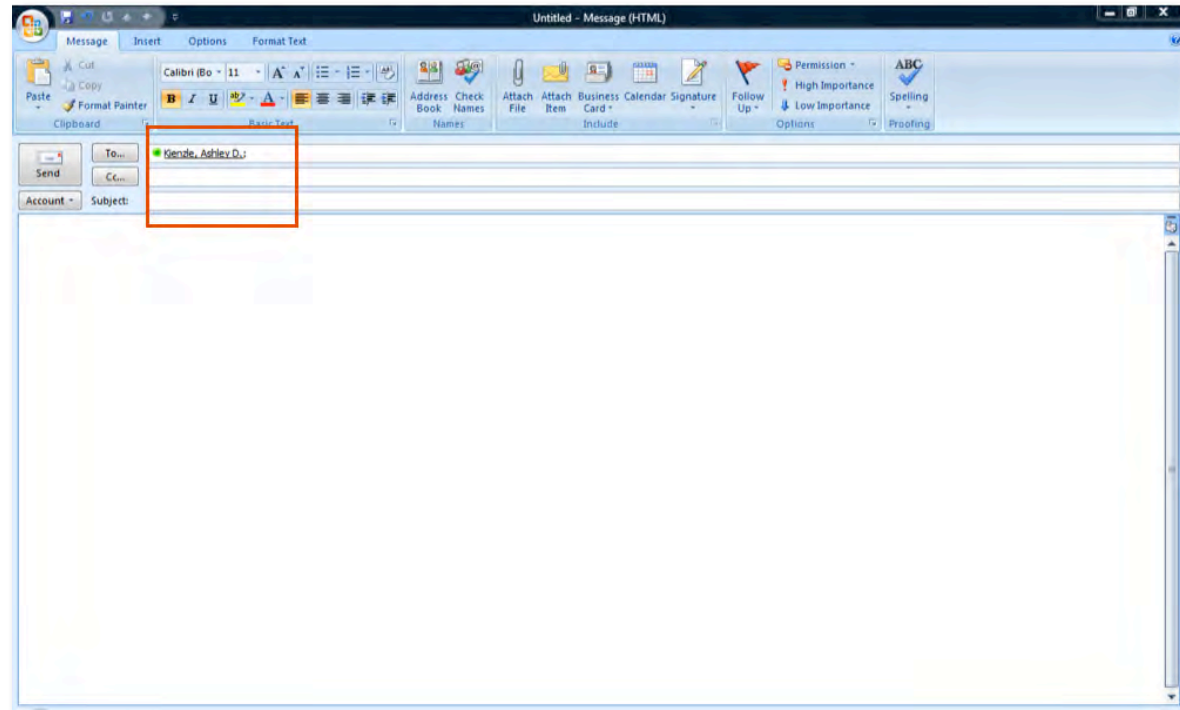
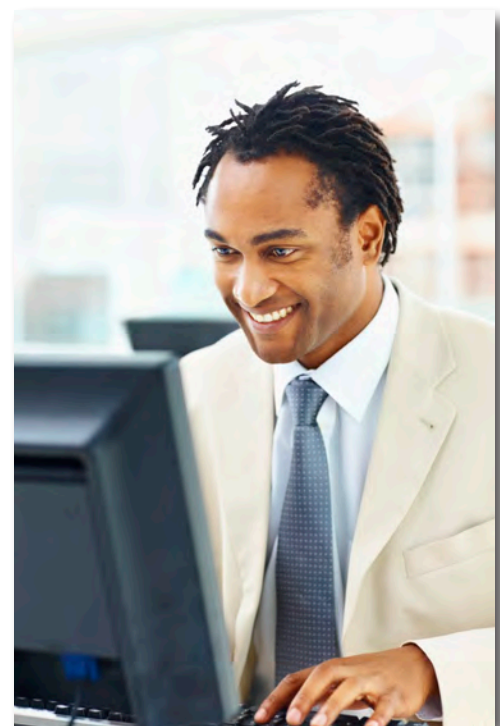


