



# TOO MUCH PAPER???!!!

Have you ever looked up  
your bank statement online?

A check image?

Your credit card statement?

Your phone bill?

Congratulations! You're an  
OnDemand user!



# Reality

Today's fast paced, twenty four hour a day, constantly connected consumers expect instant access to information that has traditionally been delivered in printed format. They seek ecologically friendly delivery of information 24x7. Content Manager OnDemand enables your organization to meet these requirements while saving costs associated with print, fulfillment and retention of critical transaction documents.

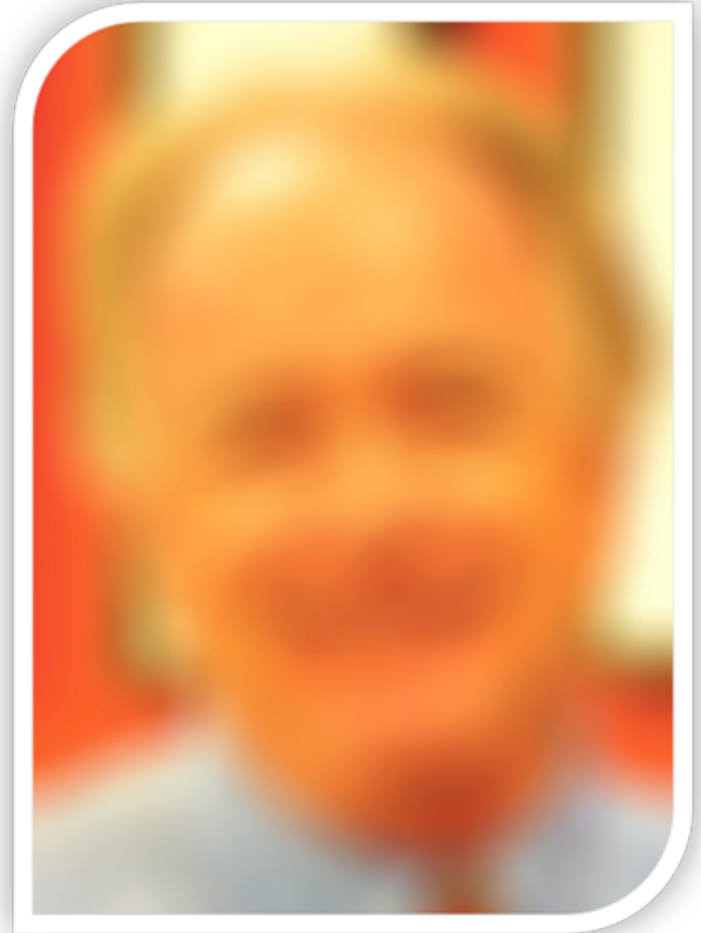
# Today customers demand more information, more often...

- 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? (**Do you have teenagers or young adult children? Do they even pay attention to paper mail?**)
- Protect my data... or else!
- And save the planet...



## Do you know your customer?

- How often have they contacted Customer Services?
- What's on the latest statement sent to them?
- Does your customer feel like you know them when they call?



## Every touch point creates a picture

- Each transaction with your customer, partner, patient, or constituent snaps a picture.
- What are you doing with those pictures?
- Are you leveraging your brand?
  - Are you using these touch points to market new solutions?
  - Are they being leveraged to save your customers time and money?
  - Are they creating customer loyalty?
  - How long will this touch point last in the mind of your customer? Is the experience good or bad?

A tilted image of a complex, multi-sectioned form, likely a medical or administrative document. The form contains various fields, checkboxes, and tables, representing a 'touch point' in a customer's experience. The text is small and difficult to read, but the structure is clear, with multiple sections separated by horizontal lines and headers.

