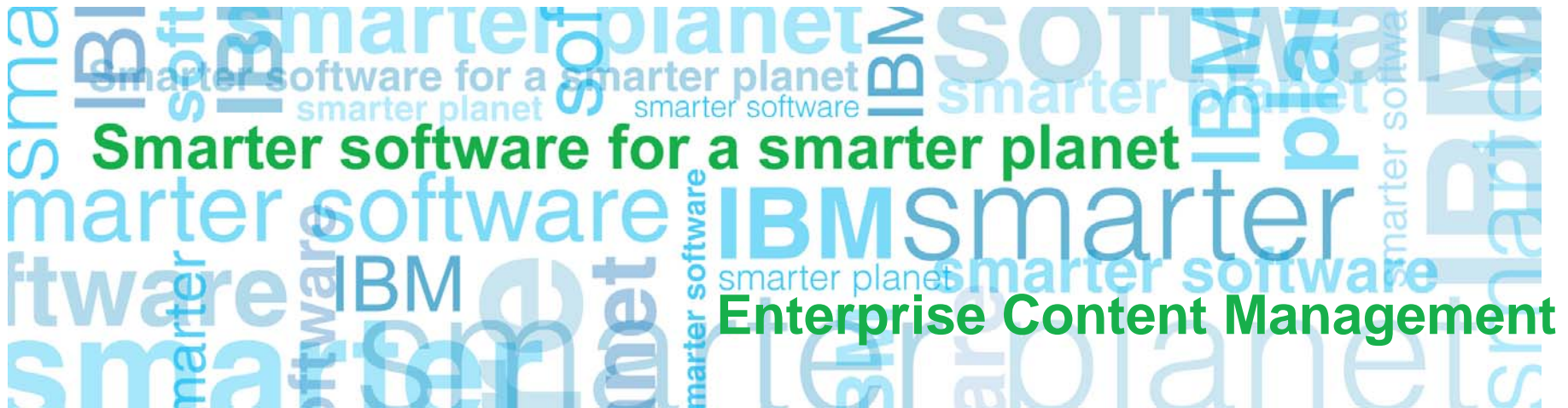


Content Manager OnDemand Product Overview

Louise E Hawley
North Americas CMOD Sales Leader

September 20, 2012



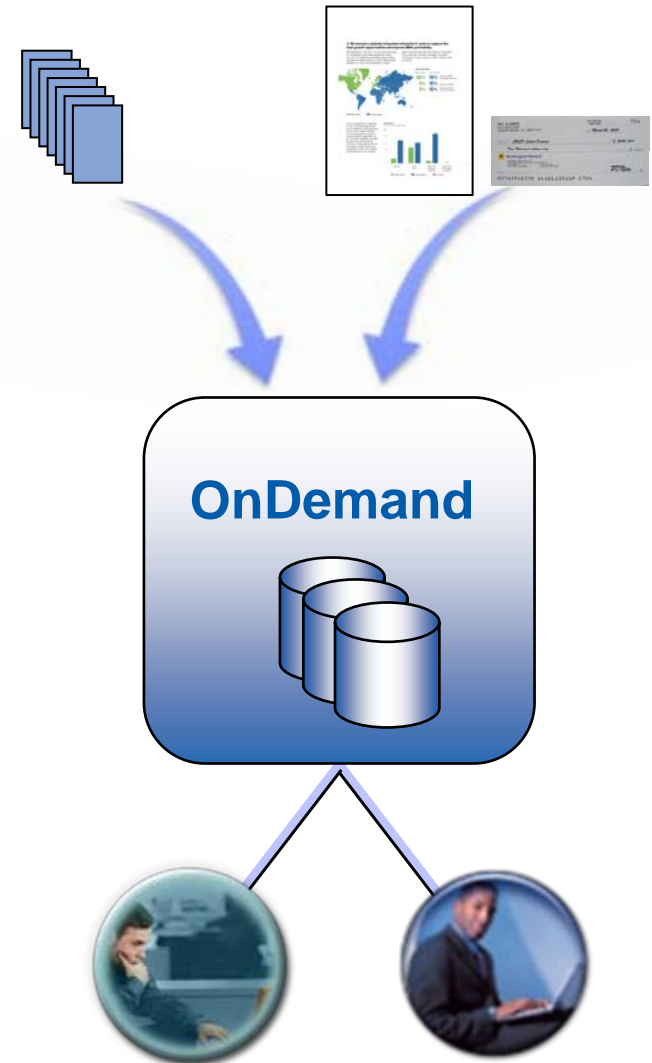
Agenda

- Key business drivers
- OnDemand product overview
- Architecture & capabilities
- What's new



