

@too

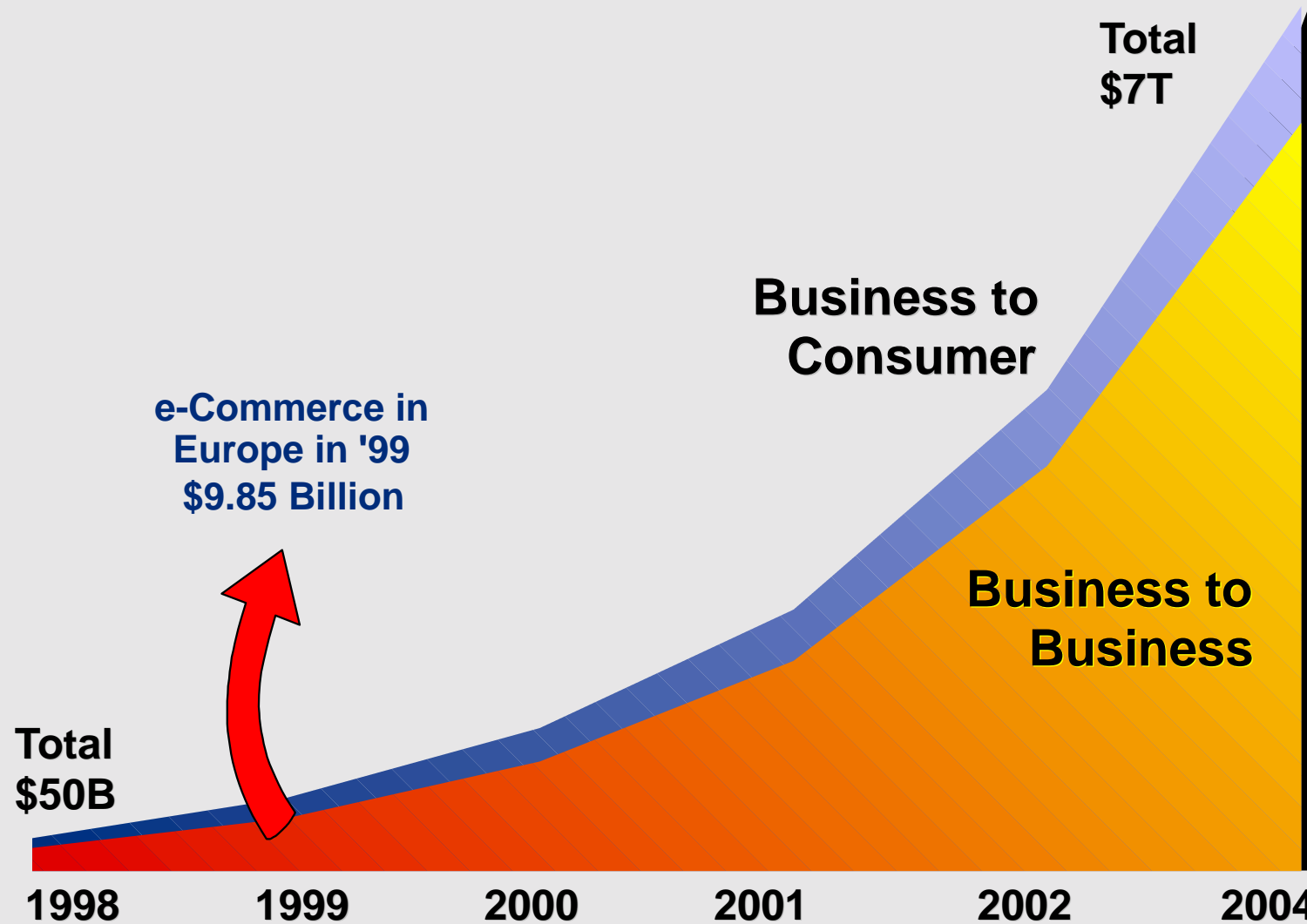
IBM
as an
e-business

Marc Van den Berge
IBM Country General Manager
Belgium / Luxembourg



IBM

Internet Commerce Worldwide



1993

Transforming Core Processes

