

Smarter Working

Improve your team and personal productivity

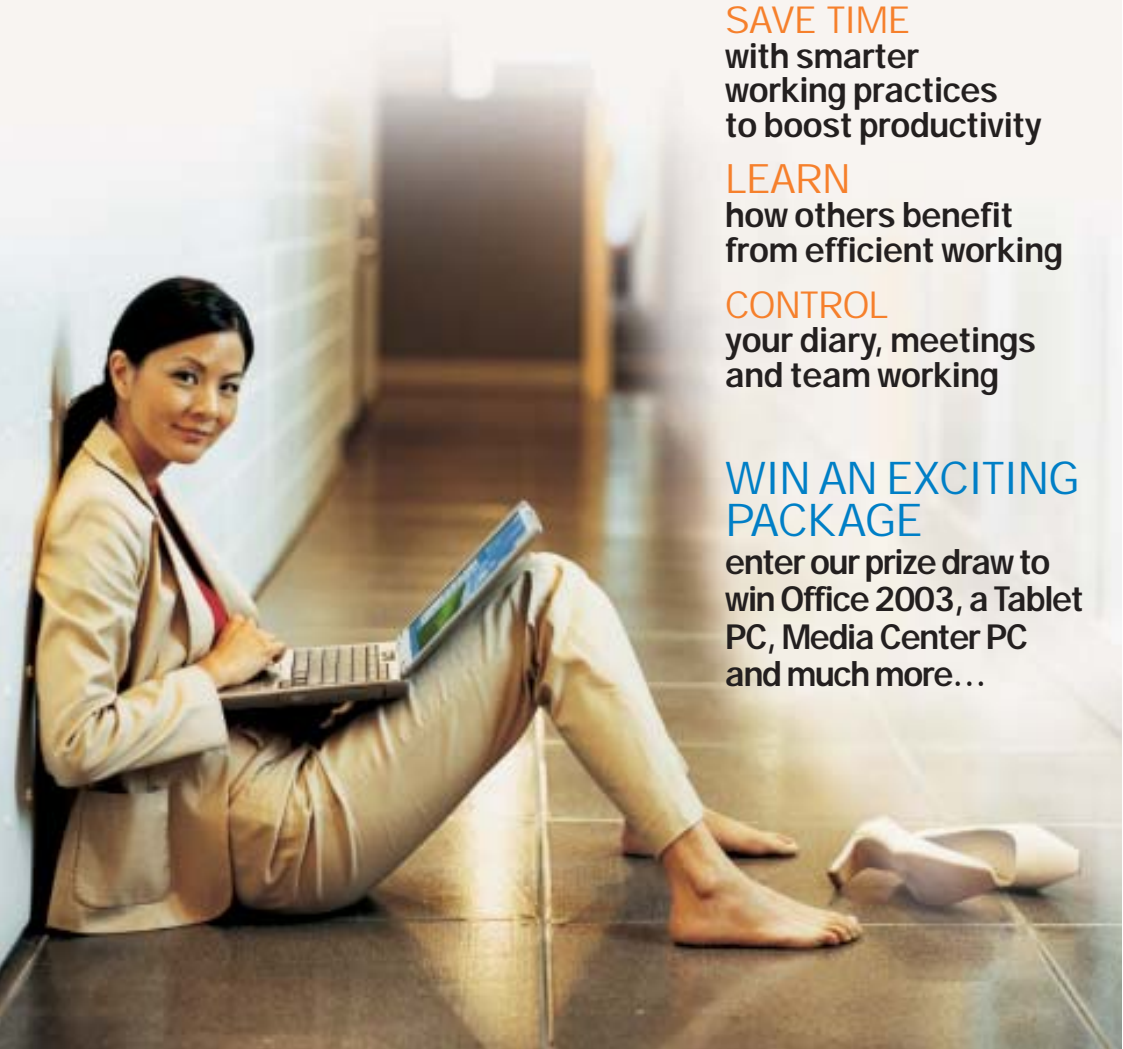


SAVE TIME
with smarter
working practices
to boost productivity

LEARN
how others benefit
from efficient working

CONTROL
your diary, meetings
and team working

**WIN AN EXCITING
PACKAGE**
enter our prize draw to
win Office 2003, a Tablet
PC, Media Center PC
and much more...



In association with Orange



A taste of what's achievable

If the past 10 years were about enabling individual productivity, the next 10 will be about enabling teams to realise their potential

There's no doubt that the typical business environment has changed radically over the past decade. The need to be able to respond quickly to new market opportunities has never been greater, which is putting organisations under increasing pressure to be more flexible, effective and efficient.

The result is that organisations need to be able to effectively manage critical business information, and make it readily accessible to everyone that needs it, wherever and whenever this might be.

Bridging the divide

Meanwhile, the physical make-up of business environments has changed too. Teams are more dispersed, with greater mobility, which means remote working has become essential. The need to effectively work together across departments and geographical boundaries is now just as imperative as being able to work productively on a personal level. Indeed, for most of us today, successful working is increasingly defined in terms of collaboration and teamwork.

Investing for the future

That's why Microsoft has been investing heavily in software that helps businesses and individuals do just this. Microsoft® Office 2003 makes it easier, whether you are in the office or working remotely, to find, prioritise and action information, allowing quicker responsiveness and better workload management.

What's more, enhanced communication features and integration with technologies such as Microsoft® Windows SharePoint® Services (see page 29) make sharing and controlling information simple, helping remote teams collaborate faster and at a lower cost.

This guide has been produced to help you find your optimum work/life balance. You can find out about effective time management on page 6 and how the head of an international marketing agency uses technology to put his home life before business on page 9, plus much more.

We hope you find Smarter Working useful and are inspired to discover more.



Nick Barley

Nick Barley
Business & Marketing Officer, Microsoft Ltd

For more information

To find out more about any aspect of Microsoft® Office System and our associated collaboration tools, visit:
www.microsoft.com/uk/office

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YOUR CHANCE TO WIN ... An exciting bundle of prizes including Office 2003, a Tablet PC and a Media Center PC – Turn to page 34

Reality check

Some fast facts taken from recent independent surveys that reveal the true state of office life...

MEETINGS

According to research carried out for Genesys Conferencing: 51 per cent of all executives spend up to three hours a day in meetings.

BUT 48 per cent consider less than half of the meetings they attended to be necessary or productive.



The cost of not being available

The cost to British business of staff playing 'telephone tag' is estimated to be almost £2 billion a month, according to Siemens Communications

Siemens has addressed this with OpenScope, a clever new software application that complements Microsoft® Office and Microsoft® Live Communications Server, ensuring that workflow is no longer slowed down by the inability to get a quick response from a key contact.

How does it work?

The solution allows groups of co-workers to register their presence and preferred methods of contact. A simple traffic-light style system shows people's availability on screen so that clicking on the person's icon will dial the correct number. Whenever a person is already on a call, their icon turns red. Once again, a simple mouse

click allows conference calls to be either established there and then, or scheduled at a convenient time. What's more, workers can register their availability on their company network either in the office, from home or a remote location using a telephone, a laptop or a PDA.

See page 30 for information on Microsoft Live Meeting.

For more information

- To find out more about Live Communications Server visit: www.microsoft.com/uk/office/livcomm
- For more on email and information management, visit: www.microsoft.com/uk/office



LIFE OUTSIDE THE OFFICE

Recruitment consultancy Adecco revealed that UK managers and senior executives share the following complaints:

- A seven-day working week – one in five managers work an extra 14 hours that they are not paid for.
- Almost half feel that they are overloaded with work.
- Four in 10 managers admit to missing family commitments because of work pressures.
- New ways of working – one in three managers want flexible working initiatives such as compressed working weeks but less than 5 per cent believe these will ever happen.

