

## IBM FileNet Email Manager



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### Overview

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*FileNet Email Manager is the industry's only intelligent email management solution that is:*

- **Automated** – *Selectively captures email messages based on the value of the content and automates the entire email lifecycle.*
- **Seamlessly integrated** – *Leverages FileNet's industry leading ECM solutions, including out-of-the-box integration with IBM FileNet P8.*
- **Enforced** – *Alleviates burden from end-users and systems administrators by invisibly enforcing consistent compliance and email policies throughout the enterprise.*

Due to the pervasive use of email and regulatory compliance pressures, corporations are facing a rapidly increasing need to properly manage these electronic communications. The potential risks for corporations not doing so can be substantial, ranging from the inability of an employee to re-access an email message containing important information, to the millions of dollars lost in the legal discovery process due to misplaced, deleted or damaging emails.

With business decisions, official memoranda and other valuable records being encapsulated in email messages every day, user mailboxes too often end up being unmanaged ad hoc filing systems for critical corporate content. Organizations need to manage their email not only to address the archival and storage issues due

to ever increasing volumes, but also to ensure that these critical business records are managed with the same care, due diligence and best practices as with any other corporate content.

Meta Group\* suggests that current systems are inadequate. "The ability to locate and gather relevant email messages needed to dispute litigation is almost impossible with current systems, which are usually just backups of historical email. Email management provides the tools to classify and organize email to make it more accessible when needed. It can also enable a solid retention strategy when integrated with content/records management. Many businesses are considering email archiving solutions for storage management but are not taking the next step toward true email management.

**Bottom line:** organizations should consider solutions that provide the more extensive business benefits of email management capabilities and not just the basic operational benefits of email archiving."

\*Meta Group was acquired by Gartner, Inc.

## **The Only Intelligent Email Management Solution**

IBM FileNet Email Manager is a proven solution that automates the process of capturing email messages as business records, simplifies the retrieval of messages for compliance purposes, and effectively solves email storage issues, while also offering significant opportunities for improving business processes.

Email Manager is the first intelligent email management solution which provides the means to effectively address both tactical and strategic email issues. Email Manager's flexibility and scalability allows organizations to resolve immediate issues as well as proactively manage ongoing and future email requirements.

### **Email Management**

A rule-based email management solution significantly simplifies the management of your corporate email, and is totally transparent to the end user. Email Manager provides a fully automated and centralized email capture process. Messages and their attachments matching specific business rules are automatically indexed and archived in the FileNet repository. Important corporate emails can be retrieved when they are needed to address legal discovery requests, collaborative activities or regulatory requirements.

The ability to automatically capture messages is a cornerstone to reduced

cost of ownership. Automatic capture reduces the chance of error and the workload on end users. Automation does not stop with the capture process, but extends through the entire life of the message. Messages are kept for the required period, destroyed when they should be and discoverable when it counts.

### **Records Management**

The tight integration of Email Manager and IBM FileNet Records Manager allows the automatic declaration of email as records during the capture process, regardless of whether automatic or manual capture is preferred. Integrating email and records management automates and simplifies the process of declaring email content as business records and manages the entire email lifecycle in compliance with your record management policy.

### **Business Process Improvement**

Email Manager offers organizations a means of connecting email content to business processes within the enterprise, providing value and tangible returns above and beyond the initial investment. Email Manager makes email content an active element integrated with other business content, transactions and processes. Business performance and responsiveness can be improved by using emails to initiate and play a significant role in business processes.

Providing benefits above and beyond mere archiving or storage management, Email Manager's out-of-the-box integration with the industry's leading Enterprise Content and Business Process Management system enables organizations to leverage the value of the content embedded in email. By activating that content for improved business processes, organizations can improve the compliance of those processes, increase return on investment, and make better decisions faster.

### **Combining Automated Capture with Business Process for Intelligent Email Management**

#### ***FileNet ZeroClick Email Capture***

Provides fully automated email capture. Messages matching business rules are automatically indexed and archived in the FileNet repository. Users may also manually capture email of business value through a simple drag and drop process.