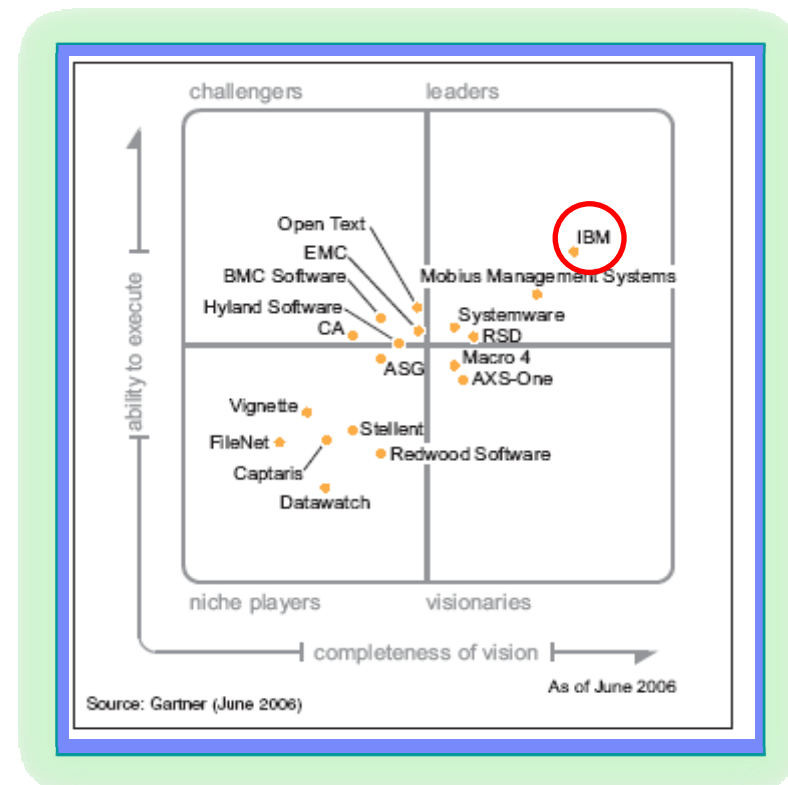
Content Manager OnDemand

- Archives high-volumes of computer generated print data and other forms of content
- Effectively captures, indexes and delivers reports, statements and other computer-generated output across the organization
- Enables electronic bill presentment and publishing information on the internet
- Stores print streams in their native format without the need to transform them during archiving
- Automates and optimizes storage and database management, delivering cost and retrieval benefits



Content Manager OnDemand

- OnDemand was created in the mid-1990s and has continued to grow in capability and customers
- OnDemand is the clear Enterprise Report Management leader
- Supports a wide range of hardware and software platforms
- Large customer base, large skill base
- Meets your report management and enterprise archival needs – today and tomorrow
- CMDO is growing faster than our competition (2006 CMOD has grown faster than the market (9.8% versus 2.2%). Source; GMV 2H08)



Business Pressures

- Inability to access transactional content where needed
- Silos of information make it difficult to find the right information
- Single view of a customer
- Difficult to make information available via Portal or the Internet
- Compliance requirements are becoming critical in every country



Key Use Cases for OnDemand

High-Volume Archival of Static Content

- Statements, invoices, Confirms, ...
- Check images and other static content

eStatement Presentment

- Enable direct customer access to bills and statements
- Enable call centers to access the identical statement or bill
- Reduce paper and mailing costs

eReport Management

- Back-office research on reports
- Mining information from Statements & reports

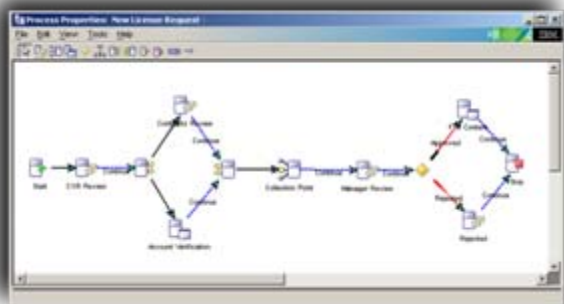
The Difference in Repositories

- There are key reasons why **Report Management** repositories are designed differently than **Content Management** repositories
 - **Report Management**
 - Optimized for large “loads” of many, many individual documents
 - Static in nature; read-only (e.g. computer reports)
 - **Content Management**
 - Optimized for many files of varying size, format and complexity
 - Interactive in nature; BPM, read/write (e.g. office documents)
- Forcing content from one repository into the other compromises the features, scalability and performance of the optimized repository

OnDemand Compared to FileNet P8 & CM8

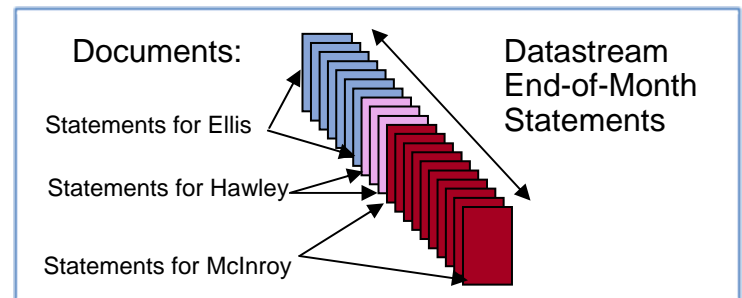
P8 & CM8

- ECM system for active content
- Integrated process management
- Designed for individual documents
- Collaboration/document creation
- Automation of paper-based processes
- Versioning
- Event framework



OnDemand

- Long term archive for static content
- Designed for computer generated output (statements, policies, etc.)
- Large data-streams with potentially millions of documents daily
- High-performance batch loading
- Efficient storage and retrieval
- Print data-stream segmentation and indexing



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 (800) 451-1111

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, CT 06033-1753-1440

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.

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 enjoys an increasingly broad-based geographic reach. 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 19 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 and Africa	10%
Global Business Services	10%

We are enhancing our spending in order to create 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		



Photos

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

90-7162/3222
3833014362

March 20, 2008

PAY TO THE ORDER OF: CHSD School District \$ 2000.00=

Two Thousand dollars only

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

PD Nero

NOTES:

⑆271393627⑆ 1436613933⑆ 0704

Check Images

AMOUNT PAID PLEASE DETACH AND RETURN THIS TOP PORTION WITH PAYMENT

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

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

CD 4 Bartok, Sonata for Solo Violin MK-42629

7 Mozart, Mass in C, K.427 420831-2

2 Luening, Electronic Music CD 611

abat Mater SBT 4828

ER: 536039 SHIP DATE: 10/21/99

Chetique Sonata, Arau 420153-2 5.99 65.89

War March of the Priests SHK 47592 8.99 71.92

sa di Requiem CHAN 8964 9.59 95.90

Trombone Masterpieces ADA 581087 10.79 64.74

American in Paris ACS 8034 5.99 35.94

7.1.0.15 09/09/03

7.1.0.14 06/30/03

7.1.0.13 04/25/03

7.1.0.12 02/21/03

7.1.0.11 12/20/02

7.1.0.10 10/31/02

7.1.0.9 09/13/02

7.1.0.8 07/02/02

7.1.0.7 05/02/02

7.1.0.6 02/28/02

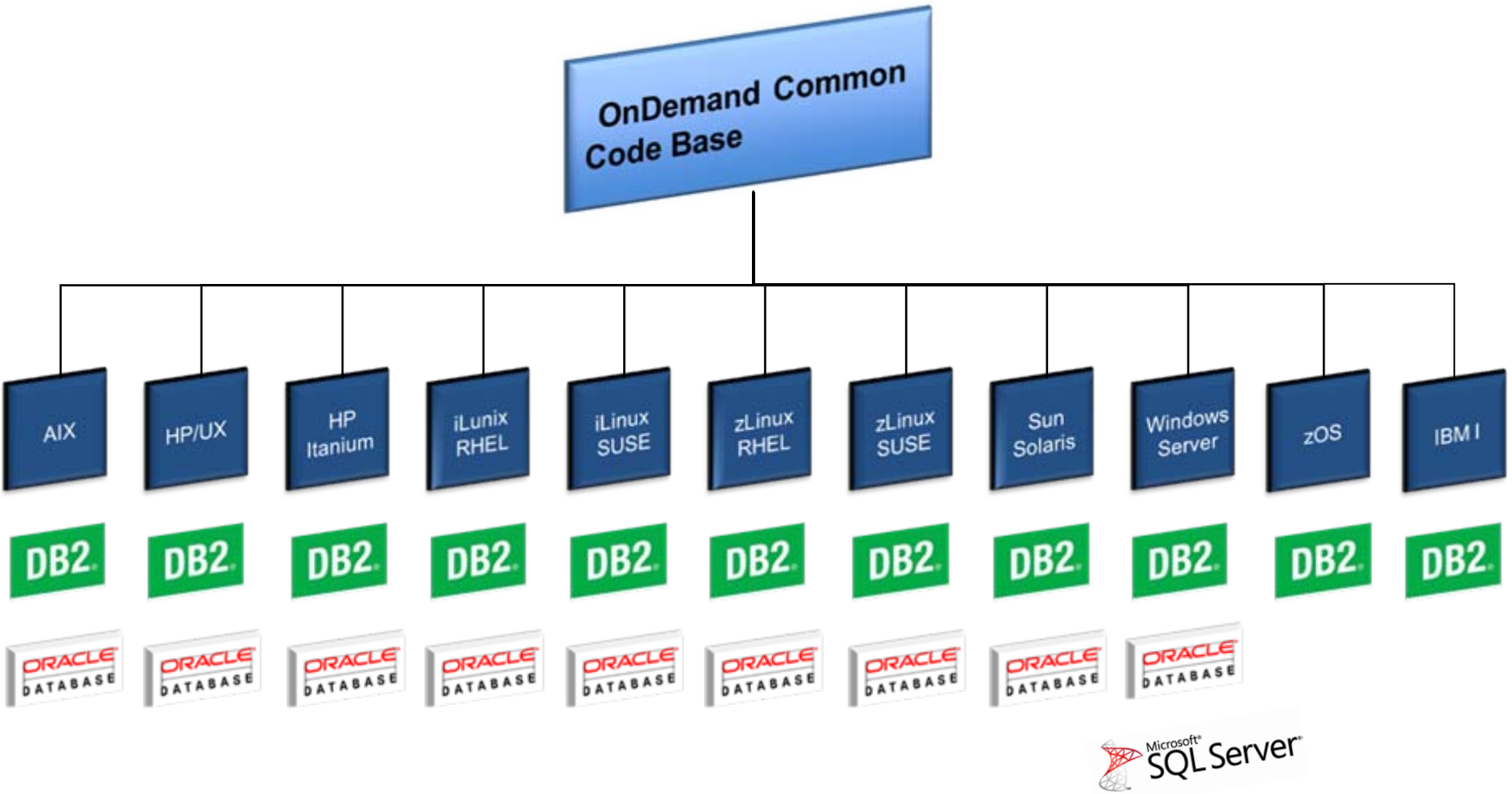
7.1.0.5 12/14/01

7.1.0.4 09/21/01

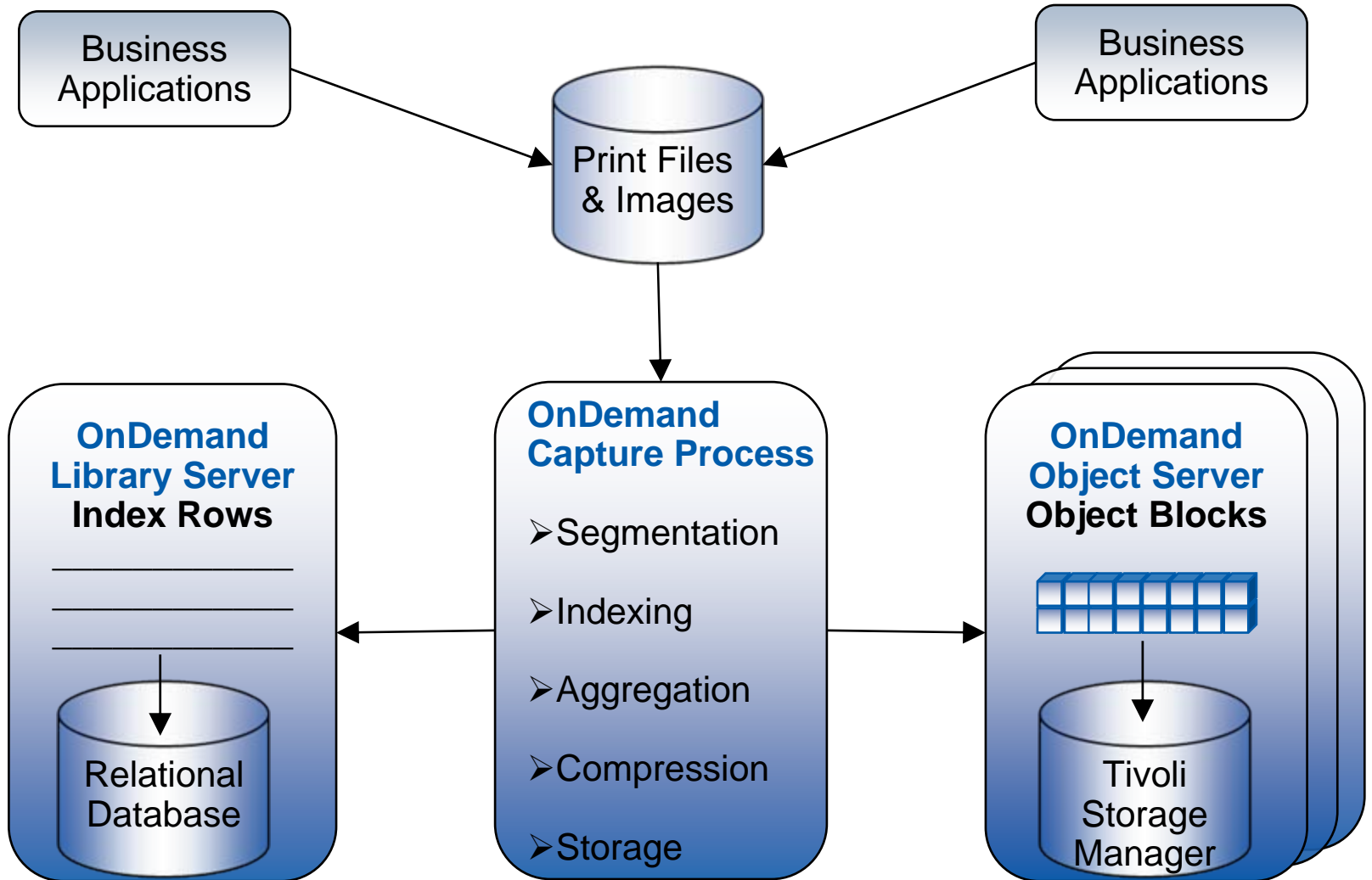
7.1.0.3 07/15/01

Internal Reports

OnDemand Platform and Database Support

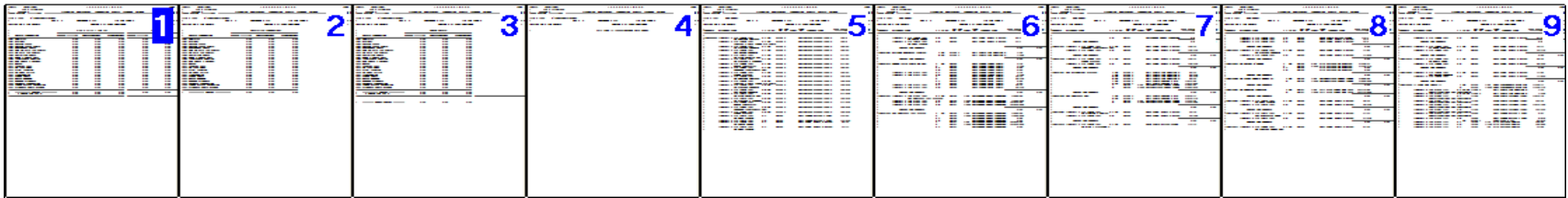


OnDemand Architecture

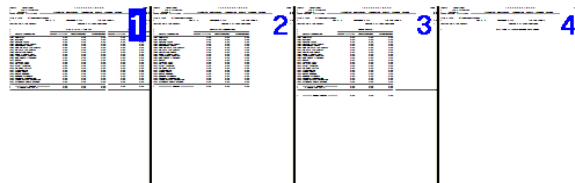


OnDemand Segmentation, Compression & Indexing

Print Data Stream (e.g. 500K pages total)