EMAIL

Each day, the average person working in an office:

- Spends two to four hours dealing with emails, which costs organisations an estimated average of seven days per person per year.
- Receives between 25 and 120 emails (the average is 64 received and about 20 sent).
- Suffers from the fact that 10 to 50 per cent of emails are 'noise' – spam – internal and external, that can be deleted immediately (on average this is **25 per cent** of all emails).

Source: Managing in the Email Office by Monica Seeley and Gerard Hargreaves, Butterworth Heinmann, 2003.

DOCUMENT MANAGEMENT

According to Vanson Bourne research, conducted for document integrity software specialist Workshare:

- 2.5 hours a day are spent amending and approving documents.
- This function is considered a bigger email-based resource burden than spam.

57 per cent of business professionals surveyed claimed the approval and amendment process increased their workload exponentially



No pain, maximum gain

The six 'pain points' that cause office workers the most stress are:

- 1 Information overload. Too many documents and emails to get through to find what's important.
- 2 Access to information when out of the office.
- 3 Inefficient team collaboration, especially among

dispersed or virtual teams.

4 No document control when teams work on the same one.

5 Dependency on the IT department each time you want to share information in a new way.

6 A lack of information security and protection – emails can be too easily misdirected.

The latest release of Microsoft Office offers simplified solutions on a number of different levels that specifically address each of these six pain points.

For more information

Find out about how these new features could be helpful to you over the following pages, or visit: www.microsoft.com/uk/office/experience



Super Worker

How to achieve best practice in work and time management

The UK, in common with other Anglo-Saxon countries including the US, is considered a slave to work by other national cultures, which, quite rightly, feel sorry for us for getting ourselves into this position. In France they like to say that while the French work to live, the British live to work. We have, it seems, got our priorities wrong.

However, the tide is turning here too. As hard-working as we consider ourselves to be as a

nation, we too are realising that something has got to give – there is no point working all hours, not seeing family and never taking holidays if we don't get to enjoy the fruits of our labour.

Hence the increasing pressure on our Government, and now from Government itself, to encourage, even impose, flexible working initiatives and to explore the viability of a standard working week.

This needn't mean a reduction in productivity, however, far from it. All



the research today points to the conclusion that staff at all levels of an organisation work harder and produce better results if their life and need for fulfilment outside of work is respected and encouraged.

Transferring enthusiasm

Dominic Monkhouse, managing director of Uxbridge, Middlesex-based web hosting company, Rackspace Managed Hosting, reinforces that view. In an recent interview for *The Guardian*, he

commented that if prospective new staff couldn't show evidence of a passion for something outside the workplace, he wouldn't hire them.

"If they don't have this quality already they won't be able to transfer it to their work," he noted. As far as Monkhouse is concerned, the enthusiasm of his workforce delivers the business's impressive financial results.

Feeling the pressure

A recent survey by recruitment consultancy Adecco (see page 5) found that half of all managers feel that they are overloaded with work; four in 10 admit to missing family commitments because of work pressures; and that although one in three want flexible working initiatives, such as compressed working weeks, most believe they will never be implemented. These survey findings do not bode well for the future health and prosperity of British business.

So what can be done to redress the balance? After all, many managers and workers work extra hours (often up to 14 hours extra a week, according to Adecco) not because it has been forced upon

“A successful person has the work/life balance worked out, works normal hours and sees their family”

“You can't disassociate quality of life from work performance”

them, but because they feel it is the only way to keep on top of their workload. Email, meetings, long commutes, inefficiencies in document management, workflow bottlenecks and poor team work are all conspiring to slow workers down. The result is that many now take their work home with them.

Balancing act

In an ideal scenario, all of this would be accomplished during normal office hours. By being more productive in their management of email, colleague interaction, and use of 'dead' travel time, individuals would be able to work smarter, not harder – achieving more, but in less time.

"A really successful person has the work/life balance worked out – works normal hours and sees their family. If you don't have this, what's the point of working so hard?" comments Liz Tucker, a health and well-being consultant. She works alongside the Department of Trade and Industry (DTI) providing mental and physical health audits of workforces and assessing what impact overwork might be having on business productivity. "You can't disassociate quality of life from work performance," she notes. ■

Technology, of course, has an important role to play in helping to ensure the work/life balance, but this alone can't make fundamental changes to someone's working practices. That requires a good, hard look at one's own time management and organisation skills. It doesn't matter how senior you are either. Most people benefit from an efficiency audit, if only they'd admit it.

The Four Ds

Tucker's favourite time management technique is a simple strategy – in theory at least. It is known as the Four Ds:

- Do it now
- Delay
- Delegate, or
- Dump

Putting this into practice involves taking a set timeframe – a day or a week – and then applying the Four Ds to determine what is possible in that period, and what is necessary. "If you're not going to be able to

achieve everything you have to do within eight to 10 hours, apply the Four Ds, sort everything into four piles, and you will be more fulfilled."

After doing this kind of work with organisations, Tucker says there is more respect for the command chain as it becomes more visible where responsibilities lie. "Also, while many staff might blame the workplace for how they feel about their jobs, they often come to realise that they need to take action to make a real difference." ■



Take a good, hard look at your time management and organisational skills

HOW TECHNOLOGY CAN HELP

Office productivity can only be achieved through the right combination of personal attitude, time management and the right tools, technology has a key role to play. Microsoft Office 2003 and associated technologies were designed specifically to cater for today's workplace, providing:

- | | | |
|--|---|--|
| <p>1 Advanced email and information management, reducing 'information overload'</p> | <p>3 The ability to share and collaborate with others, yet remain in control of multi-user documents</p> | <p>5 The ability to set up a web work-space without the need of IT resource</p> |
| <p>2 Simple solutions allowing you to implement and manage team collaboration, especially for dispersed 'virtual' teams</p> | <p>4 Instant access to information, resources and email when out of the office</p> | <p>6 Inherent security and access rights control which protect you and your team when sharing sensitive information</p> |

FOR MORE INFORMATION and some great time saving tips, visit: www.office.microsoft.com

A photograph of a person's hands holding a small, transparent globe of the Earth. The globe is the central focus, showing continents in various colors (green, yellow, red, blue) and a grid of latitude and longitude lines. The person's hands are visible, with fingers gently gripping the globe. The background is a blurred indoor setting, possibly an office or a meeting room, with warm lighting. The overall mood is professional and global.

Global reach

How one global marketing chief uses technology to put home life before business – while being successful in both

Graham Kemp lives in Surrey with his wife and three young children. That he is global CEO of a Chicago-based marketing agency and chairman of the Marketing Communication Consultants Association (MCCA), the industry body for the promotional marketing industry, ►

■ might not be immediately obvious. Indeed, Kemp puts his family first, takes annual ski-ing holidays, supports Chelsea Football Club, and is an avid collector of art and fine wines, as well as a keen theatre-goer. So how does he have the time to run an international business that counts McDonald's among its clients?

