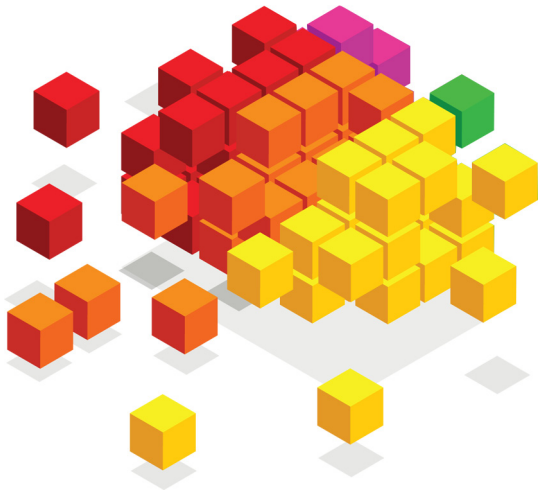
Minneapolis

Putting Content to Work

ECM UserNet 2011



May 12-13, 2011

Sheraton Bloomington Hotel Minneapolis
Bloomington, Minnesota

IBM

Don't miss the 2011 ECM UserNet Virtual Conference

Recognizing that there's just no way to attend all the UserNet breakouts, plan now to attend the 2011 Virtual UserNet conference. An extension of the annual Regional UserNet event series, you will be able to:

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- Learn about leading industry solutions in the comfort of your own office
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- Network – Leverage the chat functions to share ideas for using information to drive ROI, reduce costs, manage risk and improve case management.
- **Attend for free!**

Register today at: **http://bit.ly/virtualUN**

To our IBM Enterprise Content Management colleagues,

Welcome to the annual 2011 Great Plains User Group conference here in the Minneapolis/St. Paul area!

This year's theme "Putting Content to Work" promises to be an exciting and worthwhile event that provides quality information on products and solutions as well as a network of IBM ECM peers.

New this year is the industry-specific content in three tracks covering Information Technology Professionals, Business Leaders, and RIM and Legal Experts. We hope this provides new opportunities to learn and collaborate with your corporate partners on industry specific ECM solutions.

At various times during the conference the exhibit hall will be open for you to visit. Take advantage of the vendors' expertise to find solutions for your business. Without these sponsors, we would not be able to offer this event free of charge.

Each year we try to introduce new ideas while keeping the best from the past. This year we have a user panel with panellists from the local IBM ECM user community to answer your questions. These are people like you who work with the software every day and have detailed technical knowledge to share. Come and ask questions and participate in the discussion!

We can only continue to improve when we hear from you, so please take the time to fill out the event survey. We value your feedback. Stop any of us or any IBM ECM representative to share your ideas and suggestions.

This year I am excited to be your new president and to have a great new board! I'd like to take this opportunity to thank you and them for the opportunity to be your president and thank all of the board members for all of their contributions. Also, I'd like to thank IBM for their commitment to making this event possible. If you're interested in being on the board feel free to talk to anyone on the board.

Finally, we'd like to welcome you to the 2011 Annual Great Plains User Group Conference and thank you for coming. We look forward to seeing you here and at the next quarterly meeting this summer. Keep an eye out for details!

