ICON CH 2015

Three simple ways you can improve any business with IBM Connections

Alan Hamilton
European Business Partner
Technical Leader
IBM Collaboration Solutions

Key words for you

- Communication
- Collaboration
- Coordination
- Connections

What is the point of using Connections?

Blake Zolfo

www.blakezolfo.com
blake@blakezolfo.com

Height: 5'11"
Weight: 150 lbs.
Vocal Range: High Baritone
(Low F to High G#)

400 West Goldsborough Street
Crown Point, IN 46307
Tel: 219.218.6873

PROFESSIONAL THEATRE

*Pickle Chiffon Pie**	Prince(s)	Towle Education Department	Shelley Crosby, dir.
*Fabulous 50's Christmas**	Featured Soloist	Towle Theater	Jeff Casey, dir.

PROFESSIONAL CABARETS/CONCERTS

NW Indiana Symphony Orchestra	Guest Artist	Star Plaza Theatre	Kirk Muspratt, Dr. Nancy Menk, cond.
Portable, Portentous Porter	Self	Radisson Hotel	Joyee Lin, dir.
An Evening with Blake Zolfo	Self	Towle Theatre	Joyee Lin, dir.

EDUCATIONAL/OTHER THEATRE

The Last Days of Judas Iscariot	Simon the Zealot	Boston Conservatory	Kelsey Hercs, dir.
God	Bursitis, *et al*	Boston Conservatory	Greg Pike, dir.
RENT	Mark Cohen	Towle Theater	Jeff Casey, dir.
Anatomy of Gray	Gaten P. Grey	Encore Theatre Company	Kit Degenhart, dir.
Wizard of Oz	Hunk/Scarecrow	Crown Point Theatre Group	Nick Thomas, dir.
Joseph ... Dreamcoat	Simeon	L'arc en Ciel Theatre Guild	Angie Lowe, dir.

**** Indicates original piece***

WORKSHOPS/READINGS

Something for the Boys	Rocky Fulton	Boston Conservatory	Chris Caggiano, dir.
Robot Mike	Various	Towle Theatre	Jeff Casey, dir.

FILM/COMMERCIAL**

Body of Chris(t)	Supporting	Family Name	Darek Kowal, dir.
Eos	Featured Actor	Flashpoint Academy	Kyle Witvoet, dir.
... Call Security	Supporting	K-12 Teacher's Alliance	Nicole Dizon, dir.

****Commercial list available upon request.**

SPECIAL SKILLS

Tap dance, IPA proficient, excellent sight reading, sneezing on command, mooing
Dialects: French, Irish, Indian, Welsh, others (quick study with dialects)
Voices: Stewie, Gollum, Baby Rudy

TRAINING - The Boston Conservatory BFA Musical Theatre Candidate 2015

Acting:	Doug Lockwood, Deb Cooney, Marjorie Morgan
Voice:	Bill Casey, Peter Mansfield
Private Voice:	Robert Honeysucker
Dance:	Drika Overton, Stephen Erwin, Tommy Neblett
Additional Training/Masterclasses:	Adam Belcuore, Kurt Naebig, Adrianne Cury, Randy Skinner, Drew Gasparini, Jonathan Reid Gealt

OTHER RELEVANT EXPERIENCE

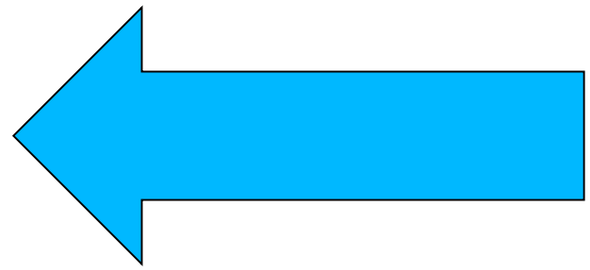
Choreographer	Salsa, Ballroom, Hip-Hop	Quinceaneras - Indiana
Choreographer	"Block Stars" Variety Show	East Chicago, Indiana
Musical Choreographer	*Mulan, Jr.*	Towle Education Department
	Les Miserables (School Edition)	Crown Point High School
	Anything Goes	Crown Point High School

Getting value from IBM Connections comes from giving it a purpose

What do you do at work?

What do you do at work?

Some C Words for you

- Communicate 
- Collaborate
- Coordinate
- Connections

Communicate

This community can have members from outside your organization.

Overview

Subcommunities

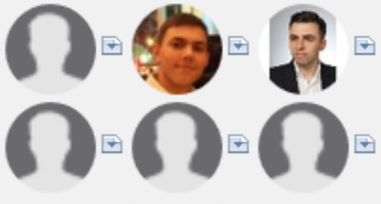
Tags

Find a Tag

4.47 addons all_europe all-members bluemix bp business call cloud community conference connection S connections-files dach dcm demo dev development do-not-delete docs domino dual dublin enablement entitlement esbpc ess greenhouse icons isv italian marketing material meet-the-labs partners play s1 saas sales salestalk sametime social techdata technical techtalk top-gun verse virtual xdx xdx_prospecting

Cloud | List

Members



View All (433 people)

General Discussions
Ask Sales
Ask Business Development
Ask Technical

Your Ideas

Latest News

Events

Who's Who (IBM Team)
Who's Who (BPs)

European BP Communities
Project Clinic Request

News

Create Blog Entry

- **Reminder - Virtual Meet the Labs** — Alan Hamilton | Yesterday 9:30 PM | Tags: meet-the-labs | 2 Visits — 1
- **Business Partner Technical Top Gun Schedule & Guide** — Alan Hamilton | Yesterday 10:39 AM | Tags: top-gun | 3 Visits — 0
- **Business Partner Technical Top Gun Launch Replay** — Alan Hamilton | Wednesday 3:26 PM | Tags: top-gun | 24 Visits — 1
- **Join us on Wednesday to invest in your skills by joining us for the launch of Business Partner Technical Top Gun** — Alan Hamilton | Sep 14 | Tags: top-gun | 36 Visits — 0
- **Updated Schedule for Business Partner Technical Top Gun** — Alan Hamilton | Sep 11 | Tags: top-gun | 19 Visits — 0

Upcoming Events

ICONUK (UKLUG) event
Sep 21 (All Day)

ICONUK (UKLUG) event
Sep 22 (All Day)

Meet the Labs - IBM Connec...
Oct 1 (All Day)

Meet the Labs - IBM Connec...
Oct 2 (All Day)

