

Collaborative Strategies

Collaborative Technology Analysts and Consultants since 1990

[Home](#) [About Us](#) [Publications](#) [Advisory Services](#) [News and Events](#) [Contact Us](#) [Search](#)

**inside
collaboration**
Newsletter

Volume III Issue 4 2004

Table of Contents

- Editor's Note
- Upcoming Events
- Quick Hits
- News and Announcements
- Guru's Corner
- Guest Editorial: Raindance Meeting Edition 1.0 and eMeetings

Editor's Note

Welcome to the March 2004 issue of the **Inside Collaboration** Newsletter. The saying is "March comes in like a lion and out like a lamb." Well the month has certainly started off with a bang, with about a half dozen collaboration vendors announcing major new products, many of these in the real-time space. We will just have to see if this pace of innovation can continue. If it does I doubt March will go out like a lamb!

In [The Guru's corner](#)" this month I discuss SES (Smart Enterprise Suites) and if they are a real trend, or just the vivid imagination of a Gartner analyst. This provocative discussion ends with CS advice for both end-users and vendors around SES.

The [Guest Editorial](#) this month is a Q&A with Scott Chalfant, the product manager for Raindance's newly released Meeting Edition. This wide ranging discussion covers trends in collaboration and e-Meetings, security, audio/video integration, as well as Raindance's product roadmap for the future.

This month we have added two new vendors/products to our [Technologies to Watch](#) list. The first is Raindance's Meeting Edition 1.0 which is discussed at length in the [guest editorial](#). The second is Intranets.com, which has added in NetSpoke's web conferencing technology, and is discussed briefly in the [Guru's Corner](#) editorial for this month.

Over the last few months we have expanded our news and announcements section into two sections. The first section "[Quick Hits](#)" covers much of what happens in the collaboration market in a very concise format with just the news headline and a URL for more information. [News and Announcements](#) on the other hand takes a look at some of the more pivotal announcements that occur each month in more depth and also include the CS analysis of the event.

CS Collaborative Technologies Taxonomy

Collaborative Strategies has revised its functional taxonomy in 2004 as you can see we are seeing some profound changes in the technology landscape. We see a convergence around the DPM/Virtual Team and Process Tools area (middle box) and we see that more and more some of the functionality of collaboration is being driven into the infrastructure layer. This is not only being done by larger vendors like Microsoft and IBM/Lotus, but also by smaller vendors to help leverage their departmental deployments into enterprise deployments.

If you are a vendor of collaboration technologies and you have not briefed us in the last 6 months please get in touch with us ASAP and bring us up to date on your collaboration tools.




While technology plays a critical role in terms of how organizations collaborate today, technology is, in general, an enabler of the interpersonal interactions that comprise collaboration. Economics, corporate culture (behavior), and internal politics (leadership) also significantly impact the efficacy of such implementations. Most news events in the e-collaboration and KM spaces focus on products and services rather than the more complex human issues associated with these tools. We believe that a true ROI for collaborative technologies requires a holistic or systemic approach and need to examine three areas: people, process and technology.

CS Publications and Services

CS has a program for ongoing industry and customer research and has produced reports on several of the functional technology markets identified here.

Reports that are currently available include:

- **Distributed Project Management Update 2002-2003**, Volume 1 (General DPM tools) Fall, 2003 ([New Year special- buy Volume 1 and get Volume 2 for free](#))
[For more information go to DPM Report 2002/3](#)
- **Real Time Communication and Collaboration Industry Report 2003**
Published in October, 2003. This report will be published in 3 volumes: Volume 1: on e-Meetings, Volume 2: Virtual Classroom, Volume 3: Web Conferencing/Streaming
[For more information go to RTC Report 2003](#)

Refer to the CS Web site (www.collaborate.com) or call ( 415-282-9197) for more details on these reports, or to give us feedback on this issue of **Inside Collaboration**.