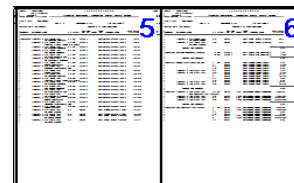


Statement 1



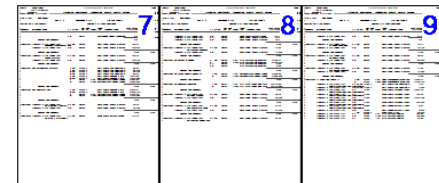
John Smith
123-11-2001

Statement 2



Ron Smith
523-22-6678

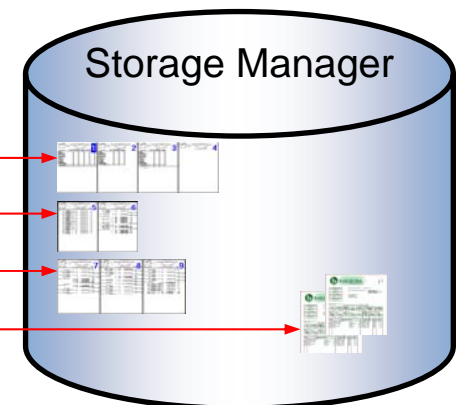
Statement 3



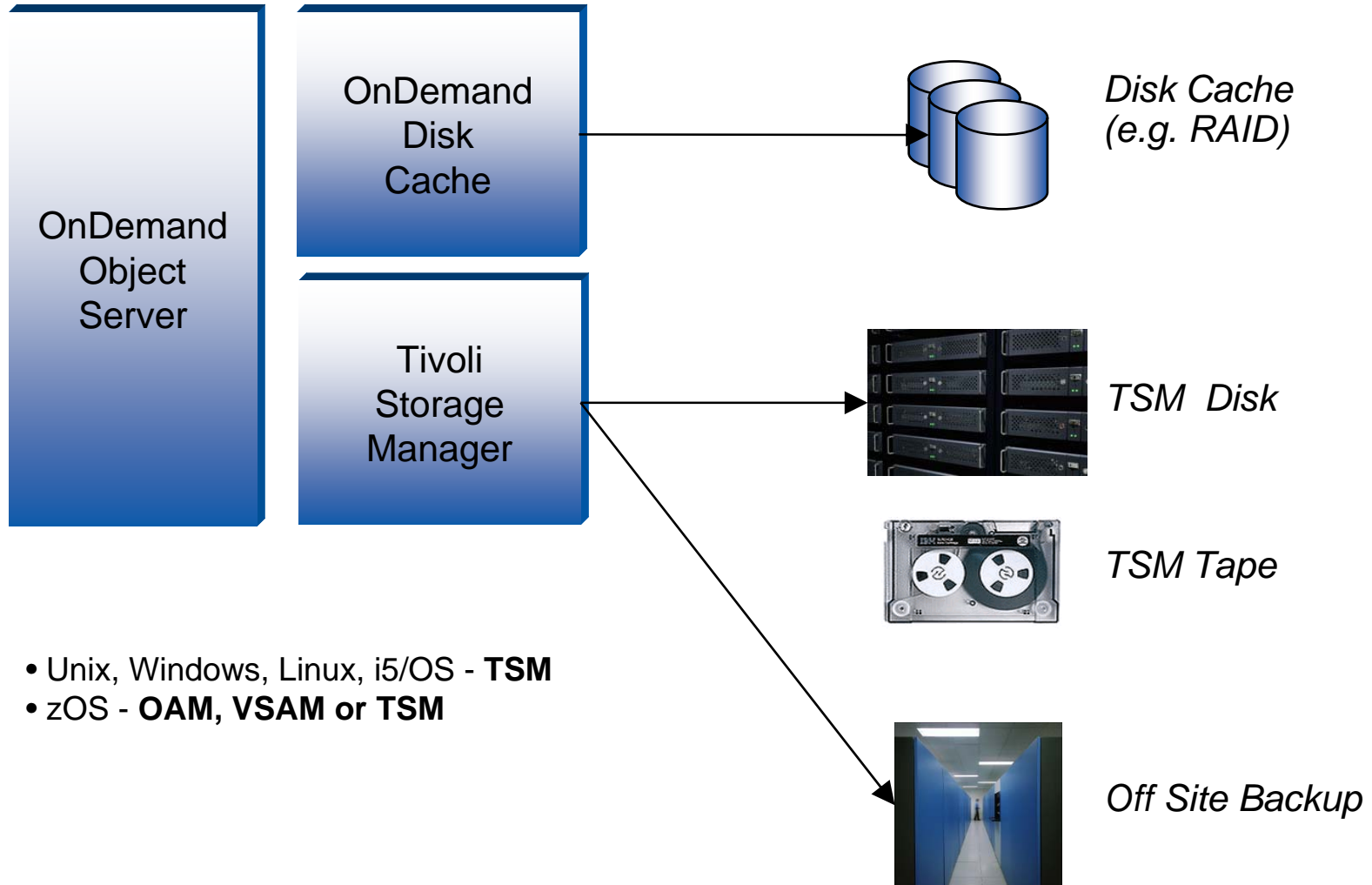
William Smith
709-03-4332

DATABASE

John Smith	123-11-2001
Ron Smith	523-22-6678
William Smith	709-03-4332
	Fixed Resources