Business Partner Technical...
Oct 5 (All Day)

View All Events

Important Bookmarks

- BP Top Gun Schedule and Guide
- Business Partner Top Gun Enrolment Form
- IBM Connections Users community
- New capabilities and ways to purchase IBM Connections Cloud offer flexible ways to adopt collaboration in the cloud
- One Page Partner Plan (for BP Top Gun)
- Project Clinic Request form
- Where to sign up for a BP account on Connections Cloud

View All

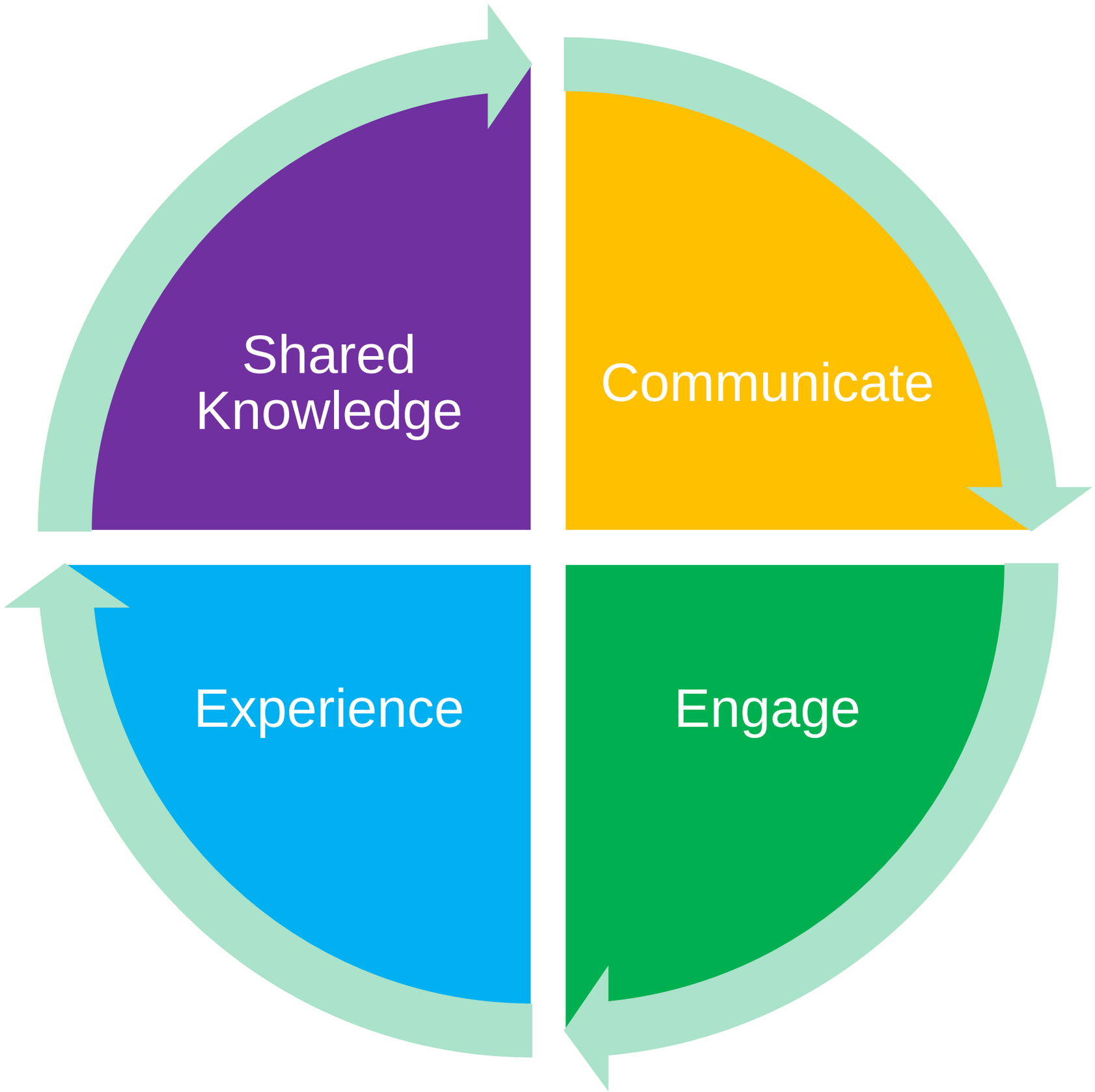
Forums

Start a Topic

- General Community discussion
- Ask Technical
- Ask Business Development
- Ask Sales

Communication Requires Engagement

- Simply publishing information is not enough.
- You **must** consider the reader in everything.
- Be provocative – always have a call to action.
- Keep it up to date, keep it fresh, but not too often.


Shared Knowledge
Communicate
Experience
Engage

External Communities Drive Engagement with Customers & Partners

Truly working Together with Your customers and making your staff available Reduces costs and builds loyalty

Internal Communities build teamwork and enhance experience and knowledge

EXTERNAL

INTERNAL

Start today to change how you communicate

- Get your customers and partners into external communities.
- Get all your staff in those communities
- Set up working areas for sales, projects, support
- Move communications to status updates, comments, likes.
- Over time your collective knowledge rises.
- People don’t hide behind email.

Communities

This Community | Search

External customer demo community

Stop Following this Community

External customer de mo community

Overview
Recent Updates
Status Updates
Members
Forums
Wiki
Files
Subcommunities
Internal Project Management
Greenwell
Acme Newspaper Company

Tags

No tags yet

This community can have members from outside your organization.

Community Description

Welcome to our Community!

Welcome and thank you for joining us online in our customer community. Here you can find lots of additional information about us and our products. Importantly, we would like to use this facility to share key information about our work with you and to make it easier for you to get quick access to the information you need. We welcome any comments and feedback you may have.

Got a question about one of our products? Please contact your [redacted] account manager, or post a question in our Forum, below.

Subcommunities

Add a Subcommunity

Important Bookmarks

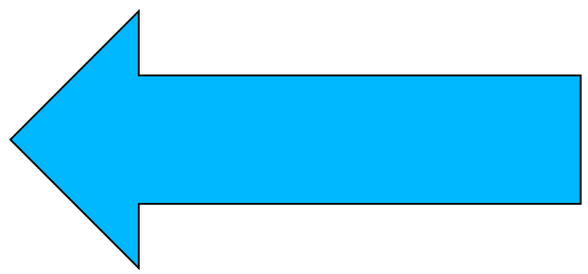
Highlight key Web resources.

