

# Content Manager OnDemand Product Overview

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ECM Client Technical Professional



# OnDemand is Pervasive

- Have you ever looked at your bank statement online?
- A check image?
- Your credit card statement?
- Your phone bill?

Congratulations! You're an OnDemand user!

Credit Card Statement					Send Payment To: PO Box 555 Anytown, US
Account Number	Name	Statement Date	Payment Due Date		
1234 567 8901	Sally Student	1/15/2005	2/14/2005		
Credit Line	Credit Available	New Balance	Minimum Payment Due		
\$1000.00	\$500.00	\$1000.00	\$50.00		
Reference	Sold	Posted	Activity Since Last Statement	Amount	
80X0773	12/12	12/12	Payment Thank You	-10.00	
78XV667	12/20	12/22	Gas 'n' Gro	35.24	
34XP889	12/23	12/26	Gill Amz	63.62	
23XV001	12/26	12/28	Computer Monitor	697.78	
75X0011	1/8	1/10	Pizza Palace	26.53	
Previous Balance (+)		189.43	Current Amount Due	1000.00	
Purchases (+)		820.57	Amount Past Due	.23	
Cash Advances (+)			Amount Over Credit Limit		
Payments (-)		10.00	Minimum Payment Due	38.00	
Credits (-)					
Finance Charges (+)					
Late Charges (+)					
NEW BALANCE (+)		1000.00			
FINANCE CHARGE SUMMARY		PURCHASES	ADVANCES	For Customer Service Call	
Periodic Rate	1.4%	1.4%	1.4%	1-800-555-5555	
Annual Percentage Rate	30.4%	30.4%	30.4%	For Rent or Status Cash, Call	
				1-800-555-5555	

Services	
1 Local Package, which includes: • Unlimited Local Calling • Unlimited Local Directory Assistance • Caller ID • Call Waiting • Busy Redial '68	\$27.95
2 Unlisted Number	1.48
<b>Total Services</b>	<b>\$29.43</b>
Tax & Fees	
3 Federal Subscriber Line Charge	\$6.00
4 Federal Universal Service Fee	.58
5 Local Number Portability Charge	.23
6 911 State/County Charges	.42
7 New Hampshire State & Local Tax	1.70
8 Federal Excise Tax	1.08
<b>Total Tax &amp; Fees</b>	<b>\$10.01</b>

# Today customers demand more information, more often...

- Access transactional content 24x7
- Single view of my data into your enterprise
- View me as one customer
- Can I see that on my phone, tablet and laptop please?
- Protect my data... or else!
- And save the planet...



# Customer Self Service and eDelivery



- **Cost of mailing an item – \$1.50 – 4.00/per (Frost & Sullivan average - \$3.00/item)**
- **e-Delivery Cost – 5 to 10 cents ...**

# The Value of e-Delivery



are becoming an ever-increasing trend to increase adoption rates because the savings is so significant

Sign up for eDelivery and you could **win a 32GB iPad<sup>®</sup> with Retina display** or **\$599 VISA<sup>®</sup> gift card.**

It's a convenient way to access your account information and reduce paper clutter - and it's free. Once you're signed up, you'll be notified when you can view your documents online. It's that easy.

[Sign up now >](#)

[See official rules](#)

Not registered for account access? Register now to get started.

© 2012 Allianz Life Insurance Company of North America. All rights reserved.  
© 2012 Allianz Life Insurance Company of New York. All rights reserved.

Go Paperless.  
Win an iPad<sup>®</sup>  
[www.allianzlife.com/paperless](http://www.allianzlife.com/paperless)

# The Value of e-Delivery



**Chicago Tribune**

777 W. Chicago Ave., Suite 300  
Chicago, IL 60654  
1-800-TRIBUNE (1-800-874-2863)

**FREE \$10 Gift!**  
Switch to *EZ Pay* by 3/31/14  
and we'll send you a \$10 Target GiftCard\*†



**RE: Your Subscription Account 40383701**

Dear Gregory Rochocki,

Now you can save time and money every month - and receive a FREE gift. Just switch to *EZ Pay*!

With *EZ Pay*, your subscription payment is taken care of automatically, so you'll have one less bill to worry about and one less check to mail. Better yet, you choose how you want to pay:

**Credit Card**

- Switch to the credit card of your choice
- Your subscription is automatically charged to your credit card
- When you use your credit card, you simply pay your credit card bill as usual

OR...

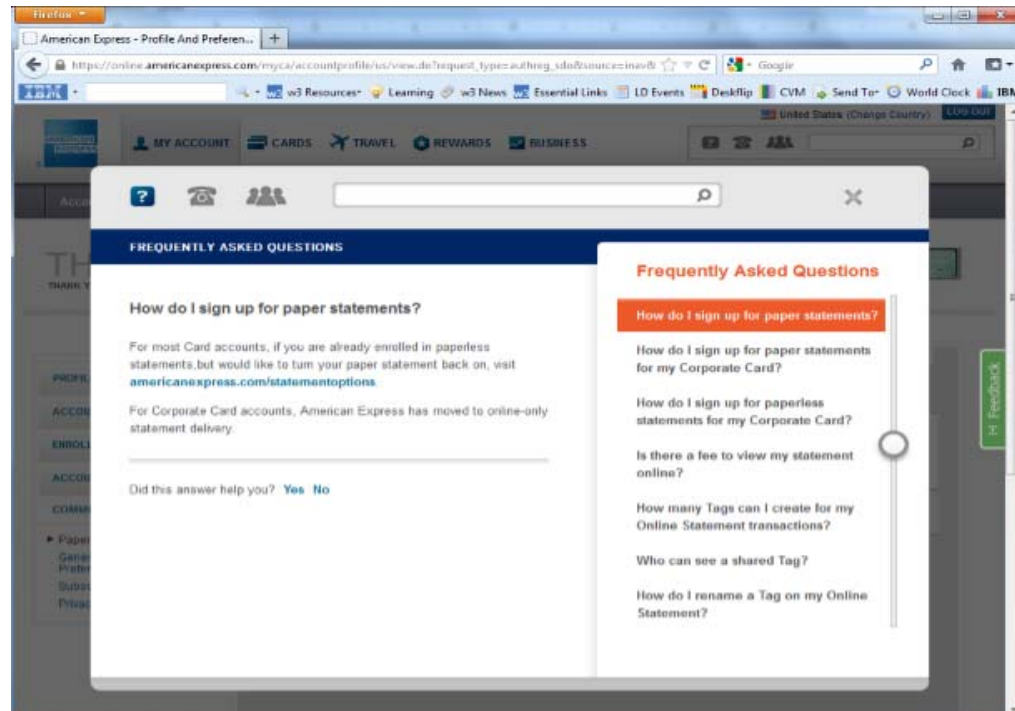
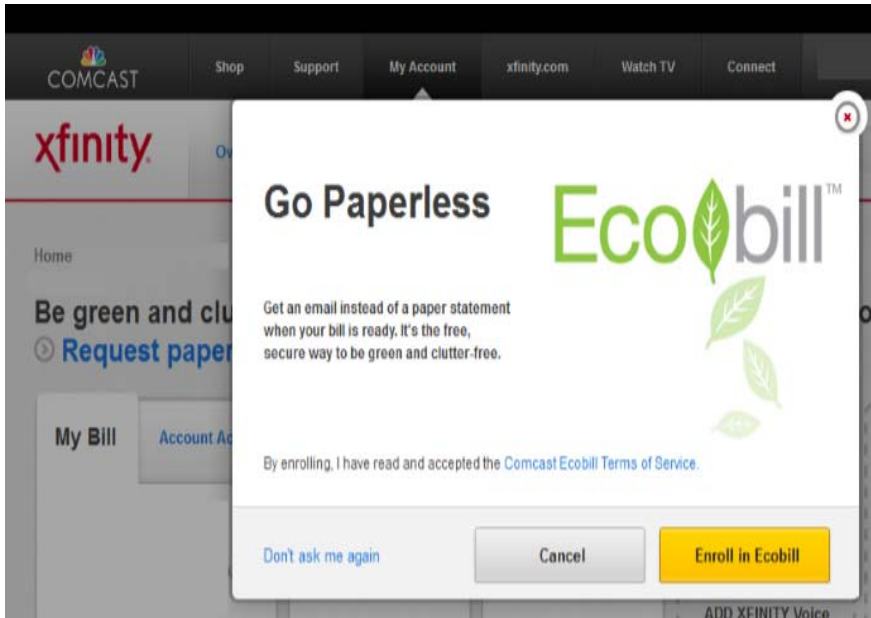
**Checking Account**

- Your payment is automatically deducted from your checking account
- You'll receive a notice mailed to you 10 days before each transaction
- You always know the amount that is being withdrawn

**Switch to EZ Pay and receive a FREE \$10 Target GiftCard\*†**

Just visit [chicagotribune.com/ezpay](http://chicagotribune.com/ezpay) or call 1-800-TRIBUNE (1-800-874-2623) and mention Offer Code 04.