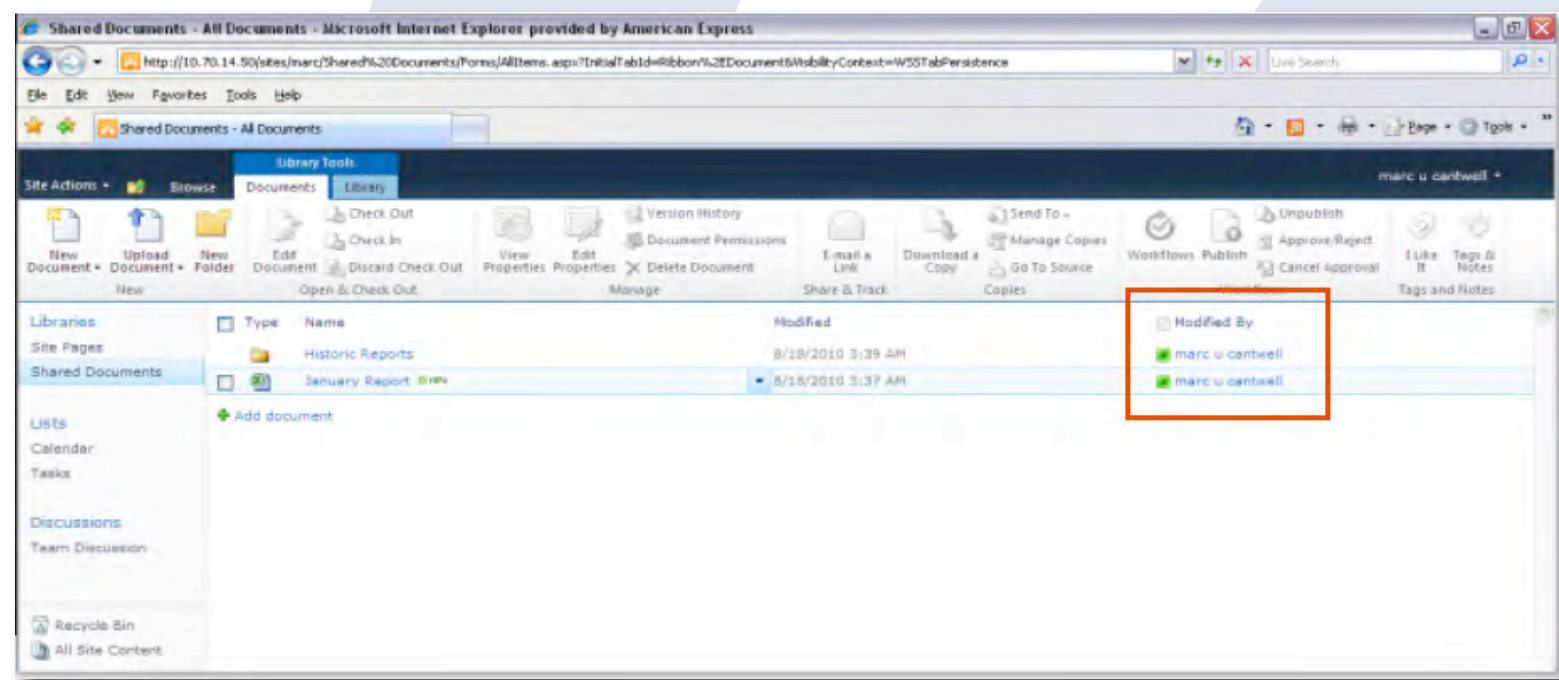
# Day in the Life @amex

## Chris Discusses January Status Report with Team

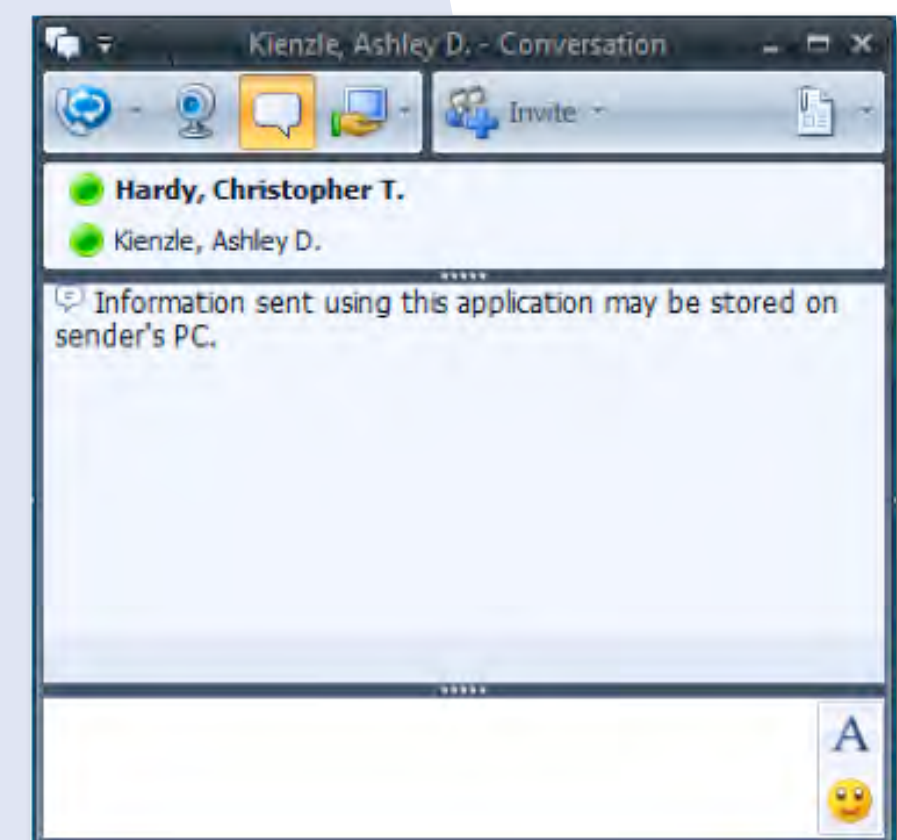
- 1** Chris starts writing an e-mail to Ashley, but notices her Presence Indicator states that she is both online and available and starts typing an instant message to her.



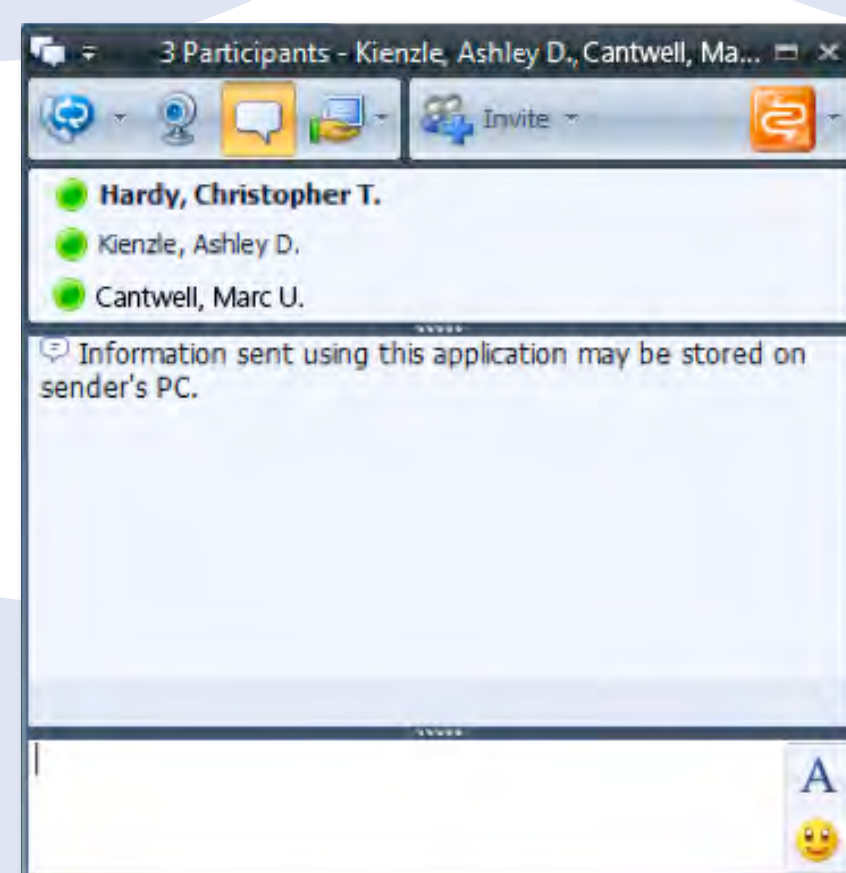
- 3** Ashley directs Chris to the latest version of the status report on SharePoint Team Site. He sees the report author, Marc, is also available.



- 2** Chris clicks Ashley's name to initiate an IM conversation using Office Communicator (OCS).



- 4** Chris invites Marc to join his IM conversation with Ashley and all three discuss the report.