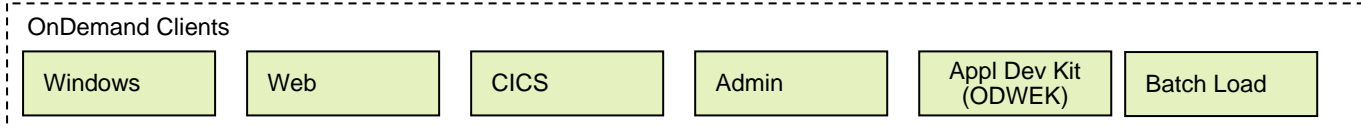


OnDemand Storage Management



- Unix, Windows, Linux, i5/OS - **TSM**
- zOS - **OAM, VSAM or TSM**

Key OnDemand Architecture Components

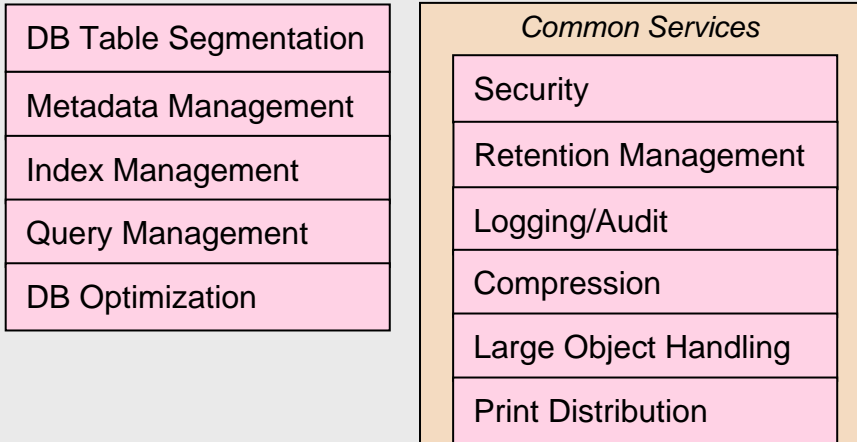


SSL

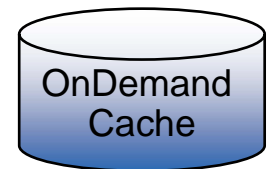
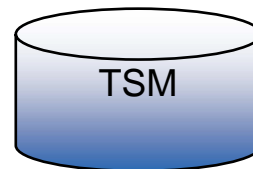
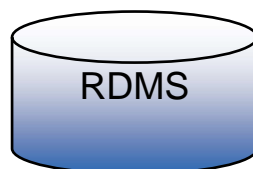
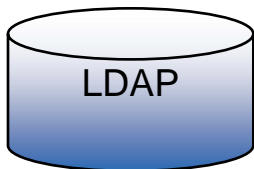
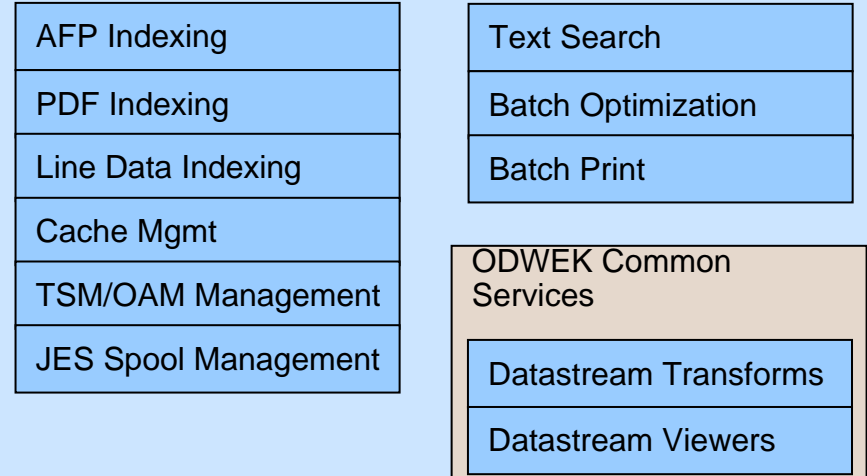
OnDemand Server

WINDOWS / AIX / RHEL / SLES / HPUX / SOLARIS / LINUX / zOS / IBM i

OnDemand Library Server

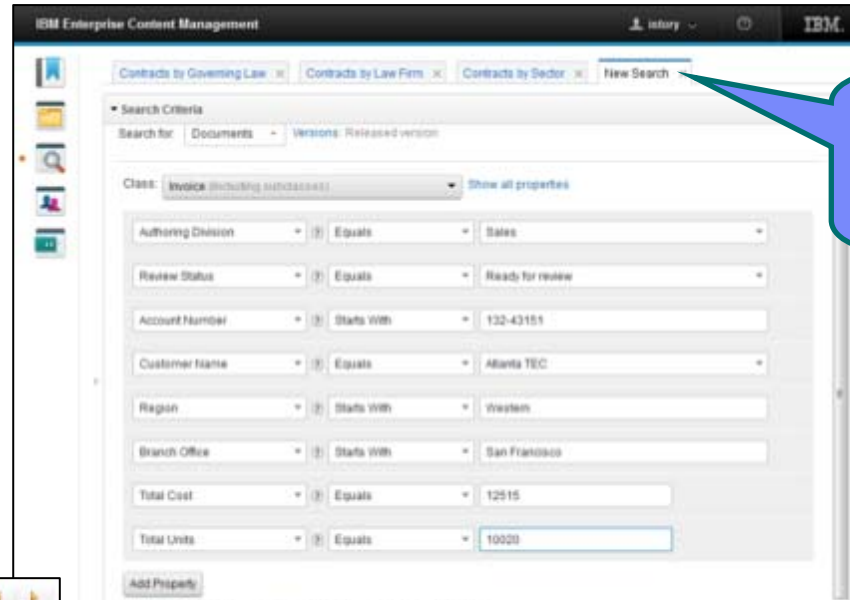


OnDemand Object Server

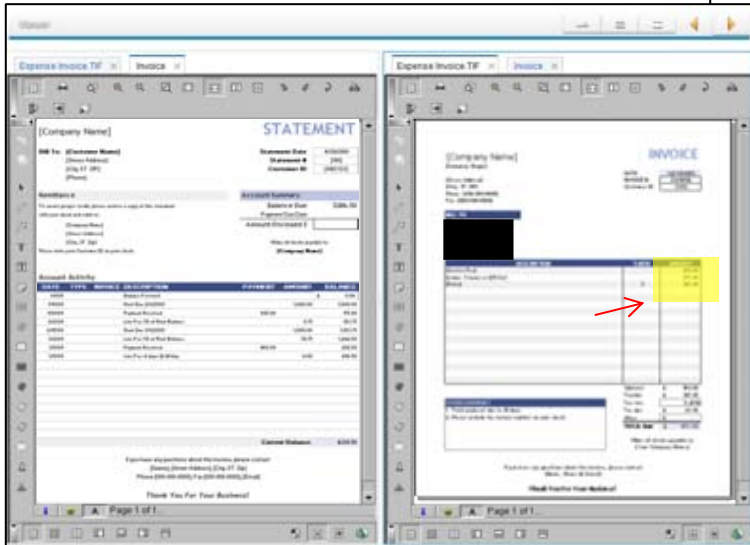


IBM Content Navigator for Imaging and Capture

- Advanced search
- Business processes
- Work assignment
- Image and statement viewing
- Side by side and tabbed viewing
- Annotations
- Redaction