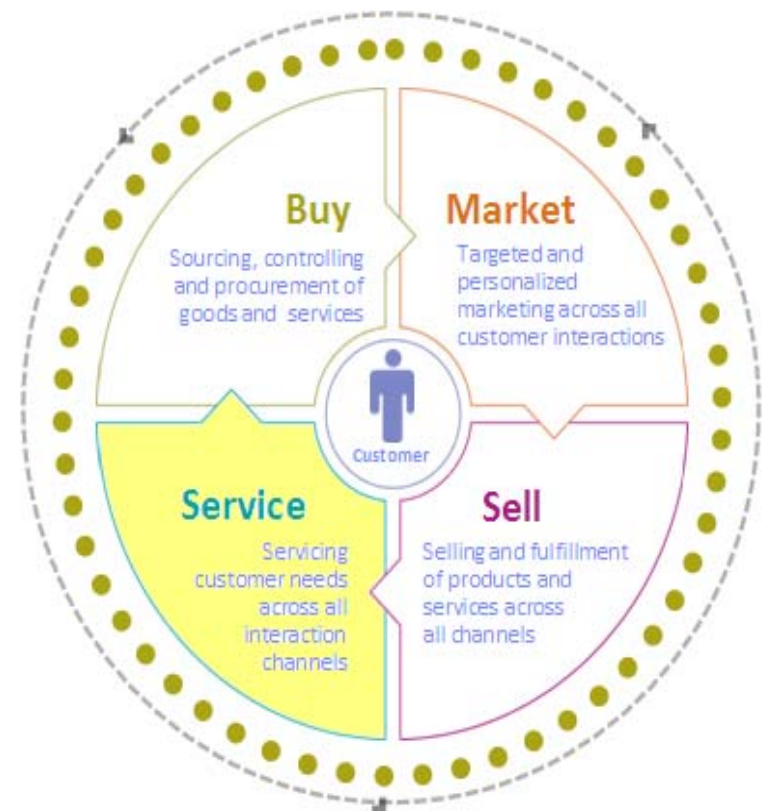
# The Value of e-Delivery



# Content Manager OnDemand

## A foundation for enhanced customer service

- A Smarter Commerce solution for:
  - Documents used in customer relationships
  - Electronic Reports - to communicate business performance and measure activity
- Industry Standard for Bill Presentment and Customer Service
- **Mature, stable, scalable and growing**
- Broadest range of hardware and software platforms





# Content Manager OnDemand

Improve customer communications, reduce costs, gain new client insights

## How can I gain insight into trends trapped in my existing information!

### •Mine your data stored in the repository with DataWatch RMS

- Enable back-office research on reports
- Mine information from statements & reports
- Gain new insight into customer through existing data



## How can I reduce costs associated with document delivery?

### •Implement eStatement Presentment and Retrieval

- Facilitate enhanced communication for call centers by providing exact same content
- Eliminate costs associated with print and mail
- Enable direct access to customer bills and statements
- Eliminate environmental impact of paper delivery



## How can I store customer communications more effectively?

### •Enable High Volume Archive and Retrieval of Static Content

- Provide Online access to statements
- Allow historical retrieval of invoices
- Access check images
- Provide confirms electronically
- Avoid storing paper documents - this is not cost-effective and exposes you to total loss if documents are destroyed



# Types of Content Supported

Complex Print Documents

Faxes

PDF Documents

PC Documents

**BAXTER BAY BANK**  
Online Banking 24 hours a day.

STATEMENT DATE: 10/20/05  
CREDIT LIMIT: 8000.00  
ACCOUNT NUMBER: 000-000-152

MAKE CHECKS PAYABLE TO: BigBucksCard  
DIRECT PAYMENT OR INQUIRIES TO: BigBucks CUSTOMER P.O. BOX PHONE (772) 7722 0

A & T PIANO CO  
79 S MAIN  
LODI, NJ 07644

PAST DUE	CURRENT DUE	MINIMUM PAYMENT DUE	NEW BALANCE	BY THE DATE	YEAR-TO-DATE
25	27.79	27.79	277.86	11/20/05	290.82

STATEMENT DATE: 10/20/05  
ACCOUNT NUMBER: 000-000-152  
ANNUAL PERCENTAGE RATE: 21.00 %

PREVIOUS BALANCE	- PAYMENTS	+ CREDITS	+ PURCHASES	+ CASH ADV.	ANNUAL PERCENTAGE RATE	NEW BALANCE
5111.84	2048.62	0	277.86	0	7.38	277.86

13 Longview Brookfield, 203-715-1444

**Robert (Bud) Paton**

March 27, 2005

Quality Complete Garden Services  
Subject: Property at 3240 S. Bellaire Street, Denver CO

Dear Kim,

Thank You for taking care of my property at 3240 S. Bellaire Street. Enclosed is a check for mowing two times and fertilizing the lawn. Since I live in Denver, I will be mowing after my property at 3240 S. Bellaire. If the property needs any work, please call me for approval of any work needed on the property.

11/01/99  
10:17  
MSR94

3 We became a globally integrated enterprise in order to capture the best growth opportunities and improve IBM's profitability.

IBM operates in more than 170 countries and employs more than 350,000 people worldwide. Our non-U.S. operations generated approximately 80 percent of IBM's revenue in 2004. IBM's Growth Markets Unit, which was established in 2004,

grew 10 percent last year and made up 10 percent of our revenue. Revenue increased 18 percent, 15 percent in total turnover in Brazil, Russia, India and China.

IBM revenue by region:

Region	Revenue Growth
North America	82%
Europe	5%
Asia Pacific	2%
Latin America	18%
Middle East	10%
Africa	10%

We are enhancing our spending in order to provide opportunity for us to continue to drive significant productivity in North America, as we are increasing investment in Canada, Europe, expanding our go-to-market capabilities and skills to capture the infrastructure build-out in those regions. We are implementing our global process and productivity across the company.

	A	B	C	D	E
1	Release		Date		
2					
3	7.1.2.2		03/15/05		
4	7.1.2.1		01/14/05		
5	7.1.2.0		09/17/04		
6					
7	7.1.1.3		09/13/04		
8	7.1.1.2		06/21/04		
9	7.1.1.1		03/15/04		
10	7.1.1.0		12/26/03		
11					
12	7.1.0.15		09/09/03		
13	7.1.0.14		06/30/03		
14	7.1.0.13		04/25/03		
15	7.1.0.12		02/21/03		
16	7.1.0.11		12/20/02		
17	7.1.0.10		10/31/02		
18	7.1.0.9		09/13/02		
19	7.1.0.8		07/02/02		
20	7.1.0.7		05/02/02		
21	7.1.0.6		02/28/02		
22	7.1.0.5		12/14/01		
23	7.1.0.4		09/21/01		
24	7.1.0.3		07/15/01		

CUSTOMER: Betty's music store  
Muscatine Plaza  
200 Lower Muscatine  
Cedar Falls, IA 50613

ACCOUNT NUMBER: 11887  
CONTACT: Betty Yoder

MEDIA QTY	DESCRIPTION	LABEL/NO
	ORDER NUMBER: 536017	SHIP DATE: 10/06/99
4	Bartok, Sonata for Solo Violin	MK-42629
7	Mozart, Mass in C, K.427	420831-2
2	Lueneng, Electronic Music	CD 611
	abat Mater	SBT 4828
	ER: 536039	SHIP DATE: 10/21/99
	Chetique Sonata, Arau	420153-2
	War March of the Priests	SHK 47592
	sa di Requiem	CHAN 8964
	Trombone Masterpieces	ADA 581087
	American in Paris	ACS 8034

PAT D. NERO  
5515 BEAR LANE  
LAGUNA NIGUEL, CA 92677-4757

90-7162/3222  
3833014382

March 20, 2008

PAY TO THE ORDER OF: CHSD School District

Two Thousand dollars only

Washington Mutual

Washington Mutual Bank, FA  
2405 Beaver Ct. 92626  
1-800-766-7000  
24 Hour Customer Service

PD Nero

NOTES:

⑆271393627⑆ 1436613933⑆ 0704



Photos

Check Images

Internal Reports

# Content Manager OnDemand

## Enhance vehicle resale value and increase customer loyalty

Cars & Minivan Truck

**\$15,900** 28/33 starting [1] est. mpg [1]

Car Care included. Featuring a complimentary maintenance

### Performance. Style. Pick three.

**For Owners**

- Owners
- Update Ownership Info
- Owner's Manuals
- Parts & Service
- Scheduled Maintenance
- My Account