Home comforts

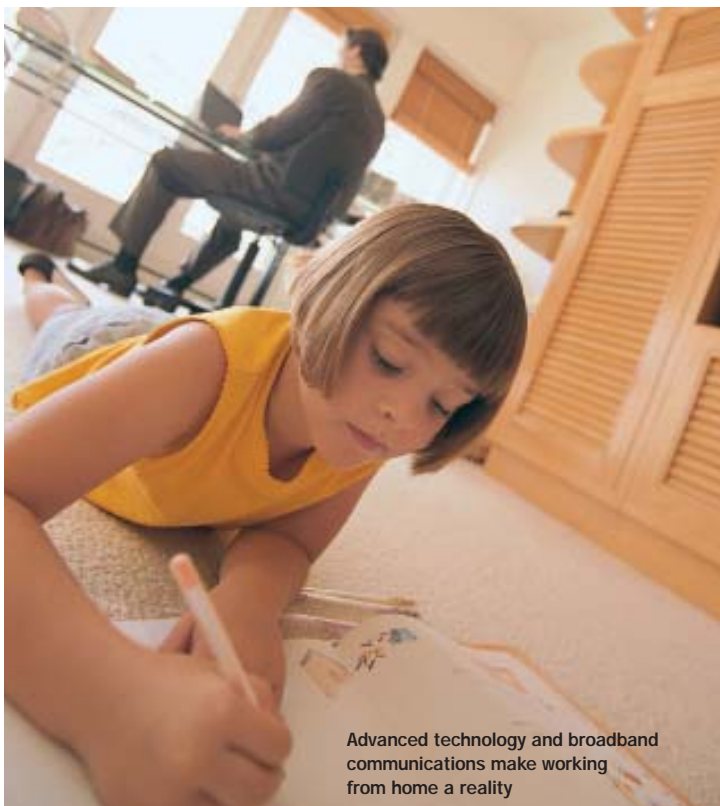
As co-founder and chairman of The Marketing Store, Kemp grew the business into the largest independent promotional marketing agency in Europe in just 12 years.

He's now the global president and CEO, a position the organisation was happy for him to retain even after the business was bought out by a Chicago-based group. Kemp did a three year stint with the newly enlarged organisation there, and then announced he was moving his family back to the UK.

Staying on board

The business was anxious not to lose him. With 11 locations across the world, Kemp still leads the initiatives to provide international marketing solutions to a wide range of clients.

“Our company has a culture of creativity and openness to change”



Advanced technology and broadband communications make working from home a reality

And his career highlights don't stop there. Kemp, a graduate of The Chartered Institute of Marketing with a distinction in advertising, has over 25 years of promotional marketing experience. As a board member of the Association of Promotion Marketing Agencies Worldwide (APMA), he created the Globe Awards.

Outlook addict

“My life is only possible thanks to technology,” Kemp says, noting that he is “an absolute addict of Microsoft® Outlook® 2003”, which he uses to manage his working life. “If Outlook is a field of hay, I have a well-worn track down the middle.”

Although he is thousands of

miles away from head office, Kemp makes a point of being available to all the 670 people working for the organisation around the world, and he has set up an anonymous email service, ‘Ask Graham’, which enables any member of staff to send him a question, to which he will always reply in person.

“Although I have to travel a lot, I work from home for at least two days a week, thanks to advances in technology and broadband communications,” he adds.

While Kemp claims he has always believed in the importance of a work-life balance, and doesn't have a problem trusting the people with whom he surrounds himself,

the ability to communicate effectively and efficiently with individuals and teams across the globe, from any location, provides him with unprecedented flexibility, as well as productivity benefits.

Keep an open mind

The Marketing Store has recently implemented Windows SharePoint Services (for more product information see page 29) across the organisation. Kemp says: "It's important to keep an open mind and be prepared to adapt to new ways of working, if it means being able to exploit new opportunities and sharpen the competitive edge. That means always keeping an eye on how you might use technology differently, and to better effect. Our organisation has a culture of creativity and openness to change."

‘If Outlook is a field of hay, I have a well-worn track down the middle’

Remote collaboration is critical as the business is based in different countries, not to mention time zones. "MyStore is a SharePoint-based concept we've just introduced to share files," Kemp says. This includes documents such as the global organisation's three-year strategic plans; those for each country; and the interim annual plans. "They are shared resources we can all dip in to," he says.

More important than this, however, is the sharing of client

files across different countries – "so that all the McDonald's teams can access the same documents," Kemp explains. "Even clients can access some files, via special interfaces. We're using remote collaboration to work remotely with clients so they can make changes to documents, for example, without being with us in person."

International access

As a lot of The Marketing Store's work concerns brand icons, it has created a 'global studio', providing international access to brand assets, plus a global, web-based studio facility. "This enables us to work around time zones – with files being worked on in one location and then in another – which makes us more efficient, and gives us a competitive edge," Kemp says. "Our Chicago and Hong Kong offices have long done this for product development; now we're using it in our agency work."

In control

Yet, as much as Kemp relies on technology to make his work and life easier, he is keen to point out that he does not let it control him.

"I've always forced technology to work for me," he says. "I carry a mobile phone but only switch it on to make calls. I check messages, but it's about my convenience, not other people's."

"I've always worked hard, but this simply means that, when you are working, the light is on and burning bright. Working long does not equal working hard. The key to time management is concentrating on what's important, not what's urgent. And time away from your desk is valuable too. Time to think is vastly underestimated." ■

Graham Kemp,
global president
and CEO of
The Marketing
Store



CAREER LADDER: GRAHAM KEMP

Advertising manager,
Fine Fare

Account manager,
McCann Erickson

Graduate of the Chartered
Institute of Marketing

Board member,
Association of Promotion
Marketing Agencies

Chairman,
Marketing Communication
Consultants Association
(MCCA) – the industry body
for the promotional
marketing industry

Co-founder and chairman,
The Marketing Store

Global president and CEO,
The Marketing Store

Take a shortcut

Look at the great things you can do with Office 2003

The way we work has changed; in this fast moving world, we need to be able to share information with colleagues, get their input and exchange ideas quickly, without being overwhelmed by irrelevant information. Previous versions of Office were developed to handle old working styles where the information flow was much less. Office 2003 has been developed with the modern way of working in mind, to offer great ways to collaborate, and solutions to information overload. In this feature, we're going to show you some of the smart ways Office 2003 and associated technologies offer you easier and faster results.

View dates in Outlook

The normal calendar view in Outlook shows you consecutive dates in the same week or month. If you want to view dates from different weeks or months to see information related to a particular

set of appointments, you can do so quite easily. To show non-consecutive dates:

- 1 Set the calendar into Week view – you need to use the Date Navigator, the small calendar that displays the current month at the top right of the window.
- 2 Click on the first date you want to view, then while holding down the CTRL key, click on other dates you want to view. You can choose up to 14 non-consecutive days to view at once.

View range names in Microsoft Excel

Using range names in Excel ensures your data can be understood, but it can be tricky to see where you've created ranges in your worksheet. If you change the zoom percentage to 39 per cent or less, the gridlines will disappear on the worksheet to be replaced with boxes bordering the named ranges with the name of the range in the centre.



Check a hyperlink in Outlook

If you want to make sure you're supplying a working hyperlink in an Outlook message, press the CTRL key while the hyperlink is selected.

Remove all formatting in Microsoft Word

With a Word document that contains text from a number of sources, you can end up with a mishmash of text formats. To start again with a 'plain' document:

- 1 Select the whole document by pressing CTRL-A.
- 2 Press the key combination CTRL-Shift-N, and all the formatting will be removed.

Insert graphics

We're all familiar with the Office AutoCorrect feature; it offers an easy way to type shorthand versions of words or phrases, which, when entered, will be automatically corrected to its full version. What's less well known is that you can also use AutoCorrect to enter graphical objects such as a copyright symbol, your corporate logo or even a scanned signature.

- 1 First, select the graphic you want to be able to insert.
- 2 Select AutoCorrect from the Tools menu, and enter a suitable abbreviation for your graphic in the Replace field of the AutoCorrect dialog box – the image will already be displayed in the With field.
- 3 Make sure the Formatted Text option is selected, choose Add, and OK.
- 4 Whenever you want to insert the graphic, type the abbreviation you chose and press either the space bar or the Enter key. ■





Find emails quickly

The sheer number of emails most of us receive mean that it's all too easy to waste time looking for a vital message. One way around the problem when using Outlook 2003 is to use Search Folders. These are special folders that don't contain your items but instead show the results of queries picking out a set of messages. Search Folders are smart, as they can find items in whichever subfolder that you might have placed an email message.

In Outlook 2003, you can see items sorted by their arrival time, so that messages appear in sections, such as Today, Yesterday, This Week, and Last Week. This gives you a great feel for when emails arrived, and makes it faster and easier to find a particular message.

