

Information Management software

Speeding and simplifying the development of business process applications

IBM FileNet Business Process Manager 4.5 software



Highlights

- ***Automates and optimizes business processes to better manage the flow of work and content, increase productivity and improve decision making***
- ***Helps lower the cost and reduce the time required for developing flexible and user-friendly BPM applications***
- ***Gives users more visibility into and control over business processes, helping them respond quickly to changing business requirements***
- ***Empowers business users and IT professionals to collaborate in building innovative ECM solutions***
- ***Enables content from multiple IBM FileNet P8 or non-FileNet P8 repositories to be leveraged within business processes***

Managing your content-driven business processes

Business process management (BPM) software gives you powerful capabilities for connecting content, people and systems across the enterprise. As an integrated part of your enterprise content management (ECM) system, BPM solutions can help you achieve business advantages by streamlining and optimizing your content-intensive processes.

But building process applications that meet the requirements of both information and people—integrating with varying content management systems and developing flexible user interfaces—can be a challenge. To reap increased value from BPM, organizations need to be able to build these applications more quickly and easily than they have in the past.

Announcing IBM FileNet® Business Process Manager 4.5 software, the solution designed to speed and simplify building and integrating BPM applications for your business processes, regardless of your content repository starting point. The software is the core product in a family of FileNet BPM offerings that enable organizations to manage the entire business process improvement life cycle from modeling and simulation to execution, analytics and monitoring for optimization.

The FileNet process portfolio is an integral part of the IBM ECM platform, providing integrated content and compliance solutions to enable content-centric process management. FileNet Business Process Manager 4.5 further empowers business users and IT professionals to collaborate in building flexible process- and content-centric applications with better and richer user experiences.

Optimize the value of your content regardless of your repository starting point

FileNet Business Process Manager 4.5 software supports the following content repositories:

- *IBM FileNet P8 Content Manager*
- *IBM Content Manager*
- *IBM Content Manager OnDemand*
- *IBM FileNet Image Services*
- *IBM FileNet Content Services*
- *Third-party repositories such as EMC Documentum, OpenText and Microsoft SharePoint software*

Enabling the dynamic enterprise with agile ECM solutions

FileNet Business Process Manager 4.5 is a key element in creating an agile, adaptable ECM environment necessary to support a dynamic organization that must respond quickly to change. Agile ECM solutions using IBM technologies bring together capabilities for process management, content management, regulatory compliance and legal discovery. These flexible, extensible solutions and the ability to leverage these capabilities in an integrated environment can help you align key functions to your challenges and opportunities.

Agile ECM can help you optimize processes. Leverage content from a variety of repositories. Reduce operational costs. Better manage compliance risks. Comply with regulatory controls. And achieve greater speed to market and business innovation.

Delivering real-world benefits for a range of business needs

Organizations across industries—from banking to insurance to government and more—already have realized significant value from FileNet BPM solutions. They have used these solutions to solve a range of business problems, including:

- *Streamlining the accounts payable process to handle more invoices quickly, easily and accurately to improve cash flow and fiscal responsibility.*
- *Capturing and reviewing an insurance policy in minutes and automating the flow of the policy through different departments to improve employee efficiency and reduce the per-policy cost.*
- *Streamlining review of loan applications to reduce response times from days to just minutes, improving customer service levels.*
- *Automating the fulfillment of vital record requests to respond to constituents more quickly and with greater accuracy.*
- *Moving claims cases quickly from filing to settlement by implementing specific business rules to facilitate faster resolution.*

What's more, the FileNet BPM portfolio has helped organizations achieve significant return on investment (ROI) with real-world results, including:

- *Improvements in productivity as high as 140 percent.*
- *Reductions in decision cycle time from 7 days to 7 minutes.*
- *Qualification for early-payment discounts by automating the monthly payment of more than 30,000 invoices.*
- *Reductions in human resources costs of US\$1 million by providing automated services and self-service resources.*
- *Savings throughout the organization of US\$3 million a year by driving high-performance processes and optimized workflow.*

Improving process management with new tools for the enterprise

Now you can achieve business benefits across the enterprise by leveraging new capabilities in FileNet Business Process Manager 4.5 software.

- *Improvements in process modeling and design tools, along with the use of Web 2.0 technology, mean you can develop applications at lower cost and with improved time to value—for the agility business demands.*
- *Collaboration capabilities empower business users to participate in the standards-based modeling and design of their processes—and to collaborate with IT staff in building applications based on those models.*