Human Resources

Finance

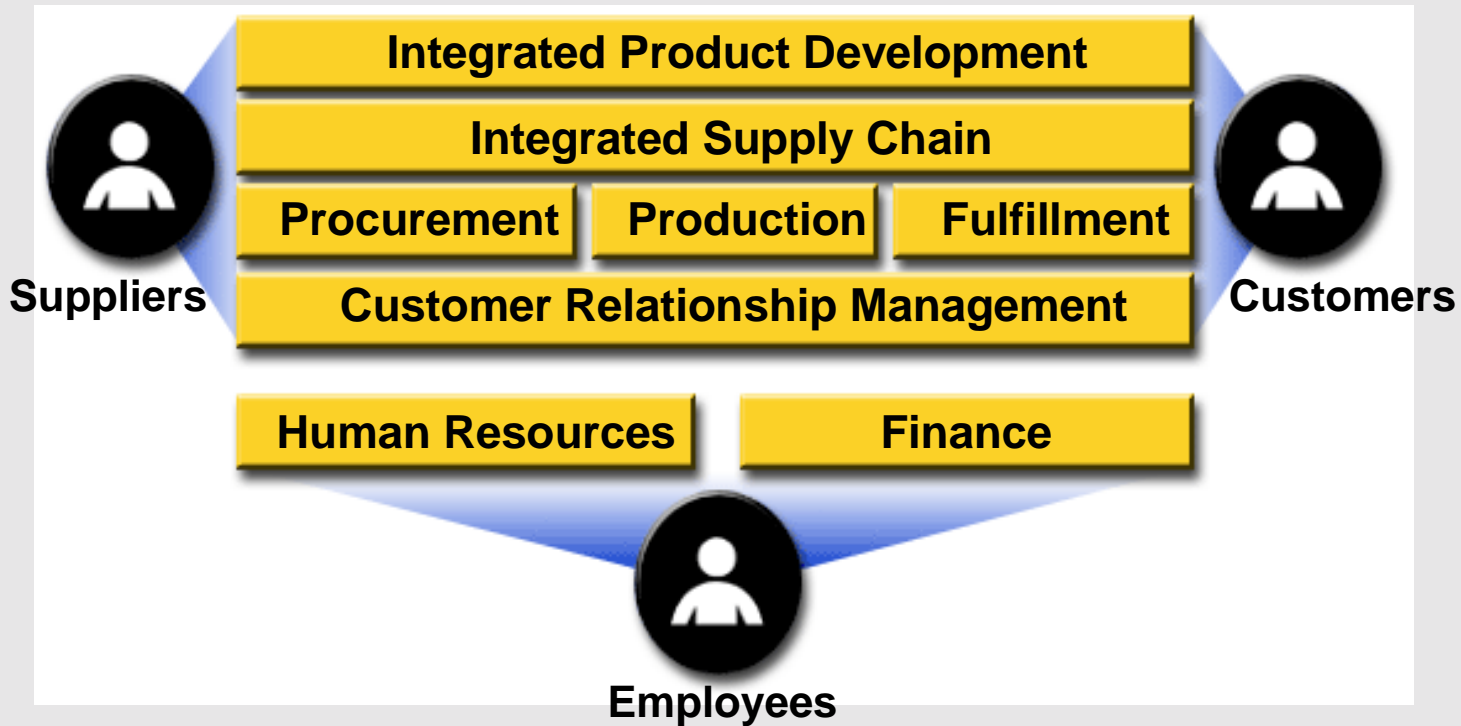


Employees

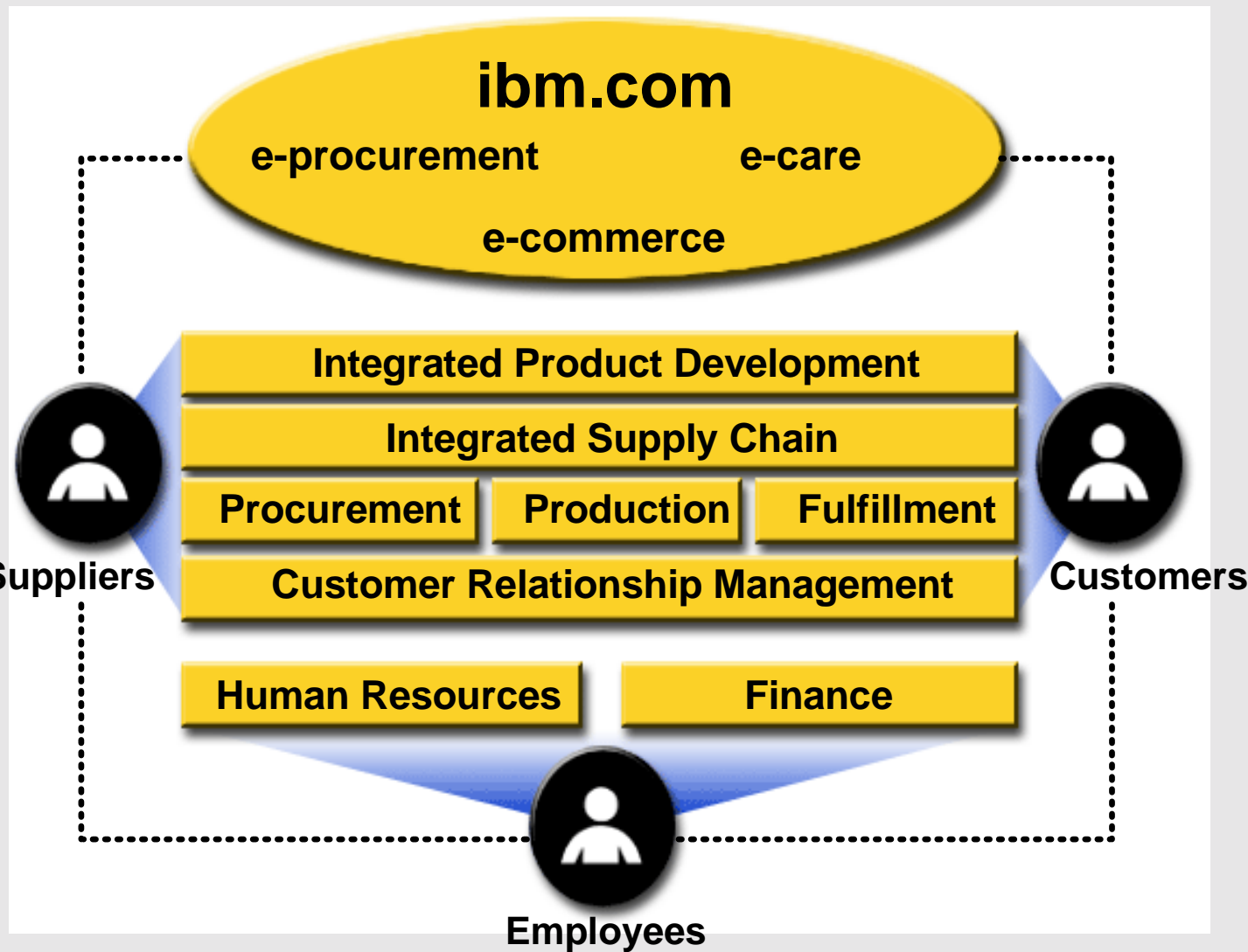


1995

Transforming Core Processes



Transforming Core Processes



