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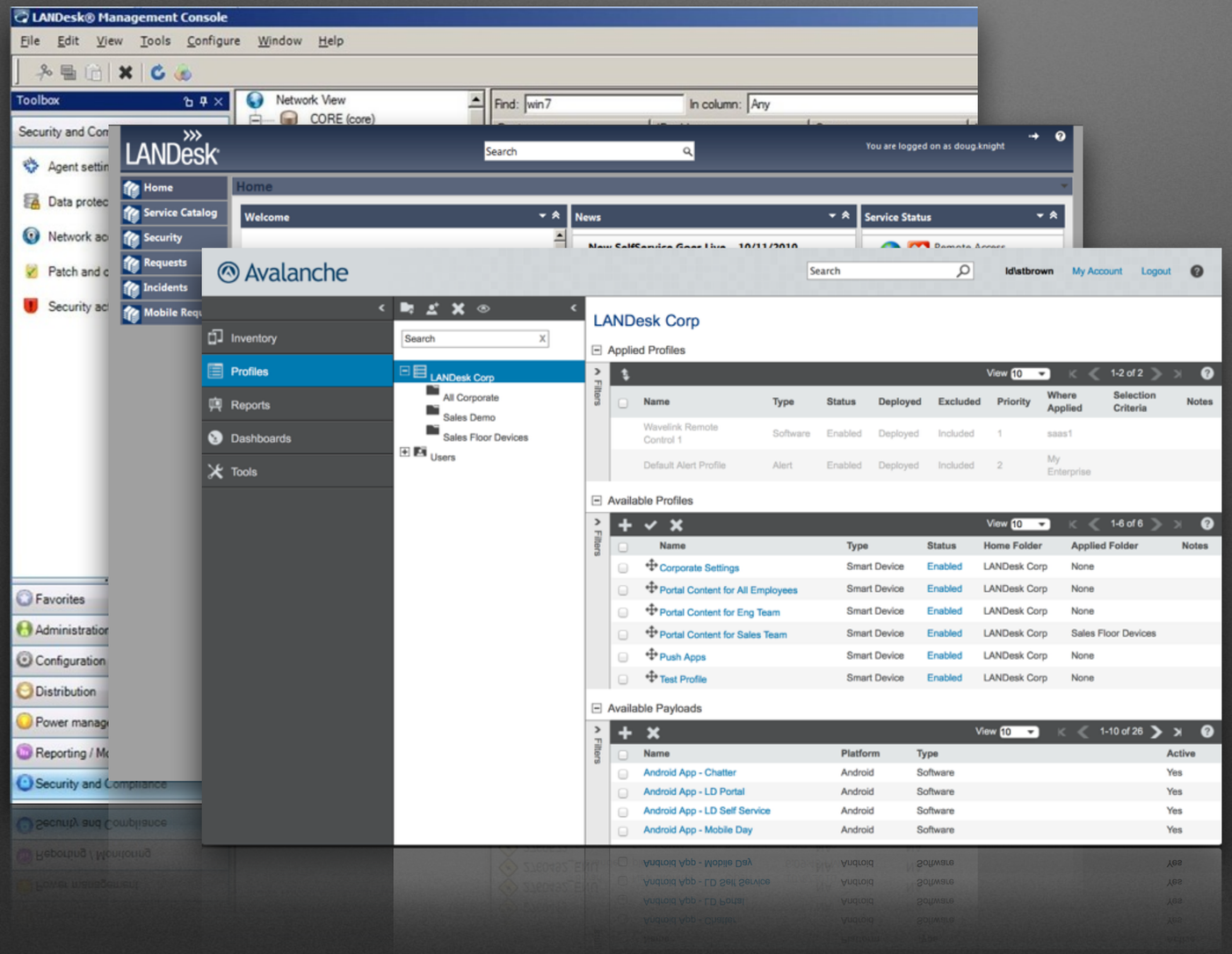
Console Strategy

Matt Bingham - Director of PM

Today’s challenges



Negatives:

- Fragmented experience
- Outdated UI
- Mixed and old tech
- Interaction design
- Platform support
- Support for TUM features
- No understanding of a user

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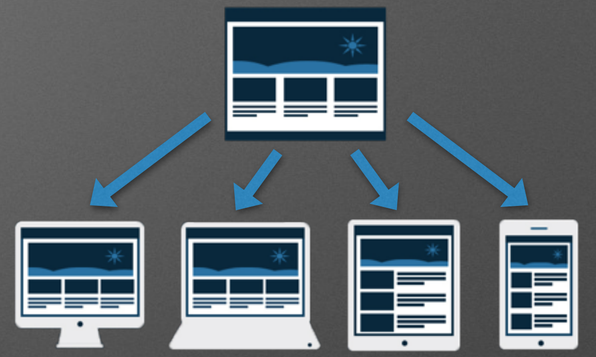
What we are missing