The Great Plains User Group Board

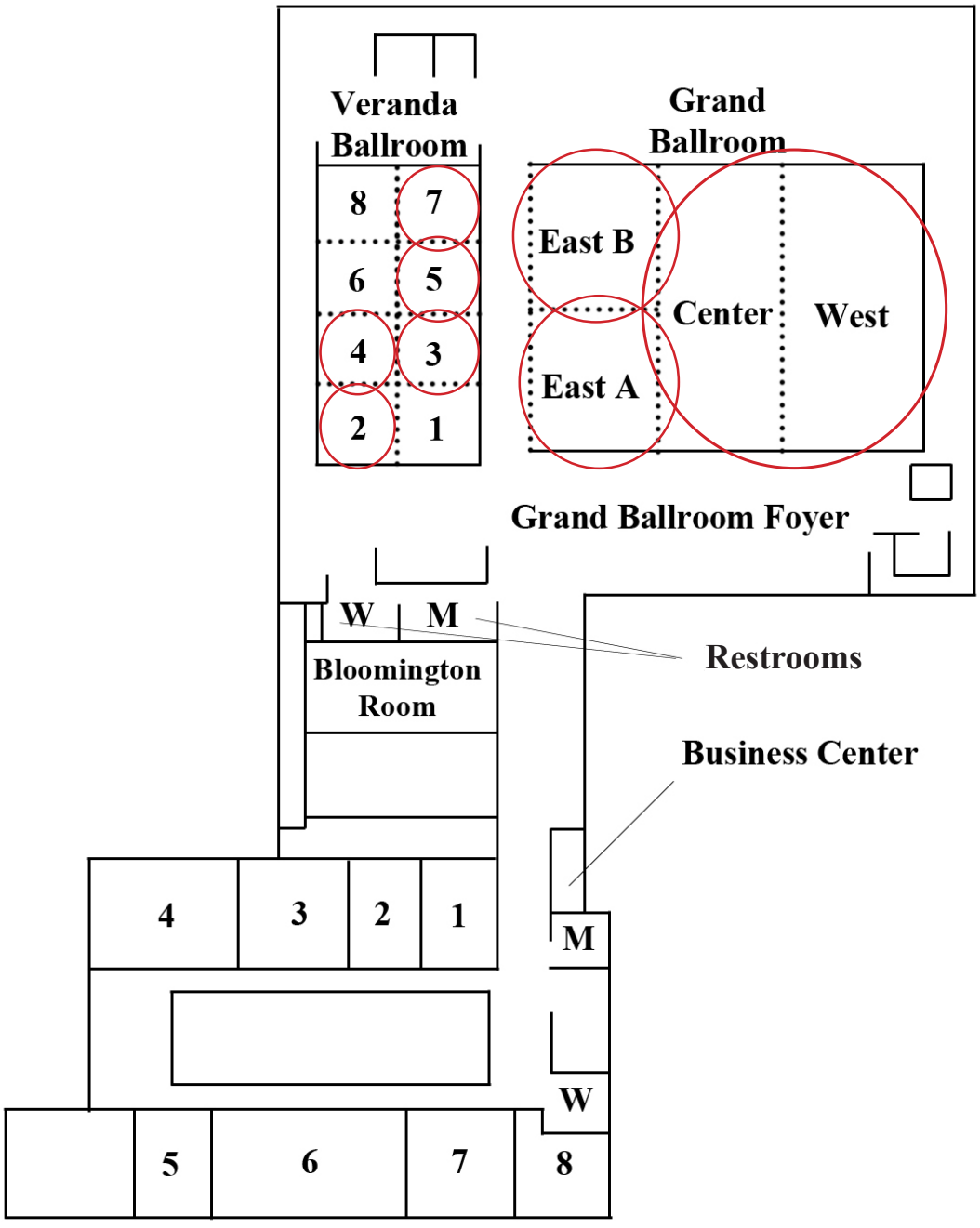
Andy Waterous
Jan Hubbard
Chuck Picard
Rob Zelada

Meeting Locations

General Session
The general session and exhibits take place in the Grand Ballrooms Center & West on the second floor.

Breakouts
Breakouts take place in the following meeting rooms:

Grand Ballroom East A
Grand Ballroom East B
Veranda 2
Veranda 3
Veranda 4
Veranda 5
Veranda 7



Business | RIM & Legal | IT | Hands-On Lab | Customer Presentation

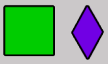
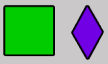
Thursday, May 12th

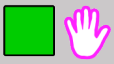
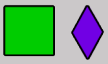
1:30pm - 2:45pm	**General Session & Keynote Address** **Phillip Jones, Enterprise Content Management Executive & Ken Bisconti, Vice President, Product Marketing and Strategy IBM Enterprise Content Management** Grand Ballroom Center & West					
2:45pm	**Break & Partner Expo**					
3:15pm - 4:05pm	**Veranda 3** Advanced Case Management in Government: The Roadmap for Effectiveness and Efficiency	**Veranda 5** Where is the Need for Advanced Case Management in Banking and Financial Markets?	**Veranda 7** Improving Enterprise Asset Management with FileNet	**Grand Ballroom East B** How to Leverage Enterprise Content Management to Solve Today's Pressing Information Governance Problems	**Grand Ballroom East A** What's New from IBM ECM for IBM FileNet P8 Customers	**Veranda 4** What's New from IBM ECM for IBM Content Manager Customers
4:05pm	**Break**					
4:15pm - 5:05pm	**Grand Ballroom East A** IBM's Advanced Case Management - Deliverying Better Customer Outcomes	**Veranda 4** IBM Watson and IBM Content Analytics	**Grand Ballroom East B** Too Much Content: Addressing the Challenges Faced by Today's Organizations	**Veranda 7** Production Imaging Edition and Other IBM Imaging Solutions Update	**Veranda 2** IBM Case Manager Hands-On Lab	**Veranda 5** Sharing ECM Experiences – an Interactive Customer Panel
5:05pm	**Reception sponsored by NetApp**					

