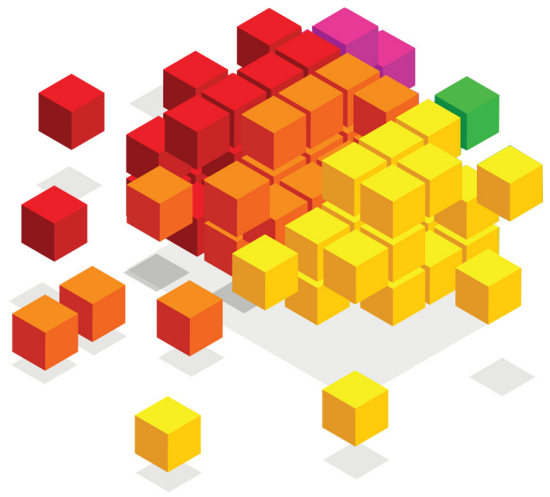


Chicago

Putting Content to Work
ECM UserNet 2011



April 19, 2011

Westin Lombard Yorktown Center
Lombard, Illinois

IBM



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My fellow IBM Enterprise Content Management colleagues,

Welcome to the annual 2011 Midwest User Group conference here in Lombard, Illinois. This year's theme "Putting Content to Work" promises to be an exciting and worthwhile event by providing you with quality information on products and solutions as well as the opportunity to network with fellow peers.

New this year is the customized, industry-specific content in three unique tracks covering Information Technology Professionals, Business Leaders, and RIM & Legal Experts. We hope this expansion will provide you new opportunities to collaborate with your corporate partners in looking for industry specific ECM solutions.

At various times during the conference, our exhibit hall will be open for you to visit and discuss your needs with the partners and product experts. They are here to provide you with solutions, so please take the time to stop by for a visit and take advantage of the resources provided for you. Without these sponsors, we would be unable to offer this event free of charge.

Each year we try to introduce some new ideas while keeping some of the tried and true ones that have worked well in the past. But we can only continue to improve when we hear from you, so please take the time to fill out the event survey as your feedback is an asset to the continued success of this conference. You are always welcome to stop one of the board members or any of your IBM ECM representatives to share suggestions as well.

Thank you for attending the 2011 Annual Midwest User Group Conference and we look forward to seeing you at the next quarterly meeting scheduled for August 18th.

Your Midwest User Group Board

Pamela Hassenplug

Julie Anderson

Mike DeQuardo

Geoff Wilde

Du Warren Gibson

Meeting Locations

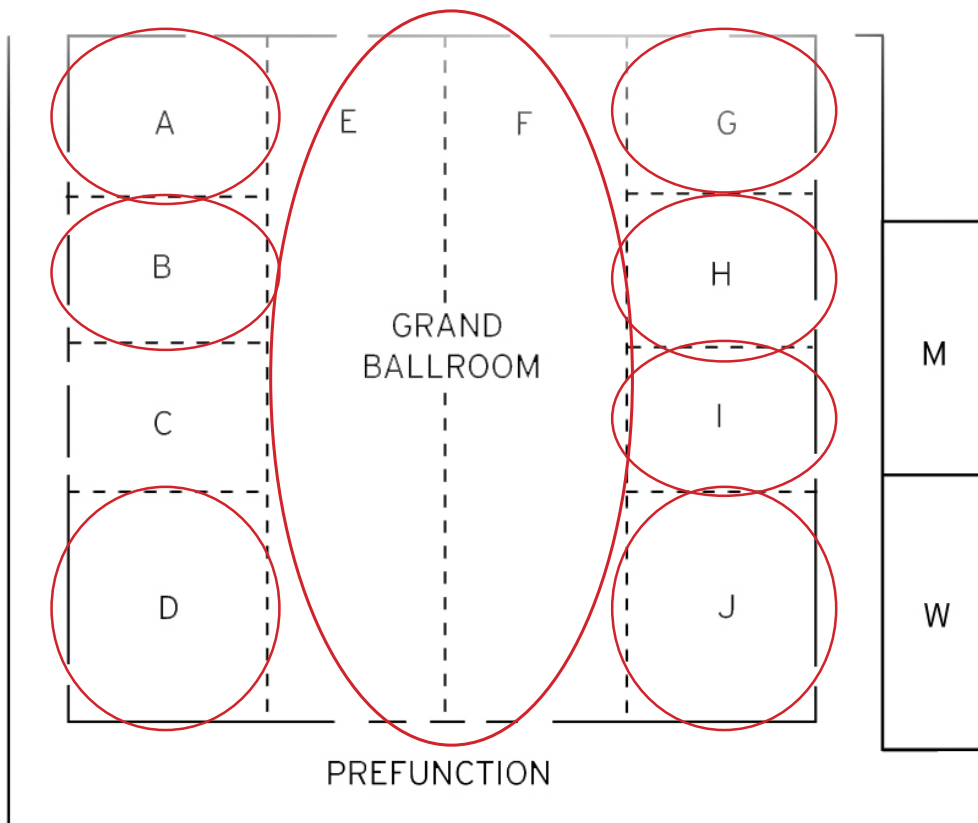
General Session

The general session/exhibits take place in the Grand Ballrooms E-F

Breakouts

Breakouts take place in the following meeting rooms:

- Grand Ballroom A
- Grand Ballroom B
- Grand Ballroom D
- Grand Ballroom G
- Grand Ballroom H
- Grand Ballroom I
- Grand Ballroom J
