**Today:** Tool integration is limited and employees have few ways to connect with people in real time.

**@amex:** Employees connect seamlessly with others virtually anytime, anywhere, using multiple channels.

**Result:** Increased team effectiveness and engagement

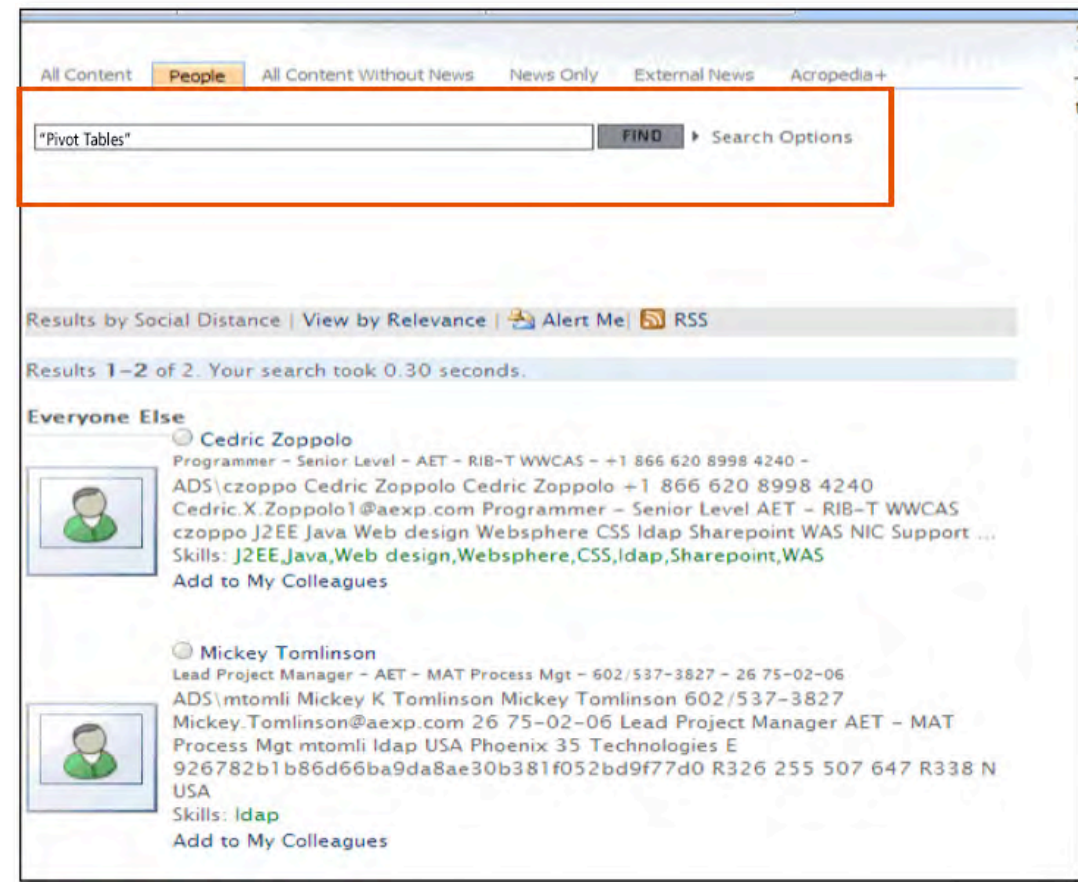
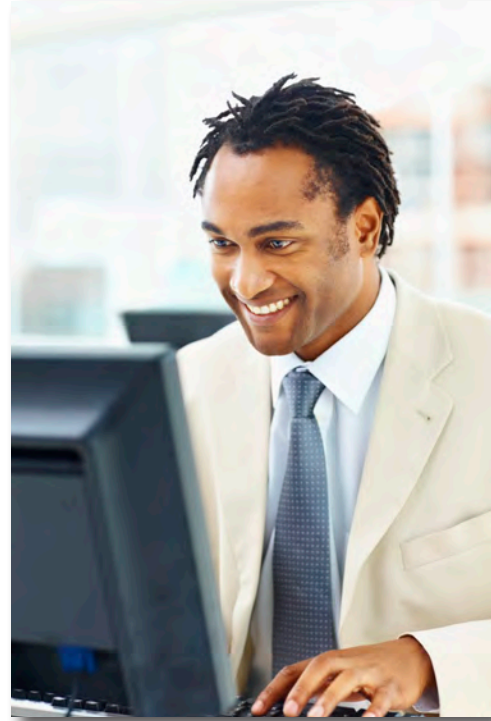


# Day in the Life @amex

## Chris Looks for Expert on Pivot Tables

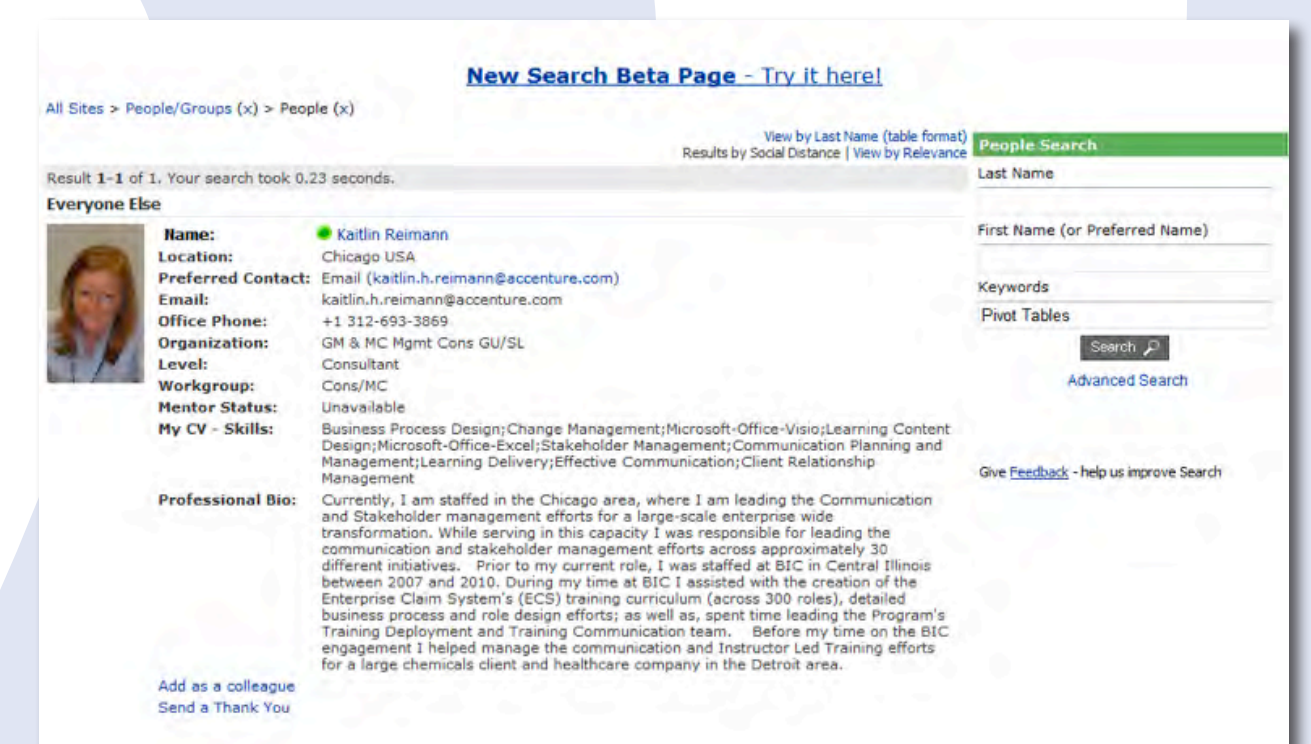
1

Chris searches for individuals with experience creating pivot tables in Excel in The Square.