You can group items in folders in many ways, but when you look in a particular folder, you see only the items that have been stored in that folder. Search Folders allow you to

look across multiple folders, so you can see messages no matter where they're stored.

Search Folders

For example, you could create a Search Folder to show all the email messages in your mailbox that were received yesterday or today.

- 1 To create a new Search Folder choose the File menu, point to New, and then click Search Folder. You'll see a list of, predefined types of Search Folder, but you want to add a Custom Search Folder. This option is at the end of the list.
- 2 You need to give your Search Folder a name, and enter the criteria that will pick out the messages you want. To do this, click the Criteria button.
- 3 There are many ways to specify a search, but the way to define our search is to click on the Advanced tab, then choose Frequently Used Fields from the

Fields list. The option you want is Received, with a Condition of 'on or after'. In the Value item, type 12:01am yesterday.

- 4 Finally, click Add to List, and then click OK. Now you have a list of messages from yesterday and today.

Make it a favourite

You can make the Search Facility faster by moving the Search Folder to the Favourite Folders pane at the top of the Navigation Pane. (The Navigation Pane is the column on the left of the Outlook window that includes Shortcuts or Mail). Just right-click on a Search Folder, and then click Add to Favourite Folders in the shortcut menu. ■

Run smooth meetings

If you're working with colleagues, you'll need to have meetings to share ideas and keep everyone up to date. Ensuring everyone gets the right documents so they are prepared for the meeting can be a nightmare. Fortunately, the Office 2003 family has all the tools you need. With SharePoint Services you can streamline the arrangements, store all the documents centrally and even keep a record of what took place and what was decided.

Meeting Workspace

A Meeting Workspace is one of the supplied types of website in Microsoft Windows SharePoint Services. By using Outlook 2003, it's easy to create a well-planned meeting. The website can be viewed and edited both in advance of and during the meeting. This means it can be used to create the agenda, to update the attendees

list, record decisions, track tasks, and add documents. After the meeting, the Meeting Workspace can be used to publish the results. This way, you have a complete record of the meeting.

SharePoint access

To use a Meeting Workspace you'll need access rights to a SharePoint Services site. This may be via your organisation's own Microsoft® Internet Information Server, or you can use an externally hosted SharePoint website. Then:

- 1 In your Outlook 2003 Calendar, create a new meeting request, filling in the details of who should attend, where the

meeting will be held, and the Start and End time.

- 2 Use the Meeting Workspace button on the Appointment tab to open a Meeting Workspace task pane. By creating the Meeting Workspace, you add a new page for your meeting to the SharePoint Services website and a link to it is automatically added to your meeting request.
- 3 Email recipients can visit the Meeting Workspace to accept or decline the invitation, add agenda items or attach documents.

All the work of co-ordinating the meeting has been done in that one task without leaving Outlook. ■



For more information

For more efficiency tips for Office and associated technologies, no matter what version of Office you're using, visit: www.office.microsoft.com You'll also be able to find useful information relating to your specific industry role.

Collaborate easily

Working in teams sounds (and is) great, until you've a Microsoft® PowerPoint presentation to complete by tomorrow morning, but one member of the team is in the North West office, another is in the South East, and everyone needs to work on the same document. If you email the presentation to everyone, you'll be the one burning the midnight oil attempting to work out whose version has changed.

Sharing spaces

Office 2003 allows you to make use of Shared Workspaces and Shared Attachments. This means that everyone works on the same version of the document. You can send everyone the document as an attachment, and choose the option of using the Shared Attachments facility. This creates a copy of the presentation in a web-based Document Workspace, and adds a message to the email inviting recipients to work either on the attachment or on the Workspace copy, the link to which is included.

Local copies incorporated

If your colleagues prefer to work on a local copy, that's fine. They just download the attachment, work on it and use the Shared Workspace task pane to update the workspace copy or to receive updates.

If remote users notify changes at the same time, the Shared Workspace pane on your machine notifies a conflict that can be resolved by Merging. There is also a Compare facility to pinpoint differences. The Document Workspace provides other options.

It's simple and you get the perfect document every time. ■



Take the efficiency test!*

(If you've got the time)

You fill every hour efficiently and productively, your time-management skills and calm manner are renowned throughout the organisation. But could you do better?

* See page 35 for details

1 It's Monday morning, 7am. Are you:

- (a) Having another half hour's kip, before breakfast with your family?
- (b) Gulping back a hurried espresso at the train station, a third of the way through the 146 new emails that came through on your Smartphone this morning?
- (c) Already at work?

2 How does your agenda for today look?

- (a) You haven't got a free half-hour until after 6.30pm; just back-to-back meetings and scheduled phone calls.
- (b) It's half meetings and half meeting deadlines – you've organised your time evenly between teamwork and leaving time to meet your own personal commitments.
- (c) You've got a long 'to do' list, but you're fairly confident you can be home by 6.30pm to have dinner with your partner before heading out to meet friends.

3 It's your third meeting of the day. Debbie from Sales is emailing from her mobile, Dave from Finance is doing a 16-page PowerPoint slide show. Your mental 'to do' list is getting longer. What role do you take in the meeting?

- (a) Your stress levels are rising as you realise the impact this will have on the rest of your day.
- (b) If you can't beat 'em, join 'em. You spend the rest of the meeting discretely rejigging your Outlook calendar on your handheld device.
- (c) You suggest a subsequent meeting for the points that can wait, and excuse yourself.

4 As a team manager, with a big project deadline looming, how are you ensuring this will be met?

- (a) By calling regular meetings, and lots of phone and email follow-up.
- (b) By letting the team get on with it. You will discover any problems at the next meeting and you are co-ordinating the ongoing work using a central web resource.
- (c) With lots of supervision and encouragement.

5 It's 5.30pm and you've put in a full day's work. Are you:

- (a) Working for another hour?
- (b) On your way home, with thoughts of work left behind?
- (c) Working on the way home, with a couple more hours' work later?

6 How would your family and friends describe you with regard to work?

- (a) Passionate and driven. Loves the job.
- (b) A workaholic. A slave to the office.
- (c) Someone who works to live, not the other way around.

7 How do you feel at the end of a typical working day?

- (a) Tired, but fulfilled.
- (b) Exhausted and stressed.
- (c) Energised and ready for the rest of the evening.

Scores on the doors

IF YOU SCORED 7-11

THE CLOWN

A true workaholic, you confuse being busy with being productive. Your personal life, if you can call it that, is overwhelmed by work.

There's plenty you can do to improve matters. Create a diary of everything you do for a fortnight (download a free trial of Microsoft® OneNote®, see below). It will be revealing in terms of how you spend your time and on what. Use it to

purge all activities that don't contribute to reaching your strategic goals. Next, stop agreeing to every meeting request and stop responding to every email. Have you tried web conferencing and other collaborative work tools? Take advantage of our free trial of Windows SharePoint Services (see below for details).

Go home on time three out of five evenings a week.

IF YOU SCORED 12-16

THE JUGGLER

You're adept at juggling tasks and priorities but there's a real danger that soon you'll drop some of those balls! You've learnt how to use technology to stretch time, and you are an exponent of multi-tasking.

But beware, you've lost the art of reflection, and need to recover some thinking time in order to be more personally effective. Is your technology

working for or against you? It should deliver the right information to the right people at the right time. Using web-based tools (try Windows SharePoint Services for free, see below) and remote working could yield those extra hours.

Communicate more clearly, delegate more and trust team members to deliver. You'll be pleasantly surprised.

IF YOU SCORED 17-21

THE LION-TAMER

Congratulations – you've tamed the beast of work! You're a consummate user of technology, and know how to use it to get results. As such, you can forget about work and focus on your equally important personal life. Your

partner, friends and family know you, and your happy social life results in an infectious enthusiasm at work.