Members

View All (3 people)

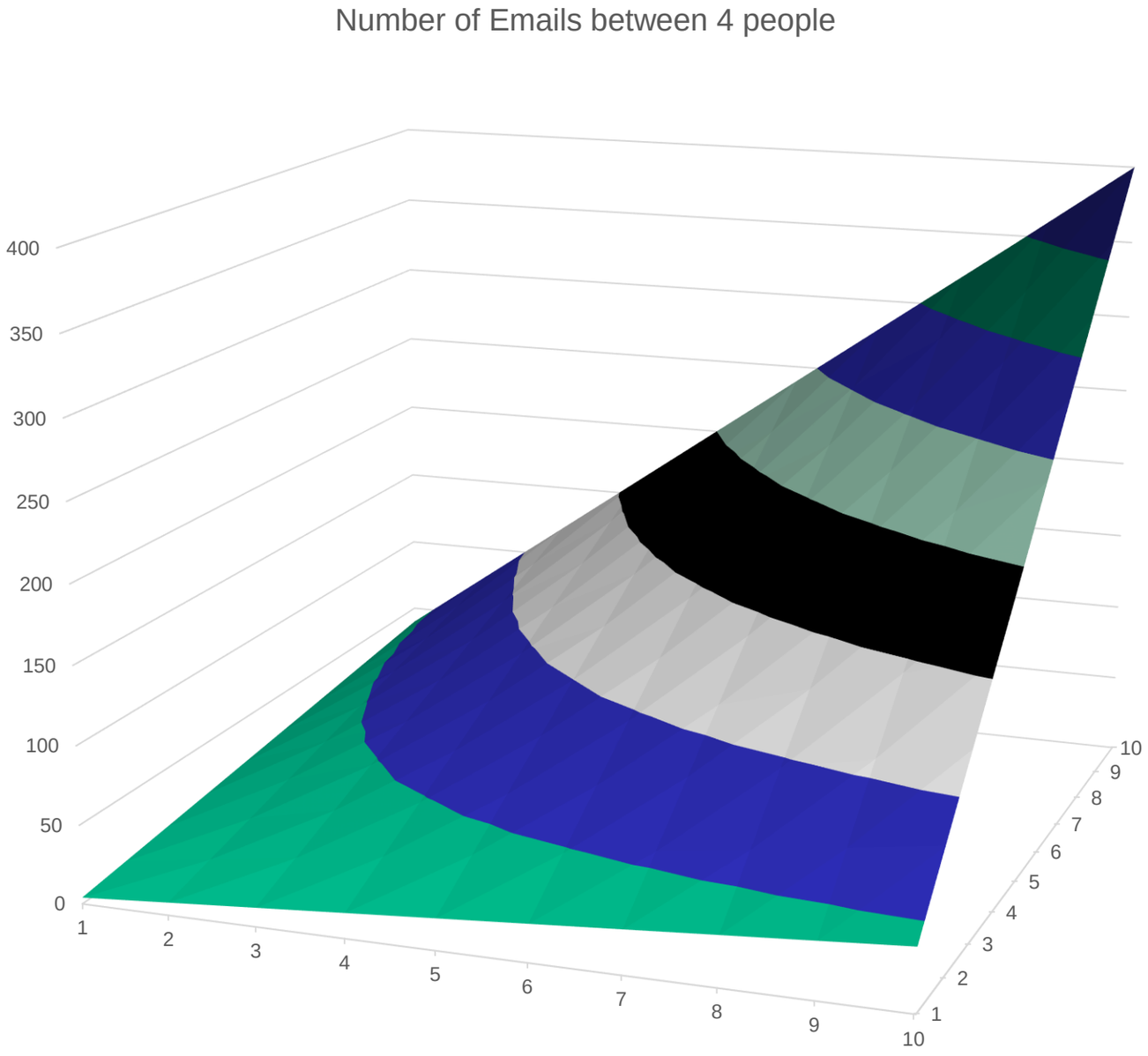
Some C Words for you

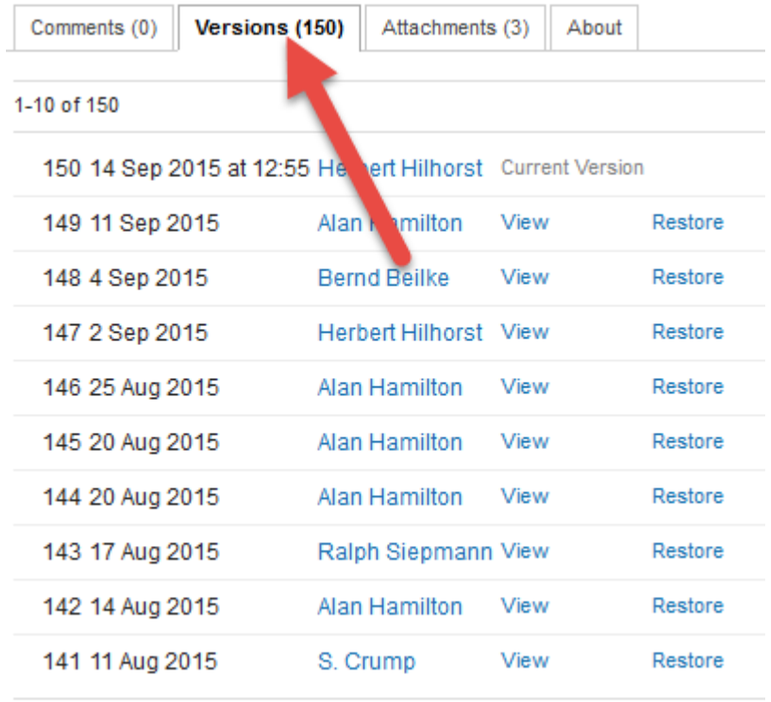
- Communicate
- Collaborate



- Coordinate