CS Service Offerings:

CS currently has three types of service offerings for collaboration vendors:

- **Strategic Engagement:** This is often how we get started working with a collaboration vendor, and is a short-term engagement that focuses on one specific issue or problem.
- **Selling Collaboration:** This is a longer-term engagement focused on the creation of specific sales process content for a vendor's sales force to be able to use immediately for qualifying prospects, identifying the economic buyer, controlling the sales conversation, establishing credibility and closing the sale.
- **Partnering Program:** This service is for those organizations that want to leverage CS's knowledge of the collaboration market, technology expertise and

relationships. This knowledge and relationships can be used to help create marketing partnerships, develop sales channels, or for M&A. This program is longer term and is based on a small retainer with a performance bonus.

CS is currently working on service offerings for end-user organizations. If you have suggestions on services you would like to see from us, or are interested in any of the services listed above, please contact Mike Dressler at: miked@collaborate.com.


Technologies To Watch:

CS analysts are always getting briefed on new collaborative products, releases and services. In addition we are working on the TAXONOMY PROJECT to map the collaborative space (over 1000 vendors). Once in a while, we see some new or emerging technology that we think is exceptional, either in concept or implementation. We decided to start a list of these vendors and products, and the May, 2003 issue of **Inside Collaboration**, lists the charter members for the TTW list. Since then we continue to add one or two vendors each month, that show us technology interesting and unique enough to make the list. If you believe your company or software should be on our TTW list, please contact me directly to set up a briefing with one or more of our analysts at (davidc@collaborate.com).

- **Conferencing-** Intranets.com, A very slick integration of real time functionality into an otherwise asynchronous collaboration vendor that is focused on SMBs. See: (www.intranetsmeeting.com)
- **Meeting Edition 1.0-** Raindance- a sophisticated integration of audio and video conferencing with sophisticated access rights and features like "follow talker." Offering a free 1-to- 1 service to start. See: (www.raindance.com)
- **ShareITNow-** Encounter Collaborative- Like Glance.net, this is a simple approach to web/data sharing for e-meetings (www.encounter.net).
- **Accolade 5.0 from Sopheon** - a very thoughtful approach to the problem of new product development (www.sopheon.com)
- **First Virtual's Conference Server 7.0** - interesting integration with MS Server 2003 (www.fvc.com)
- **Séance Software** - elegant integration with PBX for e-meetings (www.seancesoftware.com)
- **Kubi Software-** e-mail oriented collaboration (www.kubisoftware.com)
- **Hyperwave** - eConferencing Suite - moving into the e-meeting space (www.hyperwave.com)
- **Imanage - WorkSite** - an interesting combination of asynch/synch collaboration (www.imanage.com)
- **SiteScape-** the addition of process oriented templates/modules to the newest version of this e-meetings tool. (www.sitescape.com)
- **Truereq** - Thoughtful collaborative requirements gathering tool for project management (www.truereq.com)
- **Collaboration CONTROL!**- DYS Analytics provides an interesting management tool that takes the next step in the collection and reporting of data and metrics for Domino and Exchange management. (www.dysanalytics.com).
- **EReview** - By Web4 is an elegant document, review and markup program that meets many of the CS e-meeting criteria. (www.ereviewonline.com)
- Ever want a really simple screen sharing solution? **Glance's** minimalist, but well thought out approach, is also reflected in their commodity pricing,900 customers in six months, and profitability. For more information, or a free trial see (www.glance.net).
- **BrainEKP 3.5-** helps you to create, manage, and find content in a graphical, relationship-oriented metaphor. See: www.thebrain.com
- **e/Pop Web Conferencing by WiredRed**, takes a presence-oriented approach to web conferencing and offers good audio and video support; see: www.wiredred.com

Special Announcement

Options For Sponsorship:

After two years Inside Collaboration reaches about 7000 interested readers. We are looking for some vendors that might want to sponsor this newsletter. We believe this to be a cost effective way to reach a very targeted audience. If interested we can provide you with newsletter demographics. Sponsorship will also include a chance to be part of our guest editorial, as well as your logo on the newsletter. We are looking at a trial sponsorship that would involve 3 sponsors for 3 months. If you are interested please talk to David Coleman, the Inside Collaboration editor at  (415) 282-9197 or davidc@collaborate.com.