## Gather pictures and connect them

- Electronic images – of documents, records and reports – can be collected, arranged and annotated in a way that enables a clear view of the customer

- Invoices
- Statements
- Transcripts
- Policies
- Claims
- Reports
- Images
- Checks



## Pictures can move anywhere - instantly

- Electronic images can move in real time to deliver answers on demand
  - Give Customer Service reps access to any document needed *with a click*
  - Provide customers with self service access to statements and bills
- Extract reports to:
  - Understand what interests your customers
  - Run your business





# Master the big picture – Enterprise Report Management

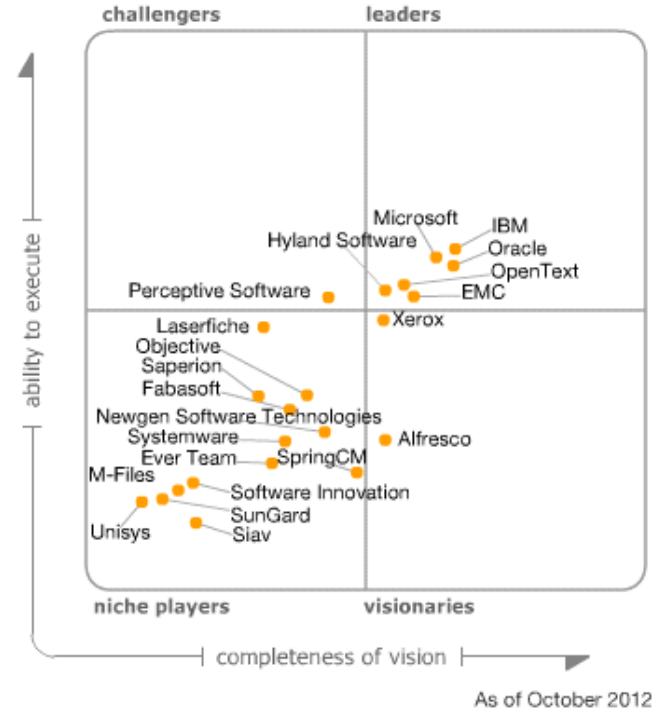
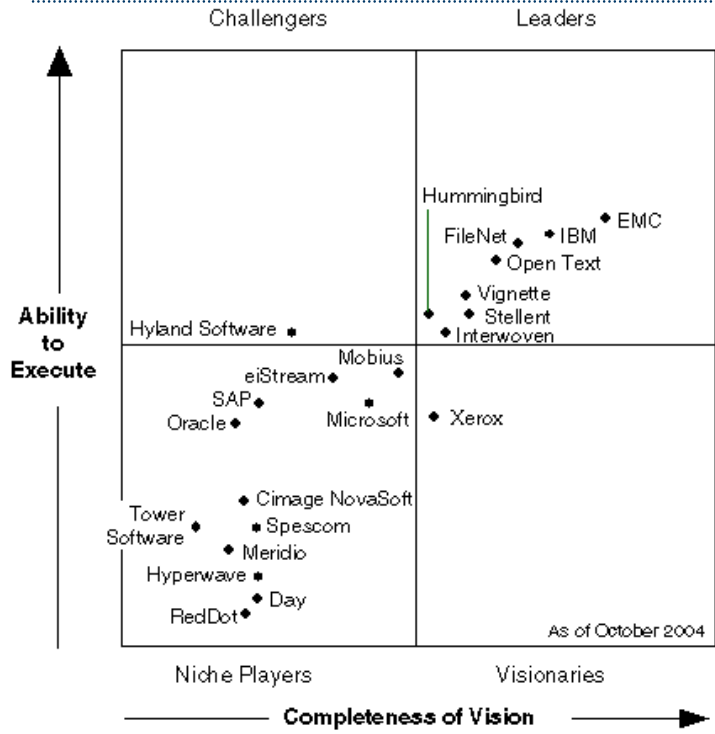
•Enterprise Report Management helps your organization:

- Remove paper and process inefficiencies
- Handle inquiries and satisfy customers in a timely manner
- Provide self-service access to reports and documents