- Connections

Files = Hell

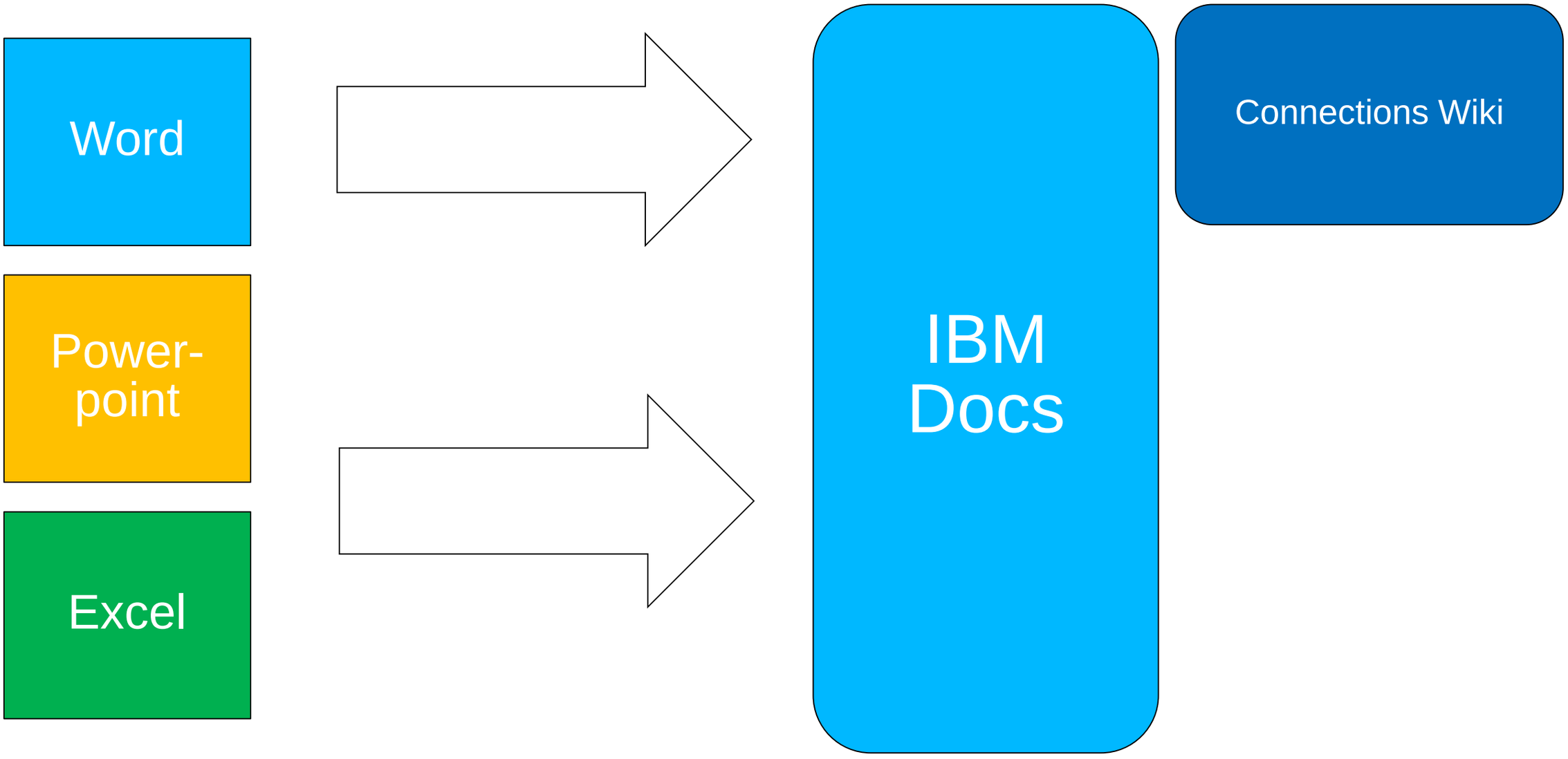




750Kb document
X 45 people

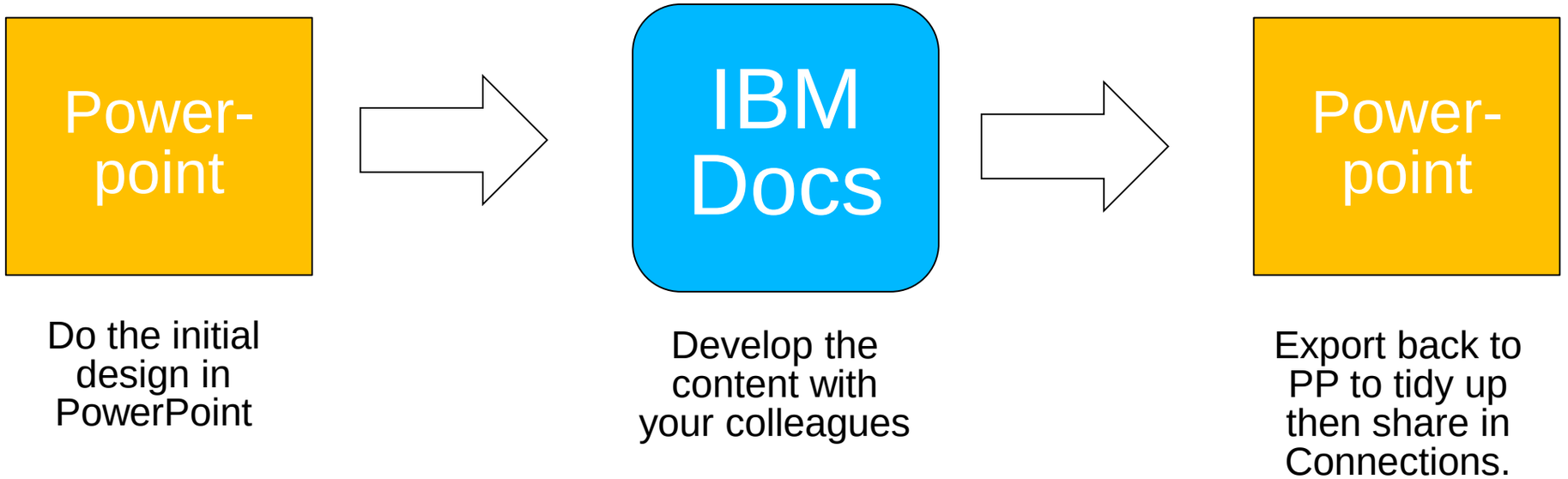
= 6,750 emails
= 5Gb files total
= 33Mb / user