Modern Technology



We Work Where Our Users Live

Interaction Design

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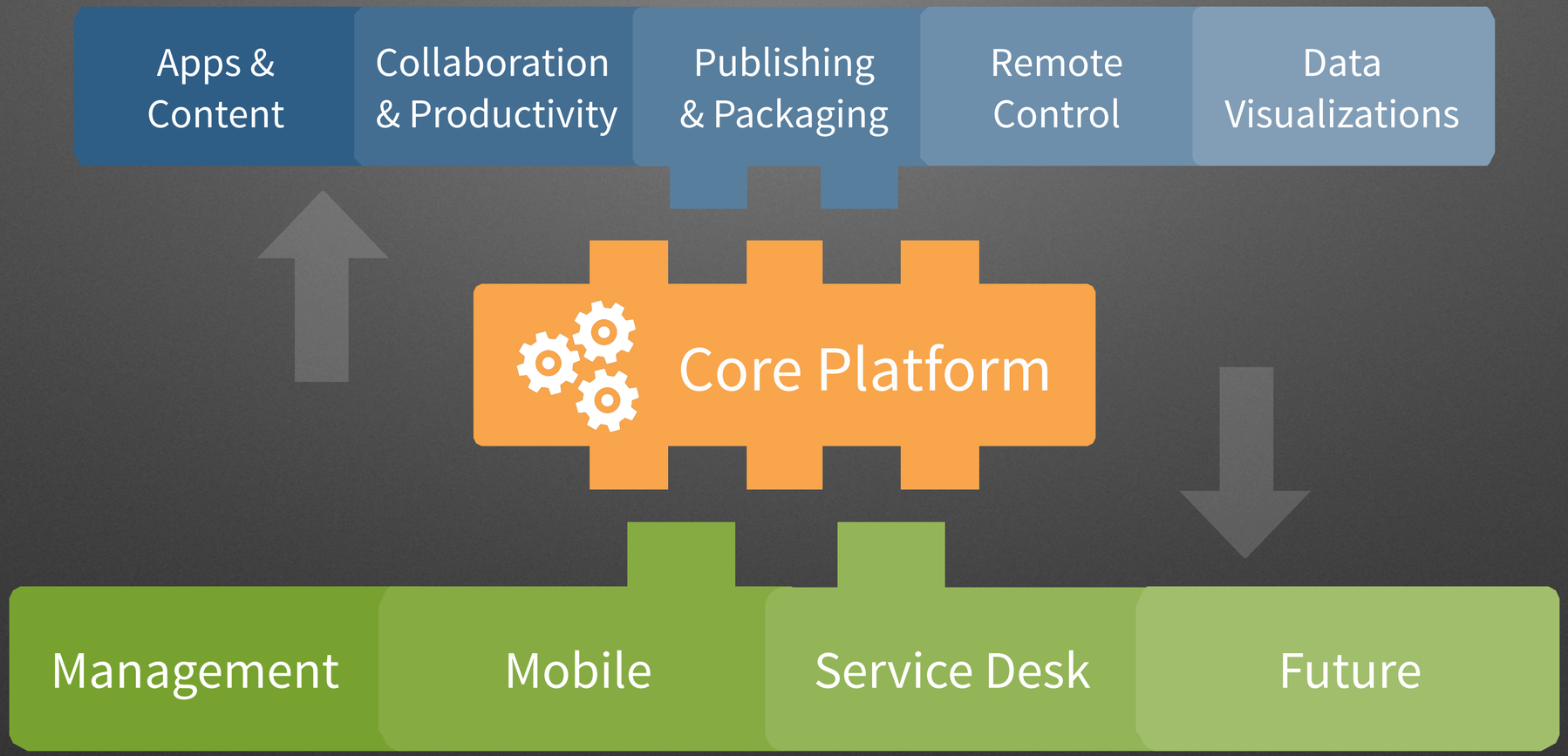
Abstract the presentation



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Abstract the presentation

- Presentation Layer
- Workflow & Process
- Data framework
- Publishing
- Common controls
- Single sign-on
- User Management
- Cloud ready
- Cloud Services Appliance