Upcoming Events

AIIM 2004 Conference and Expo, March 8-10, Javits Convention Center, NY, NY
See: <http://show.aiimexpo.com/aiim2003/V40/index.cvn?ID=10012&stab=1>

Virtual Team and Leadership: Tools and Best Practices for Effective Virtual Work Online Conference – March 9-11, 2004. This online conference is an international online conference designed for those leading virtual organizations and teams. Join other managers, thought leaders from innovative organizations, and human resources/organization development professionals to learn the latest in virtual team and virtual leadership strategies and tools. Attending this three-day, groundbreaking online conference will offer concrete strategies and tools for successfully leading your virtual team or organization. See: <http://www.icohere.com/virtual2004?code=icohere>

The NMC's Spring 2004 Online Conference, March 8-11

See: http://www.nmc.org/events/2004spring_online_conf/index.shtml

World Congress on the Future of Work, March 16-17, San Francisco, CA
see: www.thefutureofwork.net/congress_program_events.html

CM Connect Europe 2004, Strategies for Enterprise Content Management, March 18-19, Amsterdam Hilton See: www.cmfocus.com/events.asp

KM Cluster San Francisco Bay Area and Silicon Valley, USA, March 19, 2004: "Intangibles" - http://www.kmcluster.com/sfo/SFO_Spring_2004.htm

ProjectWorld, March 22-25, Century Plaza Hotel, Los Angeles - On March 24th at 2:00 PM David Coleman will be chairing a panel on "Program Management." For more information, See: <http://www.projectworld.com/pwviewtrack.asp?tid=147>

KM Cluster New York City, New York, USA, March 26, 2004: "Social Networks" - http://www.kmcluster.com/nyc/NYC_Spring_2004.htm

Broadband Summit, Ronald Regan International Trade Center, Washington DC, April 19-20 See: <http://www.broadbandsummit.com/email5.htm>

PDF 2004 Orlando, Disney Coronado Springs Resort, Florida, April 21-24, 2004
see: www.pdf2004.com

EMC's Technology Summit (ETS), Orlando, Florida, April 26th - 29th. See: <http://events.emc.com/ets>

Centra Summit 2004, Boston, May 11-14, Westin Copley Hotel Boston,
See: www.centra.com.

INFOCOMM 2004 June 8-11, Atlanta Track on Collaboration. For more information see: <http://infocomm04.expoexchange.com/>

Virtual Communities, The 7th International Conference, June 14-15, Crowne Plaza

Promenade Hotel, The Hague, The Netherlands.

See: <http://www.infonortics.com/vc/vc04/vc04.announce.html>

SUPERCOMM, McCormick Place in Chicago June 20 – 24.

see: <http://www.supercomm2004.com/>

5th International Conference on Information Communication Technologies in Education , July 2004, Greece

See: <http://www.ineag.gr/ICICTE>

National Conference on Artificial Intelligence (AAAI-04) July 25-29, 2004, San Jose, California, see: <http://www.aaai.org/Conferences/National/2004/aaai04.html>

Distance Learning 2004, 20th Annual Conference, August 4-6, Madison, WI

See: <http://www.uwex.edu/disted/conference/>

Organizational Effectiveness through Collaborative Excellence, September 27-29, Fort Worth, Texas

See: <http://www.workteams.unt.edu/conf/Fall2004/Call-for-presenters-2004.htm>

Quick Hits

Open Text Finally Acquires IXOS Now Claims To Be World's Largest ECM

Vendor See: www.opentext.com

WiredRed Expands Reseller Program For e/Pop Web Conferencing Software

See: www.wiredred.com

Applied Global Technologies Introduces Fathom, IP Video Network Analysis Tool

See: www.appliedglobal.com

TelSpan Adds Dedicated WebConferencing Specialist, Shane Becker, See:

www.telspan.com

Oridus Web Collaboration Technology Deployed on Wider Scale into UMC's Corporate Enterprise

See: www.oridus.com

ViewCentral Announces Integration with WebEx Event Center Service

See: www.viewcentral.com

Intranets.com Announces Integration of NetSpoke Web Conferencing

www.intranetsmeeting.com

See:

Avistar and Virtela Communications Create Largest Global IP VPN for Desktop-to-Desktop Video Collaboration

See: www.avistar.com

Encounter Collaborative Provides End-to-End Encryption in New ShareItNow Product

See: www.encounter.net

OpenText LiveLink MeetingZone Helps American Welding Society Improve Productivity