2

Chris observes Kaitlin is an expert based on her profile and notices she has also posted a document addressing this material on her SharePoint My Site.



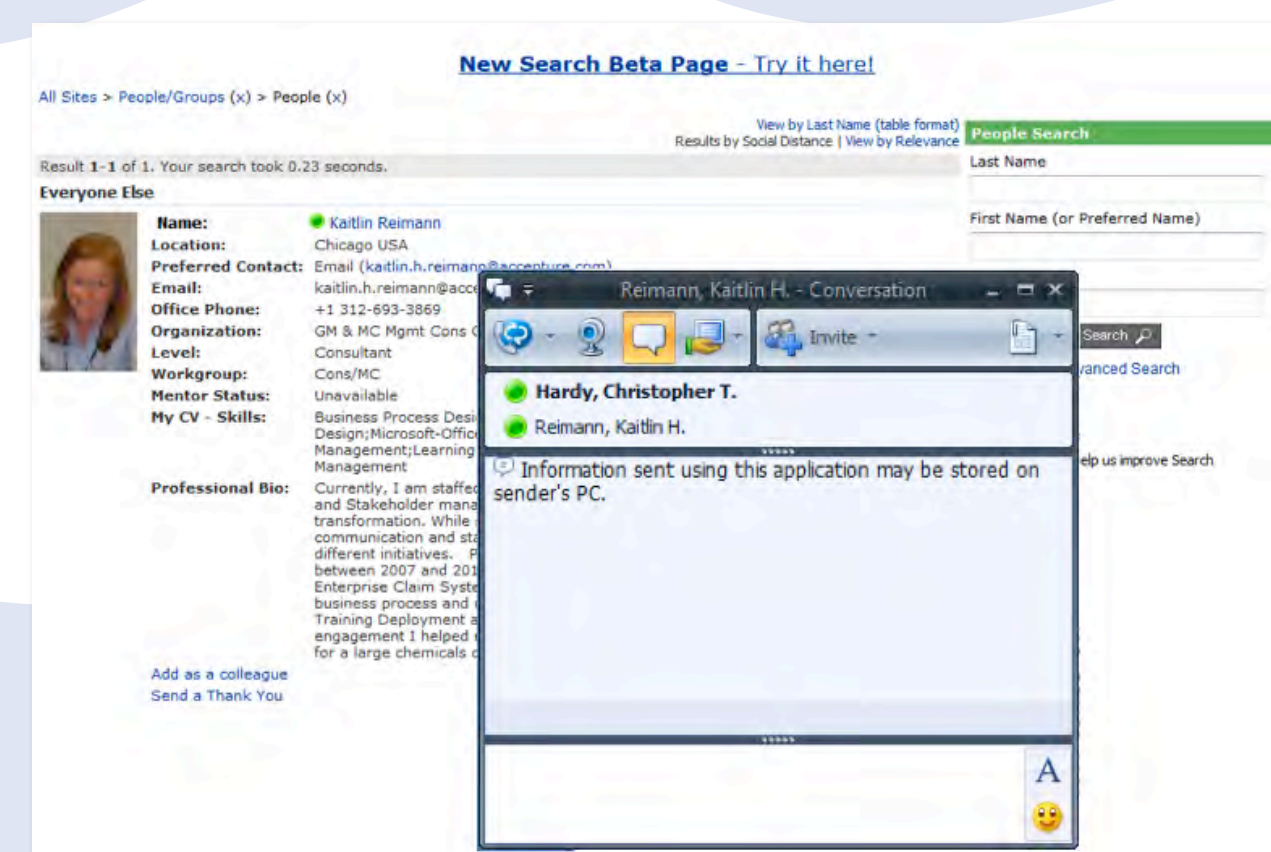
3

Chris still has questions regarding pivot tables after reviewing the document and observes Kaitlin's Presence Indicator states she is available to chat.



4

Chris clicks Kaitlin's Presence Indicator and initiates an IM conversation using Office Communicator (OCS) to ask further questions about pivot tables.