Cut down the noise by removing the files

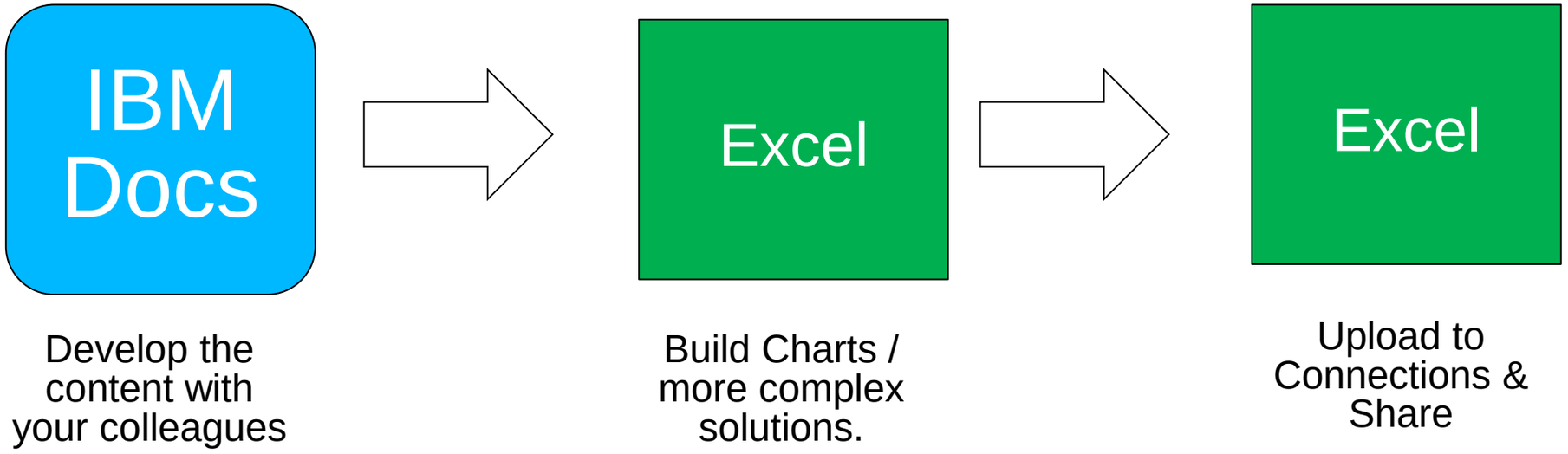


Make it easy

Presentations



Spreadsheets



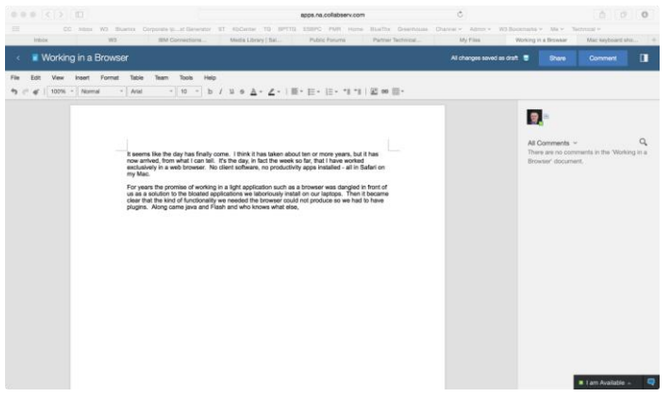
Make it easy

Documents you need to Share outside your business

IBM Docs

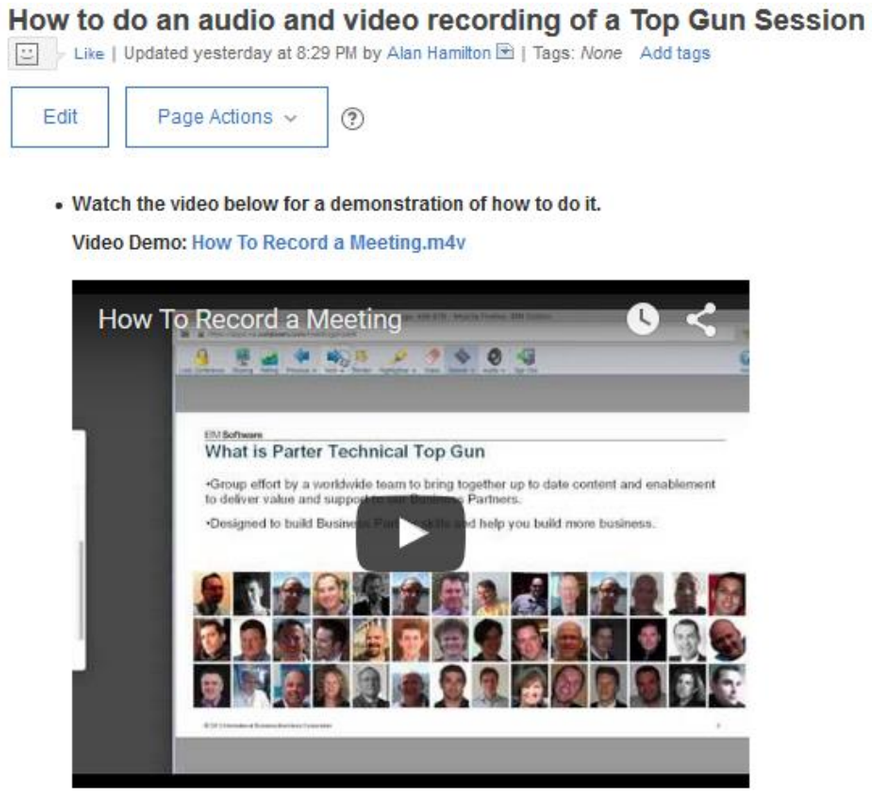
Word