TELL US YOUR

### Mycar CMOD Demo

MSC: 2T3ZF4DV2B053316 **S-DOOR 4X2 SUV**

TRMDEL: 2011H430A  
 CUR: BARCELONA RED MET./FC10 (03R3/19)  
 MFGPLANT: Detroit, MI/TMAM RAILHEAD

GOVERNMENT SAFETY RATINGS		
rental crash	Driver Passenger	Not Rated
side crash	Front seat Rear seat	Not Rated
rollover		★★★★

www.safercar.gov or 1-888-327-4236

#### EPA Fuel Economy Estimates

CITY MPG	HIGHWAY MPG
<b>22</b>	<b>28</b>

Estimated Annual Fuel Cost **\$1,876**

based on 15,000 miles at \$3.00 per gallon

Combined Fuel Economy This Vehicle **24** AS SUVs

STANDARD EQUIPMENT		MANUFACTURER'S SUGGESTED RETAIL PRICE
<b>MECHANICAL &amp; PERFORMANCE</b>		<b>\$21,925.00</b>
<b>OPTIONAL EQUIPMENT</b>		
FE	50 State Emissions	475.00
BC	Auto-Dimming Rearview Mirror with Integrated Backup Camera Monitor	260.00
DU	AM/FM 6-Disc CD Changer with MP3/WMA Playback Capability, Six Speakers, XM Radio (includes a 90-Day Trial Subscription)	500.00
AW	17" 5-Spoke Aluminum Alloy Wheels with 255/55R17 Tires	330.00
PG	Privacy Glass (Rear Side, Quarter and Rear Door Windows)	90.00
PL	Daytime Running Lights	90.00
TC	Tonnacase Cover	

DELIVERY PROCESSING AND HANDLING FEE 610.00

**TOTAL \$24,470.00**

# Content Manager OnDemand

## Optimize delivery of patient communications

Analyzed BLB 02/08/12

Medications:  Reviewed NN

Allergies:  Reviewed NN SKO A

CC: TOE PROBLEM ON 2/02/12 @ 12 PM NO BASIS

HPI: Nurse Notes:  Reviewed  Patient unable to contact PCP  Referred to ED by PCP

Source of injury:  Family Friend Guardian Nursing home Paramedic Police Interpreter

Mechanism:  Walk  Wheelchair Friends Attendant Ambulance Helicopter Police

Location:  1<sup>st</sup>  2<sup>nd</sup>  3<sup>rd</sup>  4<sup>th</sup> toe

Timing:  This a.m.  or Minutes Hours Days Weeks Months ago

Context:

Mechanism:  Altercation  Crush  Jam High pressure injection MVA

Nail Sporting Stubbing

Caused by:  Unknown  Blunt trauma  Hyperextension  Hyperflexion Possible gout

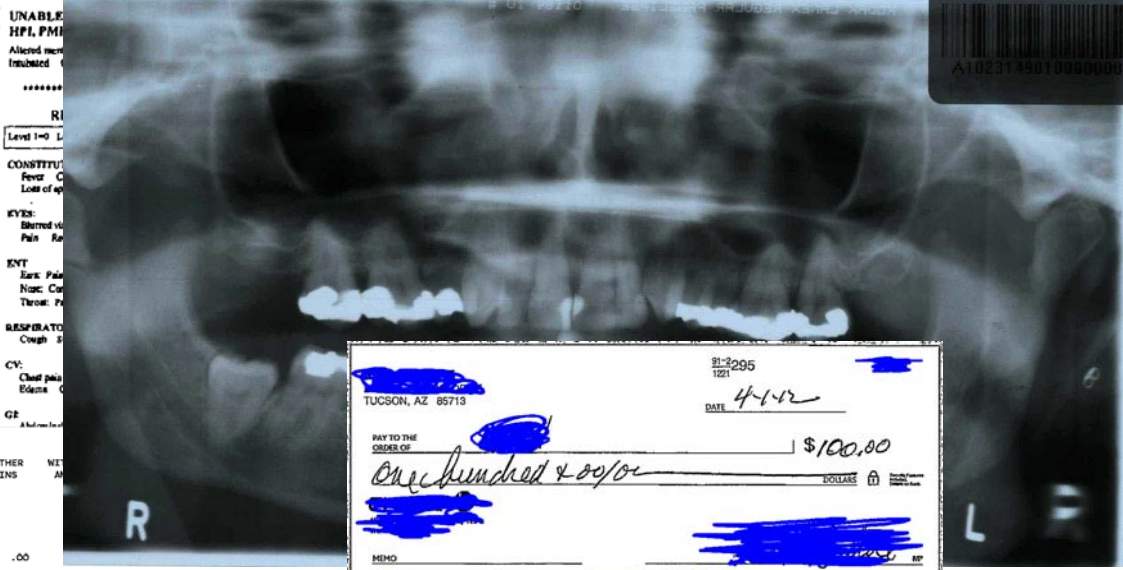
Puncture Prior wound Cut:  Glass  Knife  Metal  Teeth  Wood

Last tetanus:  > 5 years  Unknown

Associated signs and symptoms:  Pain

Foreign body Numbness Pain in: Foot Ankle

Other history: heel from cleat @ time



INSURED NAME/ MEMBER #/REL CODE NAME	DATES OF SERVICE	TOTAL CHARGES	DISALLOW AMOUNT	MSG CODE	DISCOUNT AMOUNT	ALLOWED CHARGES	DEDUCTIBLE + CO-INS/COPAY	OTHER INS	NET AMOUNT
INSURED NAME: [REDACTED]	PRODUCT LINE: 39 MEDICARE POS								
PAY #:									
CLAIM #:									
DAYS:									
CODE:	120811 1216	51206.70	51206.70		.00	.00	.00	.00	.00
	121111 1214	2016.00	2016.00	00\	.00	.00	.00	.00	.00
	121411 1216	5910.00	5910.00	00\	.00	.00	.00	.00	.00
	121411 1216	3046.00	3046.00	00\	.00	.00	.00	.00	.00
	120811 1216	12910.30	12910.30	00\	.00	.00	.00	.00	.00
	120811 1216	447.00	447.00	00\	.00	.00	.00	.00	.00
	120811 1216	409.00	409.00	00\	.00	.00	.00	.00	.00
	120811 1216	84.80	84.80	00\	.00	.00	.00	.00	.00
	120811 1216	8787.00	8787.00	00\	.00	.00	.00	.00	.00
	120811 1216	2232.00	2232.00	00\	.00	.00	.00	.00	.00
	120811 1216	170.00	170.00	00\	.00	.00	.00	.00	.00
	120811 1216	1872.00	1872.00	00\	.00	.00	.00	.00	.00
	120811 1216	1887.00	1887.00	00\	.00	.00	.00	.00	.00
	120811 1216	950.00	950.00	00\	.00	.00	.00	.00	.00
	120811 1216	255.00	255.00	00\	.00	.00	.00	.00	.00
	120811 1216	9981.00	9981.00	00\	.00	.00	.00	.00	.00
	120811 1216	1223.00	1223.00	00\	.00	.00	.00	.00	.00
	120811 1216	180.00	180.00	00\	.00	.00	.00	.00	.00
	120811 1216	1414.00	1414.00	00\	.00	.00	.00	.00	.00
	120811 1216	363.00	363.00	00\	.00	.00	.00	.00	.00
	120811 1216	180.00	180.00	00\	.00	.00	.00	.00	.00
	120811 1216	270.00	270.00	00\	.00	.00	.00	.00	.00
	120811 1216	.00	.00	00N	.00	.00	.00	.00	.00

91-2295  
1221

TUCSON, AZ 85713

DATE 4-1-12

PAY TO THE ORDER OF [REDACTED] \$100.00

one hundred & 00/100

MEMO [REDACTED]

Dates From/To	Service Code	Charged Amount	Allowed Amount	Deductible	Copay	Coinsurance	Discount Managed Care Adjust	Ineligible	Withheld	OC	ANSI Code	Paid	Patient Responsibility
EMPLOYEE:	[REDACTED]	[REDACTED]	L	PATIENT:	[REDACTED]	[REDACTED]	L	ID#:	[REDACTED]				
ACCOUNT NUMBER:	[REDACTED]	[REDACTED]		CLAIM NUMBER:	12069316843								
	020212 99211	30.00	17.76	3.55-	.00	.00	.00	12.24-	.00	01	45	.00	3.55
								ASSIGNMENT ACCEPTED					
	THE PRIMARY INSURANCE CARRIER PAID \$		14.21	ON THE ABOVE CHARGES									
	TOTAL	30.00	17.76	3.55-	.00	.00	.00	12.24-	.00			.00	3.55

R103110223841162789311480941311401HJ7ZHM  
 R103110223841162789311480941311401HJ7ZHM  
 R103110223841162789311480941311401HJ7ZHM  
 R103110223841162789311480941311401HJ7ZHM  
 R103110223841162789311480941311401HJ7ZHM

N|03~FI|2| [REDACTED] HQ. TF042. J92898. K0223. L4001: PGP95E64|841162789|20110223|115648|010874|20110223|115648|EI95E6401HJ7ZH9|1|201042|A|[REDACTED]|1|ACCEPTED FOR PROCESSING||NOT AVAILABLE||P|311480941|3114~SS|3|SF3|[REDACTED]|NOT AVAIL ABLE|311480941|3114|1|201042|1|201042|0|0|0|0|1|1|0|0|0|0~MT|4~

11Bn docs loaded. 5M to 6M loaded daily.  
 3000+ search/retrieves daily. Less than 1 second to process.