But don't be complacent. To keep in control why not try out Microsoft® Live Meeting or Windows SharePoint Services?

Advice by Pam Hackett, President, People Solutions, Proudfoot Consulting

How to improve your score

For free product trials* of the solutions that can help visit: www.microsoft.com/uk/office/experience and try your luck in our competition on page 34.

* See page 35 for details

Now add up the scores to see what type of worker you really are:

| | | | |
|----|-------|-------|-------|
| 01 | a = 3 | b = 2 | c = 1 |
| 02 | a = 1 | b = 2 | c = 3 |
| 03 | a = 1 | b = 2 | c = 3 |
| 04 | a = 1 | b = 3 | c = 2 |
| 05 | a = 1 | b = 3 | c = 2 |
| 06 | a = 2 | b = 1 | c = 3 |
| 07 | a = 2 | b = 1 | c = 3 |

Getting back your balance

Technology innovation meets self-discipline:
An interview with Will Hutton, chief executive
of The Work Foundation and former editor of
The Observer

The Work Foundation is the great-grandchild of the Industrial Welfare Society, formed in 1919

to promote better treatment of employees by employers following World War I when working conditions for many employees were deplorable.

When Will Hutton, former editor of *The Observer* and author of *The State We're In*, took over the charity three years ago and re-launched it as The Work Foundation, he was determined to stay true to its mission, yet make the organisation's activities more relevant to the 21st century. This included promoting flexible working, teleworking and a better work-life balance.

Research commissioned by The Work Foundation in May



2003, in association with Employers for Work-Life Balance, found that nearly three-quarters of full-time workers wanted to spend more time with their families, and more than one-third of full-time and part-time workers were exhausted when they got home from work.

We asked Hutton what busy executives could be doing to help themselves, as they seek to put the balance back into their own work and home lives.

Q: What's the aim of The Work Foundation?

WH: We're striving to promote working environments that are fun and fulfilling, on the basis that if the workplace isn't right, it isn't conducive to getting the best from people. We provide research, advice and consultancy, and try to disseminate best practices.

Q: What issues do employees face today when it comes to managing their time?

WH: It is a double-edged sword. While it permits you to do more things more efficiently, often the scopes of people's jobs are enlarged accordingly. When information comes rushing at

“When information comes running at you, and you've constantly got a full inbox, or voicemails that need to be checked, you have to be able to prioritise”

you, and you've constantly got a full inbox, or voicemails that need to be checked, you have to be able to prioritise.

Q: What do you consider to be a genuine step forward in technology when it comes to making people's jobs easier?

WH: New technology allows organisations to be porous, and to co-ordinate activities between people across, and even between, businesses. This makes everyone more efficient, and enables organisations to be more agile.

Q: What about your personal productivity?

WH: I don't think people use email flagging features enough. My inbox is open to my PA who flags up messages for my attention. I have three email addresses and can receive 100 or more emails a day.

I've learnt that self-discipline is just as important as having

good tools. It's imperative that you are sovereign over your work, and that you use technology to facilitate this. For example, technology makes it possible to leave work at 4.30pm and resume work later at home. But on a cautionary note, if you are at home, but buried in your work all the time, what kind of message does that send to your family?

Q: What should people do to achieve a better quality of life for themselves?

WH: There is no magic bullet, but there are some golden rules. Whether you're running an organisation or are on a rung lower down the ladder, you need to keep in mind your primary business goals. This will provide a helpful compass when you come to prioritising tasks. People tend to let their diaries be driven by other people, when they need to take charge and organise their own workloads. ■

CAREER LADDER: WILL HUTTON

Will Hutton is chief executive of The Work Foundation. He spent four years as editor in chief of *The Observer* (for which he continues to write a weekly column) and director of the Guardian National Newspapers. He is a graduate of INSEAD (a top European business school) and is author of the best selling novels, *The State We're In* and *The World We're In*.

For further information about the The Work Foundation, visit: www.theworkfoundation.com



More power to the workforce

Coventry University Enterprises Ltd, has empowered employees to be more flexible and productive in their working lives

Anyone working for Coventry University Enterprises Ltd (CUE), the commercial trading arm of Coventry University, has a head start when it comes to achieving a better work-life balance.

The company, which provides a range of business and IT services to companies across the UK and Europe, is a pioneer in encouraging its employees to take more control over their working lives through the adoption of more flexible working practices. These include working flexible hours and working from home wherever possible. What's more, employees are also equipped with the latest Orange mobile communications devices, so they can work productively while on the move.



COVENTRY
UNIVERSITY
ENTERPRISES LTD

Improving life and work

The results are impressive. Employees are feeling more valued, and are enjoying a better quality of life both at work and during their free time due to the added flexibility of their working day. The company, meanwhile, benefits from greater productivity, lower overheads, and greater staff loyalty and retention all leading to improved customer satisfaction.

CUE's teleworking achievements have been publicly acknowledged with a DTI E-Commerce Award in 2004, when a Location-Independent Working (LIW) initiative led to an impressive 41 per cent of its workforce being freed from having to work in an office. Most have been set up to work from home, and many have been equipped to work on the move with their Orange SPV C500™ so they can take their office environment with them wherever they go.

"These devices from Orange are the first Smartphones that function very well as a phone, as well as providing an impressive range of business productivity functionality,"

comments Matt Knowles, CUE's ICT analyst advisor. "They're very small, incredibly user-friendly and the operating system is fast."

The difference this makes to employees' lives is considerable. "One working mother gets to take her three children to school, attend school concerts and meet other family commitments, safe in the knowledge that she can make up the time in the evenings if she prefers," explains Jane Rawlings-Purcell, senior project manager for new ways of working at CUE.

Meanwhile, staff visiting customer sites can enter meetings better informed because they can make the fullest use of their time on their way to meetings, and afterwards, thanks to the ability to consult emails and other critical business data while away from their main computer. Wasted, dead time has been cut away, so work time can be used more positively.

“The Orange SPV C500 looks great, feels great, is very lightweight, and provides complete Microsoft Outlook integration at a very affordable price. In time, I'd like everyone in the company to be using one.”

Matt Knowles, ICT analyst advisor,
Coventry University Enterprises Ltd

Office compatible

What's particularly attractive about the Orange SPV C500 is that they run Microsoft Operating Systems, providing continuity with users' desktop systems, giving them access to their Outlook email and calendar on the move, just as they would have at their desks. This means staff take to the devices immediately too, needing no special training. With a C500 Smartphone™ staff effectively have their familiar office desktop in their pockets.

Thanks to the close technology relationship between Orange and Microsoft, the phones have been effortlessly integrated into CUE's main Windows Server 2003 infrastructure. This means the phones synchronise automatically and securely with the company's Microsoft® Exchange 2003 email server, so users always have access to their latest incoming emails.

Cost effective

"All of this is amazing, given the price of the handsets," Knowles says. "The great thing about these latest Orange devices is that they are not only highly functional, they are considerably cheaper than the previous handsets we were using, and a fifth of the cost of the PDAs used by some of our staff. We'll be giving the new Smartphones to any new users, as they're such good value for money.

"Because of their affordability, we have much more flexibility to offer these devices to staff at all levels of the company, too, which is great for more junior staff, as it makes them feel important. Now, as well as working from the office or at home, they can be productive in between – work never needs to encroach on their personal lives."

Try the Orange SPV C500 FREE for a month

Experience the SPV C500 Smartphone for yourself.

The Orange trial includes up to three Smartphones FREE for a month, with up to 200 minutes of voice and 4Mb of data.

Available to companies with 50+ employees and subject to qualification. Terms and conditions apply, full details available on the website.



It's not big, but it is clever

This pocket-sized device provides users with a truly mobile office experience, providing secure Internet connectivity, Outlook email and calendar access. Synchronise your phone and laptop easily by using Bluetooth® wireless technology, infrared or a data cable.