See: www.opentext.com

VCON Integrates WebEx and Announces SIP/H.323 Convergence and Co-existence Strategy

See: www.vcon.com

Jabber, Inc. Announces Robust Mobile Client and Wireless Gateway Suite

www.jabber.com

See:

Interwoven Claims Leadership in Law Collaboration with 51% of AmLaw 100

See: www.interwoven.com

RADVISION ANNOUNCES SUITE OF 3G AND WIFI DEVELOPER SOLUTIONS

See: www.radvision.com

Stellent Announces the Addition of e-mail Records Management and Merges with Optkia See: www.stellent.com**Websense Announced Websense Enterprise Instant Messaging Attachment Manager Module** See: www.websense.com**SightSpeed Multi-Party Video Conferencing Solution With Fully Mixed Group Audio Announced** See: www.sightspeed.com**Verity Acquires NativeMinds** See: www.verity.com**Cingular Wireless Acquires AT&T Wireless** See: www.cingular.com**IMlogic Announced the IMlogic IM Linkage Preview Edition** See: www.imlogic.com**MORPHEUS VOICECHAT ESTABLISHES GLOBAL COMMUNICATIONS VOIP NETWORK FOR PEER-TO-PEER COMMUNITY** See: <http://www.morpheus.com/>**Linktivity Announces International Version of WebDemo and WebInteractive 3.1** See: www.linktivity.com**Dralasoft Workflow Enhances diCarta's ECM Solution** See: www.dralasoft.com**Cisco Announces Video Telephony (VT) Advantage 1.0** See: http://newsroom.cisco.com/dlls/2004/hd_021804.html

News and Announcements (Based on the CS Taxonomy and additional analysis)

Collaborative CRM (Customer Relationship Management)

ShareMethods Offers Collaboration, Document Management and CRM For Sales and Marketing Teams

ShareMethods launched its on-demand service for sales and marketing teams. ShareMethods users' sales and marketing teams can now share information and collaborate with their extended selling networks.

Major features include Secure Document Management, Sales and Marketing Collaboration Tools, Customizable User Interface and Navigation, Hosted CRM Integration, Secure Content Distribution and Sharing, Role Access and Data Encryption.

ShareMethods also includes integrated support for salesforce.com and the sforce development platform. The formal service launch follows an extended beta program, a sneak preview at salesforce.com's Dreamforce CRM conference, and positive feedback from end-users and partners.

The ShareMethods on-demand service is available as a 30-day trial for five users for free. Subscription pricing ranges from \$35 to \$55 per user per month depending on team size. For more information see: www.sharemethods.com

We have said it before and we will say it again, collaboration within a specific vertical and process has much more value than just horizontal collaboration. ShareMethods is a perfect example of the integration of collaboration into a specific collaborative process,

and one of the 6 critical collaboration processes that CS has identified. The fact that they have integrated it into salesforce.com is even better. Keep an eye on these guys, they seem to be going in the right direction!

Tacit Knowledge Management, Intellectual Capital

Advanced Distributed Learning Platform Now Available from the GSA

Knowledge Management Solutions, Inc. (KMSI), a web-based Learning and Knowledge Management Technologies company, announced that its flagship Advanced Distributed Learning Platform, KMx, is now available to all government agencies via the General Services Administration (GSA) Contract GS-35F-0461M with Velocite Systems, Inc.

KMx Enterprise is an advanced distributed learning platform that is globally scalable and provides an integrated environment for developing, managing, and delivering training and performance support. KMx enables rapid content creation and delivery by automating instructional development processes. KMx is an Enterprise Web-Application built using Microsoft .Net and SQL Server. KMx is accessible using standard browser technologies and supports content development using Microsoft Office and other popular learning, content and document management technologies. KMx is fully conformant with the Shareable Content Object Reference Model (SCORM) standards.

Explains KMSI CTO Mike Binnix, "Our competitors charge a per-user licensing fee that consumes the remarkable return on investment that e-learning technology can provide. KMSI provides its' learning development and management technology using a flat annual fee. For a Government Agency with thousands of end-users this can represent millions in savings. Our pricing model removes all of the cost barriers for Government Agencies that need to provide training and performance support for thousands of employees". For more information see: www.kmsi.us.