Friday, May 13th

7:45am	**Breakfast**					
9:00am - 10:00am	**General Session: Governance and Compliance in the Social Enterprise** **Jeff Phillips, Senior Analyst at Doculabs** Grand Ballroom Center & West					
10:15am - 11:05am	**Grand Ballroom East B** Helping Your Legal Department Meet Information Obligations and Reduce Risks	**Veranda 5** IBM FileNet System Monitor Product Update	**Grand Ballroom East A** IBM FileNet Business Process Manager Product Update	**Veranda 2** Datacap Taskmaster Capture Hands-On Lab	**Veranda 3** Teaching an Elephant to Dance: Using IBM CMOD to Manage Petabytes of Data with Ease	
11:05am	**Break**					
11:15am - 12:05pm	**Veranda 4** Unlock Valuable Insight from Enterprise Content with Content Analytics	**Grand Ballroom East B** Records and Retention Management for Reduced Risk and Cost	**Grand Ballroom East A** Office Document Management and SharePoint Update	**Veranda 5** IBM Case Manager Product Update	**Veranda 3** Best Practices: Building a Next-generation Information and Records Management Archive using IBM FileNet P8, IER and N Series Storage	
12:05pm	**Lunch**					
1:05pm - 1:55pm	**Veranda 3** How Marketing, Product Mgmnt, Facilities, Customer Service and HR Organizations Use IBM ECM...	**Grand Ballroom East B** Reducing the Costs of Explosive Information Growth with a Smarter Approach to Archiving	**Veranda 4** Create Content Analytic Solutions that Deliver Deep Business Insight	**Grand Ballroom East A** Social Business Meets Enterprise Content Management	**Veranda 5** IBM Document Capture Strategy and Product Update	**Veranda 7** First Steps into the World of Custom Widgets
1:55pm	**Break**					
2:05pm - 2:55pm	**Grand Ballroom East B** Information Lifecycle Governance Tech Talk and Product Update	**Grand Ballroom East A** IBM FileNet Content Manager Update	**Veranda 5** IBM Content Manager OnDemand Product Update	**Veranda 4** Create Rapid Business Insight with Content Analytics	**Veranda 7** Agile Business Process Configuration with IBM FileNet P8	
2:55pm	**Closing Session** Grand Ballroom Center & West					

Breakout Session Information

Category	Breakout	Presenter(s)	Summary
Keynote	Does ECM Still Matter?	Ken Bisconti	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.
General Session Day 2	Governance and Compliance in the Social Enterprise	Jeff Phillips, Doculabs	Are you experiencing increased pressure to effectively manage the retention and disposition, preservation, collection, and review of multiple content types? Then you won't want to miss this session, featuring noted expert on e-discovery, Joe Shepley, Vice President and Compliance Practice Leader of Doculabs. You'll walk away with critical information, including: How early case assessment programs support risk management and compliance audits Compliance risks of collaborative applications and social networking sites The records management and e-discovery process options for your organization Insight into the cost/benefit analysis of proper e-discovery
	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.
	Agile Business Process Configuration with IBM FileNet P8	Brad Van Surksum, The Good Samaritan Society	Ever wonder how to dynamically copy form content and assign security on the fly? Attend this presentation to explore how to integrate search templates and Process Designer along with setting security properties that allow for dynamic content creation without changing the .pep file. This discussion will include Security Property config and use in Enterprise Manager, CE_Operations SearchForOne and setObject in Process Designer, and eForms Designer to make the original form and do URL lookups. With more than 200 centers that fill out standard forms, we wanted a solution that would allow all the centers to select which forms they wanted, populate with the specific demographic information, and get the unique center values all in one step. Join us to learn how we accomplished this goal.
	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.
	Create Content Analytic Solutions that Deliver Deep Business Insight	Bart Emanuel	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	Bart Emanuel	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.

