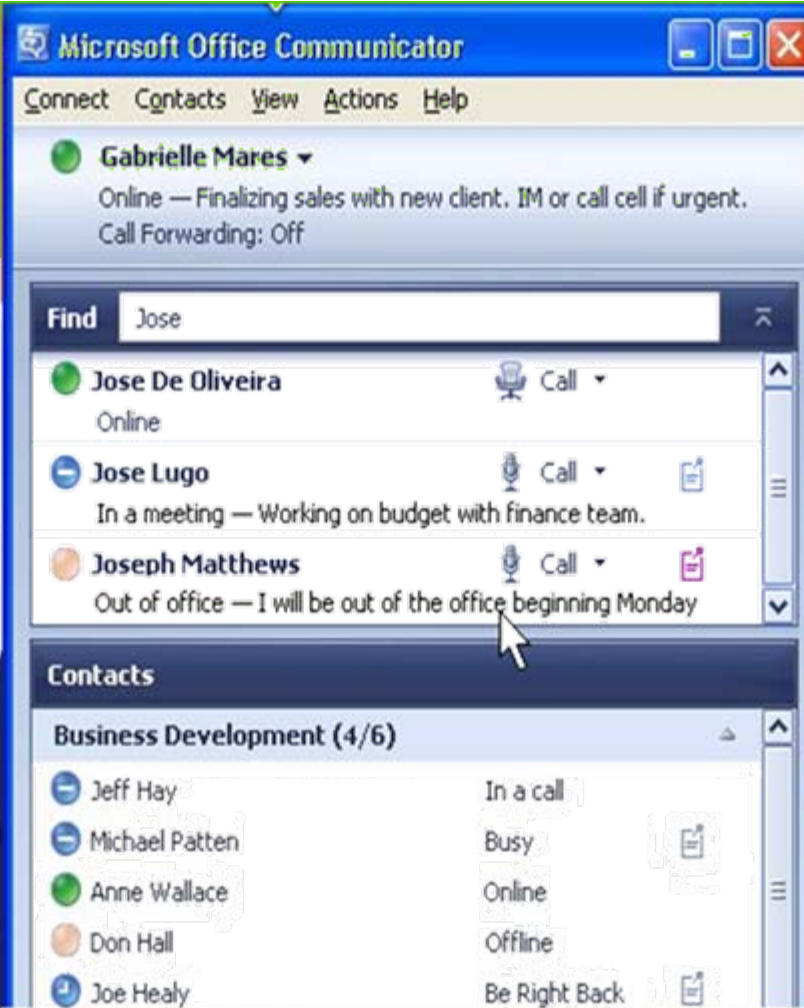


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Demonstration #1 – Instant Messaging

Gabrielle ads
Anne to an
Instant
Message



Anne, the
Sales
Director, is
online



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Demonstration #1 – Tagging notifications

Gabrielle knows that Jose is now online (see below)



Participants (2)

- Gabrielle Mares
- Anne Wallace
- Jose Lugo

Instant Message

Gabrielle Mares [3:00 PM]:
Jose is back online...he can confirm the pricing structure for us.

Jose Lugo has been added to the instant message conversation.