KM and the U.S. government.. sounds like an oxymoron, but it's true. It looks like KMSI through their partner Velocite Systems has gotten on the GSA schedule and supports a variety of different types of training and eLearning. Especially important is the flat annual fee pricing module which makes it easy for government agencies to budget for the number of users. Other collaboration and KM vendors should take this kind of partnership with a "beltway bandit" or federally oriented SI as a good example of how to land those large agency contracts.

Portals and On-line Communities

Form Genus Announced TakeForm Dynamic Content - Personal Edition

Form Genus announces the launch of TakeForm Dynamic Content - Version 1.0 , serving the collaboration needs of small groups of users. This new tool features Dynamic Content Views, which are easy to install, use, and share with others. Best of all, only Content creators pay for TakeForm. Other users can download a free TakeForm Content Reader and access TakeForm Views. For more information see: <http://www.formgenus.com/home.html>

This new offering allows users to create, distribute, and manage personal portals for such applications as project management, secure file exchange, and information publishing, independent of the IT department. Which means "quicker and cheaper." Personal portals are an interesting idea because they aggregate information and display it within a personal context, so if you collaborate, you are doing so within a personal context which always makes the interaction more relevant.

Collaborative Document/Content Management w/LMS and LCMS

Microsoft unveiled updates to Microsoft Office InfoPath 2003

The InfoPath™ 2003 SP-1 Preview provides an early look at bug fixes and feature enhancements that will be shipped as part of Microsoft Office 2003 SP-1.

This Preview includes bug fixes and performance improvements to InfoPath 2003, in addition to a number of feature enhancements directly resulting from customer and partner feedback. The Preview is 100% compatible with existing InfoPath 2003 solutions. When developing new solutions with the Preview, you will have a choice to create forms fully compatible with InfoPath 2003 or forms that take advantage of the new feature enhancements, which include:

- More control choices, including Master/Detail, File Attachment, Recursive Section, and Choice, as well as custom-authored control s..
- Better schema support, including built-in support for schema changes.
- Printing improvements, including page breaks, margins and print settings.
- Improved e-mail deployment of sandboxed solutions and auto-updating of trusted solutions.
- Better management and categorization of solutions.
- Tablet PC support improvements.
- Increased support for rules and roles for declarative business logic.
- Enhanced XPath expression support, including calculations without writing script.
- Additional data adaptors for email and SharePoint Products and Technologies lists.
- Better support for custom migration plug-ins.
- Enhanced Object Model (OM), including OnSave event, offline state, submit, and digital signatures.
- Improved support for secondary data sources.
- Additional support for business logic written in managed code (requires a separate download).
- Enhanced OM for external automation and windowless mode for application-level calls.
- Better support for ADO datasets and diffgrams to round-trip data changes.
- Additional support for complex scripts, such as right-to-left and South Asian languages.
- Enhanced support for digital signatures, including partial signatures, non-repudiation, co-signing, and counter-signing.
- Improved stability and performance, including auto-save and data recovery.

For more information see: <http://www.microsoft.com/downloads/details.aspx?familyid=D5ADC839-73F4-4299-ABA0-E88C90B25144&displaylang=en>

Microsoft has been getting into the workflow and forms area for years now. InfoPath 2003, is just the latest addition to the Office suite that starts to allow real workflow functionality. This is part of Microsoft's plan for collaborative world domination. But InfoPath does not yet have all the bells and whistles of dedicated workflow application like FileNet, who, finally in response, is building their own collaboration tools. Adobe, who acquired Acelio (formerly JetForm) is also moving in the workflow direction and also looking at collaboration. We may be seeing a "clash of the titans" forming up around the workflow and collaboration functions over the next year.

Distributed Project Management and Virtual Workplace and Process

DOCUMENTUM EROOM ENTERPRISE 7.2 Announced

Documentum, the leading provider of enterprise content management (ECM), today announced the availability of Documentum eRoom Enterprise 7.2, a highly flexible collaborative environment that provides native integration to the Documentum ECM

platform. This new release completes the integration of Documentum eRoom and the Documentum ECM platform and introduces new collaborative content management capabilities that address the collaborative nature of content creation and management. eRoom Enterprise 7.2 auto-generates Rooms to enable extended enterprise team members to securely collaborate on managed content within the context of a process, and enables organizations to take the next step from managing content to facilitating and streamlining the creative processes that generate content.