Category	Breakout	Presenter(s)	Summary
	Datacap Taskmaster Capture Hands-on Lab	John Rongitsch & Ron Wehenkel	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.
	First Steps into the World of Custom Widgets	Dan Junker and Joe Schlosser, US Bank	Experience U.S. Bank's ECM trip into the World of Custom Widgets as the presenters highlight the key steps taken from project inception through a successful project implementation. The team of presenters will identify both the positive aspects of the journey in addition to the hidden pitfalls. Topics include story-boarding, experience-needs, prerequisites, development environment, performance, debugging, motivational strategies, and the road ahead.
	Helping Your Legal Department Meet Information Obligations and Reduce Risks	Rob Constable & Mike Nicholson	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: • 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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› Provides easy access and simultaneous viewing of **multiple data types**

› **Compatible with virtually any application**—host based, Windows, Web or Citrix

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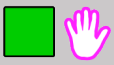
Category	Breakout	Presenter(s)	Summary
	How Marketing, Product Management, Facilities, Customer Service and Human Resource Organizations Use IBM ECM to Increase Efficiency, Reduce Costs, Improve Quality and Go Home Early on Friday Afternoons	Dan Bigos	Learn how IBM ECM enables customers to develop and 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	Laurence Leong	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	Doc Mills	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	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	Doc Mills	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	John Rongitsch	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 to scaling that delivers fast ROI, 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.
	IBM FileNet Business Process Manager Product Update	Doc Mills	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	Sherry Ajax	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

Category	Breakout	Presenter(s)	Summary
	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	Ken Bisconti	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.
	Improving Enterprise Asset Management with FileNet	Thomas Marshall Jr.	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.
	Information Lifecycle Governance Tech Talk and Product Update	Rob Constable	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).

SERVICE LEVEL MANAGEMENT FOR ENTERPRISE ECM PLATFORMS

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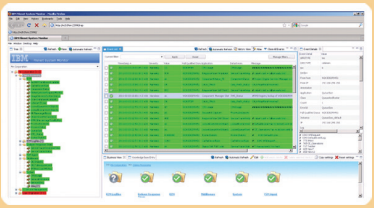

PROACTIVE MONITORING OF ECM PLATFORMS WITH IBM FILENET SYSTEM MONITOR

- IBM ECM Applications
- Middleware & Infrastructure
- Input & Output Management connected to ECM

SERVICE QUALITY MONITORING FROM ENDUSER PERSPECTIVE

- Availability and response times for endusers
- For all ECM frontends, use cases and locations

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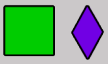
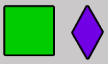
Contact worldwide: Roland Merkt, +49 711 7825 3285, CENIT AG, Stuttgart, Germany

Category	Breakout	Presenter(s)	Summary
	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.
	Production Imaging Edition and Other IBM Imaging Solutions Update	Ron Wehenkel	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.
	Records and Retention Management for Reduced Risk and Cost	Laurence Leong	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: • 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	Laurence Leong	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: • The problems presented by explosive information growth across multiple informatio types • The challenges with first-generation email archiving solutions • How to extend an IBM ECM foundation with a smarter approach to archiving
	Sharing ECM Experiences – an Interactive Customer Panel	Mark Schreifels Karla Smith Keith Thomas Chris Thorson Brad Van Surksum Andrew Waterous	Join our panelists who work with IBM ECM everyday to hear about their ECM experiences. Moderated by the User Group president, panelists from Travelers Insurance will talk about their experience with migrations and lessons learned. USBank panelists will share their experience with FileNet ECM Administration and Development. And Good Samaritan panelists will discuss their experience with widgets using eForms and custom widgets. This will be an interactive discussion, so please come with your questions.
	Social Business Meets Enterprise Content Management	Steve Studer	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.
	Teaching an Elephant to Dance: Using IBM CMOD to Manage Petabytes of Data with Ease	Nathan Walker & Kevin Kearns	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 on Demand (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.
	Too Much Content: Addressing the Challenges Faced by Today's Organizations	Laurence Leong & Mike Nicholson	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: • 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	Presenter(s)	Summary
●	Unlock Valuable Insight from Enterprise Content with Content Analytics	Bart Emanuel	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	Rusty Brown	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: • 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.