# Content Manager OnDemand

## A legacy of big numbers

See  
[http://www.viewpointe.com/uploadedFiles/201202\\_Check%20Archive%20factsheet.pdf](http://www.viewpointe.com/uploadedFiles/201202_Check%20Archive%20factsheet.pdf)  
**29PB.....185 billion items.....8.7 million retrievals per day!**

### Compression

# 30:1

Creates cost savings of 50%

- Get the most out of disk devices
- Petabytes of data under management
- No penalty during access

Optimize hardware and manage IT costs

### Performance

# 3500

Items per second

Retrieval is instant

- Multiplatforms, zSeries, iSeries, Web interface
- FileNet System Monitor for application health management
- Content Navigator

Customers expect immediate access – and get it

### Scalability

# 185

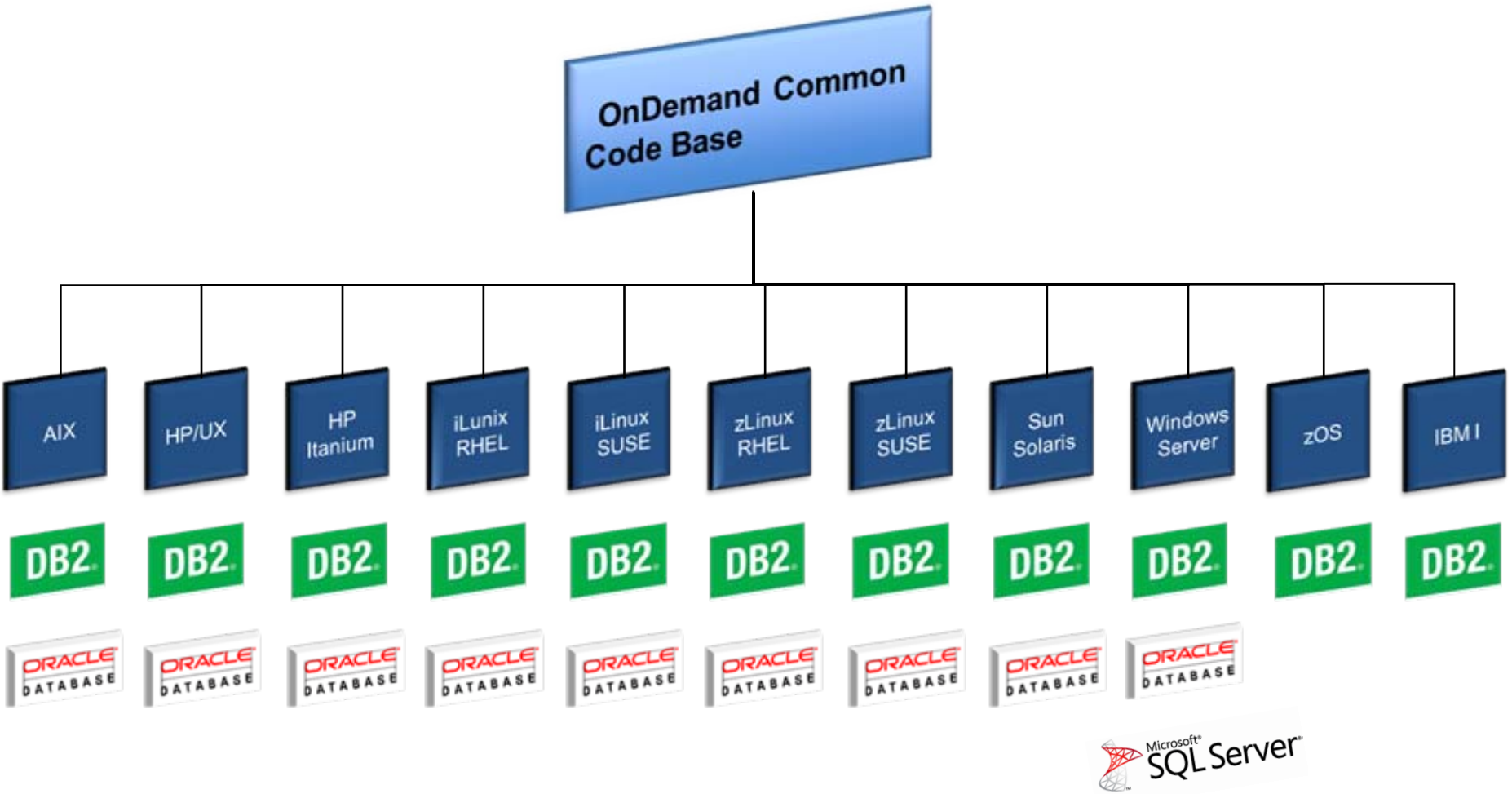
Billion documents stored

Architecture is unique in the industry

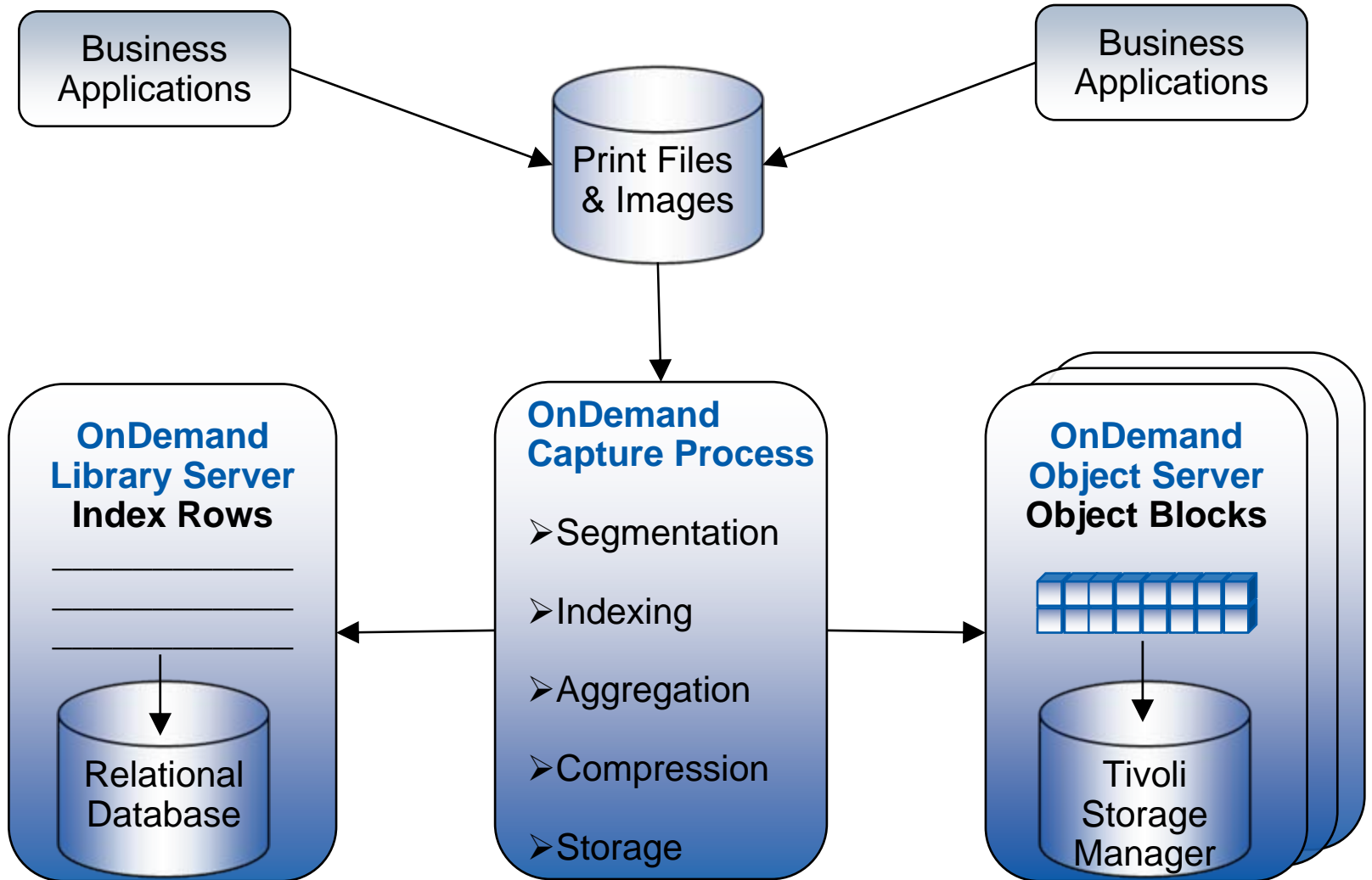
- 8.7 Million retrievals/day
- Scales from department to enterprise deployments