**Today:** Employees find experts through tacit knowledge, personal networks or hire consultants.

**@amex:** Employees engage talent and expertise of colleagues across the company.

**Result:** Greater business insight and increased knowledge

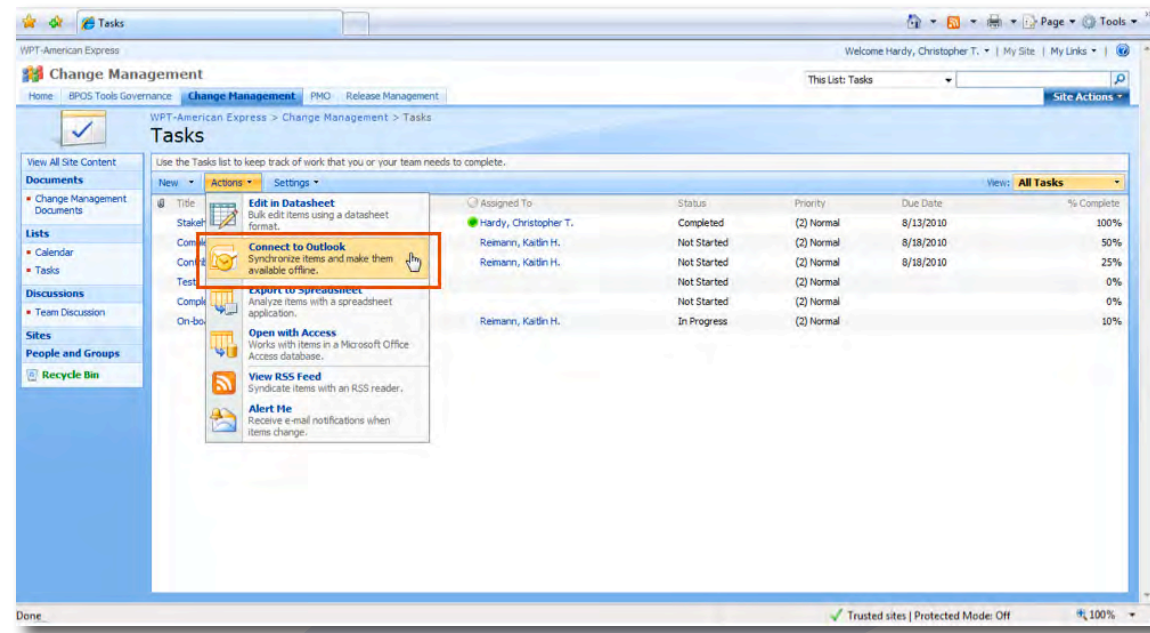
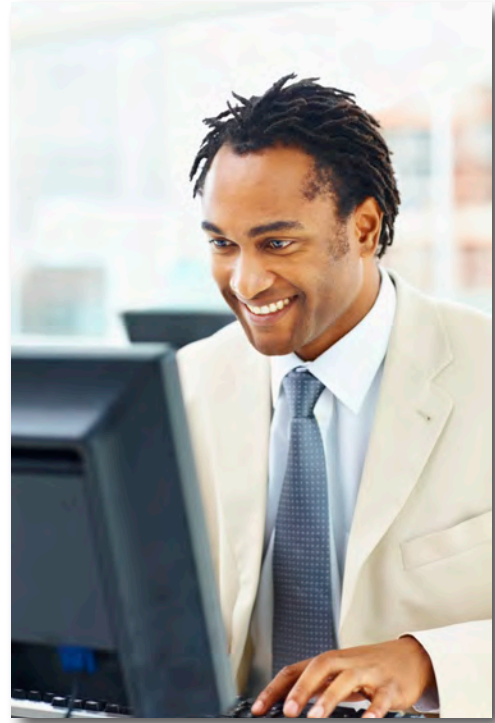


# Day in the Life @amex

## Chris Asks for Remote Team Member's Help

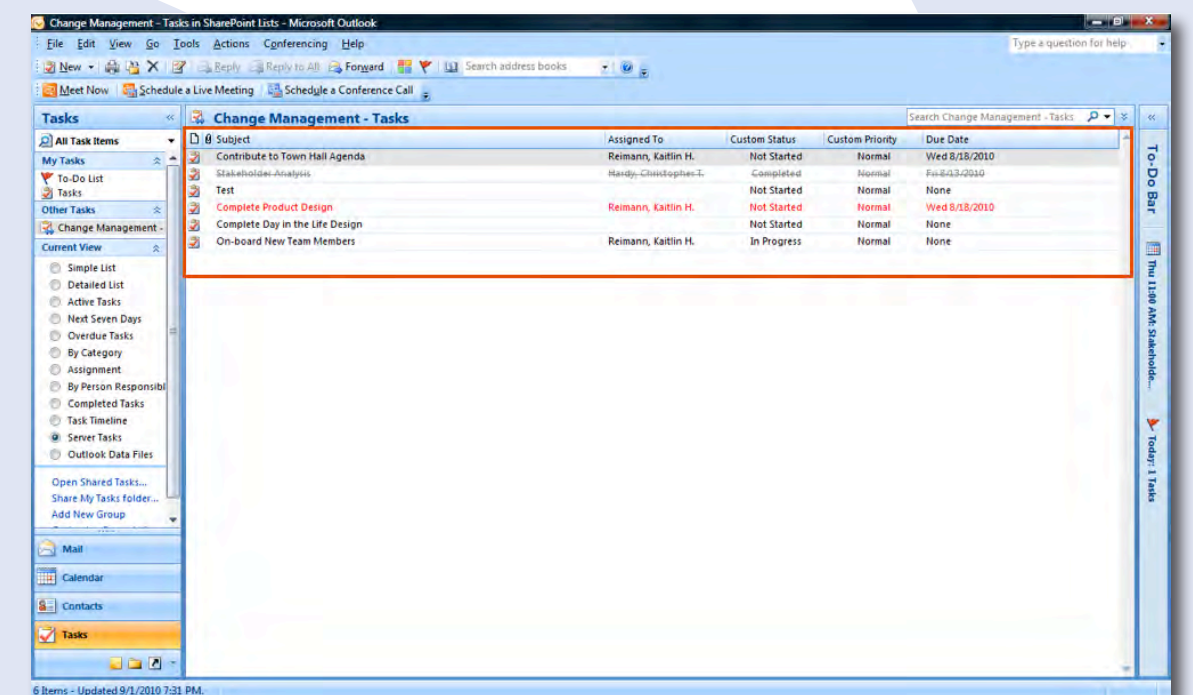
1

Chris links the team's SharePoint site Tasks tool to his e-mail (Outlook).



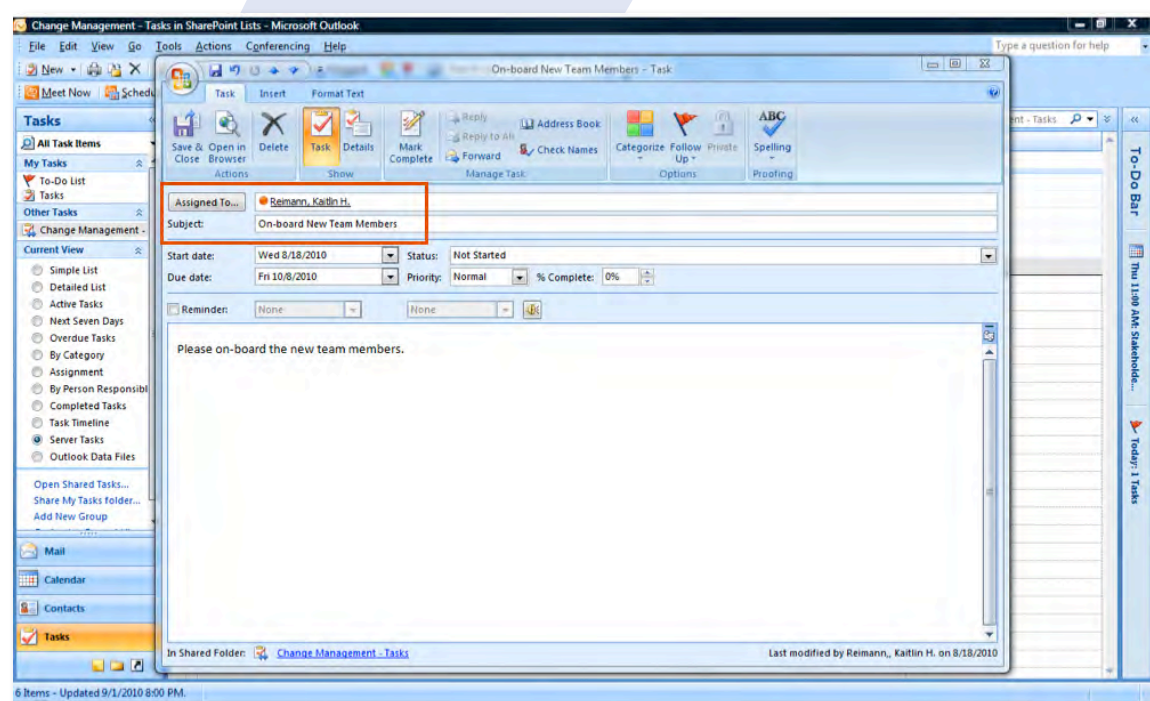
2

Outlook provides Chris a holistic view of all tasks across his projects.