“Documentum advances the notion of collaborative content management with its latest version of Documentum eRoom Enterprise,” said David Coleman, Managing Director, Collaborative Strategies. “eRoom Enterprise 7.2 hits the mark for delivering a structured environment without hampering creativity, enabling organizations to capture all of the valuable content not typically associated in an often rigid business process.”

“eRoom Enterprise 7.2 spawns collaborative content management, in response to market demand for combining the Documentum ECM platform and the collaborative features of eRoom,” said Dave DeWalt, president of the Documentum software division of EMC. “eRoom Enterprise 7.2 dramatically optimizes business processes, enabling structured processes and workflows to flourish within a non-structured environment, accelerating diverse functions such as new product development, client engagement and corporate governance.”

Documentum eRoom Enterprise 7.2 new features include:

- Event-triggered Rooms - auto-generated, pre-configured workplaces driven by structured workflow process
- Workflow-enabled collaborative assets – All eRoom documents, databases, database rows, discussions, calendars and projects are now Documentum workflow-enabled
- Central content repository – All eRoom content can now be seamlessly stored in the Documentum ECM platform. Document templates can be broadcast to multiple eRooms, and all assets can be shared across multiple eRooms
- Optional collaborative Documentum applications – eRoom now offers its award-winning collaborative environment as an optional interface into other Documentum applications for collaborative digital asset management and collaborative web content management

Documentum eRoom Enterprise 7.2 is available in English, French, German, Italian, Japanese, Korean and Spanish. For more information see: www.documentum.com

Collaborative Strategies got an early briefing from the eRoom team on this 7.2 release. What we see is that e-Room in this version is moving more towards the program management area, which is a very hot area right now. But implementation is everything, so we are waiting to see what 7.2 looks like and how well some of the program management features are implemented.

Real Time Collaboration: Audio/video/web conferencing and Virtual Classroom

Convoq Announced Convoq ASAP.

The new offering is a presence-enabled Web and video conferencing environment that actively looks for available timeslots for convening meetings (As Soon As Present). It also includes a Lifeline function to allow users to locate an expert or resource. For more information see: www.convoq.com

Integrated IM and Messaging for Big Blue?

Big Blue is looking into its crystal ball, and a singular [messaging](#) tool is one of the things it sees. IBM is currently playing with an experimental application it calls NotesBuddy, which combines e-mail and instant messaging (IM) into one application. IM exchanges are stored in the e-mail app and can be searched, and the application is

capable of determining whether a message should be IMed or e-mailed, depending on the recipient's connection status.

There appears to be a distinct change in the perception of IM. As opposed to a simple Web chat client, instant messaging is now being seen as a powerful [business](#) tool. According to IBM, at any one time it has about 140,000 employees actively on IM. The hope is that by integrating both IM and e-mail users would have the ability to connect all of their messaging to their business data and procedures.

IBM is not the first company to start integrating IM into other applications. Microsoft and WebEx use it in their online conferencing tools.

This is part of the "convergence" we have been talking about for the last 2 years. Not only does it include the integration of audio/video/data conferencing but messaging technologies like IM and e-mail as well. In addition, the other trend we have seen in the collaborative space is the push of collaborative functionality downwards, into the infrastructure. The big players (Microsoft, IBM, AT&T, Cisco) will eventually commoditize these functions, which only leaves one choice for those smaller vendors, and that is to move up the food chain into specific processes and niches. Establish yourselves now, because the big players will offer a "platform" play and look for third parties to deal with the niche markets. If you already there you will be able to defend yourself or be a good acquisition product, if not... well maybe Microsoft is hiring?

Unified/Wireless Messaging and Collaborative Infrastructure

News From The 3GSM World Congress 2004 in Cannes

IBM and Nokia announced that they plan to jointly deliver mobile workforce solutions via Nokia's Communicator platform and IBM's mobile software (which includes WebSphere Everyplace Access Client, WebSphere Everyplace Connection Manager Client, WebSphere Micro Environment, IBM Tivoli, and Lotus Sametime Instant Messaging Client for the Nokia Communicator). This alliance will bring increased functionality, such as instant messaging, ubiquitous connectivity, and productivity applications into the hands of mobile knowledge workers worldwide.