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Where users come to work

- Improve Productivity
- Facilitate collaboration
- Workspace aggregation

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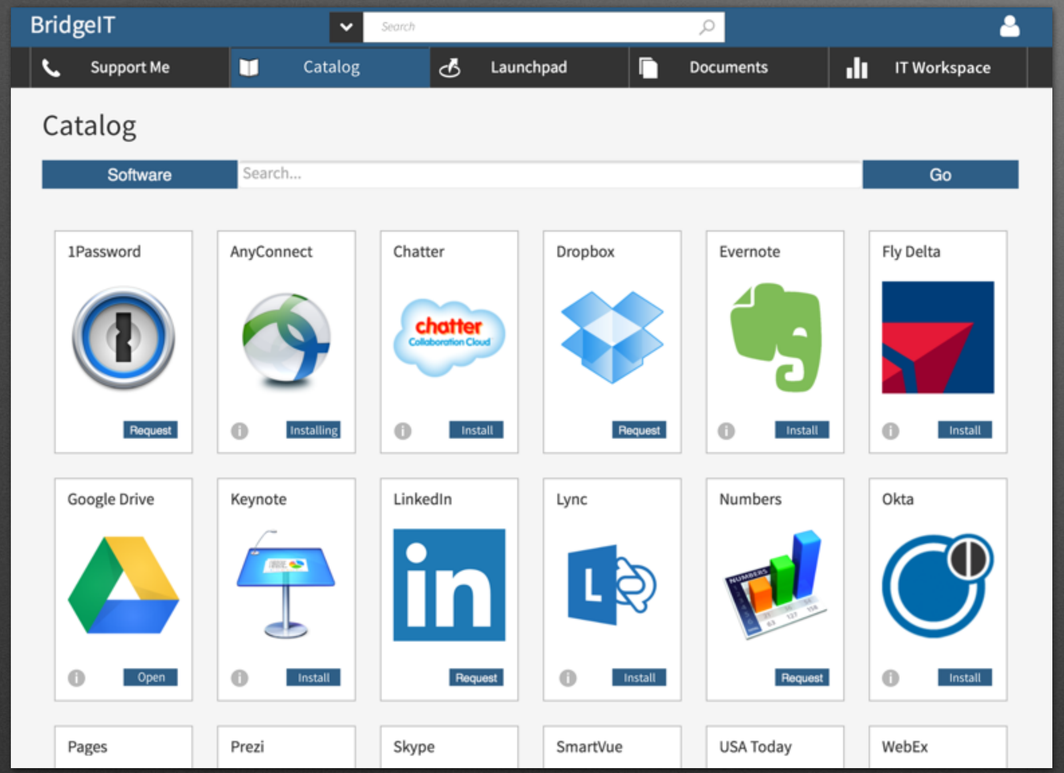
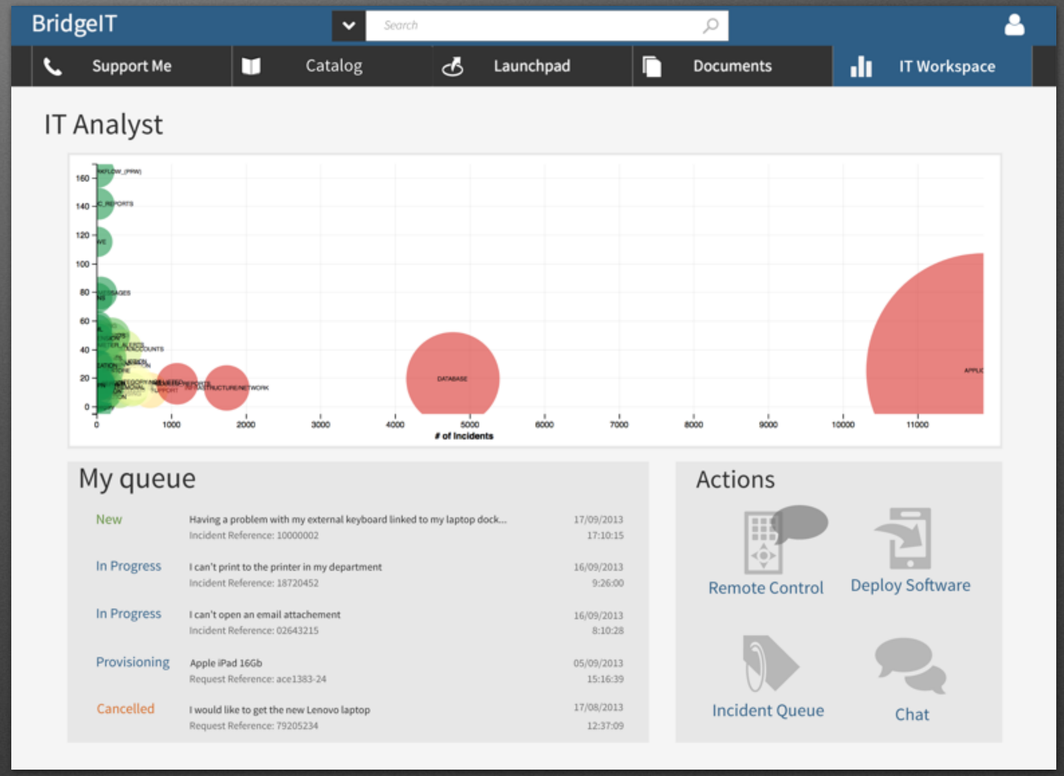
A user is a user





