



The eWorld eVerything, @nytime, eVerywhere

PROJECT CONSULT

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Introduction

eBusiness

eComponent

eBilling

Doc2Web

Commerce

ePayment

eBook

eSCM

W@P

eBusiness

eShop

eGovernment

Doku@Web

eLearning

Document

eProcurement

@SP

eFair

eBPM

eInsurance

Broker@g

B@nking

@rchiving

eWare

eNet

Middlew@re

m@nagement

eTrade

eOffice

eCash

eSolution



From Document & Knowledge Management to eBusiness



Document Management

The Traditional Fields of Applications:

- Records Management
- Scanning
- Document Imaging
- Document Management
- Electronic Archiving
- eForms
- COLD
- Groupware
- Workflow



8 Sources of Knowledge Management

- **Groupware and Office Communication**
- **Document Management**
- **Continuation of Management Information Systems**
- **Enterprise-Portals**
- **Multimedia DataBases and DataWarehouses**
- **Automatic Categorization and Agents**
- **Development of ERP-Solutions**
- **Revival of Expert Systems**



Future directions of Knowledge Management

- **From a Dimension of other Disciplines to a Discipline in its own Rights**
- **From Strategic Initiatives to Routine Practice**
- **From Inward Focus on Knowledge Processes to External Focus of today's HR Managers and CIOs**
- **From best practices to breakthrough Practices**
- **From Knowledge Codification and Databases to tradable Knowledge Assets**



Future directions of Knowledge Management

- From Knowledge Processes to Knowledge Objects
- From Knowledge Maps to Knowledge Navigators/Agents
- From Knowledge Centers to Knowledge Networks
- From Knowledge Communities to Knowledge Markets
- From Knowledge Management to Knowledge Innovation



eBusiness is more than eCommerce



eBusiness and eCommerce

- **eCommerce**

- trade on a different platform, but with the same mechanisms (the logistic companies will win the supply chain management war)
- transition from paper based to electronic based transaction
- mainly B2C and B2B strategies based on internet and extranet



eBusiness and eCommerce

- **eCommerce**
 - trade on a different platform, but with the same mechanisms (the logistic companies will win the supply chain management war)
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- **eBusiness**
 - **eCommerce is only a part of eBusiness**
 - **eBusiness includes the internal processes and information infrastructure like document management, knowledge management, workflow, ERP, email, databases etc.**
 - **mainly B2E plus provision of transactions and information for the relevant B2C and B2B processes as interface to the „outer world“**
 - **eBusiness is focussing on portal technologies for internal and external use**



The eWorld - Hype or Reality

Hype or Reality

- **On a middle-term Basis only a Vision**
- **Standardized Solutions necessary for broad acceptance**
- **Growing together of so far independent Tool-Categories**
- **Data Bases, Agents and Search Machines grow to Knowledge Engines**
- **Absorption of conventional Areas by Knowledge Management**
- **Special niches, e.g. long-term Archiving, will survive as Base Services for other Applications**



Future Trends

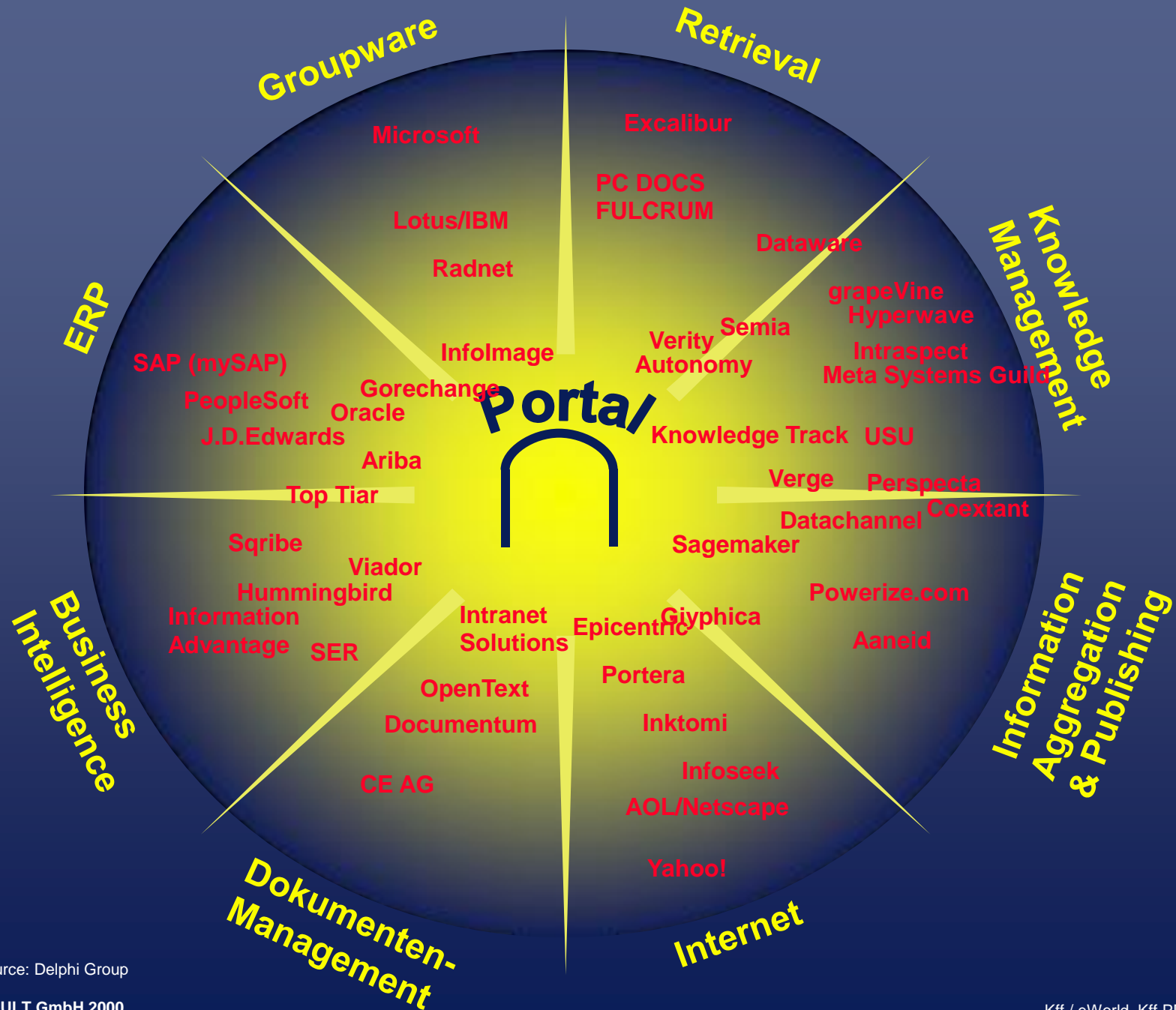


Trends

- **Document Management as Backbone Services**
- **Automatic Categorization**
- **Content Management and XML**
- **ASP and DM-Outsourcing**
- **Electronic Longtime Archival**
- **Portals**



The Portal Star



Source: Delphi Group



Thank You!

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