Orange mobile solutions include PDAs such as the SPV M2000, 3G Mobile Office Cards for mobile laptop access and our range of Smartphones.

To take advantage of this unique trial, visit www.microsoft.com/uk/orange





Windows mobile devices

Any time, any place working is now possible so you can make productive use of what was once 'dead time' travelling

A new generation of Windows Mobile-based devices provide the final step to mobility. With Microsoft® Windows Mobile™ 2003, you can check meetings, get Outlook mail, manage contacts, tasks and more using a handheld device. You can even browse the web in Pocket Internet Explorer™, or track your finances with Pocket Excel™ – all on the move!

Your choice

There are three main types of Windows Mobile-based devices you could choose...

Microsoft® Pocket PC, a powerful pocket-sized device that allows you to use the familiar Windows interface and programs on the go.

The **Pocket PC Phone Edition** combines all of the exciting features for the Pocket PC with new phone functions.

Or choose a **Smartphone**, which offers you all the functions

of a top-end mobile phone, but also lets you send and receive email and instant messages, surf the web, listen to music, play games and much more.

Real time messaging

Windows mobile devices also open up new ways of communicating in real time. A rapidly developing area is the use of notifications. This is a message sent using either email, text (SMS) or instant messaging to desktop PCs or mobile devices to tell users that something has, or is about to happen. For example, SharePoint can notify users that some shared item of information has been updated such as a discussion board, meeting schedule or a calendar. These messages can be sent directly to mobile devices, so there are no surprises when you get back to the office.

Home from home

A Pocket PC can run additional applications to help you while on the move. Microsoft® PocketStreets can help you find your way and Microsoft® Money or Microsoft® Pocket Expense are ideal for tracking finances. To relax, play games or listen to music using Microsoft® Windows Media® Player. A Windows Mobile Device keeps you in touch, in control and entertained. ■

Choose which device suits you best

For more information about Windows Mobile Devices visit: www.microsoft.com/uk/windowsmobile Or, to sign up for a Windows Mobile Smartphone trial available through Orange*, visit: www.microsoft.com/uk/orange

* See page 35 for details

Swifter distillation

Quickly and effectively finding and sharing information globally is a key objective of the Scotch Whisky Association

The Scotch Whisky Association (SWA), based in Edinburgh, helps the Scotch whisky industry stay current with marketing data and regulatory information around the world, 24 hours a day. So, when it outgrew its extranet, it decided it wanted a solution that would be easier for its members to navigate. "We are the central repository for

information from the trade – things such as statistics, labelling regulations in different authorities, and marketing problems in other countries," explains Paul Roberts, IT Manager at SWA. "The IT department at SWA must ensure information is swiftly and accurately disseminated to our members through our extranet."

New extranet needed

The association's original extranet became slow and difficult to search. SWA needed an extranet accessible to a broad spectrum of users, ranging from tiny distilleries in the Highlands to global giants.



A better experience

Its solution, based on Microsoft® SharePoint® Portal Server 2003 and Windows SharePoint Services, is already giving both SWA staff and members a better user experience thanks to its easier navigation, customisable home pages and improved searching capability.

"Navigation and searching are critical as our members have different needs. Some have just 20 or 30 employees; others are multinationals. This means they have traditionally had to search through a lot of information to find what they needed," says Roberts.

"The search engine in SharePoint Portal Server is light years ahead of what we had. Our members can find exactly what they're looking for." ■

THE SOLUTION

SWA deployed a new extranet using Microsoft Office SharePoint Portal Server 2003 running on Microsoft® Windows Server™ 2003 and using Microsoft® InfoPath™ 2003 for information gathering.

THE BENEFITS

- Easier site management
- Better navigation
- Subscription services
- Integrated solution

For more information

To read more about this case study, including more technical detail, visit: www.microsoft.com/uk/casestudies/swa

Bright ideas

Ahmed Ajaz was the innovator who revolutionised Internet usage by inventing Freeserve. Now he hopes to do the same with phone calls...



When Ajaz Ahmed pitched his idea for Freeserve to the CEO of Dixons, he was told he could “give the idea a go”, but not to spend too much money. When the business was sold to Wanadoo less than three years later, it was valued at £1.6 billion. Ahmed revolutionised Internet usage in Europe through his idea for a free Internet service

provider (ISP), and attracted more than 200,000 subscribers in the first month alone. At its peak, the stock market valued the company at £9 billion.

Ahmed decided not to transfer to Wanadoo when the sale went through in 2001, and has spent the intervening time sitting on a number of company boards, acting as a mentor to small businesses, and “taking it easy”.

More recently, he has accepted an appointment as CEO of Callserve, a Voice over Internet Protocol (VoIP) company – specialising in the technology that enables normal phone calls to be made over the Internet, for free or for rock-bottom tariffs. If the success of Freeserve is anything to go by, could this be the start of another radical new chapter in UK communications history? Ahmed hopes so.

“At the heart of everything I do is Microsoft Outlook 2003 which I use to maintain my diary and contacts on my laptop, and my mobile phone is synchronised with Outlook”

VoIP: the next big thing?

“The majority of phone calls will be made over the Internet in the future,” he predicts. This means that the most anyone will ever have to pay for a call, whether national or international, is the price of a local phone call.

“Consumers and small businesses will start to adopt the services in 2005 as compelling offers become available. When

you’re talking a penny a minute to call Europe, that’s compelling.”

After all, it was by making a similar offer that Freeserve took off so quickly, which is why Ahmed’s belief in the potential of VoIP stands a good chance of paying off.

So what other technologies are crucial to him?

“I rely on two things,” Ahmed says. “At the heart of everything I do is Microsoft Outlook 2003, which I use to maintain my diary and contacts on my laptop, so I can take these anywhere. My laptop has wireless Internet and wireless networking capabilities, too, which means I can be at my maximum productivity potential wherever I am – even the train down to London from Leeds now has wireless connectivity.

“My other indispensable tool is my mobile phone, which synchronises with Outlook so that I can carry my diary and my 500-plus contacts with me, as well as being able to access my email, without needing my laptop. This also means that I can easily check my availability for meetings when I am with colleagues or clients.

Maxed out on WiFi

“The other technology that gets me excited is WiMax. This offers mobile users high-speed wireless Internet and email access anywhere within a 20-30km radius of a base station, instead of within the 100 metres of a WiFi hotspot, which is the limitation currently.

“In 2005 we’ll start to get WiMax in the bigger cities. As well as being able to get fast Internet connections, consumers will be able to take advantage of VoIP wherever they are too.” ■



Ajaz
Ahmed,
founder of
Freeserve

CAREER LADDER: AJAZ AHMED

Ahmed is the founder of Freeserve, the UK’s largest Internet service provider (ISP).

Freeserve was launched by Dixons in September 1998 and became the UK’s largest ISP in under three months. Ahmed was one of the three founding executives to launch the business, seeing it through floatation and the £1.6bn sale to Wanadoo.

In April 2001, Ahmed left the company to pursue a variety of business interests. He now sits on a number of boards and is CEO of Callserve, Europe’s largest Voice over Internet Protocol (VoIP) company.



Elegant collaboration

As part of a drive to deliver £1 billion worth of cost reductions to shareholders, by finding new ways to streamline business processes and increase efficiency, Barclays Bank is deploying the Microsoft Office System and complementary collaboration technologies

including Microsoft Office SharePoint Portal Server 2003.

These advanced productivity tools will enable employees to collaborate more securely on business-critical documents, regardless of location, speeding up workflow, and therefore decision-making. This, in turn, should raise customer service levels, which will

prove critical in helping Barclays maintain and grow market share in an intensely competitive market.

Of the 55,000 staff Barclays employs, more than 41,000 operate from the UK, providing customer services to some 14 million personal customers.