Start small and grow your application

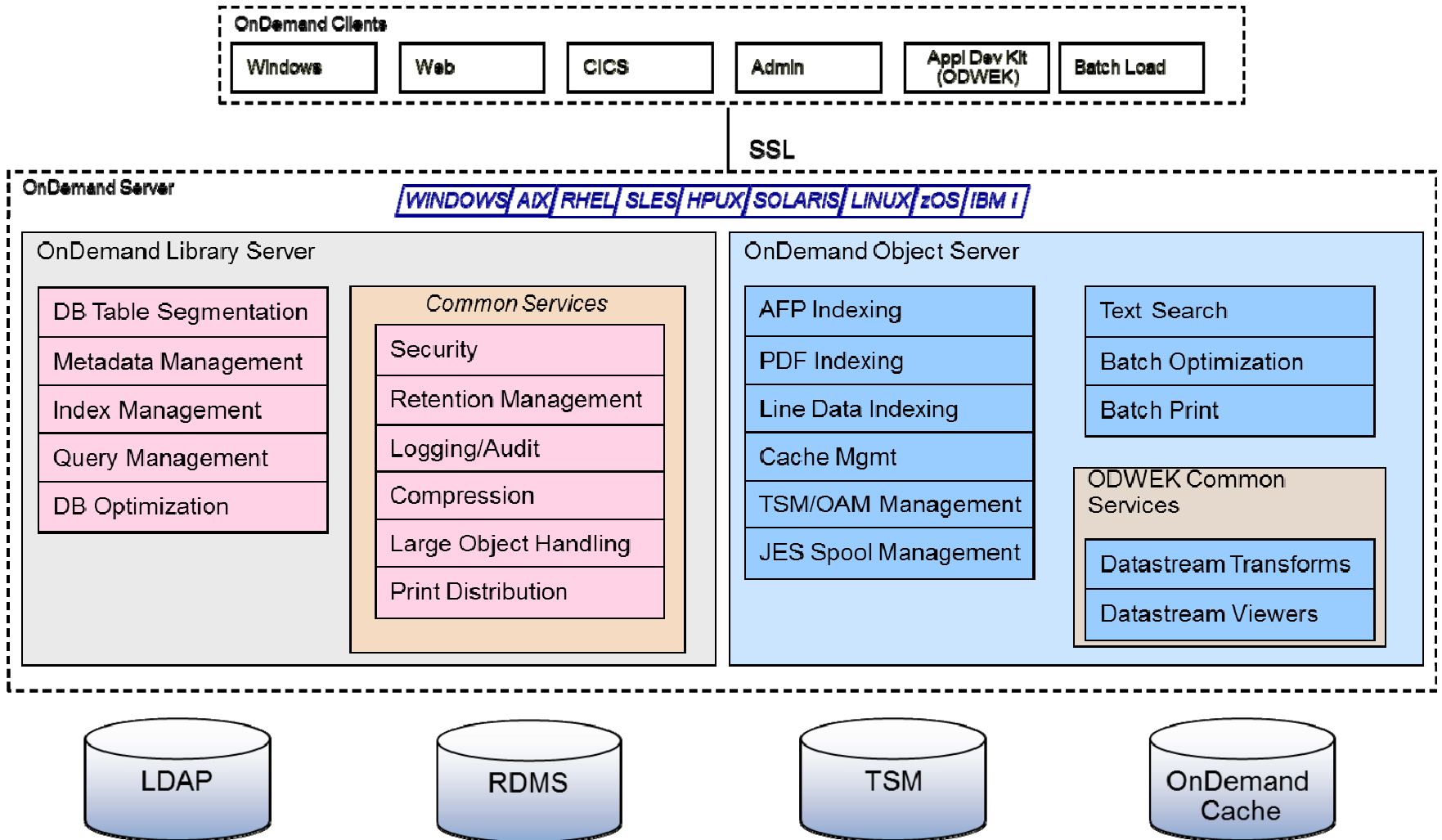
# OnDemand Platform and Database Support



# OnDemand Architecture



# Key OnDemand Architecture Components





# IBM Content Manager OnDemand

## *Compression and Optimizing AFP and PDF File Storage*

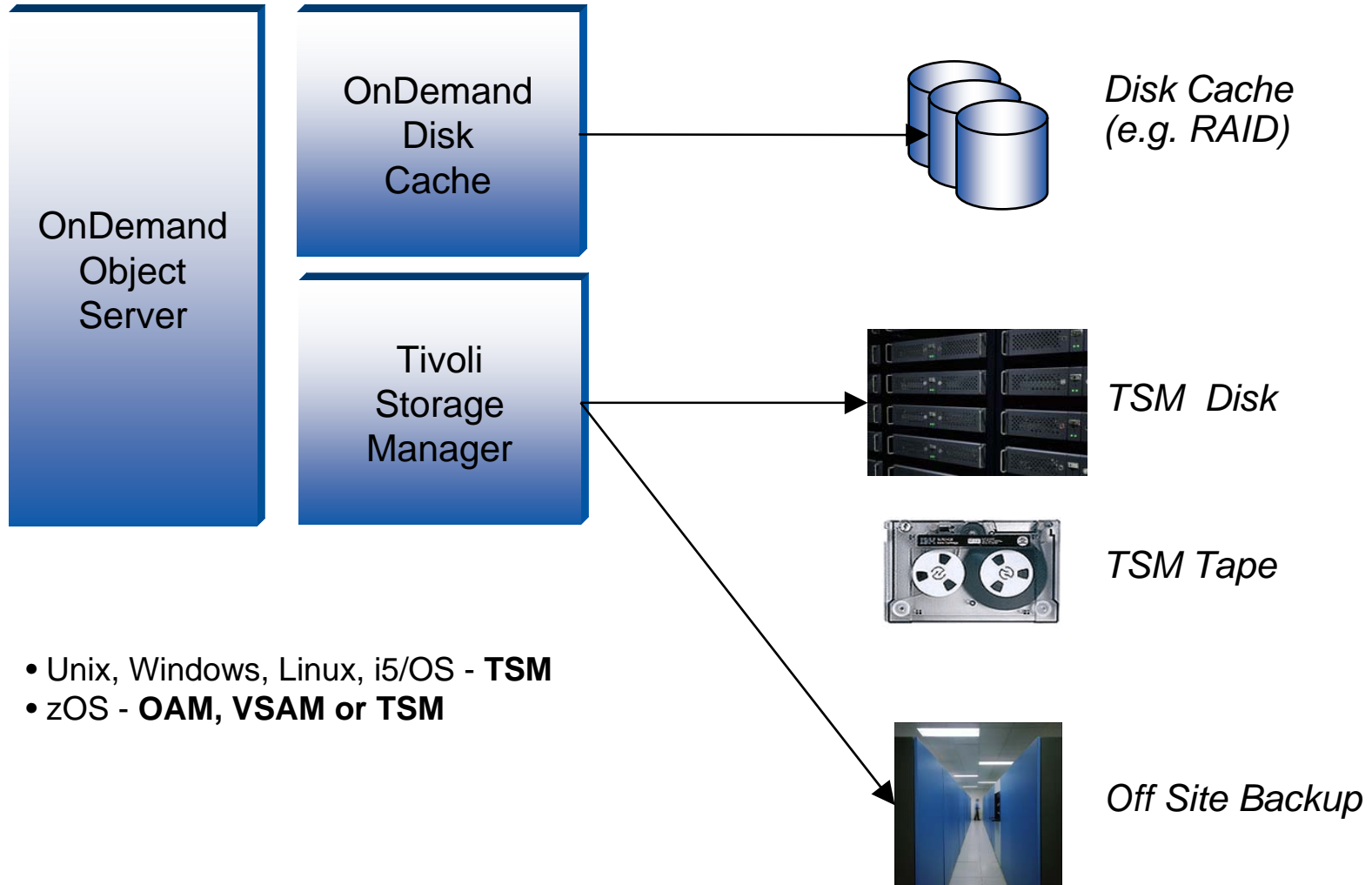
# 8:1 to 30:1

Typical Compression Ratios



The Content Manager OnDemand PDF indexer now supports **resource grouping** and removing **unused resources**. After you enable resource grouping, common resources across statements in a single report are grouped and stored as a **single instance**, and unused resources from a report can be **removed before indexing**. These features can save a tremendous amount of **disk space and reduce cost**.

# OnDemand Storage Management, Expiration and HSM



# Searching for Data

**Credit Card Statements - Search Criteria and Document List**

Search Criteria

Account: Like 000-000-001

Date: Between 01/01/1994

Account Name: Like

Account Balance: Equal To

---

Document List

Account	Date	Acco
000-000-001	11.03.1994	ADR
000-000-001	10.03.1994	ADR
000-000-001	09.03.1994	ADR
000-000-001	08.03.1994	ADR
000-000-001	07.03.1994	ADR
000-000-001	12.03.1994	ADR

## BAXTER BAY BANK

More Bank for the Buck

PAGE 1  
OF 1

**STATEMENT DATE**  
11/03/94

**CREDIT LIMIT**  
13000.00

CHECK NUMBER	AMOUNT OVER LIMIT
12926	0

**ACCOUNT NUMBER**  
000-000-001

**MAKE CHECKS PAYABLE TO:** BigBucksCard

**DIRECT PAYMENT OR INQUIRIES TO:** BigBucksCard Center  
 CUSTOMER SERVICES  
 P.O. BOX 100/BOULDER, CO 99999  
 PHONE (123) 123-4567

*Adrian Cyclery  
611 N. Main St  
Adrian, MI 49221*

\$ \_\_\_\_\_  
**AMOUNT PAID**

PLEASE DETACH AND RETURN THIS TOP PORTION WITH PAYMENT

PAST DUE	CURRENT DUE	MINIMUM PAYMENT DUE	PAY EITHER AMOUNT	NEW BALANCE	PAY NEW BALANCE BY THIS DATE TO AVOID ADDITIONAL FINANCE CHARGE	YEAR TO DATE FINANCE CHARGE
3	7.36	7.36		←	73.56	12/03/94

<b>STATEMENT DATE</b> 11/03/94	<b>ACCOUNT NUMBER</b> 000-000-001	<b>ANNUAL PERCENTAGE RATE</b> 21.00 %
<b>PREVIOUS BALANCE</b>	<b>PAYMENTS</b>	<b>CREDITS</b>
5667.06	3616.36	0
<b>PURCHASES</b>	<b>USER ADV.</b>	<b>NEW BALANCE</b>
73.56	0	73.56

# Content Navigator search - CMOD

- Saved searches list
  - Users can access their cabinets and folders in a tree view, filter the tree view and access recently used searches
- Saved search criteria
  - Similar to the OD windows client, users can save query criteria associated with an OD folder
- Append search
  - Ability to add results from a new query to an existing query result set.
- Print
  - Ability to send one or more documents to a local or server printer.