Export to Word if you need to share it externally



Documents which stay internally

Connections Wiki



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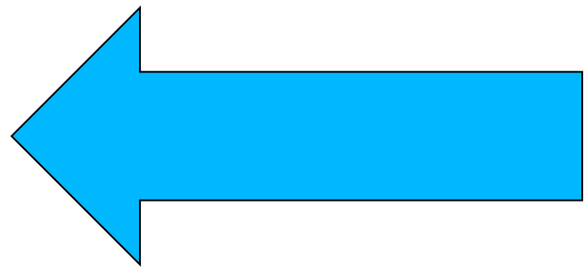
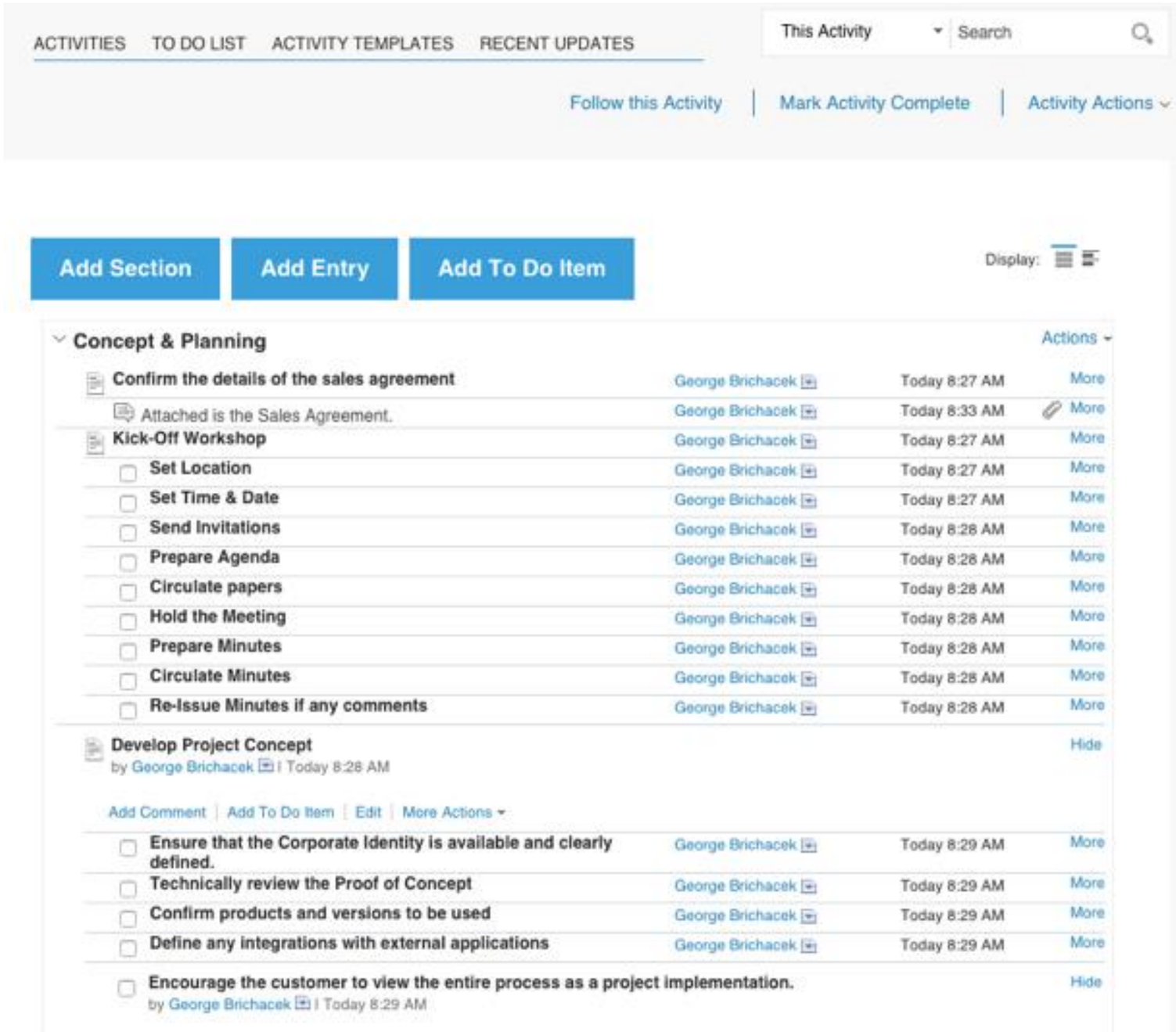
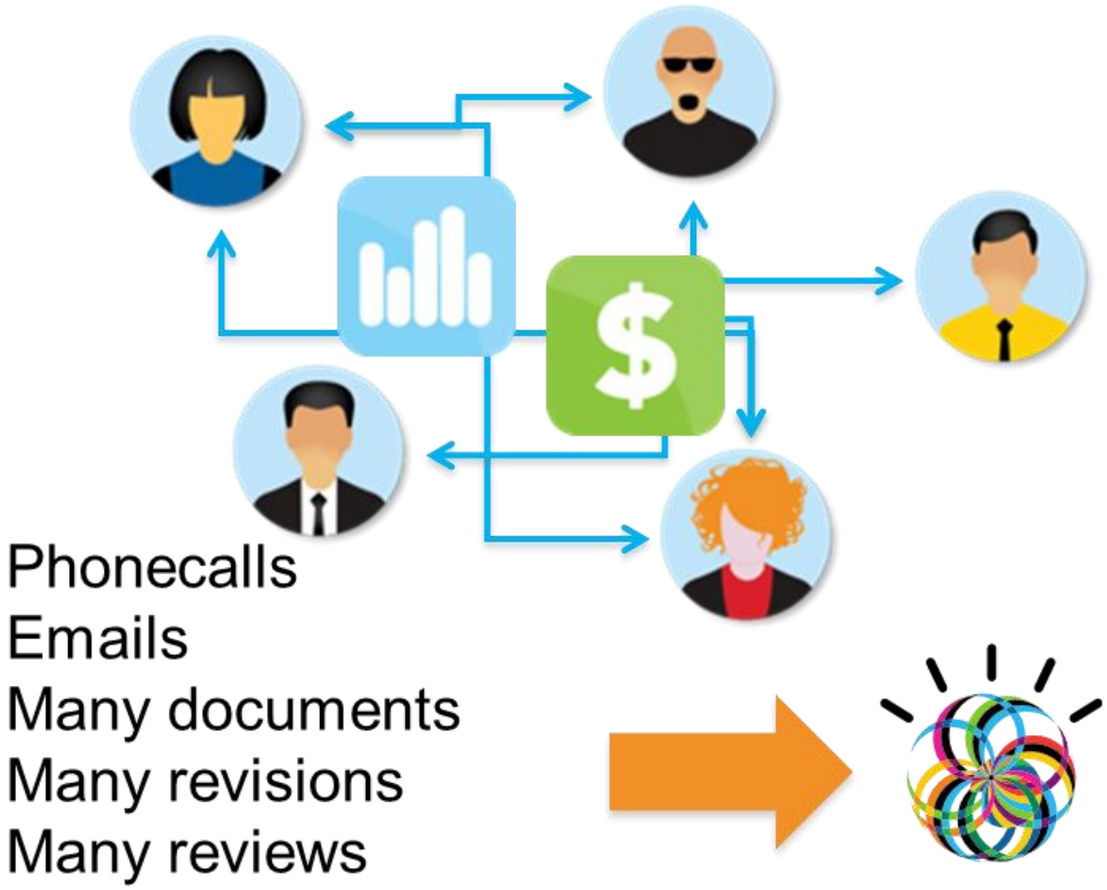


What do you need to co-ordinate?