A single platform

The key to making the company more efficient has been the need to consolidate its vast array of activities onto a single, standard platform – one that can free up communications between different parts of the business, without compromising the large quantities of highly sensitive information processed daily.

Barclays deliberately chose a Microsoft-based desktop and collaboration environment, because of the additional productivity benefits this offered compared to other solutions, and “the elegant way that Microsoft technologies work together, combining portals, workflow and collaboration solutions in a way that will enable us to improve customer service while reducing costs,” according to Kevin Lloyd, Barclays’ chief technology officer.

Standardised system

The bank has standardised with Microsoft Office System, an integrated system of applications including Microsoft Office Word 2003, Microsoft Office PowerPoint 2003 presentation graphics system and Microsoft Office Outlook 2003 messaging and collaboration client. Key applications in the Microsoft Office System also integrate with Microsoft SharePoint Products and Technologies and work together from desktop applications.

THE SOLUTION

- Barclays is standardising its IT infrastructure on Microsoft Windows Server 2003 and Microsoft® Windows® XP.
- It will also introduce the Microsoft Office System, including Microsoft Office SharePoint Portal Server 2003 to connect users and teams.

- Specific products being deployed include:

- Microsoft Office Professional Edition 2003,
- Microsoft Office SharePoint Portal Server 2003,
- Microsoft Windows Server 2003 Enterprise Edition and
- Windows XP Professional.

Microsoft Office SharePoint Portal Server 2003 will play a critical role in supporting the bank’s demanding collaboration needs, by providing a secure enterprise portal server that provides a single point of access to the organisation’s applications from a single web

“The document review and editing process will be simplified, as it is managed centrally”

page portal. This will allow Barclays to connect users from across the business wherever they are based.

Andrew Rose, an enterprise strategy consultant within Microsoft Consulting Services, who has been working on the project, highlights the transformation brought by these productivity enhancements:

“At the moment, users have many copies of documents which sit on various people’s hard drives. Tracking down final copies of these documents is not easy. SharePoint will reduce these down to a single set of master documents that are easy to find and share and which consume less storage. These will be accessible by staff in any office.

“The document review and editing process will also be simplified, as it can be managed centrally, reducing the need to send multiple document revisions as email attachments.”

Email on the move

Mobile and remote users will be made more productive too, since Outlook 2003 supports offline email, giving on-the-move users the same email functionality and rapid accessibility as they would have at their desks.

Meanwhile, business analysts will now use special SharePoint web pages to publish advice notes on stocks and shares, instead of having to email these individually to different investment advisors.

To make sure that Barclays’ staff are aware of all the possibilities available with Office 2003 and its collaboration tools, Microsoft is on hand to answer questions, offer application championing and online advice. ■

For more information

To read the full case study, visit: www.microsoft.com/uk/casestudies/Barclays



and improve sketches and there's little danger of losing your work because you can keep it organised in sections and folders. A search facility will find a note by keyword even if it is in handwriting! Handwriting recognition (on Tablet PC only) can convert any jottings into typed text.

Even if you have difficult-to-read handwriting OneNote will correctly convert script into typed characters ready for editing and reuse. Many other features of OneNote will change the way you work – its online research tool, customised flags, highlighters, voice recorder for memos and more. And with the help of SharePoint, collaborative working couldn't be easier. ■

OneNote 2003

A revolutionary tool that really will change the way you work – no more lost actions or evenings spent typing up notes...



Would you like to win a copy of OneNote 2003 as part of an amazing bundle of prizes? Turn to page 34 to enter our prize draw.

For more information

To find out how OneNote 2003 can banish paper from your life, get your free trial version* from: www.microsoft.com/uk/office/experience/onenote
* See page 35 for details

Do you find yourself using a piece of paper and a pen to take notes in meetings?

Have you ever stopped to wonder why you occasionally abandon the advantages of a PC for the dubious advantages of old technology?

The main reason is that paper and pen provide a freeform style of input that is difficult to beat using a mouse and keyboard. Paper may be good for creativity but its data remains outside of the system and is harder to manage and share.

The good news is that OneNote 2003 provides all the freedom of traditional paper and pen without

forgoing the power, flexibility and integration of a PC-based approach.

OneNote is a great way to make notes and organise your thoughts. It provides one convenient place to store all your notes, information and research, and the freedom to organise and reuse them as you want. And when using OneNote on the Tablet PC, you gain additional flexibility to take handwritten notes and draw diagrams – just like working on paper, but better.

Organise your notebooks

Using a PC or Tablet PC the benefits are clear. Its electronic eraser lets you correct mistakes



SharePoint Services

A flexible and convenient way for remote workers and disparate teams to collaborate effectively and successfully

When you work as part of a team, the most difficult thing to manage is the sharing of documents and information. It's all too easy to end up in a mess with multiple versions and no easy way to decide who has the 'right' version. SharePoint Services is the development that team workers have been waiting for. It's also of key importance to anyone who works away from base as it gives you access to the office from anywhere in the world via the Internet.

It's difficult to appreciate just how useful it is until you experience

it in action – and once you've used it you'll never want to give up the convenience and flexibility it offers.

Power at your fingertips

SharePoint Services allows you to create internal web spaces – such as a website for information sharing and document collaboration – but you don't need to be put off by the idea of working in a web environment. As far as users are concerned it just means you have additional facilities at your disposal and major headaches, such as who has access rights and who has responsibility for maintaining shared projects, are taken care of. On the

other hand, the fact that SharePoint Services is web-based is its most important feature. It effectively provides a website that is an internal driving force of the business – just as the e-commerce website has become its external presence.

Improved productivity

SharePoint Services enables you to increase your individual and team productivity by providing resources for team collaboration and allowing users to contribute to documents, pool tasks, share contacts, set up events, and exchange information.

Team and site managers can easily manage ongoing projects and facilitate team participation in discussions using both email and with instant messaging. Site content can be easily searched, and users can receive alerts to tell them when existing documents have been changed or added.

Providing familiar tools

All of a site's collaborative content, such as documents, lists, events, task assignments and membership rosters, can be read and edited within Office Word 2003 or Excel 2003. Also PowerPoint 2003 and Outlook 2003 allow SharePoint calendars to be compared with personal ones. Once the SharePoint website is established, all the new tools are ready and waiting in Office 2003. ■

For more information

Why not try SharePoint Services for yourself for free? Sign up to the hosted trial* at www.microsoft.com/uk/office/experience/wss

* See page 35 for details

Get together with Live Meeting

Meet anyone, any time, anywhere with Live Meeting, the facility that puts a virtual meeting room at your disposal

If you have to work with a group of people scattered around the country, around the world or even just around the corner, then organising meetings will be a burden – and usually a costly one. A possible solution is to use the Internet to host virtual meetings, but not everyone wants to implement the hardware and servers necessary for the job. An exciting alternative is to make use of Live Meeting, a service that is provided by external servers.

Accessible from anywhere

The most obvious advantage of this approach is that you can be using a Live Meeting within a few minutes of deciding that you want to and you can pick from a number of subscription options which tell you how much each one costs – there is even a pay-as-you-go option. The facility is accessible from anywhere in the world and, with a record of 99.99 per cent availability, it's reliable.

Live Meeting isn't just convenient, it's also powerful and easy to use. It aims to provide a good experience of virtual meeting

by using virtual rooms tailored to large or smaller meetings. You can schedule a meeting using the calendar and automatically invite participants to attend. Security is ensured by the use of meeting IDs and attendee keys. During the meeting you can share applications, web pages and presentations.

need to take a vote or canvass opinions, the instant polling facility allows users to give feedback and the poll results can be hidden or displayed. Finally, you can record meetings and replay them later.

Live Meeting is suitable for all types of meetings and it's much cheaper and more



Each attendee can step their way through a PowerPoint presentation or you can use web-based content to motivate the meeting, including web-tours, animation, video and flash movies.