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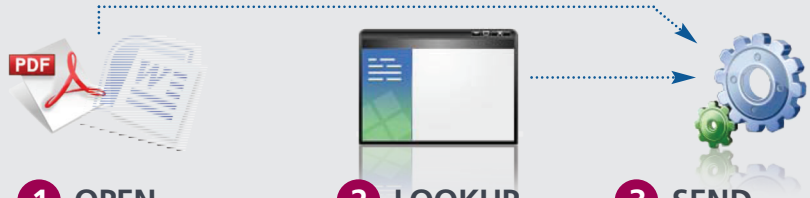
Easy Ingest

Makes Storing and Indexing Documents as Easy as 1, 2, 3



1 OPEN

User opens a document from an email (or file system directory)

Plug-ins for MS Word, Excel, Adobe Acrobat, etc. provide for sending documents to the repository with a few mouse clicks.

2 LOOKUP

User looks up information in Line of Business application

Data to assist in indexing the document is extracted from the Line of Business Application being viewed.

3 SEND

User selects "Send to FileNet"

Backend indexing component gets additional data from application database and saves document and meta data to repository.

A fresh approach to Entry Template limitations and document indexing challenges

Bulk Ingest

Designed to meet the challenges of complex content import requirements

Customizable
Built to adapt to new requirements and easily integrate new capabilities

Supports Conversion
MS Office documents and image file types to PDF

Operations Dashboards
Provides current activity, history, audit trail and metrics

Designed for Enterprise IBM/FileNet Content Manager Installations

Exhibition Area

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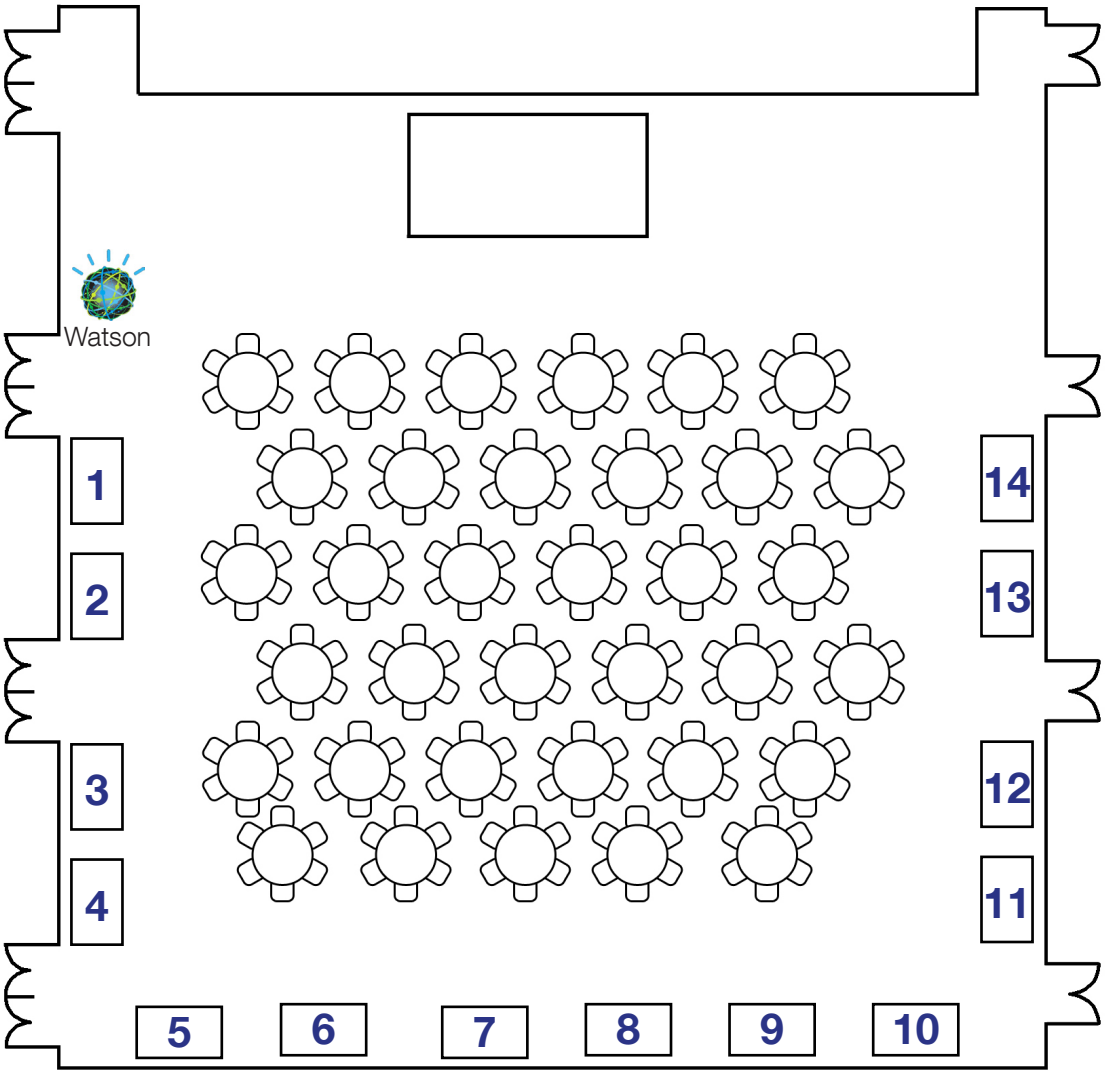