Multiple Searches

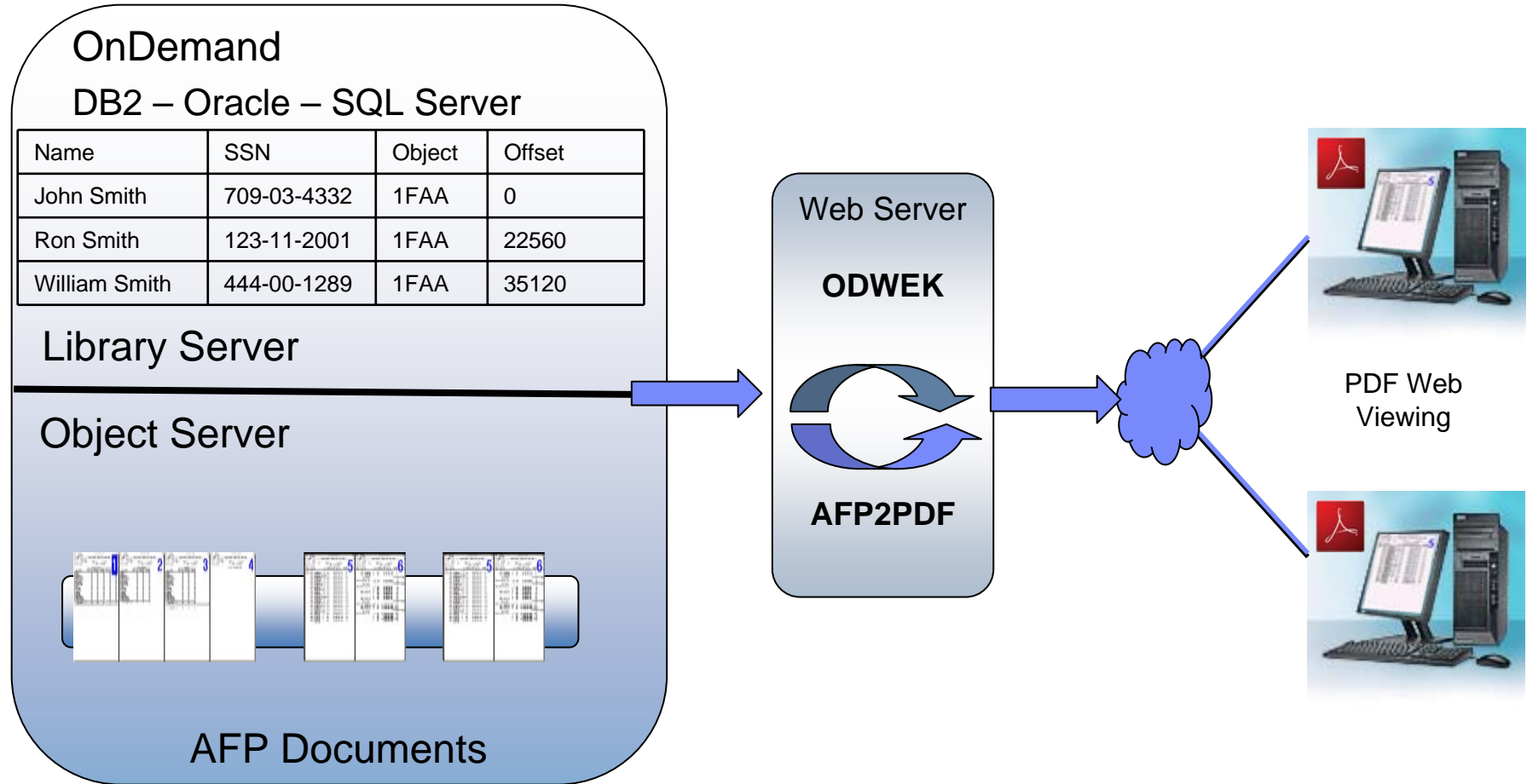


Role based in-baskets

Tabbed and side by side viewing



Publishing Documents on the Web



OnDemand Retention Management

- OnDemand supports time-based retention at the application group level
- Document deletion is managed efficiently for different media types
- OnDemand has native support for putting individual documents on hold
- OnDemand also integrates with IBM Enterprise Records

The screenshot displays the OnDemand Retention Management interface. At the top, there is a 'Search Criteria' section with several search filters:

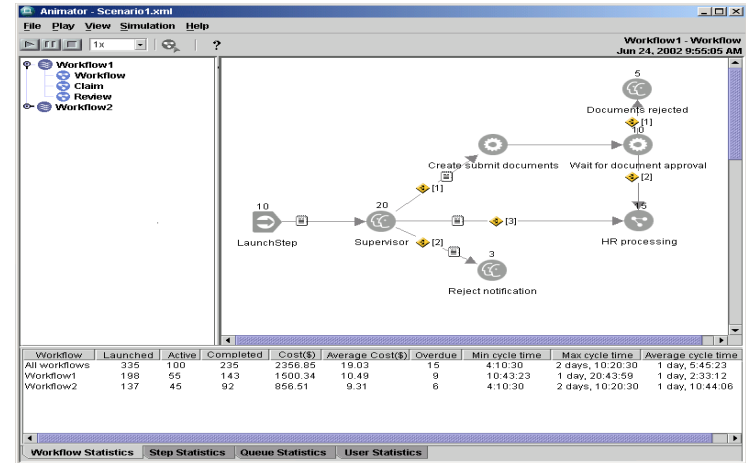
- Account: Like [input field with %]
- Date: Between [11/20/93] and [08/22/08]
- Account Name: Equal To [input field]
- Account Balance: Equal To [input field]
- Lockdown: Equal To [input field]
- CFS: Equal To [input field]
- Hold: Equal To [dropdown menu]

Below the search criteria is a 'Document List' section containing a table with the following columns: Date, Account, Account Name, Account Balance, Lockdown, and a context menu icon. The table lists various accounts and their associated balances and lockdown statuses. A context menu is open over the table, showing options such as 'Spreadsheet', 'Listbox', 'View Notes...', 'Add Note...', 'Apply Hold for All Selected...', 'Release Hold for All Selected...', 'Show Holds...', 'Send Metadata to FileNet for All Selected', 'Sort Column Ascending', 'Sort Column Descending', 'Copy', 'Find in List...', 'Find in Column...', 'Find Previous', 'Find Next', 'Select', 'Deselect', 'Invert', and 'Properties...'.