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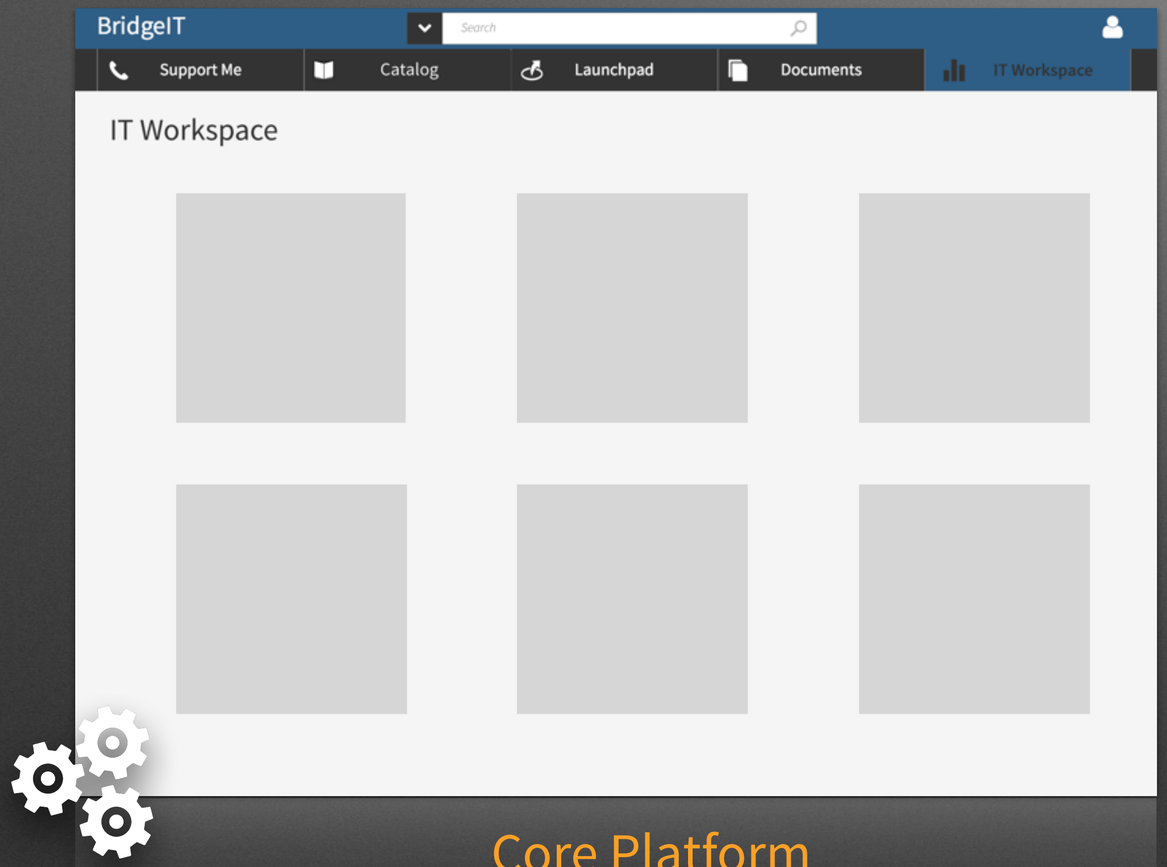
Creating Workspaces



Core Platform

Combining core technology

- Presentation Layer
- Workflow & Process
- Data Visualization
- User Management
- Pluggable Widget

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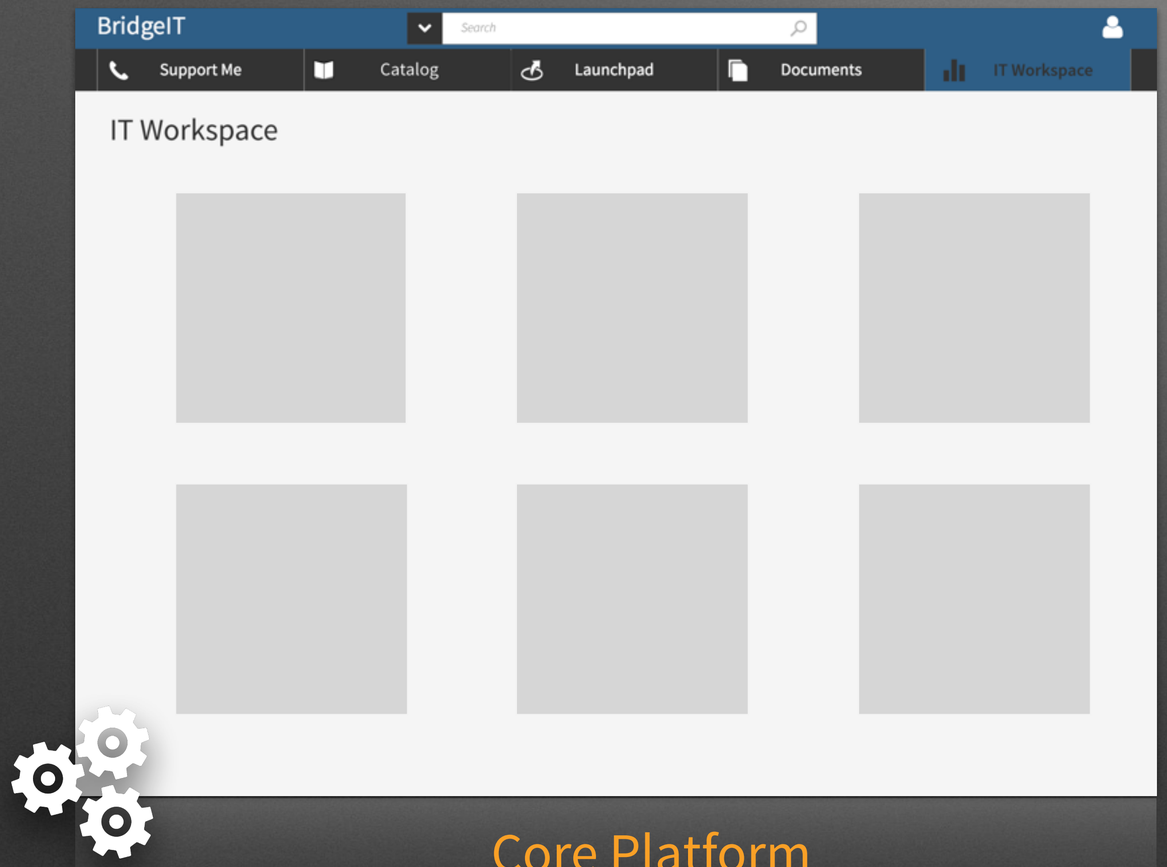
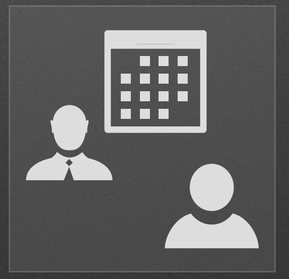
Creating Workspaces