1999



Business Value on the Web

Influencers

Press

Consultants

Shareholders

Employees

Sales

Marketing

Technical

Prospective

Customers

General

Large

Small

OEMs

Partners

Resellers

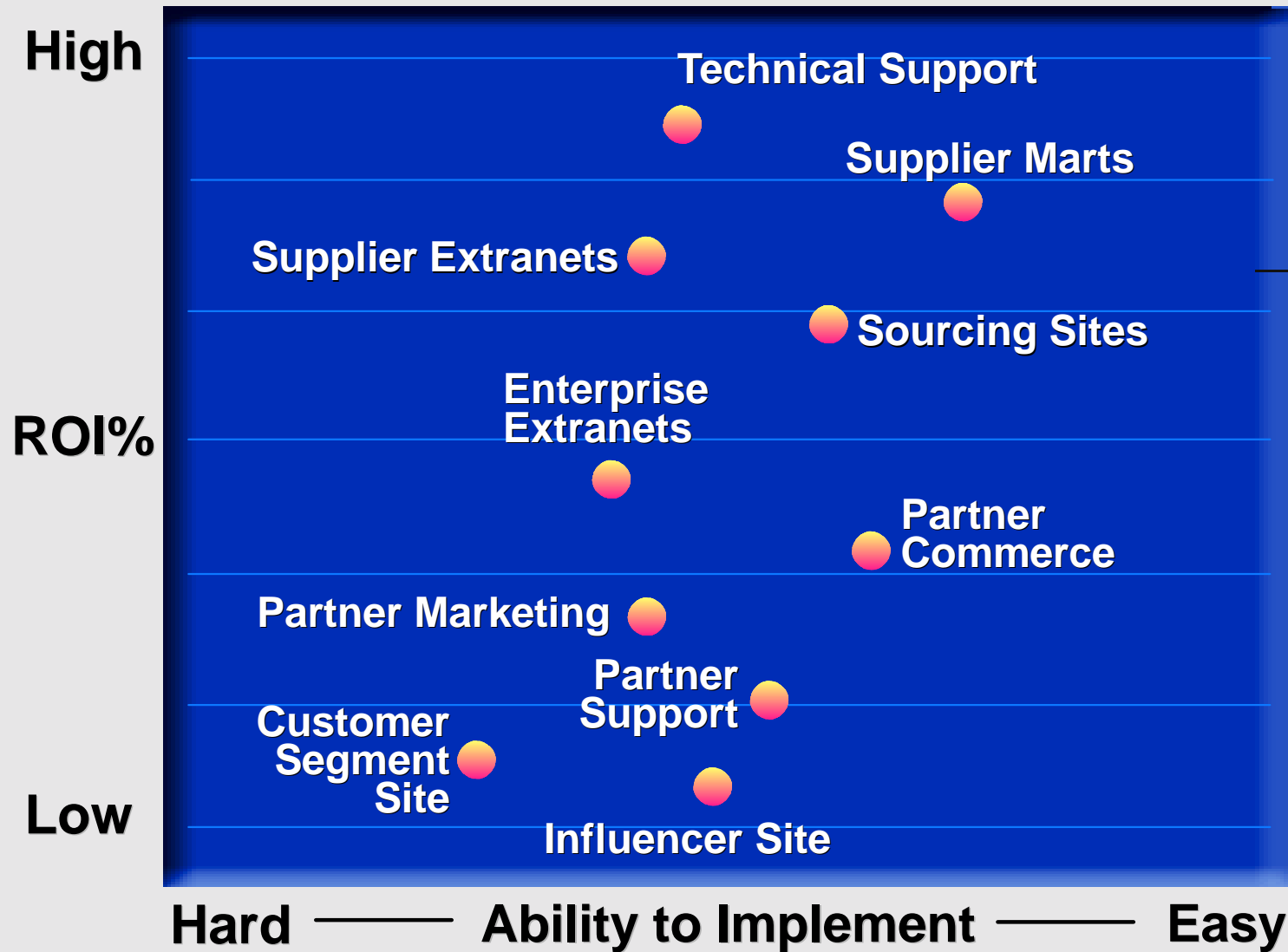
ISVs &
Developers



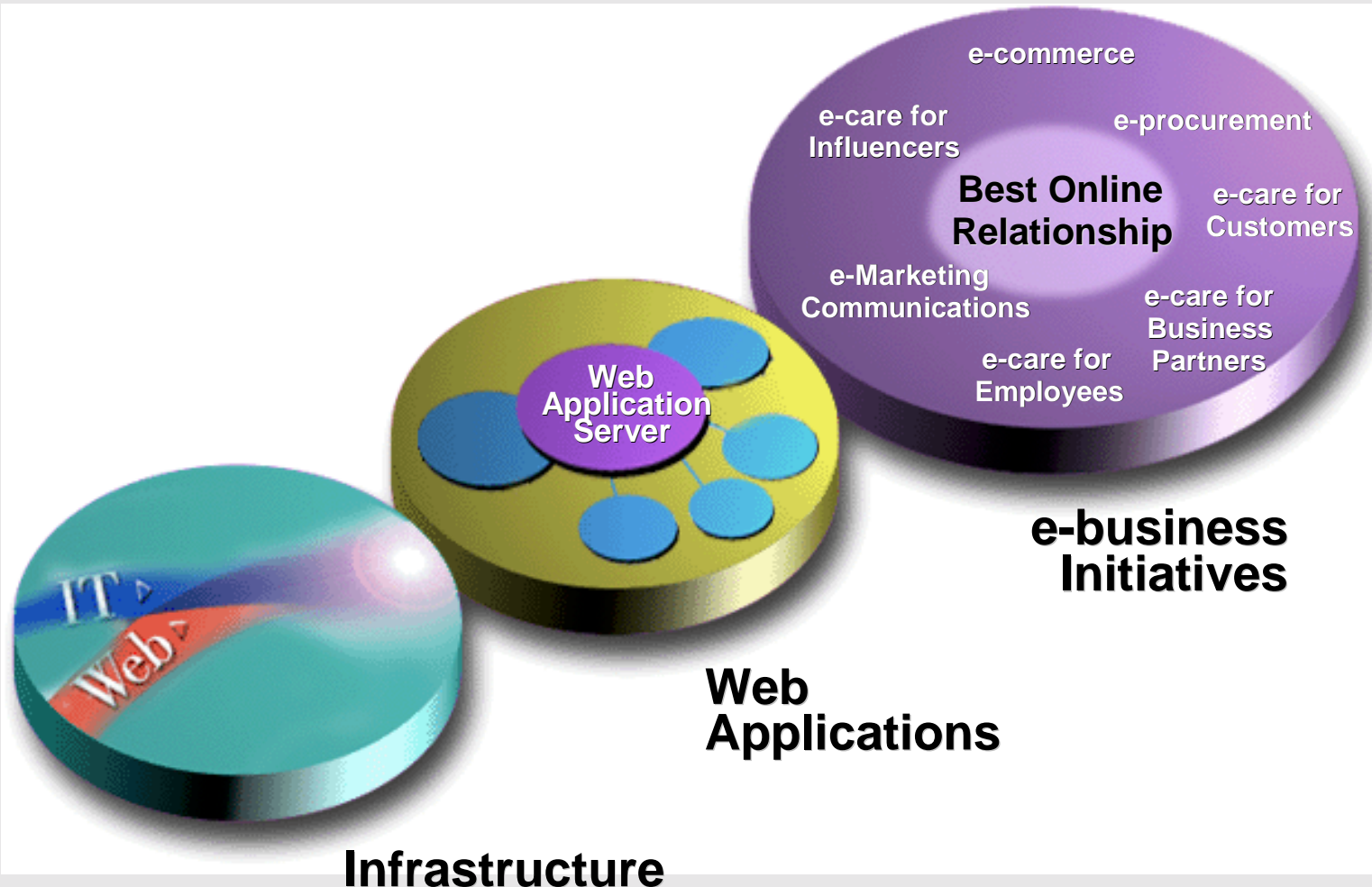
Suppliers



Investment Priorities / ROI



IBM's e-business Environment



IBM Transformation Key Achievements

	1998	1999
e-commerce	\$3.3B	\$10B+
e-procurement	\$1.2B	\$9B
e-care for customers (Transactions)	14M	28M
Distance Learning Training	15%	30%





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