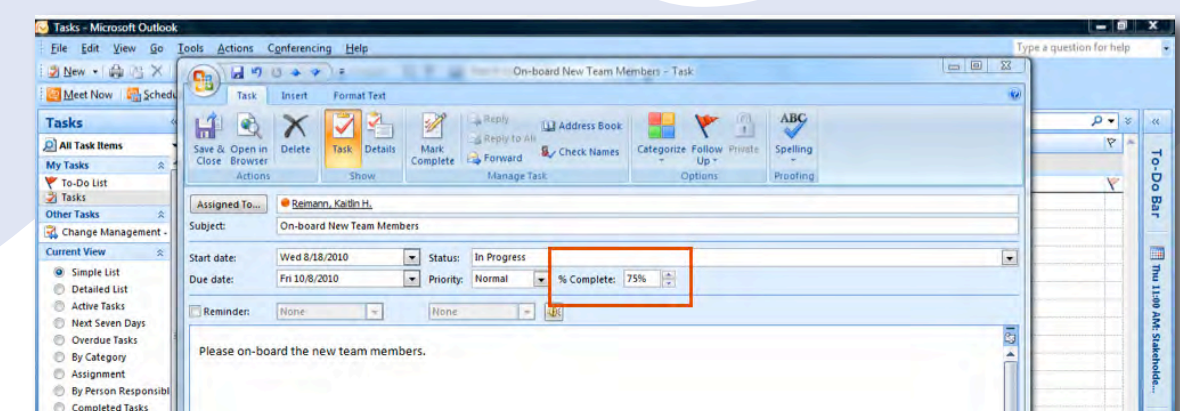
3

Chris identifies a new task his team needs to complete, managing the on-boarding of a new team member, which he assigns to Kaitlin.



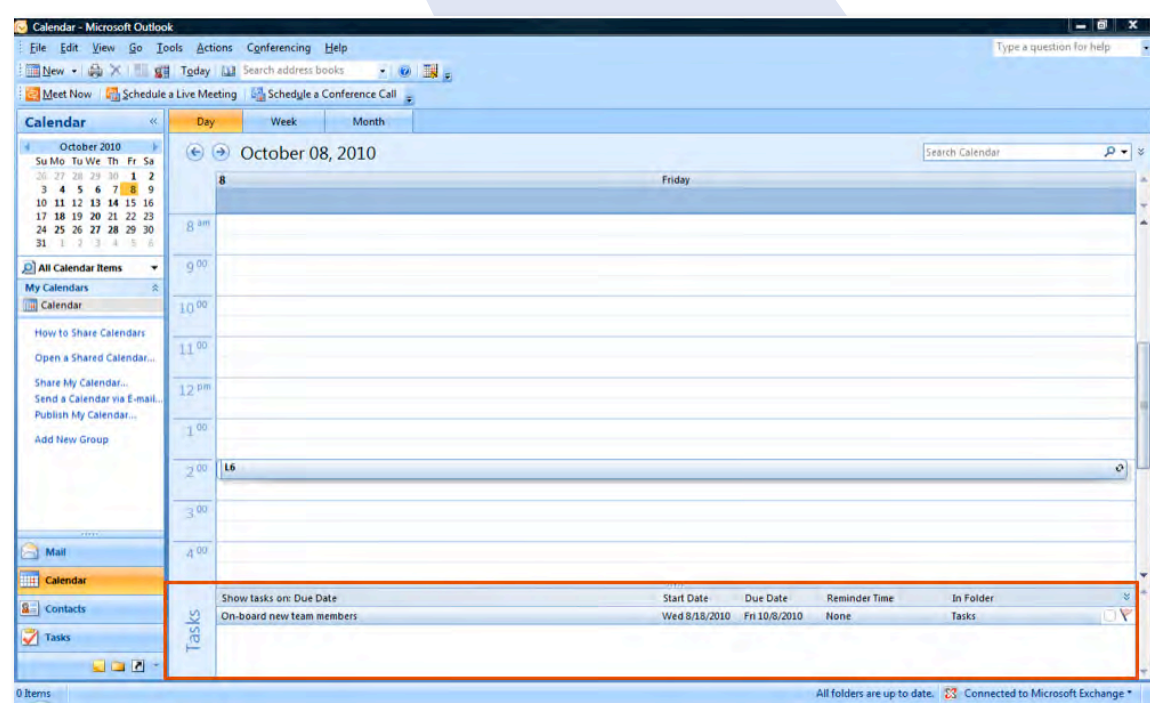
5

Kaitlin works during the day to create on-boarding materials and updates the task in Outlook to 75% complete. This gives Chris visibility into the task's status.



4

Kaitlin is alerted that she has been asked to help on-board a new team member and the task appears in her calendar.