Core Platform

Location awareness in Avalanche

Visualization in Management Suite



Calendar sharing in Service Desk

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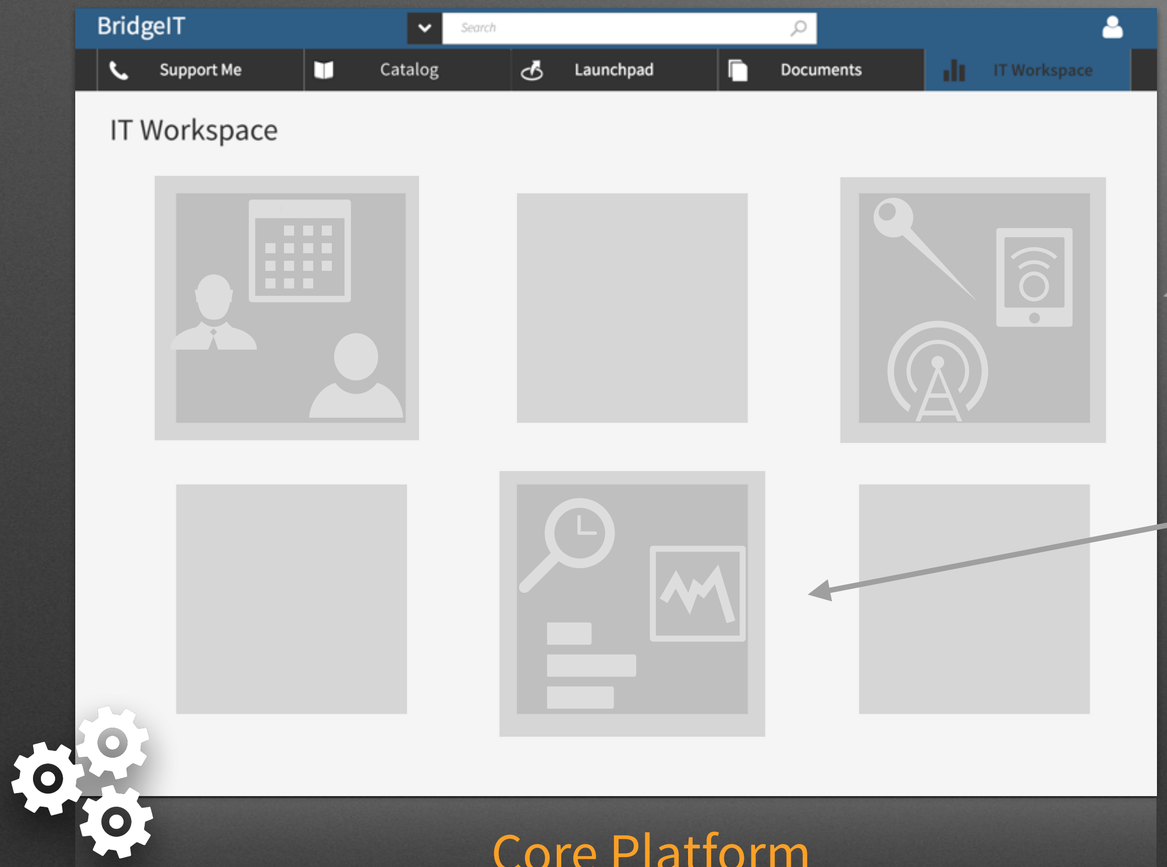
Creating Workspaces



Core Platform

Location awareness in Avalanche

Visualization in Management Suite

Calendar sharing in Service Desk

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Fundamental change

“We differentiate with User Experience”