# IBM ECM remains a consistent leader in Gartner's Magic Quadrant

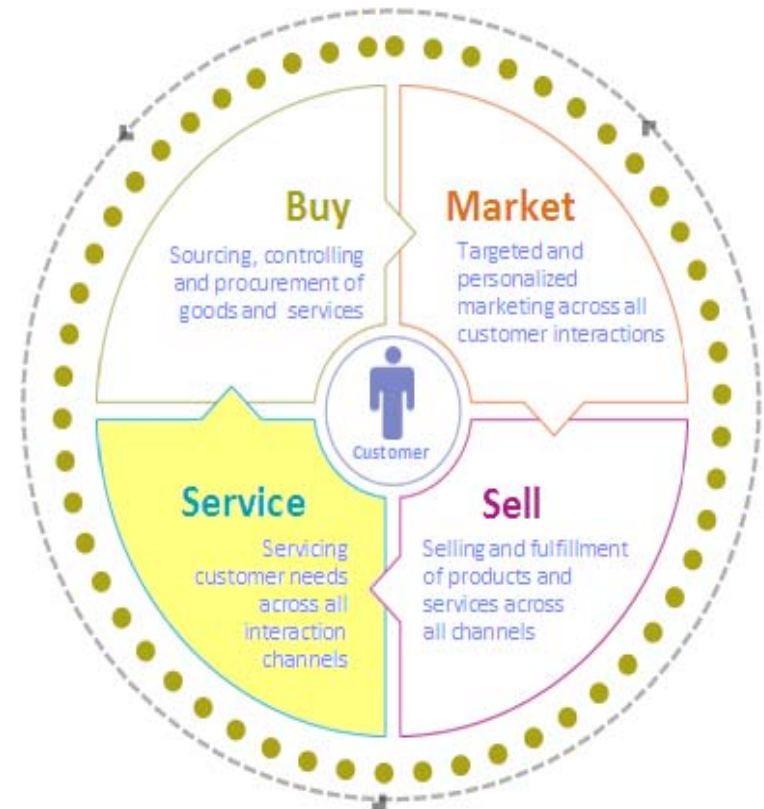
“As a strategic approach, ECM can help enterprises take control of their content and, in so doing, boost effectiveness, encourage collaboration and make information easier to share.” Gartner – October, 2012



# 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 through eReport Management

- 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

# 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

2T3ZF4DV2BW053316

5-DOOR 4X2 SUV

GOVERNMENT SAFETY RATINGS

Frontal crash	Driver	Not Rated
	Passenger	Not Rated
Side crash	Front seat	Not Rated
	Rear seat	Not Rated

rollover **★★★★**

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

STANDARD EQUIPMENT

MECHANICAL & PERFORMANCE

- 2.5L DOHC I4 VVT-i Engine w/ Dual VVT-i
- 175 hp @ 5800 rpm / 172 lb-ft @ 4800 rpm
- 4-Spd Electronic Controlled Auto Trans
- Front Wheel Drive w/ 4-Wheel Suspension
- Electronic Power Steering System
- Hybrid Stabilizer Bar w/ Disc Brakes
- 16" Steel Wheels, P215/70R16 Tires with Wheel Covers & Full Size Spare Tire

SAFETY

- Star Safety System: Enhanced Vehicle Stability Control, Traction Control, Anti-Lock Brakes, Electronic Brake Force Distribution and Brake Assist
- Smart Stop Technology
- Dr & Fr Pass Adv AirBags, Dr & Fr Pass Seat-Integrated Side AirBags, Fr & 2nd Row Roll-Over Sensing Side Curtain AirBags
- Dr and Fr Pass Active Headrests
- LATCH Lower Anchor & Tether for CHildren
- Child Protector Fr Door Locks, Eng Inmob
- Tire Pressure Monitoring System

EXTERIOR

- Multi-Reflector Halogen Headlamps w/ Auto-On Feature, Rear Spoiler, Spare Tire Cover, Power Outside Mirrors
- Black Rear Step Bumper Protector
- Variable Intermittent Windshield Wipers

