

IBM FileNet Content Manager



Overview

■ *Research finds that a typical 1,000-person organization wastes more than \$11 million annually on manual document handling and management. Studies estimate that the average person loses up to six weeks every year searching for misplaced information at work. Further, a full 30-40% of a knowledge worker's time is spent on document-related tasks. As many as 25% of enterprise paper documents are misplaced and will never be located.*

Thousands of decisions, large and small, are being made across your business every day. Each one affects your short-term effectiveness and long-term success. Improving the quality of those decisions begins with having the right information – when it's needed. This information is contained in numerous forms of content spread across your organization. Managing this content is essential to the success of your business.

Content is a Growing Enterprise Challenge

The evidence is uncontestable; the challenge of handling paper, digital content and documents is mounting.

This unstructured information represents 80 percent of your total information. Worse, it is growing at more than 75 percent per year.

Regardless of the content format, managing and making intelligent use of the information contained within an organization has become a necessary element of enterprise competitiveness. Simply stated, content must be easily accessible, completely secure and placed under full lifecycle and compliance management to support critical business initiatives.

IBM FileNet Content Manager conquers these challenges by combining the power of content and process to substantially improve the availability and agility of content in your business functions and processes. Content Manager combines comprehensive content management along with specialized document management capabilities to gain active control over your unstructured corporate assets.

Overview

According to recent studies, in an average enterprise with 1,000 knowledge workers, a reduction in content handling and search time by 50% translates to savings of:

- *\$3 million annually in time spent looking for and not finding information*
- *\$6 million a year on time recouped from finding the relevant information rather than having to recreate it.*

Agility Defined – Active Content

Content Manager delivers the unique advantage of Active Content — content and documents that actively drive process automation to completion. With Active Content, your documents and other forms of content can drive task resolution and reduce time, cost and risk. Your business can respond immediately to the business and transaction events that set critical processes in motion and drive them quickly to completion, increasing the overall responsiveness and agility of your operations.

Real-World and Proven ROI

These capabilities have delivered a significant return on investment for our customers along with a wide range of business benefits such as:

- Processing work more than 50 percent faster while significantly reducing processing cost
- Saving 35,000 man-hours every year by drastically reducing the time spent looking for information
- Reducing operating costs by more than \$1.5 million and adding a significant amount of incremental profit to the bottom line
- Delivering a 25 percent reduction in fixed costs

More Informed Decision Making, In Less Time

When it comes down to the moment of decision, you need the right information. That moment happens in an instant – thousands of times a day. Content Manager ensures that the right information is available when it's needed most. Its capabilities will help your business:

- Reduce the costs associated with managing and accessing all forms of content
- React immediately to customer demands by automating processes triggered by business and customer events
- Leverage content across multiple legacy repositories
- Ensure information security, accuracy and regulatory compliance and, consequently, reduce and better manage risk
- Extract the information and knowledge contained in your documents and other content
- Extend the reach of information wherever and whenever it is needed
- Leverage existing investments by joining disconnected systems so they can share content

Combining Content, Process and Connectivity to Gain a Competitive Edge

4th Generation Object Model

Content Manager object model combines content, process and compliance resources as native capabilities that enable content to be dynamically managed and dramatically reduces development complexity.

Active Content Unique FileNet capability to proactively move content and content-related business tasks through a business process without requiring human initiation

Content Federation Services

Delivers the ability to actively manage content across the enterprise regardless of what repository it resides in. Provides full content management capabilities, not just search, so users and applications can focus on what needs to happen rather than where the content is actually stored.

Advanced Document Management Capabilities

Streamlines document management tasks by providing mature versioning and parent-child capabilities, approval workflows and integrated publishing support. Comes with pre-configured, customizable document wizards and workflow templates.

Full Lifecycle Management

Manages and controls the complete content lifecycle to improve efficiency and ensure compliance in content-related tasks such as publishing, expiration and retention. Maintains

complete audit trails to meet regulatory mandates. Lifecycle events are managed at the software, not hardware, level to provide and promote customer choice on storage policies and platforms.

Transformation & Rendition

Services Provides automated content publishing into multiple universal formats such as HTML and PDF.

Unified Repository & Metadata Model

Delivers a single, unified content repository and metadata model regardless of the type of digital content being managed. Content Manager's common metadata model provides a comprehensive and streamlined search, re-purposing and application development environment.

Leading Edge Categorization & Classification

Supports both people- and machine-based content categorization and classification. Supports automatic classification for documents and other forms of context.

Universal Content Types

Stores any kind of digitized information including Microsoft Office documents, XML, Web pages, photos, images, sounds, process definitions and templates, content components and associated metadata descriptors. Manages the content and the associated metadata not simply as static items, but as individual business objects.

Advanced Enterprise Search Capabilities

End-users can simultaneously search content

categories, other metadata definitions, and unstructured text through a single query. Furthermore, individuals can search for content without having to know where the content is actually stored or if it is under Content Federation Services management.

Interoperability With FileNet World-Class Imaging

Leverages IBM FileNet Image Manager Active Edition to provide unrivaled power, scalability and performance, delivering rapid access to billions of fixed objects, such as documents, reports, print streams, faxes, email and rich media, for thousands of users.

Seamless ECM Integration

Content Manager provides the content management capabilities that all FileNet P8 suites utilize so all the suites share the same content and metadata and policies. All functionality and suites are inherently integrated.

Content Manager provides comprehensive content management along with process management and connectivity to existing systems. Expanded ECM capabilities can be easily added for managing Web content, large volumes of fixed documents, and for enhanced process management and connectivity.

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

- Enterprise Catalog Management
- Specialized Document Management Tools
- Robust Library Services
- Extensive Classification Capabilities

Process

- Specialized Document Versioning, Reviewing & Approval Workflows
- Audit and logging tracking
- Integrated BPM-managed content/process flows

FileNet Expansions

- Records Manager
- Image Manager Active Edition
- Email Manager
- Team Collaboration Manager
- Forms Manager
- Business Process Manager
- Web Site Manager

As the clear market leader in Enterprise Content Management (ECM), IBM's ECM solutions help organizations make better decisions, faster by managing content, optimizing business processes and enabling compliance through an integrated information infrastructure. IBM's ECM portfolio delivers a broad set of capabilities and solutions that integrate with existing information systems to help organizations drive greater value from their content to solve today's top business challenges. The world's leading organizations rely on IBM enterprise content management to manage their mission-critical business content and processes.

Content Manager is an ECM solution that helps organizations manage complex documents and control, share, and quickly access any form of content in a secure and highly scalable environment. It activates critical business content delivering the right information when it matters most.



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3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
USA

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