The screenshot displays the IBM Content Navigator search interface. The left sidebar shows a tree view of folders, with 'Focus Corporation Trade Compliance' selected. The main area shows search criteria for 'Focus Corporation Trade Compliance' with fields for Account, Report Number, Report Name, and Report Date. The search results table shows two entries for 'BASE EQUIVALENT CASH STATEMENT' with Report Number 'H66B' and Report Date '12/31/2006'.

Account	Report Number	Report Name	Report Date
99000/999	H66B	BASE EQUIVALENT CASH STATEMENT	12/31/2006
99000/999	H66B	BASE EQUIVALENT CASH STATEMENT	12/31/2006

IBM Content Navigator - Mozilla Firefox

File Edit View History Bookmarks Tools Help

localhost:9080/navigator/?desktop=Demo

IBM Content Navigator admin

CMODServer

Bluebell Telephone x Loan Delinquency Reports x

Search Criteria: Property options: Match all

Search Results

Refresh Properties Actions

Showing results for: Loan Delinquency Reports

	Date	Begin Loan Number	End Loan Number	Full Text Highlight	Load Date	Doc Size
	01/10/1994	10000	1000999			509400
	01/10/1994	1010000	2000999			509400
	01/10/1994	2010000	3000999			509400
	01/10/1994	3010000	4000999			509400
	01/10/1994	4010000	5000999			509400
	01/10/1994	5010000	6000999			509400
	01/10/1994	6000000	7000999			509400
	01/10/1994	7000000	8000999			509400
	01/10/1994	8010000	9000999			509400
	01/10/1994	9010000	10009999			509400
	01/10/1994	10010000	11000999			509400
	01/10/1994	11010000	12000999			509400
	01/10/1994	12010000	13000999			509400
	01/10/1994	13010000	14000999			509400
	01/10/1994	14010000	15000999			509400
	01/10/1994	15010000	16000999			509400
	01/10/1994	16010000	17000999			509400
	01/10/1994	17010000	18000999			509400
	01/10/1994	18010000	19000999			509400
	01/10/1994	19010000	20000999			509400
	01/10/1994	20010000	21000999			509400

12/13/12 12:00 PM - The search returned 100 items.

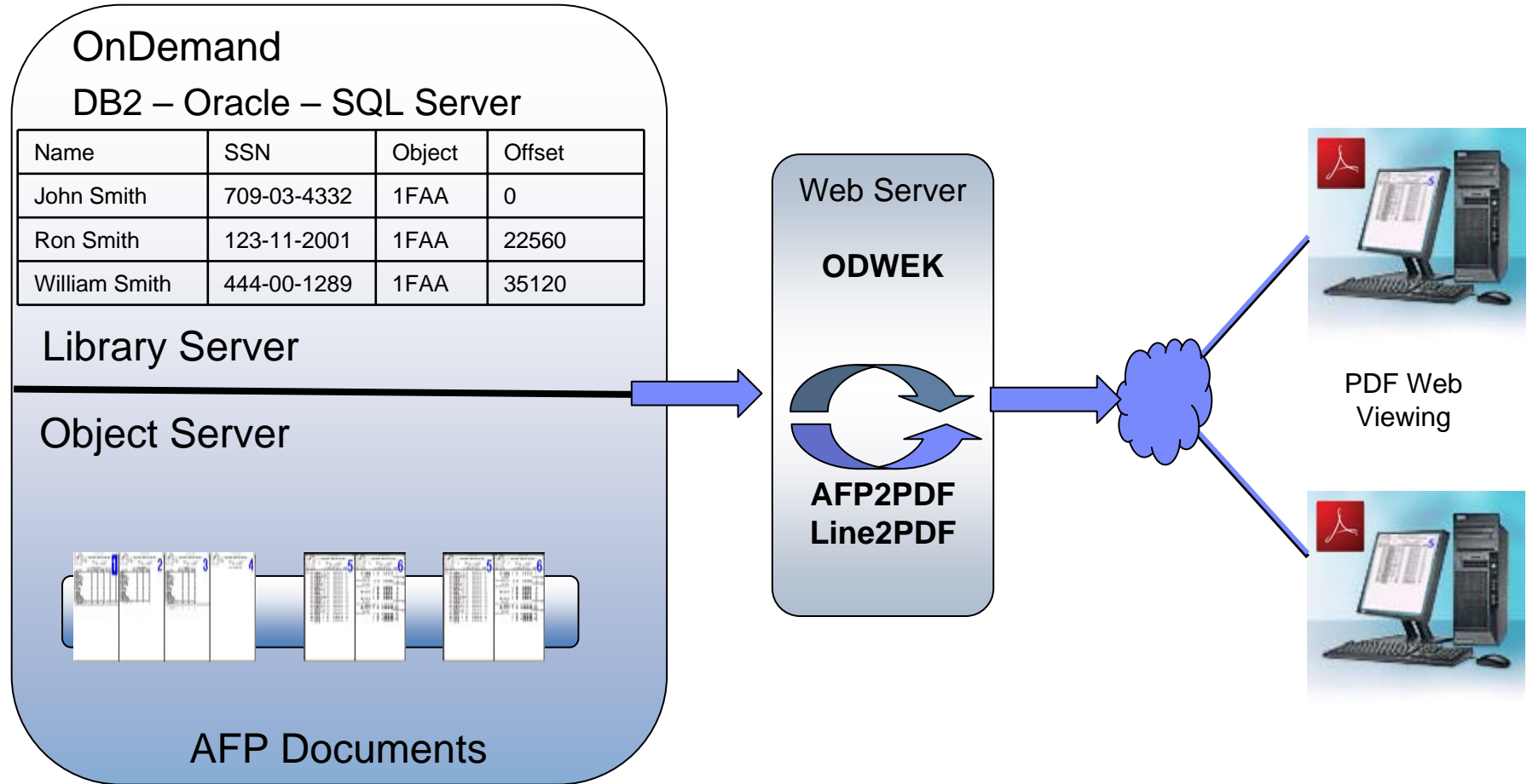
# Benefits for mobile environments:

## *Content Navigator on any modern mobile device*



- Native iOS application, optimized for both phone and tablet form factors
- Responsive design sample web plugin for any mobile browser
- **Worklight** sample project for cross platform mobile development
- Limited use license of IBM Worklight included
- Secure file transfer to anyone via **QuickFile**
- Browse, search, and share content from any device
- Access and create shared searches and favorites
- Add and edit content
- External data integration
- Customizing and Extending ICN **Redbook:**
- <http://www.redbooks.ibm.com/redpieces/abstracts/sg248055.html?Open=>

# Publishing Documents on the Web (Store in native format and dynamically convert)



# Datawatch Integration

- A way to mine and transform the reports into actionable information in form of tables, spreadsheets, charts, graphs, and provide an easy way to perform advanced analytics against their report data.
- Automatic report data transformation based on Monarch server technology
- One-click access to any report data in web and Excel spreadsheets format
- In browser data filtering, sorting and graphing of report data
- Summary report engine
- Optional drag-and-drop multi-dimensional cube-based analysis tool

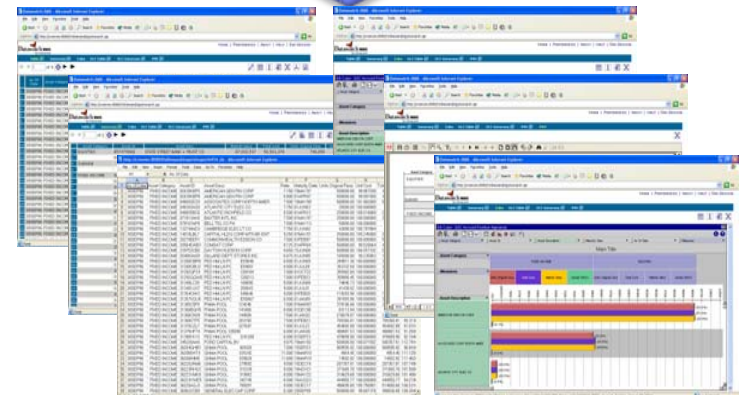


11/01/99 CLASSICAL MUSIC DISTRIBUTORS PAGE 01  
 10:17 MONTHLY SHIPPING REPORT  
 HSR94 FROM 10/01/99 TO 10/31/99

CUSTOMER: Betty's Music Store  
 Muscatine Plaza  
 200 Lower Muscatine  
 Cedar Falls, IA 50613

