

i-Spaces Overview

i-Spaces nurtures collaboration and innovation by connecting people with common work objectives and business interests.

i-Spaces provides you with the ability to create and manage collaborative spaces to capitalize on your existing human capital, consolidate knowledge and improve communication inside and outside your organizational boundaries.

i-Spaces captures the inherent social drives of the people in and around your company and makes it easy for people to connect in new ways, the key to unlocking and leveraging all the expertise within your organization, and beyond.

Discovering relationships and unlocking valuable information is key to adapting to the rapidly changing conditions in your workplace, the volume of information workers are required to process and the need to effectively communicate both within and beyond your organization.

Does this sound all too familiar to you?

- ◆ You get a brilliant idea but have no means to share your idea with colleagues to obtain valuable feedback and creative synergies
- ◆ You don't have immediate access to required information for making decisions related to projects, contracts, case incidents and product performance
- ◆ You lack the tools to effectively interact and collaborate with fellow workers and partners and manage the information you need to share

The nature of the workplace is changing

Employees work more outside the office and depend less on the organizational structure to access needed information to make decisions resulting in,

- ◆ **The traditional office is disappearing:** mobile workers use airplanes, airports, and coffee shops to set up temporary offices; for example more than 40% of IBM's employees don't work in traditional offices.
- ◆ **Organisational hierarchies are becoming less rigid:** business hierarchies are being flattened as employees are able to freely access information horizontally without having to go up and down the company hierarchy; for example, HP uses over 120,000 collaborative spaces for its 20,000 employees globally.
- ◆ **Sharing information is critical:** businesses increasingly rely on third parties for key business services and need to facilitate the flow of information among knowledge workers in partner companies that have to work together to achieve objectives.

What are i-Spaces?

i-Spaces enables you to capitalize on your existing human capital, consolidate knowledge and improve communication inside and outside your organizational boundaries.



To fulfill those needs, i-Spaces provides ready workspace to enable collaboration **via online communities:**

- ◆ **Internal:** amongst employees to improve communication, efficiency and capture knowledge
- ◆ **External:** amongst customers and partners to increase revenues and loyalty while reducing sales and customer support costs
- ◆ **Internal/external:** to connect employees, customers, partners and resources based on people's relationship types such as skills, experience, achievements, business unit, reporting structure, work by geography and more

Workspace types

i-Spaces provides ready built workspaces that answer specific engagement scenarios:

Knowledge Spaces: help locate expertise, consolidate organizational knowledge, improve knowledge-sharing and strategic decision-making.

Team: help leaders identify how to structure teams for innovation and manage distributed teams for Projects, Marketing and Sales activities.

Human resources: discover relationships such as the person you need to connect with that is already connected to a colleague, or a person by his activities such as projects, skills and achievements.

Marketing and Sales: speed or expand the adoption of new products, technologies or ideas as part of an overall communication strategy.

Customer and Partner: extend your reach outside your organization by communicating targeted messages that engage customers/partners and improve support and sales related interactions.

i-Spaces value and benefits

- ◆ **Create Relationships:** discover dynamic connections based on people's relationship types such as skills, experience, achievements, business unit, reporting structure, work by geography and more.
- ◆ **Collaborate seamlessly:** work in a unified collaboration environment across any number of workspaces that you are connected to in order to search for people, documents and activities across all work spaces.
- ◆ **Gain insights and knowledge:** get updates on process status and business metrics via visual interfaces, personalization and presence awareness.
- ◆ **Access real time information:** work spaces access via multiple access points, including a range of devices (PC's, notebooks, PDAs, smart phones) and connections (intranet, internet).
- ◆ **Secure, role based work spaces:** access content, data, business processes, and tools based on the role in the organization or role within a specific activity.

Collaboration

- ◇ Real-time collaboration
- ◇ Portals and Micro-sites
- ◇ Office productivity
- ◇ Expertise locator

Business processes

- ◇ Marketing and Sales
- ◇ Customer support
- ◇ Project management
- ◇ Contract renewal
- ◇ Change requests

Content management

- ◇ Enterprise search
- ◇ Universal content repositories
- ◇ Knowledge management
- ◇ Document management
- ◇ Information rights management

Business Intelligence

- ◇ Dashboards
- ◇ Content analysis/visualization

Communication

- ◇ Blogs and wikis
- ◇ Email/calendaring/contacts
- ◇ Threaded discussions
- ◇ Enterprise messaging
- ◇ Automatic presence awareness

Implementation

Cyscom's i-Spaces application is provided as a hosted on-demand service, allowing you to trial the solution on a low-risk, no-cost basis to gain a rapid insight into how this powerful and easy-to-use solution addresses the management of your content management activities, worker performance and enterprise collaboration.

Going live with the full Cyscom solution is painless: you can implement Cyscom according to your own timescales and objectives; you don't need to invest in any additional hardware; and you don't tie up your IT personnel in integration, implementation and training issues.

Easy, intuitive, and ready to use, i-Spaces helps you innovate by tapping into new sources of energy and knowledge and directing them at your everyday business challenges.

To discover more about how Cyscom can help you and your organisation visit www.Cyscom.com or contact us at:

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