

A Business Partner Solution for the Cross Industry Sector

Bridging the Gap Between your Documents and Your Customers

Xenos – an Actuate company

Xenos ePresentment™ for IBM Content Manager OnDemand

Technology Description

Xenos ePresentment for IBM Content Manager OnDemand (CMOD) is an end-to-end offering that captures, transforms, indexes and packages a wide variety of print stream formats for high volume load into IBM CMOD using IBM's standard ARSLOAD procedure. Supported formats include: IBM AFP, Xerox Metacode/DJDE, PDF and TIFF documents.

On the retrieve side, the offering integrates IBM CMOD seamlessly and rapidly with corporate portals and web presences via IBM's ODWEK Interface to provide document search, hit list display, and document presentment functionality to Customer Support Representatives (CSRs) and customers. Logic can be applied during load or retrieve operations to combine documents together, split documents apart, repurpose content or provide additional metadata from external sources.

When users choose to retrieve a document, Xenos ePresentment accepts the customer request, retrieves the native print stream content and resources stored within IBM CMOD and transforms the content on-the-fly with sub-second response to presentment formats such as PDF, PDF/A, TIFF, PNG, XML and HTML.

With either a web service or Java API interface, Xenos ePresentment can be integrated flexibly in both multi-platform and z/OS environments. Business process flows and print stream transformation projects can be rapidly implemented and easily supported with a powerful graphical user interface.

Features & Benefits

- Java software designed for very high performance and scalability with connection pooling.
- Provides flexibility from a single interface for capturing, processing, indexing and packaging a wide variety of print stream, image, and PDF formats into IBM CMOD.
- Caches print resources locally, resulting in unprecedented performance and dramatically reduced bandwidth consumption and cost.



IBM Segment

- Enterprise Content Management

Business Function

- Content Authoring, Viewing, Editing

Target Industry

- Cross Industry



For more information,
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- Enables presentation format control through sub-second transformation on-the-fly.
- Leverages legacy document investment for new business applications through post-composition content repurposing and logical document merging.

Value Proposition

Driven by competitive pressure to improve the customer experience, organizations require an online, self-service model of customer interaction. The ability to promote online information availability and react promptly to in-person or telephone customer service requests provides competitive advantage and can significantly reduce operational costs.

Organizations today are facing many challenges:

- Rapidly and cost-effectively implement a high performance online presence.
- Deliver document fidelity with flexibility in choice of formats for dynamic presentation.
- Extract repurposable content for downstream applications, customers and partners.
- Reduce document archive storage requirements and costs.
- Provide advanced logging and system messaging.

Xenos ePresentment for IBM CMOD is designed for organizations that use CMOD to store high volumes of internal reports and customer-facing documents and need to make them available online to external consumers or internal CSRs to reduce customer support call volumes. Typical business application document types include: Statements, Policies, Correspondence, Marketing collateral, Quotes, Explanation of Benefits (EOBs), Declaration forms, Trade confirmations, and Mortgage loan applications.

Xenos ePresentment for IBM CMOD is a proven, installable and configurable application backed by a team of document experts unequalled within the industry.

Company Description

Xenos provides high-performance solutions that optimize enterprise content management (ECM) implementations by streamlining the movement of information across the enterprise and slashing document storage costs. Xenos solutions, based on the scalable Xenos Enterprise Server™, process, extract, transform, repurpose and personalize high volumes of data and documents for storage, real-time access, ePresentment, printing and delivery in numerous formats across multiple channels. Effective Feb. 1, 2010, Xenos became an Actuate company.