ACCOUNT NUMBER: 11887  
 CONTACT: Betty Yoder

MEDIA	QTY	DESCRIPTION	ORDER NUMBER:	SHIP DATE:	LABEL/NO.	UNT_PRC	AMOUNT
CD	4	Bartok, Sonata for Solo Violin	536017	10/06/99	MK-42625	8.99	35.96
	7	Mozart, Mass in C, K.427			420831-2	9.00	63.00
	2	Luening, Electronic Music			CD 611	10.19	20.38
TAPE	9	Scarlatti, Stabat Mater			SBT 48282	5.99	53.91
			ORDER NUMBER: 536039	SHIP DATE: 10/21/99			
CD	11	Beethoven, Pathetique Sonata, Arau			420153-2	5.99	65.89
	8	Mendelssohn, War March of the Priests			SHK 47592	8.99	71.92
	10	Pizzetti, Messa di Requiem			CHAN 8964	9.59	95.90
LP	6	Misc., Modern Trombone Masterpieces			ADA 581087	10.79	64.74
TAPE	6	Gershwin, An American in Paris			ACS 8034	5.99	35.94







# Report Distribution Overview

- An easy way to automatically group reports and portions of related reports together
- An easy way to organize reports
- The ability to convert the report data into different formats
- The ability to send the grouped or bundled reports through e-mail to multiple users
- The ability to make grouped or bundled reports available for printing



# Compliance Requirements

- OnDemand provides a long-term archive of critical business documents for companies
- Recent OnDemand releases added key capabilities to enable companies to meet compliance requirements
  - Built-in retention management and hold
  - Support for IBM Enterprise Records



# OnDemand Holds

- OnDemand supports putting documents on hold through the Windows and Navigator clients
  - Based on a Hold Reason (e.g. legal case name)
- Holds do not change or manage expiration, they just prevent document from expiring or being deleted
- Holds are efficient for large numbers of documents
- A single document can be in multiple holds
- Implied hold enables management of document retention by an external system

	Date	Account	Account Name	Account Balance	Lockdown	CFS
	05/03/94	000-000-000	SMITH CYCLERY CO	197.32	2	0
	05/03/94	000-000-001	ADRIAN CYCLERY	1521.54	2	0
	05/03/94	000-000-002	JACK'S CYCLERY	1854.50	2	0
	05/03/94	000-000-003	DENNIS BICYCLE SHOP	1927.11	2	0
	05/03/94	000-000-004	TERRY'S SPORTS	997.60	2	0
	05/03/94	000-000-005	COBBLESTONE SCHWINN	12.80	2	0
	05/03/94	000-000-006	SUMMIT SPORTS	1654.70	2	0
	05/03/94	000-000-007	ANN ARBOR CYCLERY	2579.20	2	0
	05/03/94	000-000-008	CAMPUS BIKE	1942.30	2	0
	05/03/94	000-000-009	CYCLE CELLAR	925.90	2	0
	05/03/94	000-000-010	GREAT LAKES CYCLING	1981.20	2	0
	05/03/94	000-000-011	STUDENT BIKE SHOP	60.70	2	0
	05/03/94	000-000-012	WACHTMAN CYCLERY	1000.00	2	0

# IBM ECM System Monitor Automates the Management of your CMOD Platform

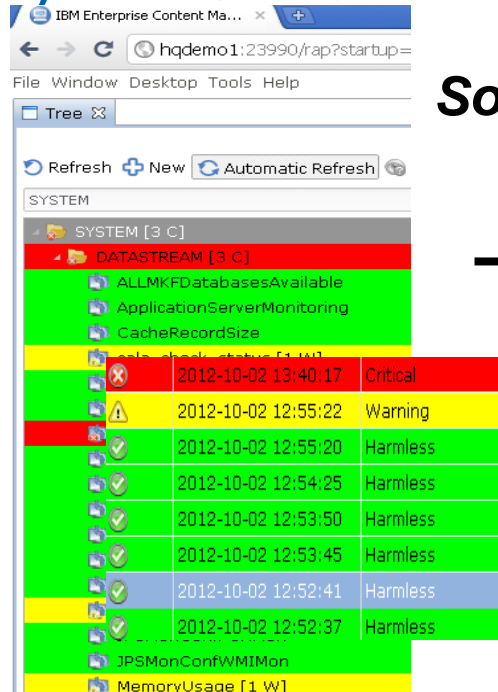
## Problem



ECM System



## Solution



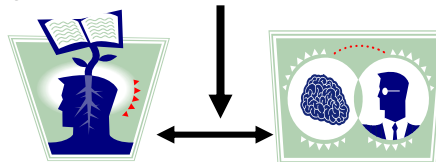
## Result



1. Database error prevents document access

2. System Monitor identifies error, alerts Administrator who instantly solves the problem with the built in knowledge base, or SysMon can auto correct the outage

3. Increased uptime, meeting your SLA, satisfied users



# What's New

# Comparing versions

Capabilities / Features	N-3 (v8.4)	N-2 (v8.4.1)	N-1 v8.5	V9.0
Full Text Search				Y
Advanced Monitoring				Y
CMIS support / 128 metadata fields / Excel int,				Y
Report Distribution enhancements			Y	Y
SSL and FIPS -140 support			Y	Y
Improved AFP, Line and PDF data indexing			Y	Y
Expanded multi-conc. language support			Y	Y
Subsystem failover support			Y	Y
DECFLOAT support (DB2)			Y	Y
System mngt enhancements			Y	Y
Enhanced Retention		Y	Y	Y
FileNet P8 integration		Y	Y	Y
64 bit JNI support		Y	Y	Y
Indexer enhancements		Y	Y	Y
ODWEK enhancements		Y	Y	Y
Citrix on Windows client		Y	Y	Y
LDAP login authentication	Y	Y	Y	Y
Cabinet Support for Folders	Y	Y	Y	Y
Multi-char predictive search	Y	Y	Y	Y
Export to file	Y	Y	Y	Y
Filename indexing	Y	Y	Y	Y
Global annotations	Y	Y	Y	Y
Server based hit-list sorting	Y	Y	Y	Y
WEBi support / Content Navigator support	Y	Y	Y / Y	Y / Y

# OnDemand Release Summary

2007	2008	2009	2010	2011	2012
<p><a href="#">OnDemand MP 8.4.0</a></p> <ul style="list-style-type: none"> <li>•ODWA</li> <li>•64-bit addressing space on Linux™, AIX®, HP-UX and Solaris</li> <li>•Native Lightweight Directory Access Protocol (LDAP) support for login authentication</li> <li>•Usability enhancements:</li> <li>•Event-based expiration</li> <li>•Ability to change the life of cached data retroactively</li> <li>•Server-based sorting</li> <li>•IBM WEBi</li> <li>•IPv6 compliance</li> </ul> <p><a href="#">OnDemand zOS 8.4.0</a></p> <ul style="list-style-type: none"> <li>•Define DB2® database information</li> <li>•Exploitation of 64-bit addressing space on Linux™, AIX®, HP-UX, and Solaris platforms,</li> <li>•Expanded database support for Oracle 10g Release 2 and IBM DB2 Universal Database® V9</li> <li>•AFP™ transforms</li> </ul>	<p><a href="#">OnDemand MP 8.4.1</a></p> <ul style="list-style-type: none"> <li>•Enhanced Retention Management</li> <li>•Support for IBM FileNet P8</li> <li>•PDF indexing enhancements</li> <li>•Oracle on Intel Linux</li> <li>•Linux support for the ODWA</li> <li>•Additional LDAP servers supported</li> <li>•CITRIX support</li> <li>•API enhancements to ODWEK</li> <li>•ACIF indexer enhancements</li> </ul> <p><a href="#">OnDemand i5 6.1</a></p> <ul style="list-style-type: none"> <li>•IASPs for archived data and the location of new instances.</li> <li>•Support for TSM as a storage level</li> <li>•Batch Administration</li> <li>•WEBi</li> <li>•Change life of cached data retroactively</li> <li>•Single table creation for an application group.</li> </ul>	<p><a href="#">OnDemand zOS 8.4.1</a></p> <ul style="list-style-type: none"> <li>•Enhanced Retention Management</li> <li>•Support for IBM FileNet P8</li> <li>•OS/390® indexer enhancements</li> <li>•ODWEK 64-bit</li> <li>•OnDemand Distribution Facility support for PDF e-mails</li> <li>•PDF indexing enhancements</li> <li>•Citrix support</li> <li>•API enhancements to ODWEK</li> <li>•ACIF indexer enhancements</li> <li>•Consumability and usability enhancement</li> </ul>	<p><a href="#">OnDemand i5 7.1</a></p> <ul style="list-style-type: none"> <li>•Enhanced Retention Management</li> <li>•PDF indexing enhancements</li> <li>•Support for IBM FileNet P8</li> <li>•AFP2WEB for inbound/outbound transforms of AFP to HTML or PDF</li> <li>•Support for Sun and Novell LDAP servers</li> <li>•API enhancements to ODWEK</li> </ul> <p><a href="#">OnDemand MP 8.5.0</a></p> <ul style="list-style-type: none"> <li>•Unicode support</li> <li>•Multiple language folder field names</li> <li>•64-Bit Windows Server</li> <li>•SSL support between OnDemand client and server</li> <li>•FIPS 140-2</li> <li>•DECFLOAT in DB2</li> <li>•Multiple TSM servers from the same Object Server</li> </ul>	<p><a href="#">OnDemand zOS 8.5.0</a></p> <ul style="list-style-type: none"> <li>•Enhanced reporting and analysis</li> <li>•Indexing enhancements for AFP and PDF data</li> <li>•Support for SSL communication with LDAP</li> <li>•FIPS 140-2</li> <li>•Multiple language folder field names</li> <li>•Unicode support</li> <li>•Multiple TSM servers</li> <li>•DECFLOAT data type in DB2</li> <li>•Extend OAM repository interface</li> <li>•Enhancements for ease of installation</li> <li>•Administer ODF from the OnDemand Windows Administrator.</li> </ul>	<p><a href="#">OnDemand 9.0 MP and z</a></p> <ul style="list-style-type: none"> <li>•Full Text Search</li> <li>•FSM Integration</li> <li>•User Proxy</li> <li>•Password restriction</li> <li>•Last Login</li> <li>•RDF Performance</li> <li>•Database timestamp</li> <li>•128 Metadata fields</li> <li>•Adding fields to existing folder def'n</li> <li>•Graphical Annotation in Line Data Applet</li> <li>•Enhanced Metadata Update</li> <li>•OOTB integration with Excel</li> <li>•CMIS Read-Only</li> <li>•OS/390 Indexer on AIX</li> </ul> <p><a href="#">OnDemand i5 7.1 Refresh</a></p> <ul style="list-style-type: none"> <li>•Unicode support</li> <li>•Multiple language folder field names</li> <li>•64-Bit Windows Server</li> <li>•SSL support between OnDemand client and server</li> <li>•FIPS 140-2</li> <li>•DECFLOAT in DB2</li> <li>•Multiple TSM servers from the same Object Server</li> </ul>