**Today:** Employees manually track tasks or leverage e-mail to send requests for assistance.

**@amex:** Collaboration tools offer increased visibility across team activities.

**Result:** Increased efficiency and productivity

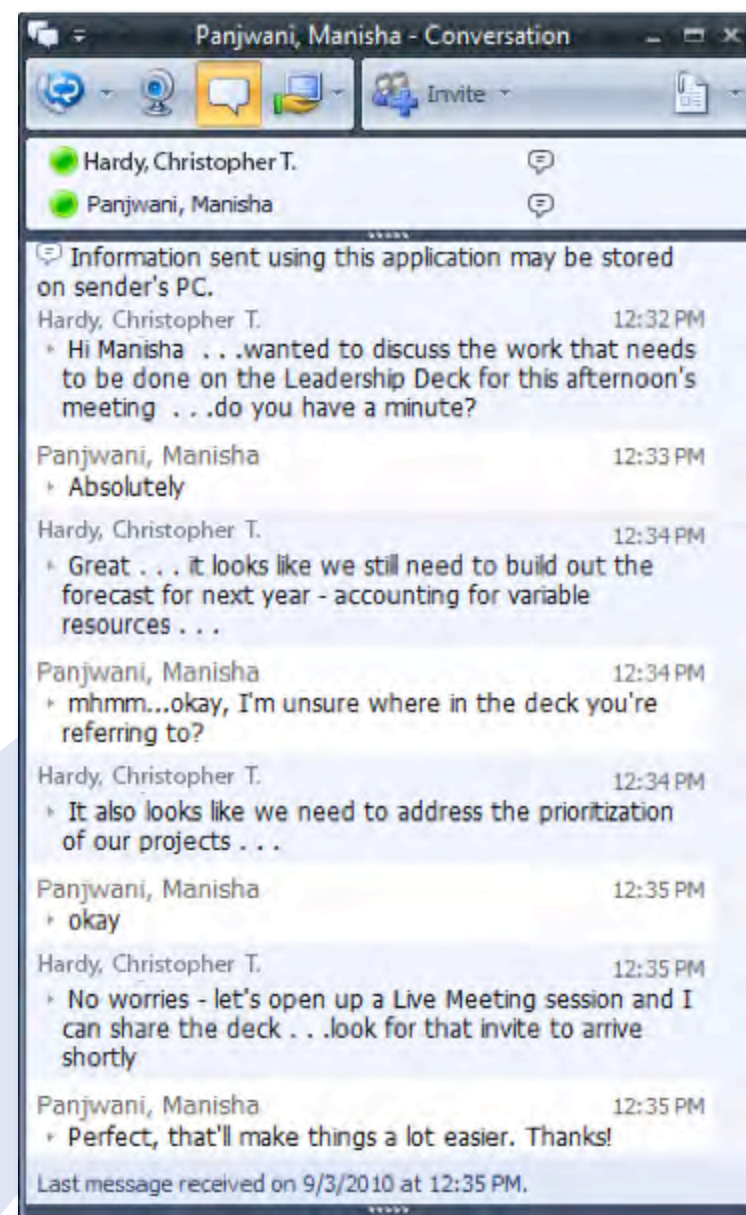


# Day in the Life @amex

Chris Needs to Quickly Make a Business Decision

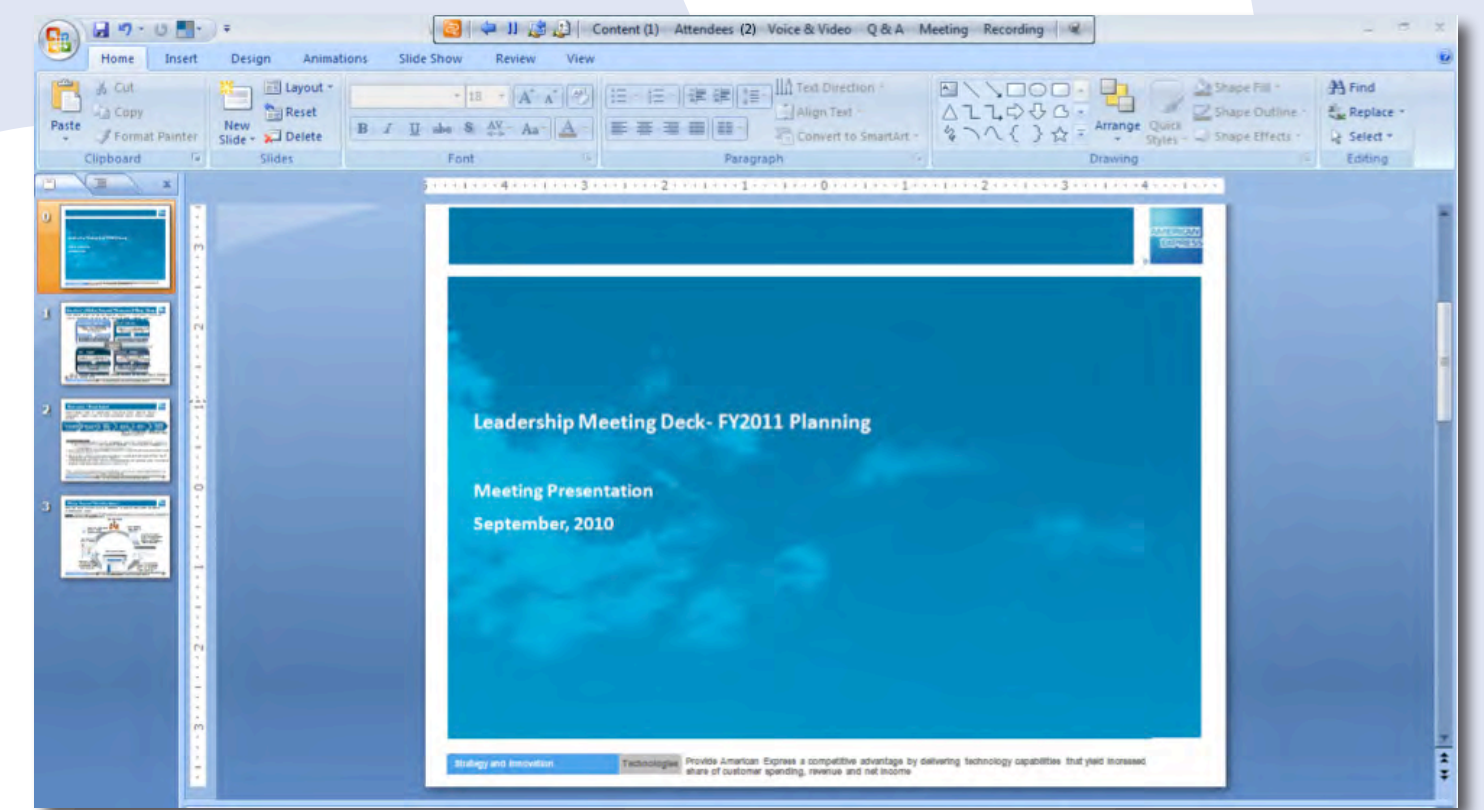
1

Chris is in an IM Conversation in Office Communicator (OCS) with a team member discussing actions that need to be taken to finalize content for a Leadership Meeting this afternoon.