Business	RIM & Legal	IT	Hands-On Lab	Customer Presentation
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Tuesday, April 19 th								
8:45am - 10:20am	General Session Keynote Address Phillip Jones, Enterprise Content Management Executive & Craig Rhinehart, Director, Products and Strategy IBM ECM Grand Ballrooms E-F							
10:30am	Break							
10:45am - 11:35am	Ballroom B Advanced Case Management in Government: The Roadmap for Effectiveness and Efficiency	Ballroom G Where is the Need for Advanced Case Management in Banking and Financial Markets?	Ballroom H Going Beyond Claims with ECM	Ballroom I How to Leverage Enterprise Content Management to Solve Today's Pressing Information Governance Problems	Ballroom D What's New from IBM ECM for IBM FileNet P8 Customers	Ballroom J What's New from IBM ECM for IBM Content Manager Customers		
11:35am	Break							
11:45am - 12:35pm	Ballroom G IBM's Advanced Case Management - Delivering Better Customer Outcomes	Ballroom H IBM Watson and IBM Content Analytics	Ballroom D Too Much Content: Addressing the Challenges Faced by Today's Organizations	Ballroom I IBM Document Capture Strategy and Product Update	Ballroom A IBM Case Manager Hands-On Lab	Ballroom B Best Practices: Building a Next-generation Information and Records Management Archive Using IBM FileNet P8, IER and N Series Storage	Ballroom J IBM FileNet Content Manager Update	
12:35pm	Lunch and Vendor Expo Grand Ballrooms E-F							
2:15pm - 3:05pm	Ballroom G How Marketing, Product Mgmt, Facilities, Customer Service and HR Organizations Use IBM ECM...	Ballroom H Unlock Valuable Insight from Enterprise Content with Content Analytics	Ballroom B Helping Your Legal Department Meet Information Obligations and Reduce Risks	Ballroom D Production Imaging Edition and other IBM Imaging Solutions Update	Ballroom J IBM Case Manager Product Update	Ballroom A Datacap Taskmaster Capture Hands-On Lab	Ballroom I Teaching an Elephant to Dance: Using IBM CMOD to Manage Petabytes of Data with Ease	
3:05pm	Break							
3:15pm - 4:05pm	Grand Ballroom Business Roundtable Topics: Operational Efficiency Compliance Case Management Content Analytics Document Management & Imaging Moderated by InformationWeek	Ballroom D Records and Retention Management for Reduced Risk and Cost	Ballroom G Create Rapid Business Insight with Content Analytics	Ballroom B IBM FileNet Business Process Manager Product Update	Ballroom H IBM Content Manager OnDemand Product Update	Ballroom J Social Business Meets Enterprise Content Management		
4:05pm	Break							
4:15pm - 5:05pm	Grand Ballroom Business Roundtable Topics: Operational Efficiency Compliance Case Management Content Analytics Document Management & Imaging Moderated by InformationWeek	Ballroom B Reducing the Costs of Explosive Growth with a Smarter Approach to Archiving	Ballroom D Information Lifecycle Governance Tech Talk and Product Update	Ballroom G Create Content Analytic Solutions that Deliver Deep Business Insight	Ballroom J Office Document Management and SharePoint Update	Ballroom H IBM FileNet System Monitor Product Update		
5:05pm	Reception Sponsored by NetApp Grand Ballrooms E-F							