Font Smiley Save As

Send

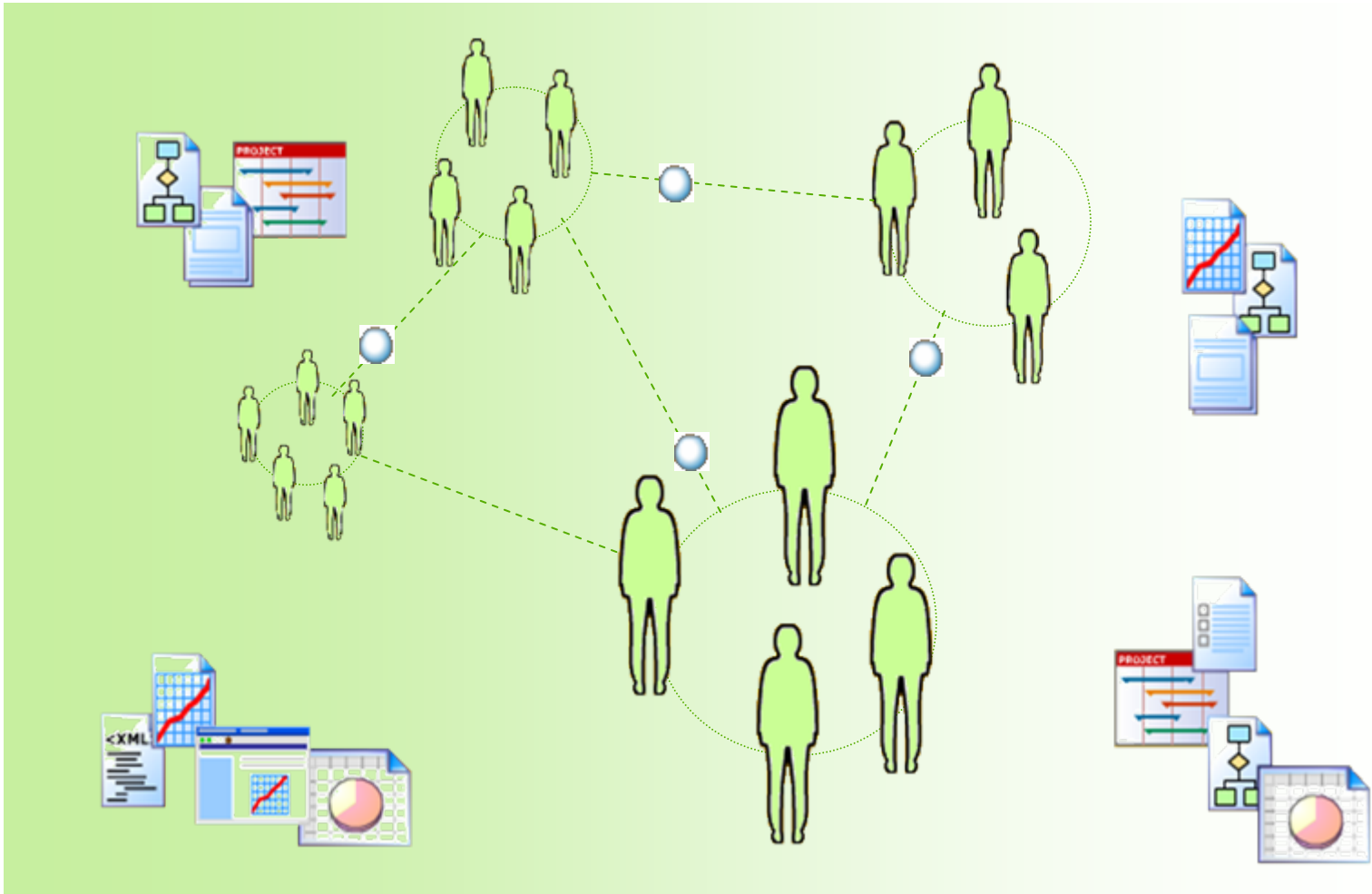
Jose Lugo

is now available

lugo@contoso.com



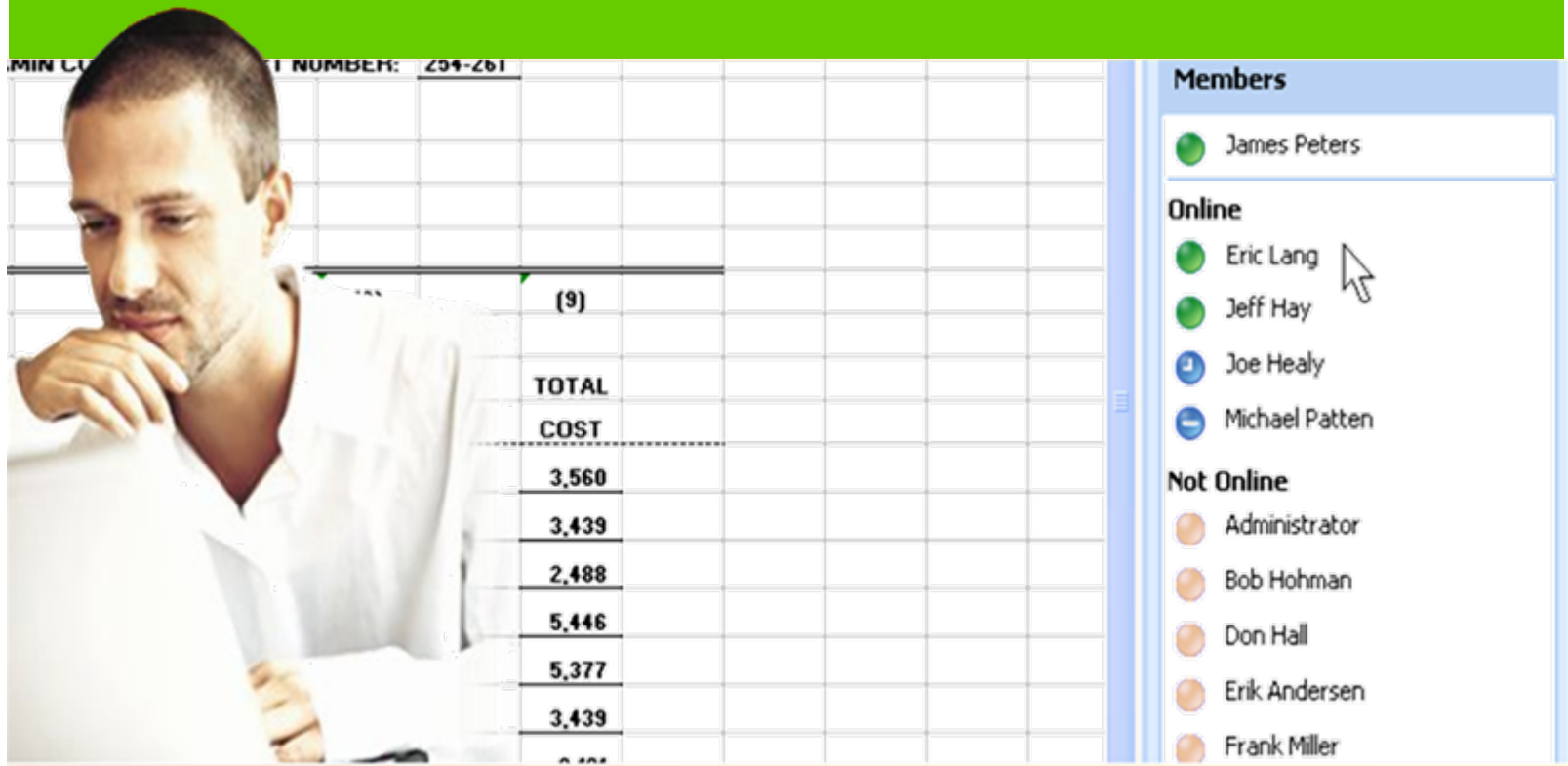
Demonstration #2 - Introduction



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Demonstration #2 – Microsoft SharePoint integration

Situation: James is working on a Microsoft Excel spreadsheet that needs for his proposal. It's stored in Microsoft SharePoint, Managed by TELUS, a secure hosted Intranet / Extranet to share documents, announcements, tasks with employees, clients, and others.