COMFORT & CONVENIENCE

- Air Conditioning with Air Filter
- AM/FM CD w/ 6 Speakers, Aux Audio Jack
- Tilt/Telescopic Steering Wheel
- Fabric Trimmed 6-Way Adj. Dr Seat
- 4-Way Adj. Fr Pass Seat, 6-Spd Sport Shifting/Braking Pedal Flat 2nd Row Seat
- Rear Shelf w/ One-Touch Fold-Flat Lever
- Cargo Area Under-Floor Storage Space
- Multi-Function Center Console
- Dual Clove Box, Digital Clock
- Cruise Control, Keys Entry System
- Power Windows/Door Locks/Keyless Entry
- Optitron Instrument Panel Clusters
- 12V Auxiliary Power Outlets (2)
- \*\* Full Tank of Gas\*\*

MANUFACTURER'S SUGGESTED RETAIL PRICE **\$21,925.00**

OPTIONAL EQUIPMENT

- FE 50 State Emissions 475.00
- EC Auto-Dimming Rearview Mirror with Integrated Backup Camera Monitor 260.00
- DJ 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 40.00
- TC Trunkcase Cover 90.00

DELIVERY PROCESSING AND HANDLING FEE 610.00

**TOTAL \$24,470.00**

Shopping Tools
For Owners
Certified Used
Racing
About the Company
mobile
Español
Help



# Content Manager OnDemand

## Credit card companies improve customer service and reduce costs

Is your storage growth matching your IT budget growth?

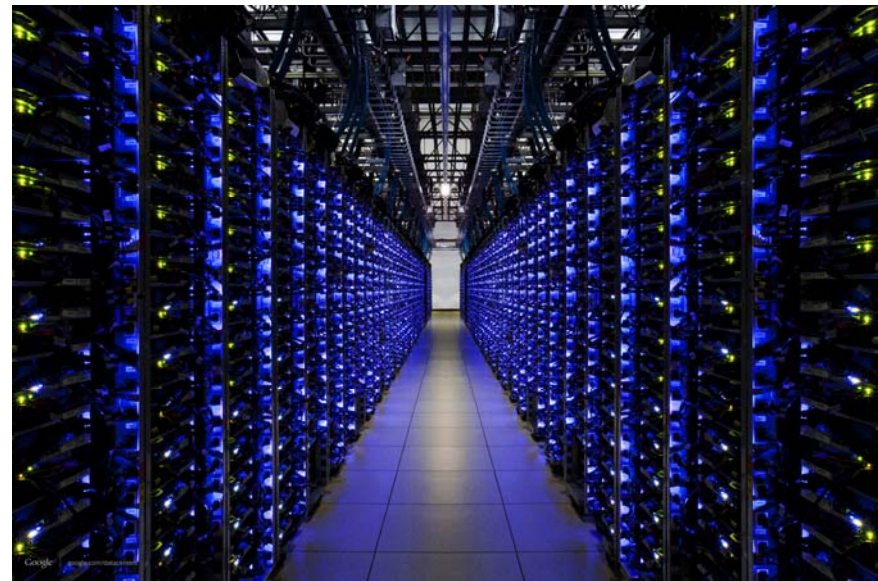
- In house repository lacked function, and was difficult to maintain
- Poor level of customers service
- High development costs
- 100,000 customers accessing statements per month
- Opportunity to reduce CSRs by 50%
- CMOD compression enabled 75% reduction in SAN storage
- Reduce on/off shore development resources
  - Expect reduction from \$200K to \$25K
- **\$110K annual savings in storage costs**
- ROI of 63%, NPV \$643K
- And, better customer service!!!