***Records Management*** Automatically classifies and date stamps email messages so that they are easily retrievable for analysis or timely destruction. Automatic declaration of email as records eliminates the need for a separate declaration step or event trigger and significantly reduces opportunity for user error.

**Email Compliance Monitoring & Auditing** Ensures compliance with corporate policies and government regulations by linking Email Manager to IBM FileNet Business Process Manager. All email messages can be analyzed and audited against corporate email policy. Compliance officers can access non-compliant emails through automated searches, triggering the appropriate auditing process.

**Event-Driven Processing** Increases the agility and responsiveness of business operations by automatically launching business processes in response to incoming emails. In addition, correspondence can be automatically linked to customer records within your CRM or ERP system, providing real-time access to customer-related email content.

**Message Shortcuts** Creates shortcuts (links) in user mailboxes in place of captured messages allowing users to easily retrieve captured messages and related attachments while significantly reducing email system storage requirements.

**Conversation Thread Management** Allows grouping of messages on a single topic from multiple participants.

**Configurable Business Rules** Applies predetermined business rules at the server level to automatically assign the proper lifecycle criteria, enabling the automated enforcement of compliance with limited user interaction or user-related errors.

**Attachments** Captured emails can be left intact with attachments embedded, with attachments stored as a separate object in the repository (while remaining linked to original email message) or the attachment can be separated completely from the email message and added to the FileNet repository.

**Distribution List Management** Ensures that all email properties are captured when emails are sent to large distribution lists. The full email addresses of all the distribution list members are recorded into a multi-value field.

**Scheduled Mailbox Monitoring** Enables processing of existing email messages on an Exchange server so they may be added to a FileNet repository.

**Real-Time Search & Retrieval** Enables users to share the wealth of knowledge contained in corporate email messages. With advanced search capabilities, anyone with the appropriate security privileges can access individual captured messages and attachments or the entire email conversation thread.

**Indicator for Captured Messages** Provides immediate notification that an email has been captured and stored in a centralized, secure repository. Authorized users have access to messages important for critical business processes (e.g. customer service) from anywhere within the organization.

Email Manager addresses records management and compliance issues related to email, and delivers additional benefits by providing an effective way of leveraging and sharing email content to improve business processes across the enterprise.

## **Platform**

### **Operating Systems**

IBM AIX, Microsoft Windows, Sun Solaris, HP HP-UX, Red Hat Linux, Novell SUSE Linux

### **Databases**

IBM DB2, Microsoft SQL Server, Oracle Database

### **Security Services**

IBM Tivoli Access Manager, IBM Tivoli Directory Server, CA eTrust SiteMinder, Microsoft Active Directory, Novell eDirectory, Sun Java System Directory Server, Kerberos

### **J2EE App Servers**

IBM WebSphere, BEA Weblogic, JBoss

### **Enterprise Portals**

IBM Websphere, BEA WebLogic, Microsoft SharePoint, SAP NetWeaver

### **Storage Systems**

IBM, EMC, Hitachi, HP, NetApp, Sun

### **System Management**

IBM Tivoli, BMC Patrol, CA Unicenter, HP OpenView, Microsoft Operations Manager

## **Base**

### **Content**

- FileNet ZeroClick Email Capture
- FileNet ZeroClick Disposition Management
- Advanced logging
- Reporting
- Security enforcement

### **Process**

- Process Engine
- Process Designer
- Process Analyzer
- Process Simulator
- Workplace Portal

FileNet ECM solutions are built on IBM FileNet P8, a unified content, process and compliance platform that accelerates deployment, increases operational flexibility and lowers total cost of ownership. FileNet P8 provides interoperability to the widest selection of database, operating system, storage, security and Web server environments in the industry.

Email Manager is designed to help organizations capture, organize, monitor, retrieve, retain and share email content to improve business decision-making and support compliance.



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