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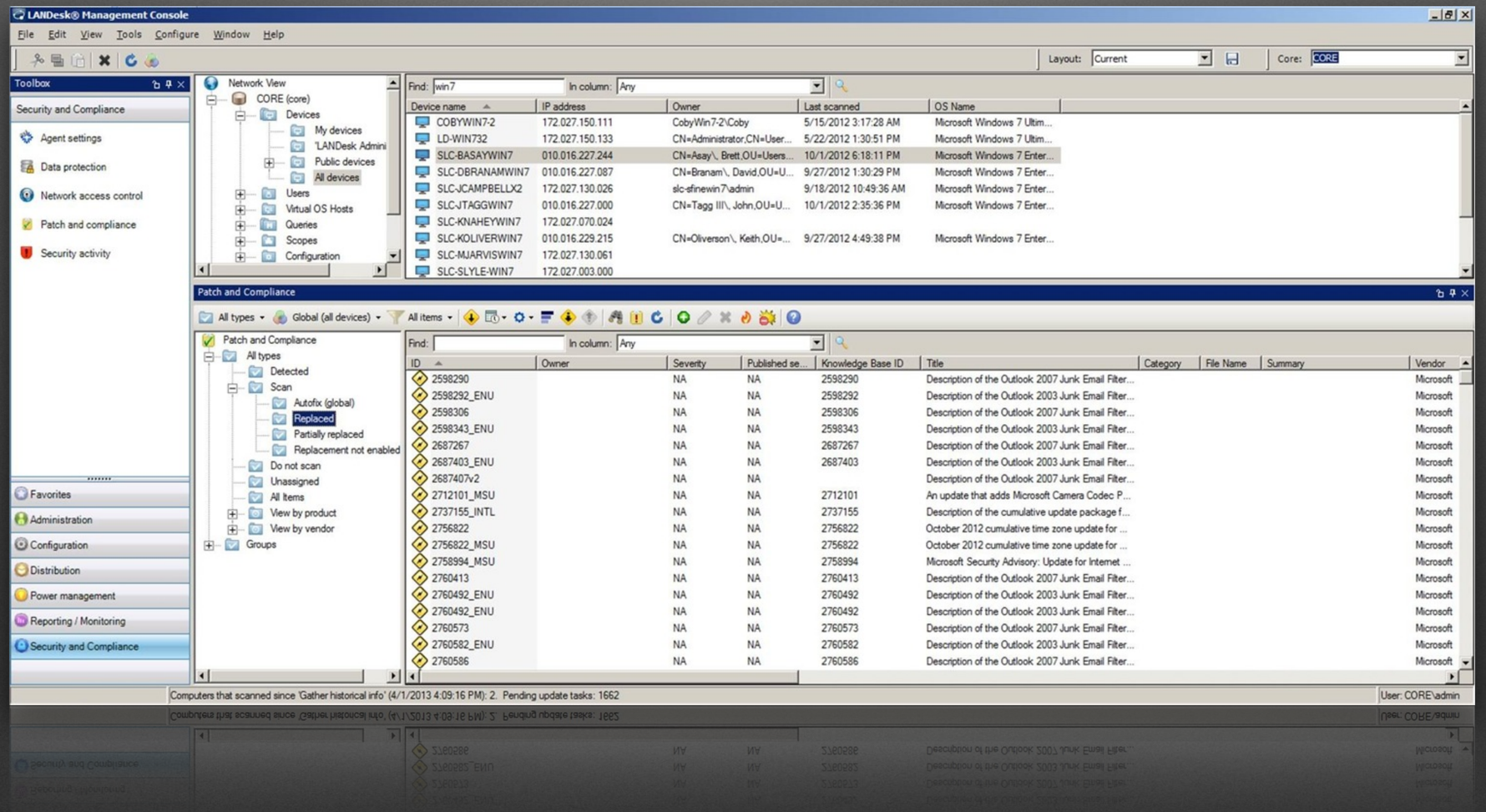
Fundamental change