# Content Manager OnDemand

## Online retailers reduce customer transaction & statement processing costs

- **Maintaining contact with customers who engage online required retention of invoices and statements**
- **Online transaction growing at 40%**
- **Amount of storage becoming unmanageable**
- **Wanted to stay ahead of the competition**
- **50 million current customers and 3 million retailers**
- **On-line storage of one year means 636 million statements at current customer bas**
- **Payback period of 20 months**
- **7 year ROI of 338%**
- **Document storage compression at 10:1 ratio**
- **Enables customers to find all historical transactions and records**





# 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

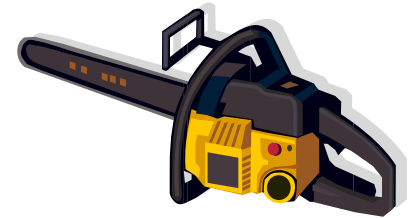
Architecture is unique in the industry

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

Start small and grow your application

# Difference in Repositories

- There is a reason that **Report Management Repositories** are different 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)

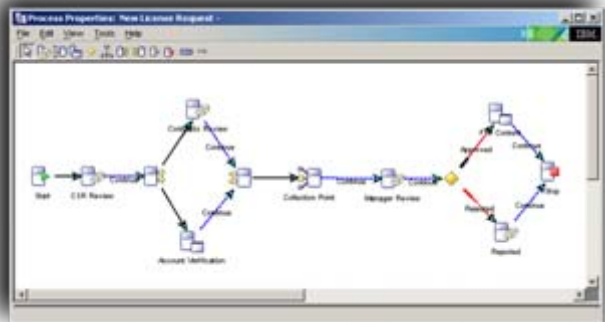


- *Forcing content from one repository into the other compromises the special features, scalability and performance of the optimized repository*

# Content/Image versus Archive

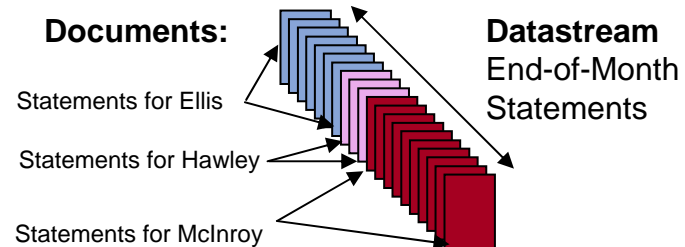
## ***P8 & CM8***

- Work in progress
- Content/Image System
- Paper intensive
- Individual documents
  - Word
  - Scanned
  - Fax
- Document management
- Creation, versioning, check in and out
- Documents loaded one at a time



## ***CMOD***

- After Process
- Long term archive
- Large datastreams with potentially 1,000,000+ documents daily
- Ideal for check image archive
- Many documents loaded at the same time
- Little or no workflow
- NO report creation capability
- Documents loaded in batch



# 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 TO AVOID CHARGES	YEAR-TO-DATE CHARGES
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.

**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 2006,

grew 10 percent last year and made up 10 percent of our revenue. Revenue increased 19 percent, 10 percent in total earnings in Brazil, Russia, India and China.

IBM revenue by region:

Region	Revenue Growth
IBM Americas	82%
IBM Europe	5%
IBM Asia Pacific	2%
IBM Global Business Services	18%
IBM Business Development	10%
IBM Global Services	10%

We are enhancing our spending in order to provide opportunity for us to continue to drive significant productivity in IBM's Americas, as we are increasing investment in Canada, Europe, and Asia Pacific to capture the infrastructure build-out in those regions. We are implementing our global growth strategy to drive higher 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		07/14/01		

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	Luenig, Electronic Music	CD 611
	abat Mater	SBT 4828

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

Two Thousand dollars only

Washington Mutual

Washington Mutual Bank, FA  
2405 Saver Way  
Costa Mesa, CA 92626

PD Nero

NOTES:

⑆271393627⑆ 1436613933⑆ 0704

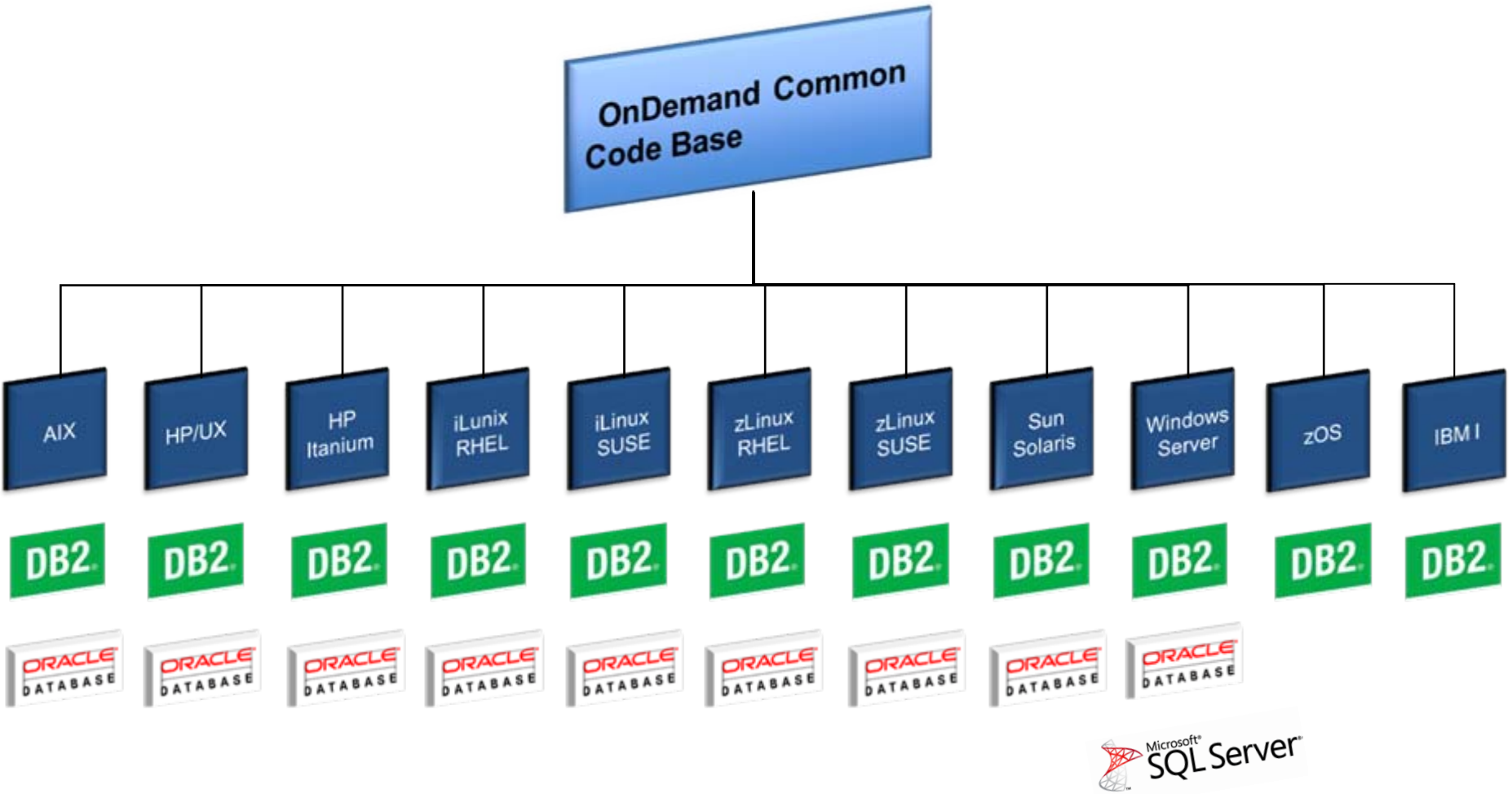


Photos