Date	Account	Account Name	Account Balance	Lockdown
05/03/94	000-000-000	SMITH CYCLERY CO	197.32	0
05/03/94	000-000-001	ADRIAN CYCLERY	1521.54	0
05/03/94	000-000-002	JACK'S CYCLERY	1854.50	0
05/03/94	000-000-003	DENNIS BICYCLE SHOP	1927.17	0
05/03/94	000-000-004	TERRY'S SPORTS	997.64	0
05/03/94	000-000-005	COBBLESTONE		0
05/03/94	000-000-006	SUMMIT SPO		0
05/03/94	000-000-007	ANN ARBOR C		0
05/03/94	000-000-008	CAMPUS BIKE		0
05/03/94	000-000-009	CYCLE CELLA		0
05/03/94	000-000-010	GREAT LAKES		0
05/03/94	000-000-011	STUDENT BIR		0
05/03/94	000-000-012	WASHTENAW C		0
05/03/94	000-000-013	GETAWAY SPC		0
05/03/94	000-000-014	TEAM III SC		0
05/03/94	000-000-015	BAY VAC & F		0
05/03/94	000-000-016	BELL'S BIKE		0
05/03/94	000-000-017	BIKE SHOP		0
05/03/94	000-000-018	JACK'S BICY		0
05/03/94	000-000-019	R S CYCLING		0
05/03/94	000-000-020	STABLE & CY		0
05/03/94	000-000-021	SURF SKATE		0
05/03/94	000-000-022	METRO BIKES		0
05/03/94	000-000-023	SPORE & GEA		0
05/03/94	000-000-024	JERRY'S BIC		0
05/03/94	000-000-025	MG BICYCLE		0
05/03/94	000-000-026	PRO CYCLE C		0

Integration with FileNet P8

- **FileNet P8 Federation to OnDemand**
 - OD document metadata will be ‘federated’ into P8 database
 - Unidirectional
 - OD physical data remains in place
- **Once in P8, able to leverage P8 clients (like Workplace XT) in order to have**
 - Unified search
 - Leverage Business Process Management (BPM)
 - Records Management



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 (P8 Records Manager)



What's New

OnDemand 9.0 for MP and z

- ECM Dashboard and FSM integration – provides real time view of system activities including loads, memory
 - FSM can monitor the OnDemand system log and report when errors occur
 - FSM listener which is directly implemented in the arsockd program and can be attached to via a network port to relay information to a listening program
- Full Text Search
 - Search complete text of document, not just meta data or document parts
 - User proxy - Ability for login with normal userid, but not have to be defined to OD. (ie. Login with LDAP userid/passwd but then use a generic role based userid in OD)
- Last login - If no login within 90 days then user becomes disabled
- Password limits/restrictions
 - Validate against 0-10 previously used passwords
 - Notify user within n days of password expiring
 - Disable a user after n failed login attempts
 - Lock out user after n failed login attempts for x minutes

OnDemand 9.0 for MP and z

- Report Distribution performance improvements
- OnDemand password stash file – eliminates use of userid and/or password on command line
- Database timestamp support – removes limitations of OD timestamp support and provides fractional second support
- Support for 128 metadata fields – increased from 32
- Adding field(s) to existing folder definition
- Content Navigator support
 - Provides an out of box common client for CM8, P8 and CMOD
 - Supports accessing content from mobile devices
 - Extensible and pluggable framework
 - Supports adding new actions, panels, viewers, etc.

OnDemand 9.0 for MP and z

- Graphical annotation support with ODWEK line data applet – matches existing support in Windows client
- Enhanced metadata update - allows the end user to update the document metadata from either the document list or the document view
- Enhanced upgrade process, which allows for easier backout – V9.0 going forward
- OOTB integration with Excel
 - Allows end user to export the field details for the selected document list items in a comma delimited format.
- CSV file will launch in a separate program window according to windows file association settings for the *.CSV extension.
- CMIS Read-Only support - OASIS standard for ECM interoperability implemented by all major ECM repository vendors
- OS/390 Indexer to AIX

OnDemand 9.0 for MP and z

- PDF Indexer Floating Trigger support
 - Enables indexing where trigger is not consistent from page to page in a PDF document
- Arsafpd - command line utility with two functions:
 - Dump AFP structured fields in a readable format
 - Identify whether a file is line data, AFP or PDF. If the file is line data, arsafpd will attempt to determine characteristics of the file such as the record format, the code page, and the carriage control.
- zOS Installation Wizard - enhanced to simplify installation

OnDemand Performance and Scalability

- OnDemand is a very efficient and scalable repository
 - Supports petabytes of data and thousands of users
 - Manages information very efficiently – minimizing database overhead
 - Uses object aggregation to achieve high compression ratios
 - More than 10:1 for some types of data
 - Transfers data compressed from server to client when possible
- The largest OnDemand customers currently have:
 - More than 150 Billion objects stored
 - Millions of retrievals per day
 - More than 19 petabytes of data



Summary

OnDemand Helps You:

- Archive high-volumes of content efficiently and at low cost
- Lower your printing costs
- Lower your storage costs
- Lower your customer service costs
- Improve customer service
- Generate a high return on your investment