A powerful base product with options for expansion

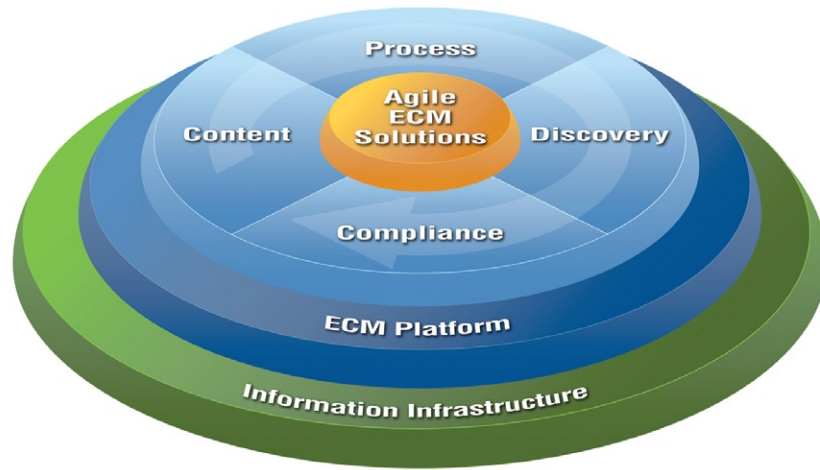
FileNet Business Process Manager 4.5 software includes the following components:

- IBM FileNet Process Engine
- IBM FileNet Process Designer
- IBM FileNet Process Analyzer
- IBM FileNet Process Simulator
- IBM FileNet Content Manager
- IBM FileNet Workplace Portal
- IBM Mashup Center
- IBM Enterprise Content Management Widgets

Options include:

- IBM FileNet Business Process Framework
- IBM FileNet Business Activity Monitor
- IBM FileNet Connector for Microsoft® Visio software
- IBM FileNet eForms for IBM FileNet P8

- *Development and collaboration tools help meet the needs of business and IT stakeholders better and faster—nurturing innovation and helping to improve user experiences and adoption.*
- *Integration with IBM Content Manager software means you can use information in Content Manager to initiate FileNet processes—and use FileNet processes to operate on active Content Manager software-based content—without having to migrate content.*



By leveraging the four pillars of ECM solutions from IBM — content management, business process management, electronic discovery (eDiscovery) search and analytics and regulatory compliance capabilities — you can create an agile ECM environment that can help your organization respond quickly to changing business demands.

You also get BPM benefits that include increased visibility and control of business processes for enhanced business performance management, and the ability to leverage ECM capabilities such as content management, compliance and discovery within business processes.

Using Web 2.0 technologies to get better results, faster

FileNet Business Process Manager 4.5 improves on traditional application development with a visual process model that drives the application. In addition to being model-driven, it leverages Web 2.0 technologies such as enterprise mashups from IBM, along with a set of standards-based widgets.

These ECM-based widgets are visual services that provide useful ECM and BPM functionalities. Widgets may tie to various data sources or to

applications. By assembling widgets and mashing their data together in a visual environment, you can easily and quickly build a flexible user interface and presentation layer for process- and content-based applications.

You can create situational applications quickly for new requirements. Subsequently, you may alter them easily when needs change. Just drag and drop the prewired dynamic content from IBM or third-party widgets, then link widgets to create a context-sensitive, information-on-demand user interface.

Using a paradigm based on the principles of service-oriented architecture (SOA), these component reuse and visual assembly capabilities translate to additional speed and flexibility in meeting business needs—for the agility your organization needs to compete today.



Involving more stakeholders for more effective development

Communication and collaboration between business people and IT staff are critical to effective application development. People can become frustrated and organizational goals can become blocked when stakeholders can't convey business needs and translate them into effective technical solutions. FileNet Business Process Manager 4.5 software is designed to bridge the communication and collaboration gap—by involving both business and IT in the development process.

FileNet Business Process Manager 4.5 empowers business users to participate in the standards-based modeling and design of their processes, and to collaborate with IT staff in building applications based on those models. The resulting collaboration can result in a range of benefits, including:

- *Faster development because business requirements—expressed as process models—directly drive applications.*
- *Enhanced usability, faster buy-in and greater appeal for end users.*
- *The ability to focus valuable business and IT resources on strategic projects instead of tactical issues.*
- *The potential for increased innovation arising from collaboration.*

Bottom line: FileNet Business Process Manager 4.5 can be a key player in developing solutions that can make

the business and its ECM environment flexible and more responsive to business demands.

Why IBM?

ECM solutions from IBM help the world's top companies to make better decisions, faster. As a marketplace leader in content, process and compliance software, IBM supports a broad set of mission-critical ECM solutions that help solve today's difficult business challenges: managing unstructured content, optimizing business processes and helping satisfy complex compliance requirements through an integrated information infrastructure.

And the rich IBM portfolio of process management, development framework, forms design and management, and activity monitoring and analysis solutions work together to automate and improve complex processes that support more efficient, nimble operations. More than 13,000 global companies, organizations and governments rely on ECM solutions from IBM to help improve performance and remain competitive through innovation.

For more information

For more information about IBM FileNet Business Process Manager 4.5 software, please contact your IBM sales representative or your IBM Business Partner, or visit:

ibm.com/software/ecm

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IBM Corporation
Software Group
3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
U.S.A.

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