Presentation Information

Category	Breakout	Speaker(s)	Summary
Keynote	The Business Value of ECM: Insights from the C-Suite to the Mailroom	Craig Rhinehart	The business of enterprise content management has changed considerably. Today's businesses need faster, deeper business insight. But you can't have insight into your business without insight into your content. IBM commissioned three global studies of CEOs, CIOs and CFOs. The results will be discussed in the context of ECM, showing how business leaders can use the information today to help their companies stand out in a complex world. You will also learn practical advice involving the latest IBM ECM strategies around document imaging and capture; social content management; advanced case management; content analytics, and information lifecycle governance.
	Advanced Case Management in Government: The Roadmap for Effectiveness and Efficiency	Campbell Robertson	Many organizations grapple with a strategy for ECM deployments. The need for converging technologies to improve case management or information lifecycle governance is paramount. This session will illustrate two use cases of clients who have or are implementing various stages of Advanced Case Management (ACM). ACM is the transformative model for: incorporating structured with unstructured information while enforcing advanced rules and business processes; providing a collaborative environment to capture all decision making aspects; and for employing content analytics to derive even greater knowledge. An Impact Analysis Tool will be discussed, allowing participants to start to build a business case for ACM.
	Best Practices: Building a Next-generation Information and Records Management Archive Using IBM FileNet P8, IER and N Series Storage	Nathan Walker & Kevin Kearns	To meet the record retention, compliance, archive and eDiscovery challenges facing businesses today, Viewpointe needed a robust, next-gen environment capable of extremely high transaction rates and nearly zero planned downtime with low management costs. Viewpointe created OnPointe™, the trusted solution for digital storage and records management. The first step in building OnPointe™ was to deploy a proof of concept (POC) utilizing IBM FileNet P8 ECM for a major US bank. The goal was to create a hosted, managed solution that reduced cost, risk and cycle time for multiple bank data management applications, and the same time to develop the tools required to support ingestion and management of numerous data types. By implementing this POC in 2009, we not only met our business requirements, but we also leveraged the unique dev/test capabilities to bring our new OnPointe™ services online. This POC validated our plan to use IBM N series unified storage for a production rollout. Throughout 2010, Viewpointe worked with IBM to solidify the OnPointe™ architecture with FileNet P8, CMOD, N series storage, and other IBM ECM and analytics tools.
	Compliance Roundtable	Dan Bigos	Roundtable discussion with your peers, industry and product experts
	Case Management Roundtable	Alan Horton-Bentley	Roundtable discussion with your peers, industry and product experts
	Content Analytics	Campbell Robertson	Roundtable discussion with your peers, industry and product experts
	Create Content Analytic Solutions that Deliver Deep Business Insight	Rashmi Vittal	Organizations continue to seek new ways to integrate business insight derived from their unstructured enterprise content to gain competitive advantage. While IBM Content Analytics enables you to find, assess and derive insight from enterprise content through its "rapid insight" experience, it also enables "deeper insight" through the integration and customization with other systems and solutions. Come learn how IBM Content Analytics can enable your organization to create deep insight through other systems like business intelligence, predictive analytics, industry vertical solutions and IBM Case Manager, and see how Content Analytics can be used as content middleware to integrate unstructured data with data warehousing and other structured data systems.
	Create Rapid Business Insight with Content Analytics	Rashmi Vittal	Increasingly, your knowledge workers are being challenged to develop business insight from unstructured enterprise content to help retain customers, reduce fraud and address new market opportunities. IBM Content Analytics is a platform that optimizes decision making by finding, assessing and deriving insight from enterprise content. Come see a demonstration of Content Analytics that will show you how your organization can create "rapid insight" from unstructured, enterprise content within days and weeks by enabling your knowledge workers to organize and understand their data using hands on visualization and exploratory tools.
	Datacap Taskmaster Capture Hands-on Lab	Amit Saha & Greg Rochocki	IBM Datacap Taskmaster Capture is the latest addition to IBM's suite of ECM products, and with it, IBM has acquired an industry innovator in the intelligent capture arena. Datacap Taskmaster easily distributes content capture, be it paper, faxes or even emails; and it automatically classifies, separates and extracts important data elements. This lab will introduce you to some of Datacap's key differentiators, including fingerprinting technology and advanced data validation capabilities.
	Document Management & Imaging Roundtable	Phillip Page	Roundtable discussion with your peers, industry and product experts



Category	Breakout	Speaker(s)	Summary
	Going Beyond Claims with ECM	Joe Dzigiel	Most asset intensive organizations have separate document and asset management systems. These systems are frequently silos within operations and/or engineering departments. However, input from multiple departments is necessary to supply knowledge workers with information that's necessary to perform crucial jobs. Maintenance personnel carrying out work scheduled and managed by EAM systems may not have easy access to all the information they need to perform the work. An integrated EAM and FileNet solution bridges the gap between silos in operations, maintenance and engineering, resulting in trusted content, optimized processes and ensured corporate compliance. The primary benefits of this are reduced maintenance costs, improved safety and increased plant availability.
	Helping Your Legal Department Meet Information Obligations and Reduce Risks	Doug Magnuson	General Counsel today are ill equipped to manage their obligations for information and face a stark reality: too much risk. The litigation and discovery, privacy, and regulatory obligations for information have gotten infinitely more complex as companies expand globally to face new country legal obligations, US discovery rules change significantly, and information volume and diversity explode. Unfortunately, most corporate legal departments are not well versed in business process or information management and need expert guidance from seasoned project and information professionals. This session will help ECM leaders understand: <ul style="list-style-type: none"> • The causes and effects of too much information-based legal risk • The stakeholders in defining and meeting legal obligations for information • A process maturity model and assessment tool for determining and addressing the root causes within attendees' own organizations • Approaches to developing an internal business case and ROI model for systematically lowering legal risk • How attendees can build on their existing technology assets and skills to lower legal risks and • How IBM's ECM products drive a sizeable ROI from defensible disposal for the CIO and the enterprise

