



A Partner Solution for Cross Industry

An Easy-to-Use and Efficient Case, Process and Content Management Solution

IBM **Information Management** software

CENIT ECLISO

Partner Solution

■ **Target Industry**

Cross Industry

■ **Business Applications**

Case Management

Content Management

Claims Processing

Underwriting

■ **Products**

IBM Content Manager

*IBM FileNet Business Process
Manager*

IBM FileNet Content Manager

IBM FileNet Image Manager

Business Challenge

As organizations continue to struggle with data management in accordance with legal requirements and in support of flexible customer service, globalization and merger activity creates further challenges in the form of increased data volumes. Data consolidation and transparent information handling becomes hampered by the mere mass of content and the multitude of data sources. Many companies incorporate a variety of document and content stores, databases and archiving systems; best-of-breed approaches meant to fulfill departmental requirements and business objectives. Unfortunately, from a customer service perspective, these solutions only complicate the business and impede information-sharing capabilities.

Using IBM as the Enterprise Content Management platform, and federating these various content management and archiving systems, can result in a single point of access for content. CENIT ECLISO take this a step further by enabling business users to handle this single point of access as easily and efficiently as possible.

Solution

CENIT ECLISO generates consistent file structures for large data volumes from different sources and channels, and consolidates the data for efficient case, process and content management. ECLISO harmonizes processes through the use of an efficient input mask and the ability to define standardized forms for recurring types of data. This contributes greatly to a successful business process management program that complies with legal requirements, internal standards and unsolicited rules like corporate governance. A high performance client, ECLISO integrates deeply with client operating systems as well as important office applications like Microsoft Outlook and Lotus Notes. Diverse data handling needs are accommodated via consistent structures on the one hand and templates for free definition on the other. ECLISO's modular architecture allows for customization to company-specific needs and guarantees a seamless integration. Unlike web-based applications, it fulfills the most varied of requirements in terms of function, operations and integration, even in heterogeneous application environments.

ECLISO is online and offline applicable – a functionality which enables field staff to provide optimal customer service and flexibility. ECLISO also provides functionality for e-mail archiving and professional e-mail management. This solution was awarded the 2007 IBM Information On Demand Award.



Value Proposition

CENIT ECLISO's out-of-the-box search and case management functionalities eliminate the need for manual searches, saving companies up to 10 to 15 percent of users' time and vastly increasing customer satisfaction. Other benefits include:

- Provides efficient and convenient case, process and content management
- Facilitates the monitoring and auditing of business processes
- Enables users to work on tasks initiated by others in the organization
- Requires no database or data management outside of IBM ECM
- Requires no additional security, authorization or authentication
- Provides a user interface based on familiar Windows operating functions
- Easily and deeply integrates into IBM FileNet P8, Outlook, Lotus Notes and more
- Conforms to all key customer requirements

Company Description

CENIT is an internationally operating consulting and software company that employs more than 650 people. Focused on Product Lifecycle Management, Application Management Outsourcing and Enterprise Content Management solutions, the company is listed in Germany's Prime Standard. In addition to branches throughout Germany, CENIT has subsidiaries in the USA, Switzerland, France and Romania.

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