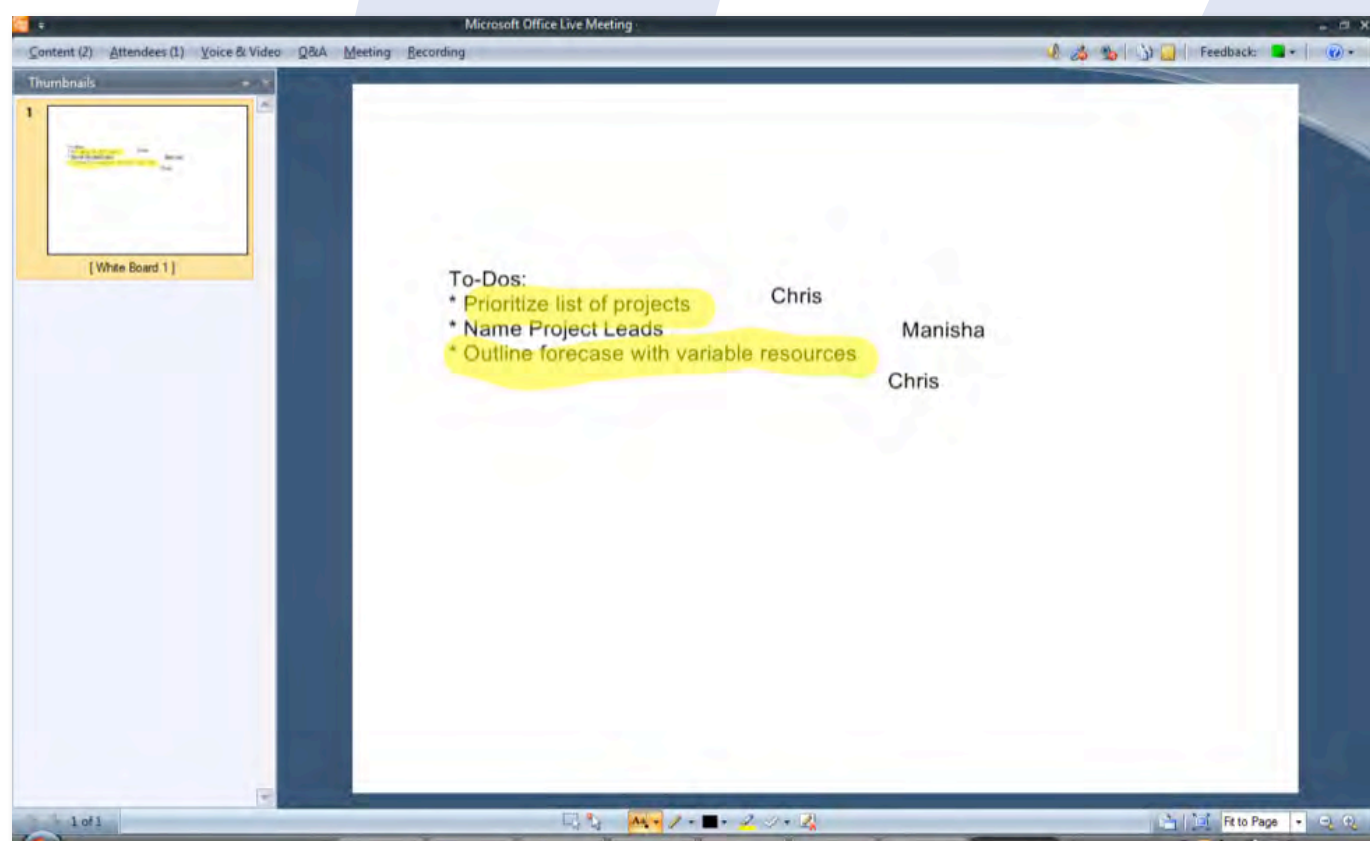
2

Chris realizes additional collaboration capabilities are needed to quickly align on what needs to be done to the deck, in time for the meeting, therefore, he initiates a Live Meeting and shares the drafted content.



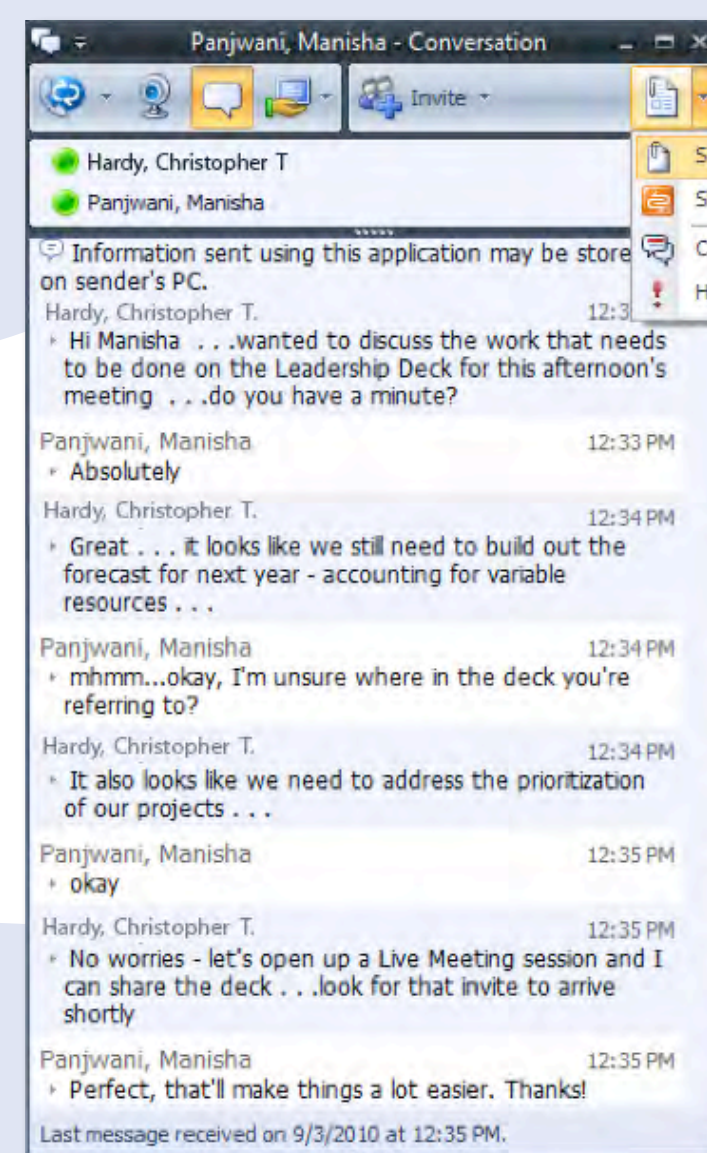
3

To divide up the work that is needed to finalize the content this morning, Chris launches the Whiteboard functionality in Live Meeting to solution / assign the outstanding items.



4

Once the work is assigned Chris saves down the Whiteboard content and leverages the OCS file sharing function to share that information with his teammate.



**Today:** Employees attend meetings through conference calls, and collect data through e-mail and online surveys.

**@amex:** Employees share files and collaborate on documents in real time, plus exchange information using interactive features to quickly make business decisions.

**Result:** Better, faster consensus building and decision making