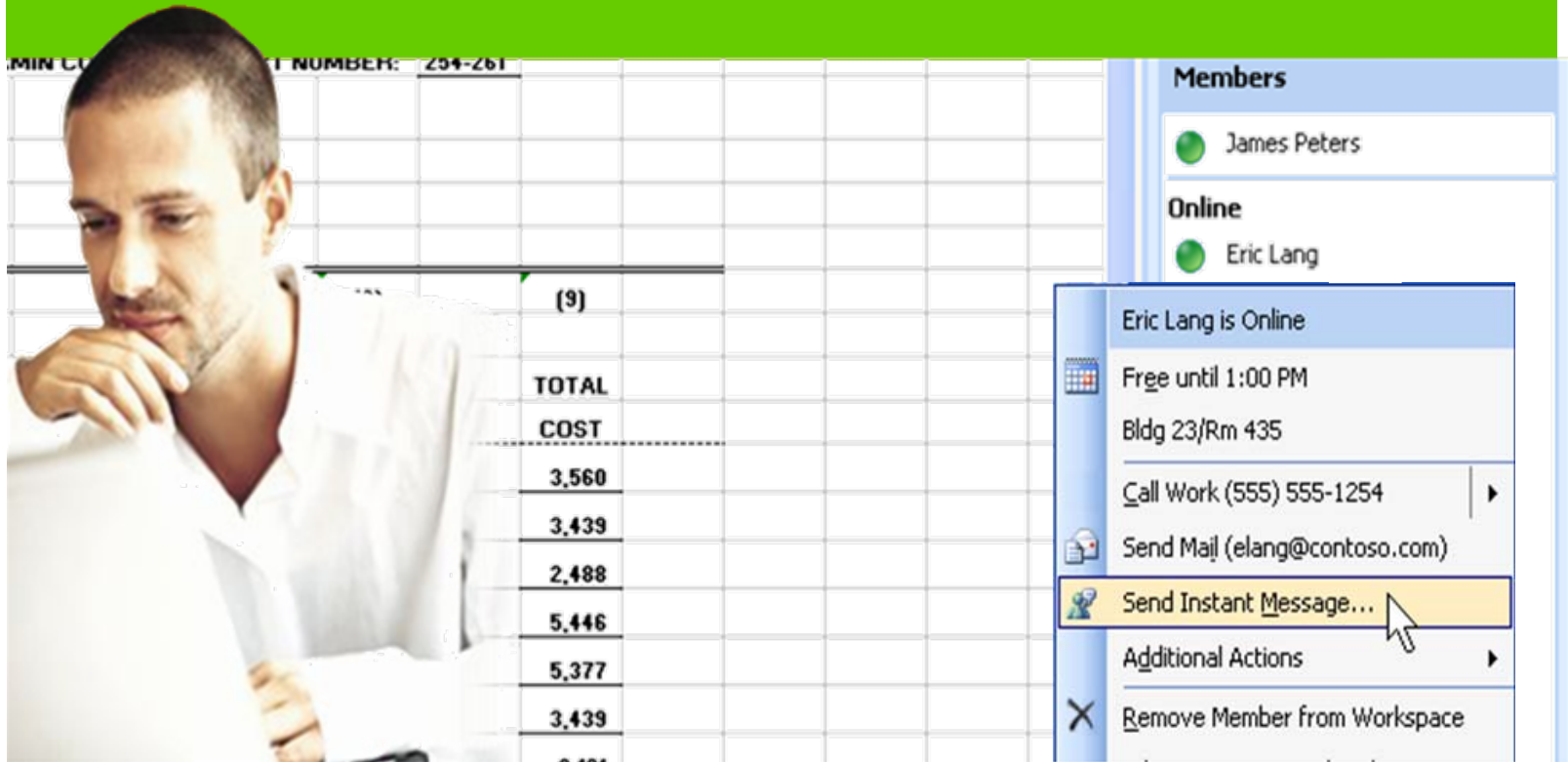
The image shows a man in a white shirt looking at a laptop screen. The screen displays an Excel spreadsheet and a SharePoint 'Members' list. The spreadsheet has a 'TOTAL COST' row with values 3,560, 3,439, 2,488, 5,446, 5,377, and 3,439. The 'Members' list is divided into 'Online' and 'Not Online' sections.

Members
James Peters
Online
Eric Lang
Jeff Hay
Joe Healy
Michael Patten
Not Online
Administrator
Bob Hohman
Don Hall
Erik Andersen
Frank Miller

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Demonstration # 2 – Instant Messaging Integration

James sends Eric an Instant Message by right clicking over Eric's name and selecting "Send Instant Message." He could have also called Eric, or booked a meeting with him with integration of Microsoft Exchange.



The image shows a man in a white shirt looking at a laptop screen. The screen displays a spreadsheet with financial data and a 'Members' sidebar. A context menu is open over the 'Members' sidebar, showing options like 'Send Instant Message...'.