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cenit	CENIT is specialized in Service Level Management for IBM ECM, providing IBM FileNet System Monitor (FSM) implementations, trainings and value-adding solutions for enduser performance management and configuration management. CENIT projects are 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
ImageSource®	ImageSource® is a full-service Enterprise Content Management systems integrator, providing infrastructure and services that streamline information processes using advanced paperless technologies. We help you leverage your information assets through document imaging, distributed capture, workflow and integration with existing business software systems. Our comprehensive approach, including analysis, training and support, will advance efficiencies, security, compliance and competition through your entire organization.

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enChoice®	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 companyoffering 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 isa recipient of the 2009 IBM Most Distinguished Achievement Award, and possesses unrivaled ECM expertise, with over 500 implementations and 200 certifications.
FAIRFAX DATA SYSTEMS	We are a solution provider specializing in ECM. 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: • 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 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. Why Wait? "Intelligent Capture Solutions Are Here." Come find out how we are leveraging IBM's newly acquired DataCap Product!
Genus Technologies	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. 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.
IMAGE EXPRESS INC.	Image Express, Inc. provides the Twin Cities business community with state-of-the-art document imaging systems and services. We have established ourselves as one of the largest Scanner resellers in the country. We are also a comprehensive Service Bureau providing many services including large back file scanning conversions, day-forward scanning, data entry, microfilm archiving, publishing on demand and many others. The Image Express Team reflects over 40 years of combined digital-based experience including customer sales, service and support. Separately and collectively, we have built solid, long-term relationships with most of the upper Midwest's larger banks and insurance companies as well as other commercial, industrial and government entities. These relationships extend to both end users of every size and the information systems community.

Informative Graphics®	Informative Graphics Corporation is the leading developer of viewing, collaboration, redaction and publishing software. 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. 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.
INTEGRO	Integro is an award-winning IT consultancy and software developer specializing in eDiscovery, email management, records management, and information lifecycle governance solutions on the IBM/FileNet platform. As a Premier IBM Business Partner and leading specialist, Integro has designed and delivered hundreds of successful solutions for customers. Integro's solutions directly impact the bottom line, drastically reducing eDiscovery and IT management costs, minimizing risk, ensuring regulatory compliance, and boosting user productivity. Integro's product, Integro Email Manager (IEM), performs Information Lifecycle Governance of non-records and classification of records through 'autoclassification with human oversight'. IEM addresses the critical need in today's enterprises to keep the email that is important for business and legal obligations, and eliminate the costs and risk exposure associated with day-to-day email.
JSYMMETRIC®	JSYMMETRIC, Inc. was founded by technical consultants who enjoy the challenge of solving business problems with technology. Our highest priorities are our clients and consultants and this fact guides our every action. Our core competencies are with IBM software and our ability to integrate software systems successfully into your environment. At JSYMMETRIC, we offer technical expertise and experience. Our consultants are renowned experts in the technical community and each consultant averages nearly 10 years experience. Our consulting teams align with your organization's staff, goals and priorities. In short, JSYMMETRIC integrates our team with yours and provides technology expertise for your projects, your way. JSYMMETRIC was named one of the fastest-growing companies in the United States by Inc. magazine's annual Inc. 500 ranking. The software systems integration company ranked #200 on the list with sales growth of 1008.7% over the past three years, and #20 among IT Services companies.
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