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Category	Breakout	Speaker(s)	Summary
	How Marketing, Product Management, Facilities, Customer Service and Human Resource Organizations Use IBM ECM to Increase Efficiency, Reduce Costs, Improve Quality and Go Home Early on Friday Afternoons	Dan Bigos	Learn how IBM ECM enables customers to develop and deliver better products, provide better customer service at lower cost, manage human resource activities more efficiently, reduce maintenance cost and extend the life of facilities and capital assets, and achieve greater supply chain efficiency. Examples are drawn from actual customer use cases worldwide and present best practices. Quantifiable benefits will be cited. This is the business-oriented session that your marketing, product management, facilities or operations, customer service and human resources colleagues would have attended if you had invited them. A copy of IBM's white paper "Improving the Efficiency, Accuracy and Cost Effectiveness of Core Business Activities" will be provided to all attendees.
	How to Leverage Enterprise Content Management to Solve Today's Pressing Information Governance Problems	Doug Magnuson	This session will discuss some of the biggest enterprise information problems today and how seasoned ECM practitioners can leverage their expertise and advance their careers by tackling problems that cost organizations hundreds of millions each year. The results of a recent Compliance, Governance, and Oversight Council (CGOC) Information Governance Benchmark Report will be presented which highlight the gaps in information processes across business, legal, records and IT stakeholders, help quantify the impact on the enterprise, and provide guidance on mitigating the gaps and lowering total information and compliance costs. ECM leaders will learn how their skills can help legal and IT executives break through organizational and process barriers. A copy of the CGOC's "Information Governance Benchmark Report in Global 1000 Companies" will be provided to all attendees.
	IBM's Advanced Case Management - Delivering Better Customer Outcomes	Michael Green	IBM's Advanced Case Management strategy gives your knowledge workers the ability to deliver better results for your customers. Today's challenge is to optimize the outcome of all the interactions between your organization and its constituents, whether citizens, consumers, or business partners. The ultimate goals are to improve service, increase loyalty, and grow revenue while efficiently addressing internal processes and policies. Using industry scenarios and use cases, we will describe how IBM Case Manger can be used to provide better solutions for servicing your customers, managing incidents, or conducting investigations - with a clear focus on delivering successful outcomes.
	IBM Case Manager Hands-on Lab	Marianne Mansfield & Miguel Morna Freitas	IBM Case Manager unites information, process, and people to provide a 360-degree view of case information. In addition to content and process management, IBM Case Manager utilizes advanced analytics, business rules, and collaboration to help drive more successful, optimized case outcomes. In this hands-on exercise, these capabilities will be explored as you perform the roles of several case workers.
	IBM Case Manager Product Update	Michael Green	This session will cover the newly released IBM Case Manager 5.0 product which runs on top of IBM FileNet BPM 5.0. We will cover all major components of IBM Case Manager including Case Builder, the new widget-base Case UI, and Case Analytics. In addition, we will discuss the other major components of IBM Case Manger, including IBM Content Analytics, ILOG JRules, Sametime, and WebSphere Process Server integration.
	IBM Content Manager OnDemand Product Update	Louise Hawley	Learn about important new capabilities introduced with CMOD MP v8.5. and CMOD z/OS v8.5. And discover how to further lower CMOD storage costs with Enhanced Retention. Managing enterprise report data is critical to customers being able to reduce costs, increase user productivity and increase customer satisfaction by providing fast access to essential report and print content required by 'front' and 'back' office applications. IBM Content Manager OnDemand (CMOD) leverages your enterprise report documents from within your ECM Content, Process and Compliance applications.
	IBM Document Capture Strategy and Product Update	Philip Page	With the acquisition of Datacap, IBM significantly expanded its document capture portfolio to offer distributed thin client capture, SOA-based advanced capture process management, and advanced capture automation to make enterprise capture a reality. Datacap introduces IBM's first complete capture offering for IBM Content Manager--in addition to FileNet and third party content repositories--built upon innovative technology that provides more deployment options and approaches--built upon technology that adapts easily to change, and lowers the cost and risk of enterprise capture operations. This session will provide a detailed update on IBM's document capture strategy, the latest Datacap release, which is now available through IBM, and the latest developments in FileNet Capture.



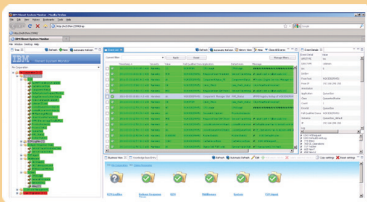
Category	Breakout	Speaker(s)	Summary
	IBM FileNet Business Process Manager Product Update	Michael Green	This session will provide a comprehensive update of IBM FileNet Business Process Manager (FileNet BPM) with a focus on the newly released version 5.0. We will cover all major components, including the Java process engine implementation, process designer, widgets and mashups, eforms, Business Process Framework and Cognos Real Time Monitor (formerly CognosNOW!). In addition we will discuss considerations for customers interested in implementing IBM Case Manager with FileNet BPM.
	IBM FileNet Content Manager Update	Joe Demarco	IBM FileNet Content Manager has matured into an offering that goes far beyond core content repository functions. It now includes non-chargeable components* such as DB2, WebSphere Application Server, Content Federation Services (CFS), FileNet Content Manager SharePoint Web Parts, FileNet Integration for Microsoft Office, WorkPlace XT and DITA standards for advanced document management. Learn more about the latest capabilities of IBM FileNet Content Manager v5.0, and see how its many features and components provide a broad and flexible platform for the FileNet P8 family of offerings. Making Essential ECM a reality, IBM FileNet Content Manager enables your company to take advantage of the content management repository which offers the greatest depth and breadth of functionality in the industry. * restricted use license terms apply
	IBM FileNet System Monitor Product Update	Steve Bass	Learn about important new capabilities introduced with FSM 4.5. And discover new ways that FSM can monitor your infrastructure with Business Views. IBM FileNet System Monitor proactively monitors the health of IBM FileNet Systems to increase uptime and reduce your Total Cost of Ownership. Meet your service level agreements, and provide unique visibility to Line of Business owners within your organization. FileNet System Monitor (FSM) is the tool of choice for monitoring of the ECM platform. Reduce problem diagnosis and resolution time while providing a single point for control for a distributed system.
	IBM Watson and IBM Content Analytics	Rashmi Vittal	Between February 14 & 16, an IBM computer called "Watson" competed on Jeopardy!, beating two of the show's most successful contestants--Ken Jennings and Brad Rutter. More than just a game player, Watson is a breakthrough in the scientific field of open-domain Deep Question Answering and Natural Language Processing (NLP). Come learn how you can leverage IBM Content Analytics and the same NLP technology found in Watson to develop answers to your critical business questions.
	Information Lifecycle Governance Tech Talk and Product Update	Laurence Leong	IBM Information Lifecycle Governance (ILG) solutions enable organizations to more effectively retain, classify and archive information, efficiently meet eDiscovery obligations, and defensibly dispose of information, to lower both cost and risk. Learn about the latest ILG product updates (including Content Collector, eDiscovery, Enterprise Records, PSS Atlas and related products).
	Office Document Management and SharePoint Update	Steve Studer	SharePoint and Office Document Management are very popular topics these days, Learn how IBM can enable and extend Microsoft SharePoint and Office Document Management to leverage high value content combined with a comprehensive ECM application support. This session will cover SharePoint (WSS 3.0, MOSS 2007 & SharePoint 2010) Office 2003-Office 2010, CMIS and more.
	Operational Efficiency Roundtable	Joe Dzigiel	Roundtable discussion with your peers, industry and product experts
	Production Imaging Edition and Other IBM Imaging Solutions Update	Philip Page	While IBM continues to develop its FileNet Image Services, Image Manager Active Edition, and related products, it recently announced IBM Production Imaging Edition (a solution bundle comprising Datacap Taskmaster, FileNet Content Manager, imaging-centric workflow components, and Daeja ViewONE Pro). This presentation will provide an update on current and upcoming imaging product releases, and a detailed look at Production Imaging Edition.