Record your meeting

A shared electronic whiteboard can be used by all attendees, each with their own coloured pens. When you

effective than transporting everyone to the same location. ■

For more information

To find out more about Live Communications Server and download a free trial* visit:
www.microsoft.com/uk/office/livecomm

* See page 35 for details



Making technology work for you with the Office System

The way most of us work today is not only unrecognisable from a decade ago, but it is continually changing – Office 2003 gives you back control over your workload

Microsoft recognises how much working life has changed. Colleagues and customers expect prompt responses wherever you are. That's why we've invested so much in Office 2003. Unlike other versions, Office 2003 is designed to address the way you work today.

Stay in charge

Office 2003 is a suite of productivity tools that integrate with your organisation's applications and support easy access to email and other business critical applications.

These tools extend beyond the scope of the individual worker, enabling highly efficient performance from entire teams – wherever those team members

happen to be. By allowing you to get more done, more quickly, Office 2003 gives you back the control over your workload that you may feel you have lost.

End document confusion

Windows SharePoint Services is Microsoft's powerful yet simple web-based collaboration solution. Windows SharePoint Services enables teams to efficiently share documents over their organisation's Intranet.

It cuts out the problem of multiple versions of the same document, and makes the one current version accessible to team members wherever they are.

Improved teamworking

With Office 2003 you can easily synchronise and share contact information and office diaries with team members, so that projects can be completed more efficiently.

And, rest assured that emails and shared information will remain secure, with our information rights management feature (see page 29).

Improved familiar tools...

In addition, all of the individual applications that make up the Office System have been upgraded to better support the way you work today. The Office System provides impressive new releases of:

- Word – for creating professional documents with no mistakes
- PowerPoint – for generating attention-grabbing slides quickly and effectively
- Excel – letting you work smarter by analysing data more intelligently
- Access – Microsoft's powerful yet easy-to-use database

What's in Office 2003 Editions?



Edition

| Edition | Word | Excel | Outlook | PowerPoint | Business Contact Manager | Publisher | Access | Advanced XML/IRM | Info Path | Pre-installed for one computer | Boxed software for one computer | Volume licensing options ² |
|---|------|-------|---------|------------|--------------------------|-----------|--------|------------------|-----------|--------------------------------|---------------------------------|---------------------------------------|
| Office Basic 2003 | ✓ | ✓ | ✓ | | | | | | | ✓ | | |
| Office Standard 2003 | ✓ | ✓ | ✓ | ✓ | | | | | | | ✓ | ✓ |
| Office Standard Teacher 2003 ¹ | ✓ | ✓ | ✓ | ✓ | | | | | | | ✓ | |
| Office Small Business 2003 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | ✓ | ✓ | ✓* |
| Office Professional 2003 | ✓* | ✓* | ✓* | ✓* | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | |
| Office Professional Enterprise 2003 | ✓* | ✓* | ✓* | ✓* | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ |

¹ Includes installation on up to three computers

² These licences are for more than one computer

✓* Professional version of program

✓* Open licence only

■ Outlook – an enhanced version of Microsoft's email and diary management system

... plus additional tools

But it also offers so much more, thanks to integration with a wide range of other productivity tools and services from Microsoft. These include:

- Microsoft FrontPage® 2003 – create and manage your own website using familiar Office tools
- Microsoft® Publisher 2003 – a desktop publishing solution for creating great print publications
- OneNote 2003 – a new application that lets you write and collate notes with web

content and other information (see page 28)

- Live Meeting – a web conferencing service, for online collaboration with colleagues, and customers, whether between two or 2,000 people (see page 30)
- Microsoft Office Online – a central web resource providing instant tips on how to complete tasks more effectively, visit: www.office.microsoft.com

What's more, there is a whole range of Office 2003 server solutions, such as:

- Live Communications Server 2005
- SharePoint Portal Server 2003

■ Microsoft® Project Server 2003

These allow business departments to set up and manage their own dynamic project groups with full web and document-sharing capabilities.

What are you waiting for?

To find out more about Office 2003 and any of its component solutions, or to compare it with previous versions of Office, visit: www.microsoft.com/uk/office/products/default.msp

Visit the website today and find out more about the FREE trials we are currently offering on Microsoft Office 2003 solutions.

Why not find out how Office 2003 can help you today? ■

Get more online

Whether you're looking for help with an Office program, hunting for online training, a language translation service or searching for the perfect template or piece of clip art for your presentation, Office Online is the place to go

The Microsoft Office Online website works alongside many Office System products and contains resources to help you get more done. The site is not Office 2003-specific, so, even if you're running an older version it's well worth a look, just visit:

www.office.microsoft.com

You can also simply type your query straight into Help in your Office Program and type your preferred option in the Task Pane.

What's on Office Online?

Whether you're a home user, IT professional, business user or software developer, Office Online offers services and resources tailored to your needs.



Get assistance

Having trouble with those PivotTables? Can't get that graphic

to behave? Feel like you aren't getting the most from Office?

Assistance is packed with handy tips, articles and how to's.



Browse the marketplace

Do you want to get a document translated?

Send an SMS from Outlook? The Office Online Marketplace offers a list of handy third-party services that you can use with your Office suite.



Get training

Need to know more about Office but don't have time to go on a course? The Training section offers guided online tutorials and comes with handy practice exercises to put you on the road to mastering Office.



Find templates

Why start from scratch on a design when the Office Template Library is at your fingertips? Whether you're looking to draft an invoice or design a calendar, the Template Library gives you a good starting point.



Find clip art and media

Want to spice up your PowerPoint slides? The Clip Art and Media section comes with thousands of images and animations to help you get the perfect message across.



Get downloads

Do you need to view a Visio file but don't have it installed? Do you want to add functionality to your version of Word? Office Online Downloads is the place for viewers, add-ins, smart tags and updates.

To access all the resources listed above visit:

www.office.microsoft.com

For additional resources relating to the Office System visit: www.microsoft.com/uk/office/experience

Sign up for Office Inside, our free e-newsletter, to keep you up-to-date on the Office System: www.microsoft.com/uk/officeneewsletter

Experience Great Moments at Work Watch a short demonstration and find out how the new, integrated Office System can streamline your business productivity. Visit: www.microsoft.com/uk/office/experience

How to trial Microsoft Office System products You can order free trials* of Office System programs, visit: www.microsoft.com/uk/office/trial *see page 35

Product information Discover the programs and solutions that make up the Office System, visit: www.microsoft.com/uk/office/products/default.aspx

Take the Personal Productivity Challenge Want to get more done? Take our challenge: <http://uk.microsoftofficeppc.com>

Your chance to win this

We're offering you the opportunity to win a great range of products to help further *and* relax at home. You could win one of three sets of all the prizes detailed of around £3,000 per winner! What's more, you can also sign up to receive our

The prize

Each lucky winner will get:



A fantastic **Elonex eXentia Media Centre Edition PC**, which lets you:

- Watch, pause and record live TV
- Watch DVD movies or write to DVD disk
- Create, edit and view your movies/slide shows
- Use the personal video recorder to make sure you never miss an episode of your favourite programme

To find out about its many other features visit www.elonex.co.uk/exentia/index.htm

A **Toshiba Portégé M200 convertible Tablet PC** a few of its great features include:

- 60GB hard drive
- High-speed Intel Centrino technology
- Enhanced wireless connectivity
- Unique docking station
- 12.1 inch twist-and-fold screen

To find out more about Tablet PC, visit www.microsoft.com/uk/windowsxp/tabletpc

We're also throwing in a CD-Rom drive, Windows XP, Office 2003 Professional, OneNote 2003, and a Logitech QuickCam® Messenger™ which can be used with OneNote and MSN messenger.

exciting set of prizes

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