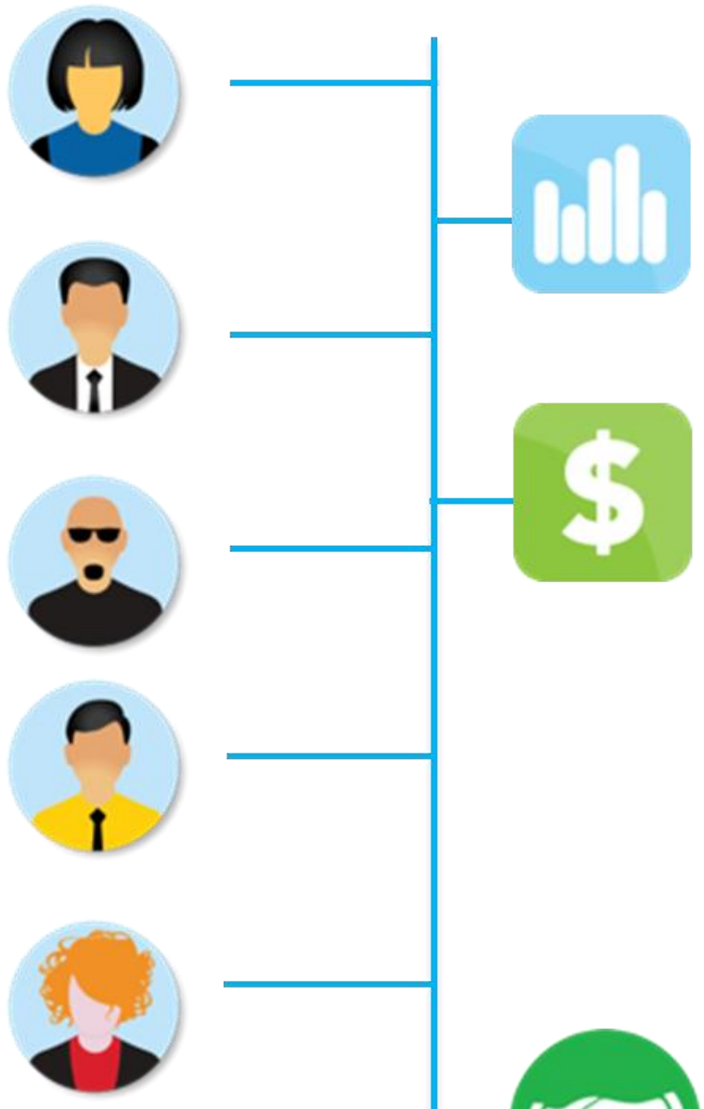
Co-Ordinate Anything with Activities



BOSCH - CLIENT LOCALISATION REQUESTS USING ACTIVITIES

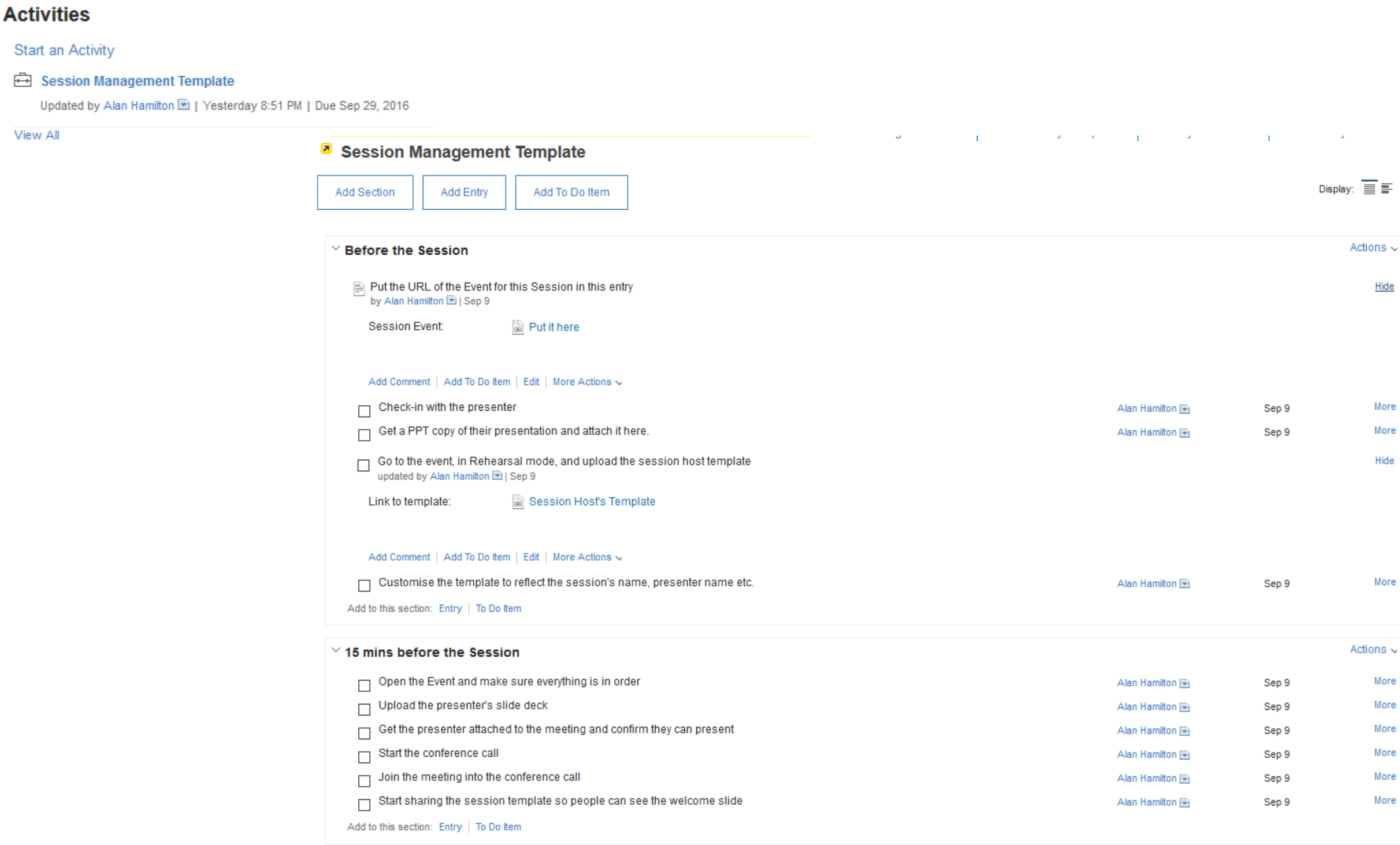


Phonecalls
Emails
Many documents
Many revisions
Many reviews



80% decrease in overtime;
70% decrease in email;
Process 4 weeks is now 6 days

Standardise your approach



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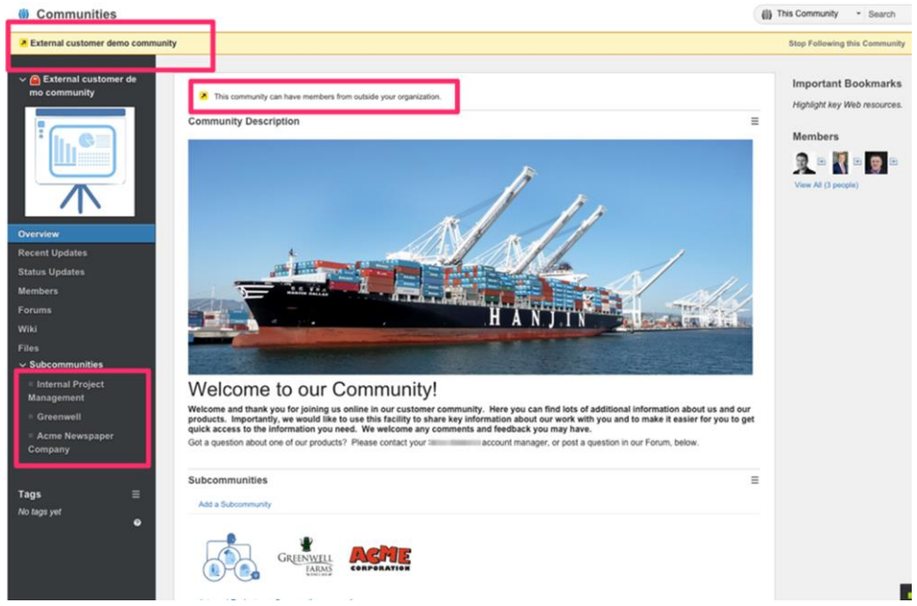
