BUSINESS PRODUCTIVITY & COLLABORATION

An Overview of the Newest Trends in Groupware and Collaborative Software

Date: 4 March 2004 (14-21h) • **Location**: Hotel Sofitel Brussels Airport (Diegem) • **Price**: 480 EUR (+VAT)

WHY YOU SHOULD ATTEND THIS UNIQUE ONE-DAY SEMINAR:

Groupware is not a new topic. Neither are concepts like workflow, collaborative software and knowledge management. Yet, corporations are still struggling with the question whether, when and how **these software tools really help employees to get their work done**.

Technology does not change company culture, communication skills or the willingness to share knowledge with colleagues. Still, a mix of problem analysis, preparation, coaching and tools can save a lot of employees' time and effort. And a well-considered introduction of **broadband and multimedia communication can pay itself back in no time**.

In order to help you manage the change process within your company, we offer a mix of **3 expert contributions and 3 case studies**.

THIS SEMINAR ANSWERS THESE AND OTHER QUESTIONS:

• Are there any important **new trends in groupware and collaboration** that are really relevant for my company ?
• What to do with instant messaging, and online conferencing ? Do they overlap or complement e-mail and phone ? Is mobile internet access enterprise-ready ?
• How can I improve productivity and not make people waste their time? Should I stimulate or impose discipline in using email (and other groupware tools) ?
• How do I select the tools that my company needs ? Is there a one-fits-all solution or do I have to offer a different (mix of) solution(s) for different audiences ?
• Should you develop customized solutions that are more aligned with the business process that your employees participate in ?

FULL PROGRAMME OF THIS SEMINAR:

13h30 Welcome, Registration and Coffee/Tea

14h00 INTRODUCTION
PETER HINSSEN (PORTHUS)

• Overview of this seminar
• Groupware and collaborative software: where do we come from ?
• Productivity: what does it actually mean?

14h30 TRENDS IN GROUPWARE AND COLLABORATION
T. KOUWENHOVEN, J. UILENREEF (CIBIT)

• New trends, what do we gain with it:
  • Embedding groupware into B2E/B2B/B2C portals
  • Instant messaging and online conferencing
• Reality check and evaluation of their business value

15h30 Coffee/Tea + Solutions Expo

16h00 GROUPWARE: COMMUNITY VS PROCESS
STEVEN WARMOES (WARMOES & ASSOCIATES)

• Differences between collaboration in the daily work, in process improvement and knowledge management
• Communities of Practice: what and why?
• What groupware and collaboration features do I need in what situation ?
• What is the link with Document and Content Management Processes ?
• Cultural aspects in collaboration: focus on communication or documentation, willingness to share, ... ?

17h00 CASE STUDY: e-ROOM AT JANSSEN PHARMACEUTICA
BRUNO CALLENS (JANSSEN PHARMACEUTICA)

• eRoom is used as the standard J&J collaboration tool
• Bruno Callens will discuss its functionalities & use, governance model and best practices

17h30 Dinner + Solutions Expo

18h45 PIERA, OR THE STORY OF AN AIRPORT
WIM VAN THIENEN AND DIRK CORNETTE (BIAC)

• In 1997, Brussels International Airport Company (BIAC) decided to invest EUR 285.5 million in constructing a brand-new, 125.000m² extension: the PierA project.
• Teams involved in the project included airlines, groundhandlers, concession holders, architects, engineering consultancies, security companies, contractors, project companies ...
• 350 people from over 80 participating companies used a communication platform developed by the swITch business unit AsBuilt and based on OpenText's Livelink. AsBuilt Construction Groupware was used both for formal, legally-binding document exchange and for informal brainstorming and collecting best practices. Over 110,000 documents (including 27,500 CAD drawings) were exchanged during a 5-year period, and 12,000 items such as invoices and progress reports were reviewed and approved electronically.

Wim Van Thienen, senior project leader at Biac, and Dirk Cornette, account manager at swITch will elaborate on how the platform was set up, on how the process was organised and on the lessons learned.

19h45 VIRTUAL WORKPLACES @ COFINIMMO
JOACHIM VAN DEN BRANDE (LOQUTUS)

• What were the business needs ?
• How did Cofinimmo gain value from implementing a virtual workplace for collaboration and human interaction ?
• What were their decision criteria, critical issues, pitfalls, and what is coming next?

20h45 Conclusions and Summary

21h00 End of this Seminar

OTHER SEMINARS IN THIS SERIES:

• **Enterprise Portals** - 12 February (14-21h)

• **Enterprise Content Management** - 19 February (14-21h)

• **Search & Retrieval Solutions** - 11 March (14-21h)

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Agrees with the seminar conditions, and registers for:

Business Productivity & Collaboration *(4 March, 14-21h)*

Please send the invoice for 480 EUR (+ 21% VAT) to my company address.

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