Perhaps the most interesting announcement was from Cisco Systems, T-Mobile and Intel, who jointly announced a plan to collaborate on a pilot program to demonstrate that mobility is becoming more accessible and transparent. The three-month pilot will cover three countries - Germany, the United Kingdom and the United States - and each country will contribute 30 users as part of the proof of concept. Each country will also demonstrate a different facet of mobility, to wit:

- In the UK, users will use a single provider - T-Mobile - for two access technologies: WLAN and GPRS (General Packet Radio Service)
- In the U.S., T-Mobile will provide Wi-Fi connectivity via T-Mobile HotSpots
- In Germany, users will test laptops, MDA2 PDAs and mobile phones via WLAN, GPRS and GSM

A second phase will involve providing users with UMTS access. Of course, Cisco, T-Mobile and Intel are hoping to gain experience from the pilot to help them create the right offerings for the enterprise market. It is, of course, noteworthy that these three companies are joining together to explore how mobile workers use these technologies.

What is interesting here and the player that is conspicuously absent is Microsoft who seems to be all over the integration between collaboration and telephony. Microsoft has integrated the SIP protocol into many of its collaborative applications early on. We expect Intel, a long time partner of Microsoft, to also offer some of these new services with Microsoft sometime later this year.

The Guru's Corner:



Are Smart Enterprise Suites Smart? by David Coleman

We don't often use acronyms from other analyst firms, but in this case we would like to look at a class of tools Gartner has dubbed (SES) Smart Enterprise Suites, and how they are evolving into the collaboration space.

The criteria Gartner defines for an SES are summarized below:

Collaboration/community : *Messaging, alerting, RT app sharing, presence and threaded discussions, build and maintain on line communities*

Retrieval : *Index and search suite information or external. Also Categorization, taxonomy generation and access to multiple data types.*

Process Management : *Process mgt. for the ad-hoc, and dynamic activities of knowledge workers*

Business Intelligence : *Analytics to monitor and provide feedback on processes and collaboration*

MCA : *Connectivity to a range of desktop and mobile devices for both content mgt. and collaboration*

Portal : *Consistent user interface for B2E users or the value network. Accomplished through installation and no custom configuration.*

Expert Location : *Dynamically profile users and facilitate access to their tacit knowledge*

Vendors that fall into the SES category include:

- Hummingbird
- Hyperwave
- OpenText
- KM Technologies
- Advantys
- FileNet
- Plumtree
- Vingette/Intraspect
- SiteScape
- PeopleSoft
- Microsoft
- IBM/Lotus

None of the vendors listed above offer strong functionality in all of the categories of an SES, but many, like Microsoft and IBM though a suite of products manage to cover the waterfront. Most of the vendors (except Hummingbird and FileNet) have some collaborative capabilities, and we hear that FileNet is in the process of creating their own collaborative functions (due out later this year). Other vendors like SiteScape have a focus on Collaboration.

Gartner has stated that these SESs will replace both portals and team collaboration workspaces in the enterprise by next year (2005). We at CS take issue with this prediction and here is why!

- Many of these "suites" are not really suites but separate products hooked together by middleware. For example: IBM's WebSphere as middleware to hook together Lotus Notes, Domino.doc, Discovery Server, etc. Other tools like SiteScape have well integrated functionality in one application. There are two arguments in play: the "best of breed" argument, and the integration argument.

Some IT organizations prefer the first, others the second.

- Many organizations today are focused on ROI, but collaboration often has a very soft ROI and is a tough sell.
- We believe that much of the work done in the enterprise today is done as projects, and none of these SES's adequately address project functionality very well.
- Although some of these SESs do support workflow capabilities, we believe that a stronger process focus is necessary for such suites to get more traction in the enterprise.
- Only a few of these vendors have added real-time collaboration functionality to their suite, and IM and web conferencing are hot and growing at twice the rate that audio and video conferencing.
- We see a trend where much of the collaborative functionality is being pushed down into the infrastructure. Collaboration vendors are starting to partner with infrastructure vendors to get enterprise adoption. Examples of recent acquisitions to leverage this fact include: Latitude being bought by Cisco, e-Room bought by EMC, etc.
- Everything always takes more time than analysts expect.