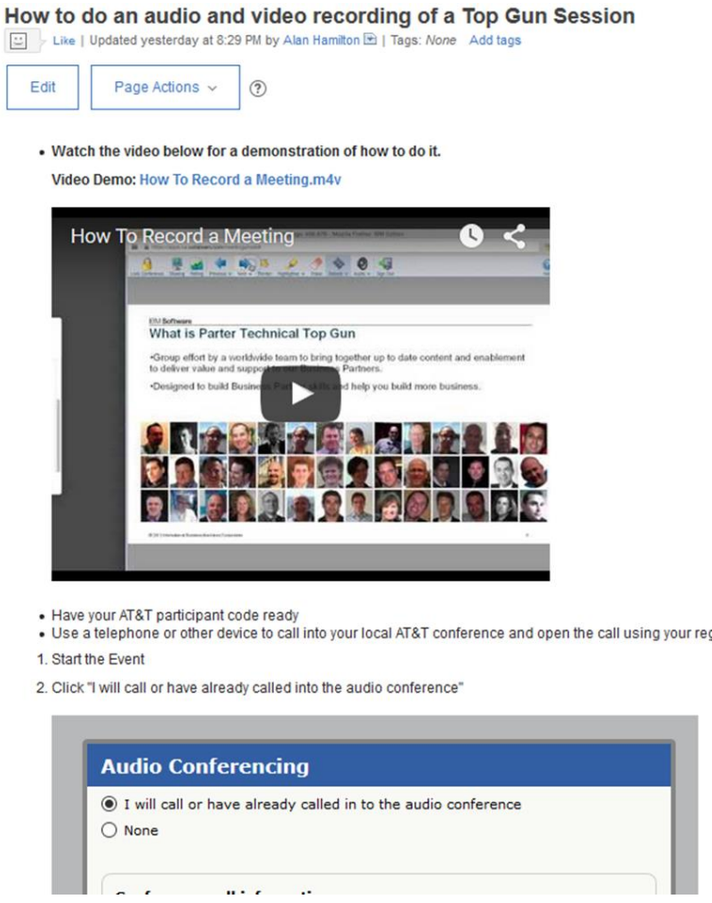
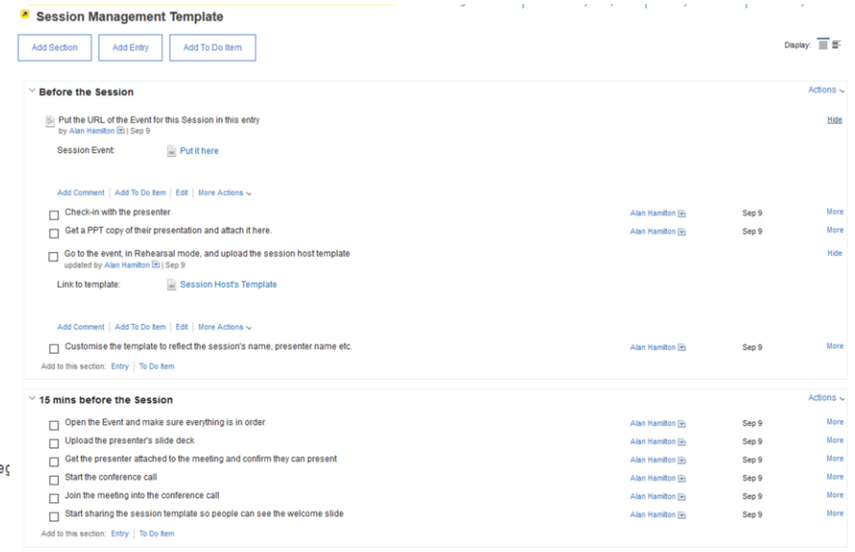
Three simple ways you can improve any business with IBM Connections



Build stronger relationships
And capture experience and knowledge



Focus on the content, don't fuss with files and email



Co-ordinate and capture your best practice to drive quality

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