Category	Breakout	Speaker(s)	Summary
	Records and Retention Management for Reduced Risk and Cost	Doug Magnuson	<p>Records and information management leaders today need to meet and prove compliance with regulatory obligations, and also need to manage retention across business units and information sources. This session will help ECM and Records Information Management leaders learn more about how to extend their skills and technology assets to manage more information in concert with information and records policies to lower risk and cost, including:</p> <ul style="list-style-type: none"> Managing the complete records lifecycle, including records declaration, file plan design, classification, physical records, federation, disposition and more Developing the business case for records management and for value-based retention Managing records and retention for all information Special challenges in managing a global information initiative How to extend existing investments in IBM's ECM products to lower information cost and risk
	Reducing the Costs of Explosive Information Growth with A Smarter Approach to Archiving	Doug Magnuson	<p>Many organizations are faced with uncontained information growth across email, files, SharePoint, SAP and other application data that is exceeding current infrastructure and is driving cost up and efficiency down. This session will help ECM experts understand:</p> <ul style="list-style-type: none"> The problems presented by explosive information growth across multiple information types The challenges with first-generation email archiving solutions How to extend an IBM ECM foundation with a smarter approach to archiving
	Social Business Meets Enterprise Content Management	Steve Studer	<p>Social and collaborative tools integrated with enterprise content are transforming how people interact, work and leverage information. As the market leader in ECM software, IBM is bringing social business capabilities to high-value, content-related applications and use cases. Join us in learning how IBM's social software and ECM portfolio together are enabling organizations to make better decisions faster by connecting people to content--and driving real business results.</p>
	Teaching an Elephant to Dance: Using IBM CMOD to Manage Petabytes of Data with Ease	Zev Rubenstein & Kevin Kearns	<p>As service demands grew, Viewpointe needed to enhance its industry-leading Check Archive service to keep pace with the growing petabytes of data under management while concurrently optimizing both performance and cost. Our platform of choice was IBM Content Manager OnDemand (CMOD) using IBM N series storage to enable extremely high transaction rates and availability. Throughout 2010, Viewpointe began transitioning to new IBM N series storage. At this time we have migrated approximately half of the 25 petabytes of check images Viewpointe manages for its banking customers. We have found that this technology combination of CMOD and N series storage has exceeded both our internal and customer expectations for data reliability, cost and performance. The transition to N series storage continues as we proceed with our all-disk and technology refresh projects.</p>
	Too Much Content: Addressing the Challenges Faced by Today's Organizations	Julie Vaccaro & Laurence Leong	<p>IT departments today face a daunting problem that they simply can't solve alone: too much content. In fact, the CIO's budget is rapidly being eroded by the heavy cost of managing endless information waste which undermines the ability to make strategic IT investments. This session will cover:</p> <ul style="list-style-type: none"> The causes and effects of too much content The stakeholders who have a role in determining what to dispose of and when A process maturity model and assessment tool for determining and addressing the root causes within attendees' own organizations Approaches to developing an internal business case and ROI model for defensible disposal How attendees' can build on their existing technology assets and skills to break the cycle of data accumulation and lower enterprise information costs How IBM's ECM products drive a sizeable ROI from defensible disposal for the CIO and the enterprise



Category	Breakout	Speaker(s)	Summary
●	Unlock Valuable Insight from Enterprise Content with Content Analytics	Julie Vaccaro	Forward-looking organizations are recognizing new opportunities to optimize their business operations through insights gained from their unstructured enterprise content. Our customers are using these new insights to improve customer care, better assure product quality and detect and mitigate fraud by analyzing business interactions using Content Analytics. Join us to learn how your lines of business can leverage the power of content analysis to unlock valuable business insights from your enterprise content.
■	What's New from IBM ECM for IBM Content Manager Customers	Steve Studer	In this session, you will hear the latest updates on IBM ECM products, including new releases as well as new capabilities in existing products such as IBM Content Manager, Datacap, Content Manager OnDemand, and Case Management, Compliance and Analytics suites.
■	What's New from IBM ECM for IBM FileNet P8 Customers	Joe DeMarco	In this session, you will hear the latest updates on IBM ECM products, including new releases as well as new capabilities in existing products such as IBM FileNet Content Manager, Case Management, Production Imaging, Content Manager OnDemand, and Compliance and Analytics suites.
●	Where is the Need for Advanced Case Management in Banking and Financial Markets?	Alan Horton-Bentley	While the World's Financial Markets struggle to recover from the negative effects of the credit turmoil, new regulation and improved business processes will be adopted in an effort to regain trust, drive down costs and avoid unacceptable risk exposure. As a result, the Industry remains focused on the following Imperatives: <ul style="list-style-type: none"> • Improving liquidity via profitable and controlled growth • Regaining investor and client trust by reducing risk and increasing transparency • Reducing costs by improving efficiency This session centers on where IBM believes Advance Case Management will have a positive impact on addressing these important imperatives.

