

IBM Acquisition of TIMETOACT GROUP XCC Solution Announcement FAQ

Purpose

The purpose of this document is to address particular questions and provide additional insight about IBM's acquisition of TIMETOACT Software & Consulting GmbH's XCC – Web Content & Custom Apps Extension Solution. To view the full press release, please visit: <http://ibm.biz/Bdi8cs>

1. What are you announcing?

On May 31, 2017, IBM announced that it has acquired TIMETOACT GROUP's XCC solution. TIMETOACT GROUP is a privately held company headquartered in Cologne, Germany, and IBM expects to make the XCC solution available to customers as IBM Connections Engagement Center, an add-on product for IBM Connections customers.

2. What is the XCC solution? Who is TIMETOACT GROUP?

XCC is a digital workplace hub integrated with and built on the social collaboration tools provided by IBM Connections that provides employees with easy access to corporate news, relevant content, links to important resources, files, and events via a single website destination, with content tailored to each individual's role or location. TIMETOACT GROUP's XCC solution also ensures that the right content can be easily written by the right people and offers a single content store, simplifying management and content discovery.

Founded in 1998, TIMETOACT GROUP is headquartered in Cologne, Germany, and operates in ten locations across Germany, Austria, Switzerland and the Netherlands. TIMETOACT GROUP has been an IBM Business Partner since 1998, recently gained Platinum status, and was awarded the Beacon Award at PartnerWorld in February 2017.

3. Why did IBM acquire the XCC solution?

IBM is listening to feedback from customers and Business Partners, and the problems that the XCC solution addresses, such as fragmentation in attention, redundant and inconsistent content sources, and difficulty authoring and managing intranet content, are relevant to them in the current market.

The acquisition will enable IBM to offer organizations a single destination for personalized communication between the company and employees and for peer-to-peer collaboration. IBM Connections Engagement Center will keep employees current while drawing attention to important news, resources and applications; will offer integration with the collaboration tools that employees need to work most productively; and will assist internal communications teams by providing a platform that allows anyone to more easily create and maintain content.

4. How will the XCC solution fit within the IBM portfolio?

IBM plans to make the XCC solution capabilities available for sale as a separately-priced add-on solution to IBM Connections as IBM Connections Engagement Center.

IBM Connections Engagement Center is expected to be available for in the second half of 2017. Specific pricing and purchasing details will be available closer to launch.

5. What is the unique value that the IBM Connections Engagement Center will provide?

Organizations today face increasing fragmentation in attention from employees who must wade through redundant and inconsistent content sources and whose lack of engagement with their management and coworkers can lead to high turnover, low morale and lost productivity.

IBM Connections Engagement Center will offer a digital workplace hub that helps improve employee engagement by providing employees with easy access to content and resources such as corporate news, relevant content, links to important resources, files, and events, that is tailored to each individual's role or location, and is integrated with and built on the social collaboration tools and content from IBM Connections. IBM Connections Engagement Center will also ensure that the right content can be easily written by the right people and offers a single content store, simplifying management and content discovery.

Deploying IBM Connections Engagement Center with IBM Connections allows organizations to:

- Establish a single destination for personalized communication – both company-to-employee and peer-to-peer
- Foster an informed employee base, drawing attention to important news, resources and applications
- Promote more effective collaboration through integration with IBM Connections
- Simplify and democratize content contribution, empowering any of their employees to easily create and maintain content

IBM clients will be able to purchase the IBM Connections Engagement Center capabilities directly from IBM and IBM Business Partners and easily add it on to existing IBM Connections deployments.

6. What are typical use cases for IBM Connections Engagement Center?

- Internal Communications can get out of “propaganda mode” and engage employees in a real dialog, removing the need to choose between a communications platform and a collaboration platform and simplifying content creation and curation.
- Create a CIO / senior exec board / landing page
- Republish content from senior execs to drive employee attention in the company's interests
- Involve and get feedback from the employee base by driving employee attention to discussions or voting that need attention
- Curate content from employees, republish their content (e.g., blog posts) to drive employee attention and recognize active employees
- Create landing pages for the long tail of departments, integrate them into one navigation and delegate maintenance to the departments (Web content management systems that are built for the Internet are too complex)
- Allow deskless workers to retrieve intranet content without authentication

7 What are benefits an organization could see when using IBM Connections Engagement Center?

Improve internal communication

- Internal communication is made social (i.e., content can be liked and commented on)
- Content publishing, liking and commenting is integrated into the activity stream so it can be noticed by coworkers
- Responsibility for content publishing can be delegated to the line of business
- Help avoid content fragmentation, redundancy, inconsistency and governance problems

Improve the employee intranet experience

- Create an integrated social intranet that eliminates the dichotomy between top-down communication and peer-to-peer collaboration
- Single destination, so employees do not need to choose where to browse and search for content
- High degree of personalization
- Mobile experience for access while away from the desk

Simplify content creation for authors

- No technical training is required for content creation
- Authors do not need to choose between two systems to publish their content
- Content owners can curate content (i.e., publish blog entries from employees to the homepage or landing pages)

Reduce technical complexity and accelerate intranet development

- All content is within one index, so no search integration is required
- Read access management is handled through Connections Communities, so no separate initiative and management is required
- No special integration required for activity stream and UI integration
- No special effort needed to personalize content
- Intuitive page design with drag and drop widgets
- Easy integration of external content (Atom/RSS Feeds, iFrame, web clipping)

Help reduce costs

- Implementation
- Integration
- Training
- Ongoing management

8. What capabilities is IBM Connections Engagement Center expected to provide?

IBM Connections Engagement Center is expected to offer the following capabilities:

Creating a digital workplace hub for employee engagement

IBM Connections Engagement Center transforms the IBM Connections environment into a digital workplace hub by turning everyday tools such as Blogs and Wikis into the source for

corporate news, bringing the most important stories to the forefront. Organizations will have a single, integrated destination for employee engagement, communications and collaboration.

Adding content and applications

IBM Connections Engagement Center includes ready-to-use widgets to populate the digital workplace hub pages with a variety of relevant content from multiple sources.

- Content from IBM Connections -- Widgets are included which simplify adding content from IBM Connections blogs, wikis and other social elements.
- Content from other web sites and business applications -- Clipping, iFrame, HTML, ATOM and RSS feed widgets are provided, permitting integration of elements from other websites and business applications.
- Custom widgets – The published API enables application developers to create custom widgets to integrate content or functionalities from other applications

Personalizing the content

Web pages and the content of widgets can be targeted to employees using their LDAP attributes, such as business unit, country and location. Pages can be personalized by employees to reflect their individual needs and preferences.

Customizing the digital workplace hub

IBM Connections Engagement Center pages can be extensively customized (e.g., pre-configured or custom page layouts, ready-to-use widgets for content and applications, corporate branding opportunities), making the experience more appealing, easier to use and useful for employees. This can foster greater employee usage and participation in communities, blogs and other collaboration aspects of the site.

9. How will this acquisition benefit current XCC solution clients?

Existing XCC clients will be able to continue using XCC and be entitled to take advantage of IBM Connections Engagement Center as the solution becomes an integral part of the IBM collaboration portfolio.