Is The SES Market Real?

We don't see collaborative team spaces going away by next year. We do see continued "convergence" in the collaborative space, and the SES are just another new spin on an old problem. Gartner is accurate in that the vendors are responsible for putting these suites together because the customers will not do it. Today, just like in the 90's with ERP, the enterprise has a lot of "point solutions" solutions with specific functionality. No CIO is going to say "gee, I need to knit all of these point solutions together!" So, it is up to the vendors in this space to have the vision. Another example of this consolidation of point solutions is the workflow space. There you had: BPA, BRE, BAM and BPM (includes EAI connectivity) all as specific point solutions. Some of the vendors in this space are starting to will wrestle the point solution vendors into a suite and according to Gartner, will eventually take over the workflow market because they provide a more complete and integrated solution.

However, we take issue with the same process occurring in the SES space. We do see portals becoming the front-end to other applications. But in our view, why would you buy an SES if you were a CIO? Some of the advantages an SES can provide are:

- Common interface and common access point
- Lower maintenance, less vendors
- Higher compatibility, easy transfer of data between applications

Our Advice to End-Users on SES

The SES market today is very similar to the ERP market of the late '90s. There was ERP consolidation and consolidation amongst e-commerce supply chain management and EDI vendors, and today we now have business rule engines driving transactions. But beware the "steroids" approach to software. Bulking up is not always better!

Are SES's really attainable? Look at Vingette, which has required Intraspect and Epicentric over the last year. We believe that as these companies begin to bulk up, and the complexity of the system increases, the overall value of each group of functions declines, and in the short term the productivity gains from such a suite may also decline.

For example, everyone thought it was great to implement SAP... until they tried it. Any SAP implementation I talked to a CIO about always took longer and cost more than they ever expected. So beware of "steroid" software, it may not be in your enterprise's best health to adopt it.

Our Advice to Vendors on SES

If you are a collaborative vendor, and SES are really a trend, then start looking for partners. Try to make your product the best Collaboration Community component in the SES framework. Focus on the convergence in the collaboration space, infrastructure, support for small and large teams, and synchronous – asynchronous integration.

A good example of this is the recent offering from Intranets.com, where an essentially asynchronous collaboration vendor has integrated real-time collaboration and web conferencing capabilities. With their office productivity tools you can edit files in a web folder (a networked place where folders appear on the desktop) that can be locked. The other advantage to Intranets.com is its simplicity. It has been our observation that the adoption of collaborative technologies is inversely proportional to the amount of overt end-user action required. In other words, the lower the overhead, the greater the penetration. Another great example of simplicity and low overhead is Glance (www.glance.net) which although it is low cost can boast high (and rapid) rates of adoption. In contrast there is Groove, which requires end users to upload files into Groove, and probably is one of the factors inhibiting adoption.

Make sure if you're a collaboration vendor now, and ASP only, that you have a premise-based solution. Make sure that you have some functionality in the process space, portal space, KM space. Have your collaborative house in order if you want to be acquired or merged, as the SES trend (if it is real) may be an opportunity!

David Coleman is the Founder and Managing Director of Collaborative Strategies. This column is his ideas and comments and do not necessarily represent the views of all of the analysts at Collaborative Strategies. If you wish to contact David directly please e-mail him at davidc@collaborate.com

Guest Editorial



Raindance Meeting Edition 1.0 and e-Meetings

By Scott Chalfant and David Coleman

Scott Chalfant is the product manager for Raindance's just released Meeting Edition 1.0 that has been in development for the last two years. In my interview with Scott we cover some of the trends in RTC that Collaborative Strategies has identified, and also some of the trends Raindance has uncovered with their own research. We also look at how this new tool meets some of the criteria of e-Meetings, and where Raindance will be going in the future.... David Coleman

Collaborative Strategies makes every effort to bring you timely, accurate information on collaboration and knowledge management. However, we are part of a rapidly evolving market ourselves and events occur during the publication of this newsletter every month that we do not become aware of or that happen post-production. If you know of such events, please contact David Coleman at Davidc@collaborate.com so we can note these key events in the next edition of this newsletter.

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