SERVICE LEVEL MANAGEMENT FOR ENTERPRISE ECM PLATFORMS

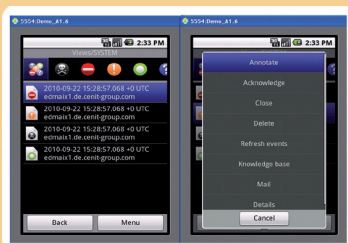
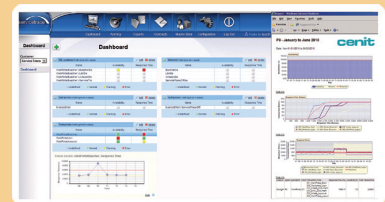


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Exhibition Area

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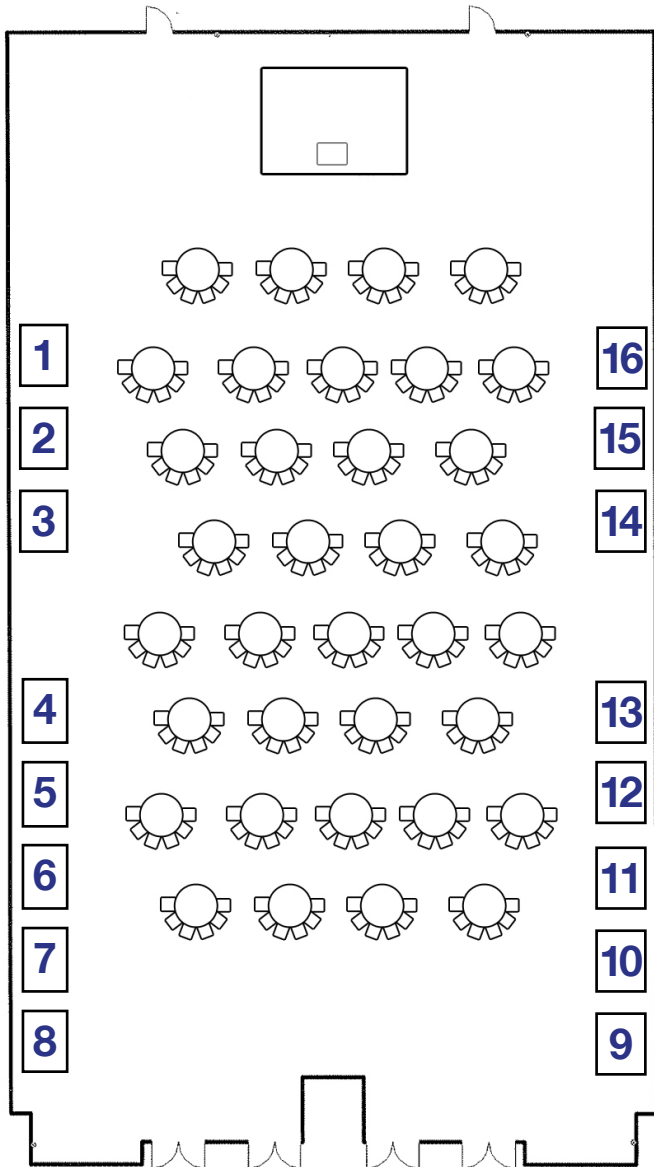



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	<p>NetApp creates innovative storage and data management solutions that deliver outstanding cost efficiency and accelerate business breakthroughs. Our dedication to the principles of simplicity, innovation, and customer success has made us one of the fastest-growing storage and data management providers today.</p> <p>Customers around the world choose us for our “go beyond” approach and broad portfolio of solutions for server-to-storage virtualization, business applications, data protection, and more. Our solutions provide nonstop availability of critical business data and simplify business processes so companies can deploy new capabilities with confidence and get to revenue faster than ever before.</p> <p>Discover our passion for helping companies around the world go further, faster at www.netapp.com.</p>
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	<p>Automation Assistance has been a national innovator in Enterprise Content Management (ECM) and Business Process Management (BPM) since 1986. We assist in streamlining your organization’s essential processes by providing a full range of services customized to the precise needs of your business. Our services include strategy, architecture, design, development, mentoring and optimization. We are an IBM ValueNet partner and have been aligned with FileNet since 1997.</p> <p>Automation Assistance’s work with our valued clients has been recognized with industry awards. Automation Assistance has earned an esteemed reputation for creating innovative solutions for our clientele. Our specialty is integrating IBM/FileNet products with your line of business applications and complimentary “best of breed” technologies. We deliver solutions that impart a tangible value to our clients; reducing exceptions, improving efficiency and reducing processing time.</p> <p>Visit our booth for a demonstration of our Easy Ingest and Bulk Ingest solutions.</p>
	<p>CENIT is specialized in Service Level Management for IBM ECM, providing IBM FileNet System Monitor (FSM) implementations, trainings and value-adding solutions for enduser performance management and configuration management. CENIT projects are turnkey implementations tailored to customer-specific needs, enriched with CENIT Best Practices. Focusing on Service Level Management CENIT’s FSM implementations go beyond the core IBM ECM components, covering all applications and systems that build the IT Service ECM / BPM – including 3rd party and homegrown solutions e.g. for Input & Output Management. Value-adding solutions enrich the functionality of FSM: ServiceTracer provides the ECM administrators with insight into their enduser’s service quality experience by measuring response times for ECM frontend applications for typical use cases in any location. The CENIT ValuePack extends FSM with an autodiscovery of the ECM platform’s hardware & software configuration and mobile applications to access the FSM Console with smartphones. www.cenit-group.com</p>