MIN C	NUMBER: 294-261
	(9)
TOTAL	
COST	
3,560	
3,439	
2,488	
5,446	
5,377	
3,439	
3,439	

Members

- James Peters
- Online**
- Eric Lang

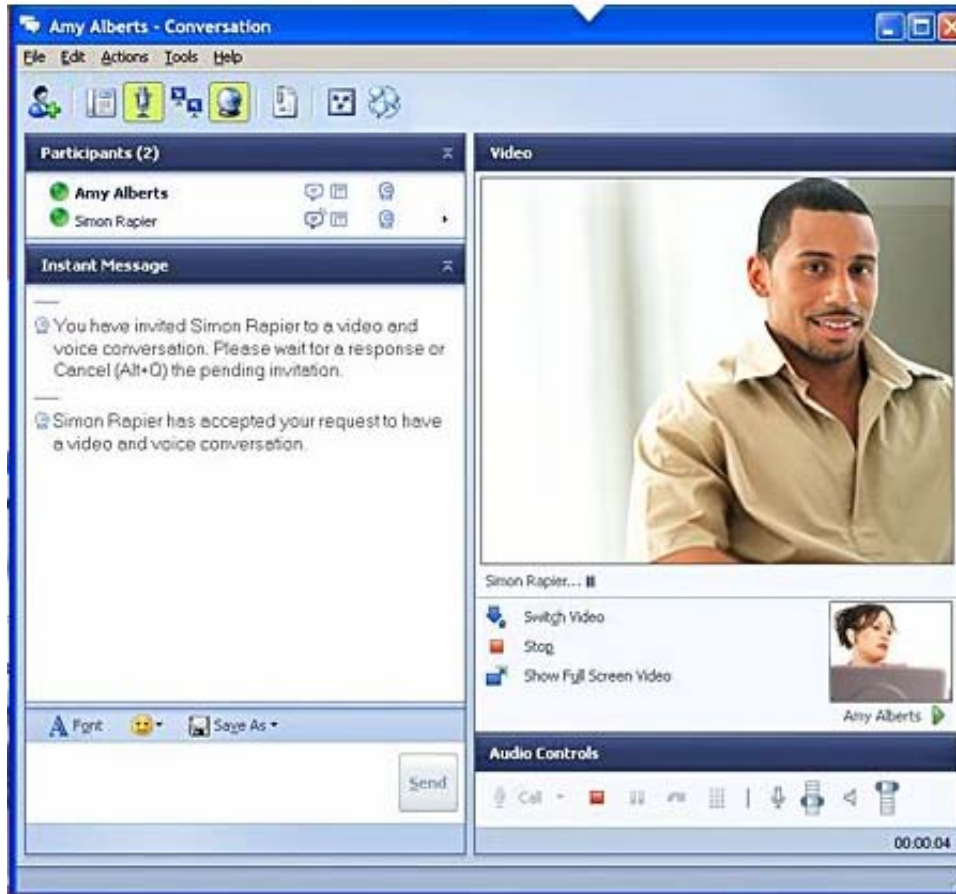
Eric Lang is Online

- Free until 1:00 PM
- Bldg 23/Rm 435
- Call Work (555) 555-1254
- Send Mail (elang@contoso.com)
- Send Instant Message...**
- Additional Actions
- Remove Member from Workspace

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 TELUS®

Other features of Live Communications Server



- Point-to-point video
- Share your desktop
- Send a file instantly
- Point-to-point calling integration
- Multi-point (conference) calling



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Demonstration #2 – Instant Messaging integration

James and Eric start an Instant Message`



Participants (2)

- James Peters
- Eric Lang

Instant Message

James Peters [1:10 PM]:
Hi Eric. There was a change in the material cost for part #260. Can you review the updated spreadsheet & approve the final costs?

Eric Lang [1:11 PM]:
Sure. I'll post the approved version to the Vitamin Team Site once reviewed.

James Peters [1:11 PM]:
Thanks!

Font [smiley face] Save As [dropdown]

Send

Eric updates the spreadsheet on the SharePoint site



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Bel Fast Printers

A new way to address technology:

Printing company outsources e-mail management, saves \$30,000 a year

Situation

- Specialized envelope printing company was running Microsoft® Exchange Server to provide remote workers with anywhere access to e-mail, as well as calendar and contact sharing
- The company managed and administered the application - the costs of supporting it were outweighing any benefits

Approach

- In consultation, TELUS recommended Microsoft Exchange managed by TELUS
- TELUS offered the right solution at the right price

Business Benefits

- **Immediate savings of 25% to 30%, or \$30,000 to \$45,000**, per year in employee time previously spent managing the in-house solution
- Additional 15% in fixed cost savings on hardware, cabling, upgrades and maintenance
- The addition of Microsoft Sharepoint managed by TELUS improves productivity
- The company has a greater level of confidence in its solutions, knowing they'll always be available





Getting Started

So where do you start?

- Talk with your colleagues: Current collaboration challenges?
- What is your case for change / improvement?
- Develop your Road Map
 - Developing or improving your collaboration capabilities will involve many aspects of your organization from people to process to systems/tools



How TELUS Can Help

- Talk to your TELUS Account Rep today
- Visit www.telus.com/collaborate for more details on our “Your Office to Go” solutions
- Learn more about our Customer success stories
- Watch for the Summer edition of TELUS Scope – our online newsletter – focused on Improving Collaboration!
 - Features Customer Videos on our Solutions in action
 - Educational Articles on Improving Collaboration
- **Act Now!** Customer to implement this solution within 30 days will be eligible for our special “Your Office to Go” Webinar pricing





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