# Content Manager OnDemand 9.0 Content

- Capability

- Full Text Search
- Content Navigator Support
- ECM Dashboard and FSM integration
- Export to .csv formats
- CMIS Read-Only support.
- OS/390 Indexer for AIX

- Security

- User proxy
- Last login
- Password limits/restrictions
- OnDemand Stash file

- Performance

- Report Distribution improvements

- Usability

- Database timestamp support
- Support for 128 metadata fields
- Adding field(s) to existing folder definition
- Graphical annotation support with ODWEK line data applet
- Enhanced metadata update
- Enhanced upgrade process, which allows for easier backout

- Utility

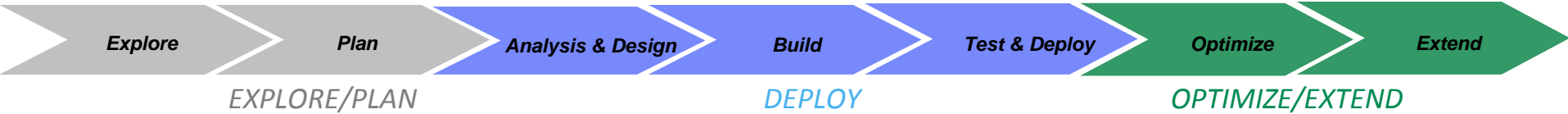
- Arsafpd utility
- PDF Floating Triggers
- zOS Installation Wizard
- Java ODWEK API enhancements

## Top 18 Reasons to consider CMOD

- 1 Long term stability of IBM
- 2 Offers a relational database by default
- 3 Direct integration point to LDAP and other security programs
- 4 Higher compression ratio for line data and AFP data
- 5 Enhanced retention management support
- 6 Report compression also extends to PDFs
- 7 Supports full text search across the entire report repository
- 8 Integration with IBM Enterprise Records
- 9 Flexibility of multiple object servers for Global use
- 10 Product roadmap is well defined
- 11 Flexibility of available clients and installation is quick and easy
- 12 Perpetual license
- 13 Integration with Information Lifecycle Governance Strategy
- 14 Mobile device support
- 15 Best Compression in the industry resulting in lower storage costs
- 16 Transforms for Line and AFP formats
- 17 Report distribution and email notification
- 18 Federated Web Client (Content Navigator) that can seamlessly access both FN and CMOD repositories

# Content Manager On Demand - Lab Services

Eric Leeson – Practice Manager [eleeson@us.ibm.com](mailto:eleeson@us.ibm.com)



## Migration Assessment

- Migration overview, Stakeholders strategy & goals
- End user requirements
- Report data formats, Report usage patterns
- Custom business application & exit integration
- Migration Assessment Report

## Enterprise consulting

- CMOD Architecture Planning

## Migration planning

- Application Transitions (exits)
- Infrastructure Transitions (Data Modeling)
- Data Migration (Historical Data)
- Transform review

## Custom Development services

- Content Navigator customization
- Exit's customization

## Implementation services

- CMOD Installation services
- Transforms Installation

## Transition services

- Upgrade Services
- Platform, Legacy & 3rd Party Migrations
- Data Migration Services

## Optimization services

- Health Check Services
- Performance Optimization Services
- Capacity Planning Services
- System Deployment Review
- System Administration Services
- Remote System Administration
- High Availability & Disaster Recovery

## ***IBM Lab Services Team – Competitive Migration Examples***

***IBM Lab Services is currently engaged in many competitive migrations to CM OnDemand worldwide and this trend is accelerating as customers assess their current implementation with other products***

- **Bank** – Replaced AXS-One
- **Financial Group** – Retired Mobius, CA and Docfinity systems
- **Futures and Options**-Replaced AXS-One
- **Bank** – Replaced Mobius and DCTM
- **Telecommunications Company** – Replaced EOS and Mobius
- **Bank** – Replaced Control D

# Look for Upcoming CMOD Workshops!

Whether new to Content Manager OnDemand, an experienced professional, or considering migrating off an older, less functional repository, you need to attend this exciting 3 day event to learn about the following and will include discussions pertaining to all platforms (Z,i, and distributed)

- Why your organization needs Content Manager OnDemand
- What's new in Content Manager OnDemand Version 9
- Content Manager OnDemand Best Practices
- Content Manager OnDemand Report Mining Capabilities
- Content Manager OnDemand Enhanced Retention Management
- Content Manager OnDemand Full Text Index and Search
- Content Manager OnDemand XML Capabilities
- Content Manager OnDemand HA/DR
- IBM Content Navigator Client and Mobile Device Support
- Migration and Conversion Services to Content Manager OnDemand

# Additional Information

- OnDemand Info Center

<http://pic.dhe.ibm.com/infocenter/cmdev9r0m0/index.jsp?topic=%2Fcom.ibm.ondemand.doc%2Fic-homepage.html>

- Get started

- [Information Management Lifecycles](#)
- [What's new in IBM Content Manager OnDemand for Multiplatforms Version 9.0](#)
- [What's new in IBM Content Manager OnDemand for z/OS Version 9.0](#)
- [What's new in IBM Content Manager OnDemand for i Version 7.1](#)
- [What's new in the IBM Content Navigator](#)
- [Content Manager OnDemand for Multiplatforms Version 9.0 System requirements matrix](#)
- [Content Manager OnDemand for z/OS Version 9.0 System requirements document](#)
- [Content Manager OnDemand for i Version 7.1 System requirements matrix](#)
- [Compatibility matrix for the Content Manager OnDemand clients and servers](#)
- [Upgrade Guide for Content Manager OnDemand Servers](#)

- Perform common tasks

- [Planning](#)
- [Installing](#)
- [Administering](#)
- [Installing and implementing ODWEK](#)

- Resolve problems

- [Steps for troubleshooting](#)

# Additional Information

**-CMOD Main Page:**

<http://www-01.ibm.com/software/ecm/ondemand/>

**-Content Manager OnDemand Conversion Services**

[ftp://ftp.software.ibm.com/software//data/sw-library/services/ECM\\_Content\\_Manager\\_OnDemand\\_Conversion\\_Services.pdf](ftp://ftp.software.ibm.com/software//data/sw-library/services/ECM_Content_Manager_OnDemand_Conversion_Services.pdf)

**-ODUG (OnDemand Users Group)**

<http://odusergroup.org/>

**-Frost & Sullivan “The Digital Front Office: Enabling Customer Self Service with Enterprise Content Management**

<http://public.dhe.ibm.com/common/ssi/ecm/en/zzi03066usen/ZZL03066USEN.PDF>

धन्यवाद

Hindi

多謝

Traditional Chinese

ขอบพระคุณ

Thai

Спасибо

Russian

Gracias

Spanish

شكراً

Arabic

Thank You

English

Obrigado

Brazilian Portuguese

Grazie

Italian

Danke

German

Merci

French

நன்றி

Tamil

多谢

Simplified Chinese

감사합니다

Korean

ありがとうございました

Japanese