Silver Level Sponsors

	<p>Bowen ECM Solutions is an independent software vendor (ISV) that develops applications that integrate with IBM FileNet P8 ECM repositories. Our solution portfolio includes Panagon Content Services to P8 migration software which easily migrates documents, folders, compound documents, links and annotations to FileNet P8 systems. Our unique data migration approach allows day one, hour one migration from CS libraries to FileNet P8 with extensive audit capabilities and multithreaded high speed import.</p> <p>In addition to migration software our .net user interface for FileNet P8 is the is a comprehensive solution for end users, power users and administrators. Included features are large search capability, bulk printing, bulk loading, bulk metadata and security updates, relocate content areas, reporting, drag and drop, folder operations, scanning and barcode generation, TIF to searchable PDF conversion, choice list management and ability to easily copy data between p8 systems.</p>
	<p>ECMG, LLC (Enterprise Content Management Group, LLC) provides innovative software and world-class consulting services focused exclusively on Enterprise Content Management (ECM) and Content Exchange. Founded in 2005 by ECM professionals, ECMG has developed an experience base and demonstrated best practices on all the major ECM platforms. ECMG’s Content Transformation Suite (CTS) is a standards-based suite of tools and XML-based models that enable content exchange. CTS allows IT professionals to maximize their ECM investments by facilitating the core practices of Content Exchange such as content migration, taxonomy mapping, metadata transformations, universal bulk loading, and more. ECMG and CTS are used extensively within the Energy, Oil and Gas, Utilities, Financial, Manufacturing and Government sectors. For more information please contact us at www.ecmg.com.</p>

	<p>An IBM Premier Business Partner, enChoice® offers the most comprehensive range of enterprise content management solutions and services available, from system design and installation to deployment, hosting, and single-point-of-contact support. Solutions are offered for a wide range of business needs including content management, business process management, records management, and data protection. The company delivers fast ROI by leveraging KwikWork®, its award-winning universal user interface, to deploy IBM® FileNet® P8 quickly, easily, and cost-effectively. It is also the only company offering business continuity solutions such as CYA SmartRecovery™, its application-aware hot backup and granular recovery solution for P8 that maximizes availability while providing complete protection from all types of information loss and corruption. enChoice is a recipient of the 2009 IBM Most Distinguished Achievement Award, and possesses unrivaled ECM expertise, with over 500 implementations and 200 certifications.</p>
	<p>Fairfax Data Systems, Inc. We are a solution provider specializing in ECM.</p> <p>We provide our customers with the ability to leverage ECM technology to reduce operational costs, streamline operations, and focus on the growth of their business. Our Services are designed to:</p> <ul style="list-style-type: none"> • Migrate you to the FileNet ECM platform • Consult with your IT and Business Users to determine how a FileNet ECM solution may best be used to solve a particular specific needs • Implement your FileNet system to the needs of your environment • Develop and Integrate a FileNet solution into your core business systems • Support your FileNet ECM system from required upgrades to production support <p>Let our Fairfax ECM services help you focus on the growth of your business by driving revenue rather than spending time on developing and maintaining your ECM.</p> <p>“Why Wait? “Intelligent Capture Solutions Are Here” Come find out how we are leveraging IBM’s newly acquired DataCap Product!</p>
	<p>Genus Technologies, an IBM Premier partner, specializes in ECM, portal and collaboration solutions built on IBM FileNet and Content Manager. Genus offers a broad spectrum of ECM services including design, development and optimization of Kofax and Datacap capture systems, ECM installation/configuration and content migrations. The Midwest’s largest, most experienced Kofax partner, Genus staff are certified to implement and support all Kofax products including Kofax Transformation Modules (KTM) and Front Office Server. Additionally, Genus engineers provide comprehensive design and development support for all Datacap products.</p> <p>Content system migrations present unique business and technical challenges. With years of experience and millions of documents migrated, Genus has refined its methodology and developed production tools to efficiently and reliably migrate content from source to target systems. Document format conversions, annotation restoration and data model improvements are all addressed in a highly structured process that minimizes exceptions, staff intervention and project cost.</p>
	<p>Image Process Design, Inc. (IPD), an IBM partner, focuses on delivering highly responsive Process and Content Management-based solutions to mission-critical processes for leading organizations across the United States and Canada. IPD is a recipient of the IBM Case Manager Pioneer Award and is proud to be one of the few partners selected to participate in the IBM Advanced Case Management Early Adopter Partner Program.</p> <p>Leveraging the newly released IBM Case Manager platform as their foundation, IPD’s transformational ACM Solutions provides powerful case management capabilities without replacing your existing administration systems. IPD ACM solutions manage insurance cases of virtually all types (enrollments, underwriting, authorizations, claims, credit application, lease processing, etc.) from inception to completion; bringing together:</p> <ul style="list-style-type: none"> • Information (content, data, analytics, audit trails) • Optimized processes (insurance-specific workflows, events, rules automation) • Human interactions (decisions, exceptions, collaboration) <p>We welcome the opportunity to discuss with you the benefits of advanced case management.</p>
	<p>Informative Graphics Corporation is the leading developer of viewing, collaboration, redaction and publishing software.</p> <p>Brava!® is IGC’s flagship product-line offers viewing, annotation, redaction and secure content sharing in a single, intuitive interface. Brava supports virtually any file, including Adobe® PDF, TIFF, Microsoft Office and all popular image and CAD formats. Brava is integrated with IBM FileNet P8 to allow organizations to more easily collaborate with colleagues, suppliers, and customers.</p> <p>Redact-It® is IGC’s market-leading family of redaction products which uses patent-pending technology to remove sensitive content and privacy information as an effortless part of business processes. Redact-It works with any format and creates a PDF, TIFF or IGC’s own Content Sealed Format (CSF) rendition of the redacted file, leaving the source document untouched. Redact-It is integrated with IBM FileNet Capture and IBM eDiscovery Manager to help with complete document security both inside and outside of the enterprise.</p>