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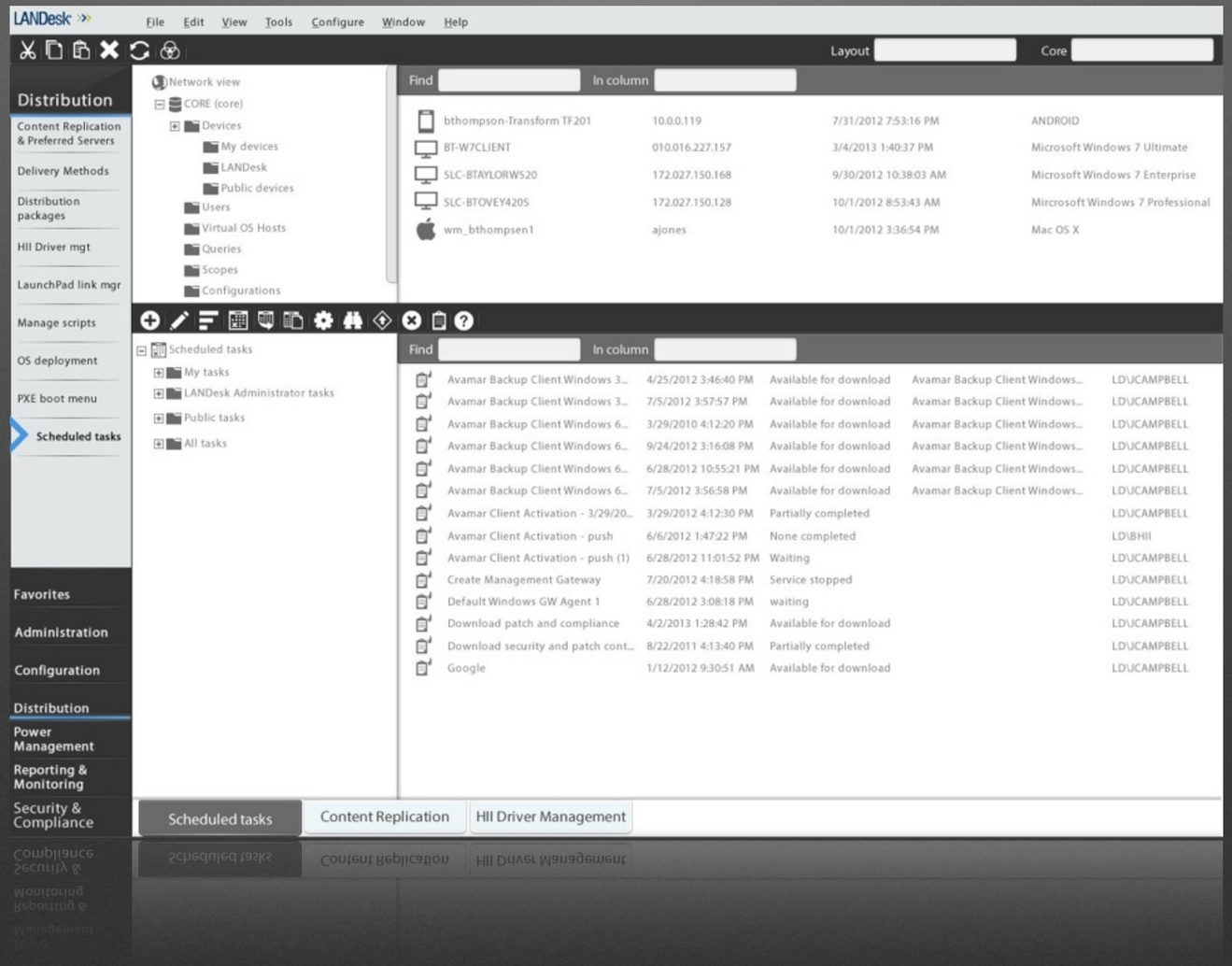
Fundamental change



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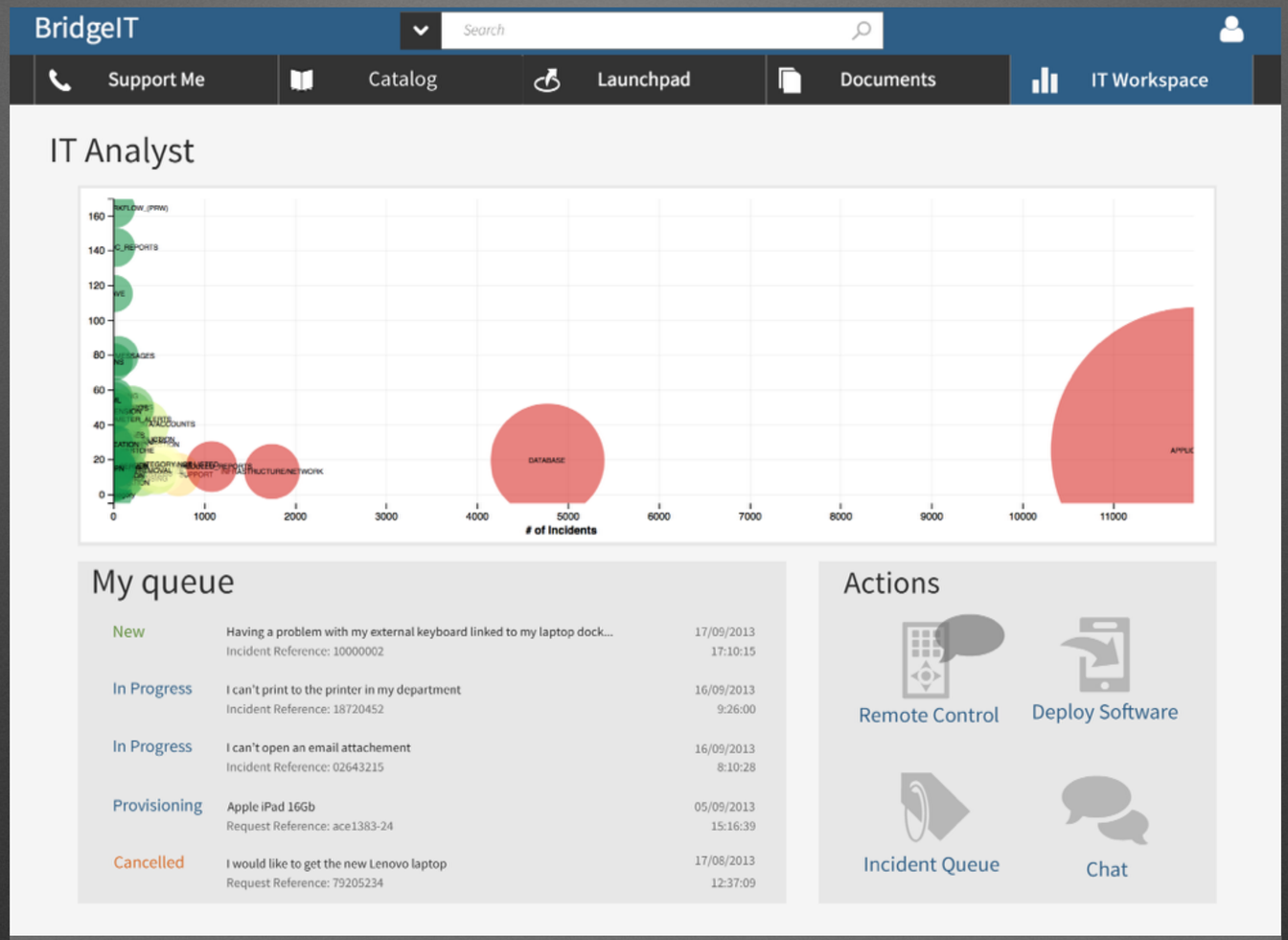
Fundamental change