	<p>Miria Systems and Sword-CTSpace are working together to deliver the right mix of people having the business knowledge and technical experience necessary to assist your organization in the deployment of Engineering Document and Drawing Management solutions.</p> <p>Sword's Fusion Enterprise supports distributed project and owner teams, automating key project document control procedures using 100% web-based software. Fusion Enterprise ensures that all project information is captured, processed and delivered rapidly. The solution's advanced transmittal and distribution management tools replace slow, repetitive clerical processing.</p> <p>Miria is an IBM Premier Business Partner and FileNet ValueNet/Support Provider, with offerings focused on Asset Management for the Energy / Utilities market including engineering document management, work order management, and environmental compliance.</p> <p>Sword and Miria deliver high-value business applications to the world's largest companies. Both companies, leaders in Business Process Improvement, help their customers across regulated industries optimize performance, increase efficiencies and maximize ROI.</p>
	<p>Quark® and IBM® Enterprise Content Management partner to provide integrated agile information solutions to help organizations author, reuse and repurpose content through a Microsoft Office application.</p> <ul style="list-style-type: none"> • Enables content reuse for automated publishing to print and Web • Integrates business process management into publishing processes • Provides easy-to-use XML content authoring that produces validated XML • Incorporates content management, records management, eDiscovery and dynamic publishing • Offers ability to extend solution to include case management and integration with Quark Publishing System <p>This DITA-based solution built on IBM FileNet® Content Manager and Quark XML Author™ for Microsoft Word offers an integrated editorial process for intelligent content publishing of:</p> <ul style="list-style-type: none"> • Technical documentation • Government publications (tax guides, legislation, building & safety codes) • Financial research reports (XBRL & RIXML) • Banking and insurance (benefits, policies, terms and conditions) <p>For more information visit www.ibm.com/software/dita and www.quark.com or contact JGrillos@quark.com.</p>
	<p>VirtualViewer®, Snowbound's pure HTML Zero Footprint viewer makes reviewing, collaborating, and processing documents quick and easy. It gives you anytime, anywhere access to your documents whether on your computer or on the go with your mobile device. VirtualViewer integrates with your IBM and FileNet application(s) to provide a universal User Interface for users to quickly and securely view, annotate, redact, and manipulate multiple formats including: PDF, Word, Excel, IBM ImagePlus MO:DCA (AFP, IOCA, MMR, PTOCA), TIFF, and more. VirtualViewer is the only pure HTML viewing solution you need to view virtually ANY document or image format, on ANY platform, anywhere. Complimentary trials/demos available at www.snowbound.com.</p>
	<p>Softech & Associates is an IBM FileNet Business Partner that has been implementing FileNet ECM solutions and providing FileNet migrations since 1994. Softech is a leading provider of flexible client configurable document imaging and workflow solutions and tools that allow IBM ECM customers to better leverage their investment.</p> <p>Softech provides consulting services expertise in IBM ECM solution design and architecture, system installation, implementation, application development, release upgrades, FileNet P8 migrations, high-speed document import/export, volume image conversions, media migration, system conversion and FileNet application, database and hardware platform migrations. As an authorized IBM FileNet Technical Support Provider Softech provides direct customer support to FileNet clients.</p> <p>Softech is ready to assist customers that require upgrades to their FileNet systems (Image Services/P8 Content Manager), migration from FileNet Report Manager to IBM CMOD or migration of archived data out of your OSAR to NetApp, MSAR or CSAR. www.softechis.com</p>
	<p>TriTek Solutions, an IBM ECM Software partner since 1998 and Premier PartnerWorld member, has become the leader in the design, development and delivery of Enterprise Content and Business Process Management solutions. Offering industry-specific applications for the financial services, insurance, utilities and government verticals, TriTek is dedicated to solving the greatly varied and complex business problems of its customers. Having earned the distinguished honor of IBM FileNet North American Partner of the Year three of the past 7 years, TriTek's community-wide leadership status in the implementation of IBM FileNet-based ECM and BPM solutions is consistently recognized.</p>

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