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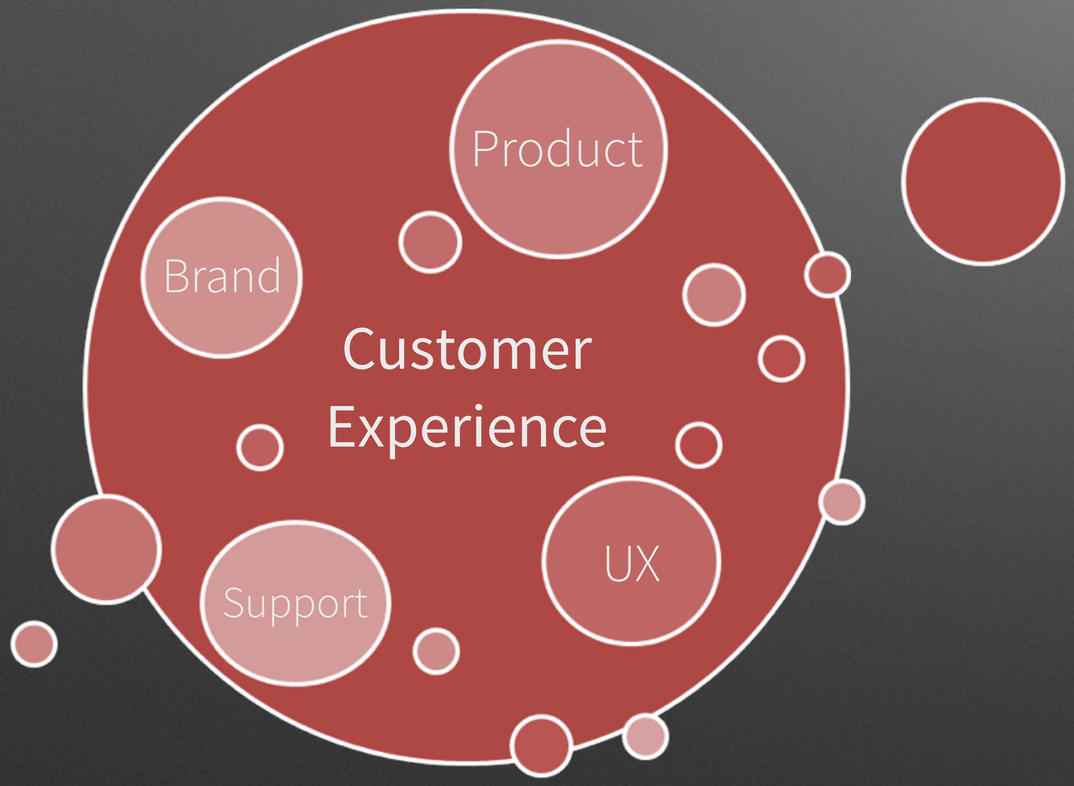
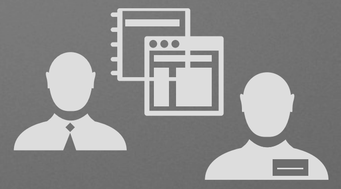
Organizing to build





Union between Product Management and User Experience

Product Management and Engineering Platform Team

Customer Experience Committee

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Workspace Priorities

TUM level	Product level	Timeline
End User		Interchange 2014
Data Visualization		Interchange 2014
IT Analyst		Q4 2014
Application Publisher		–
	Service Desk Admin	2015
	Mobile Admin	–
	Security Admin	–

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