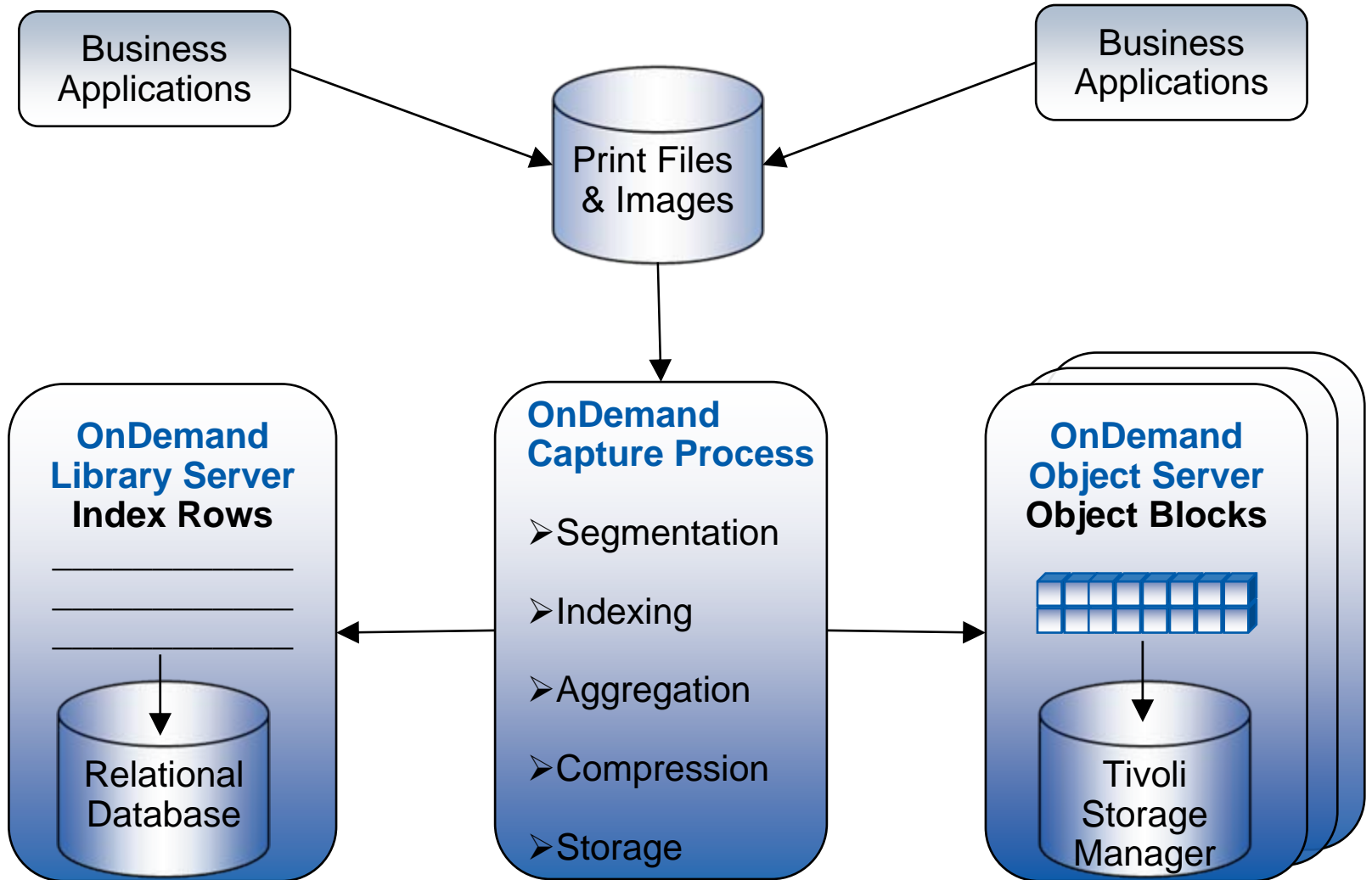
Check Images

Internal Reports

# OnDemand Platform and Database Support



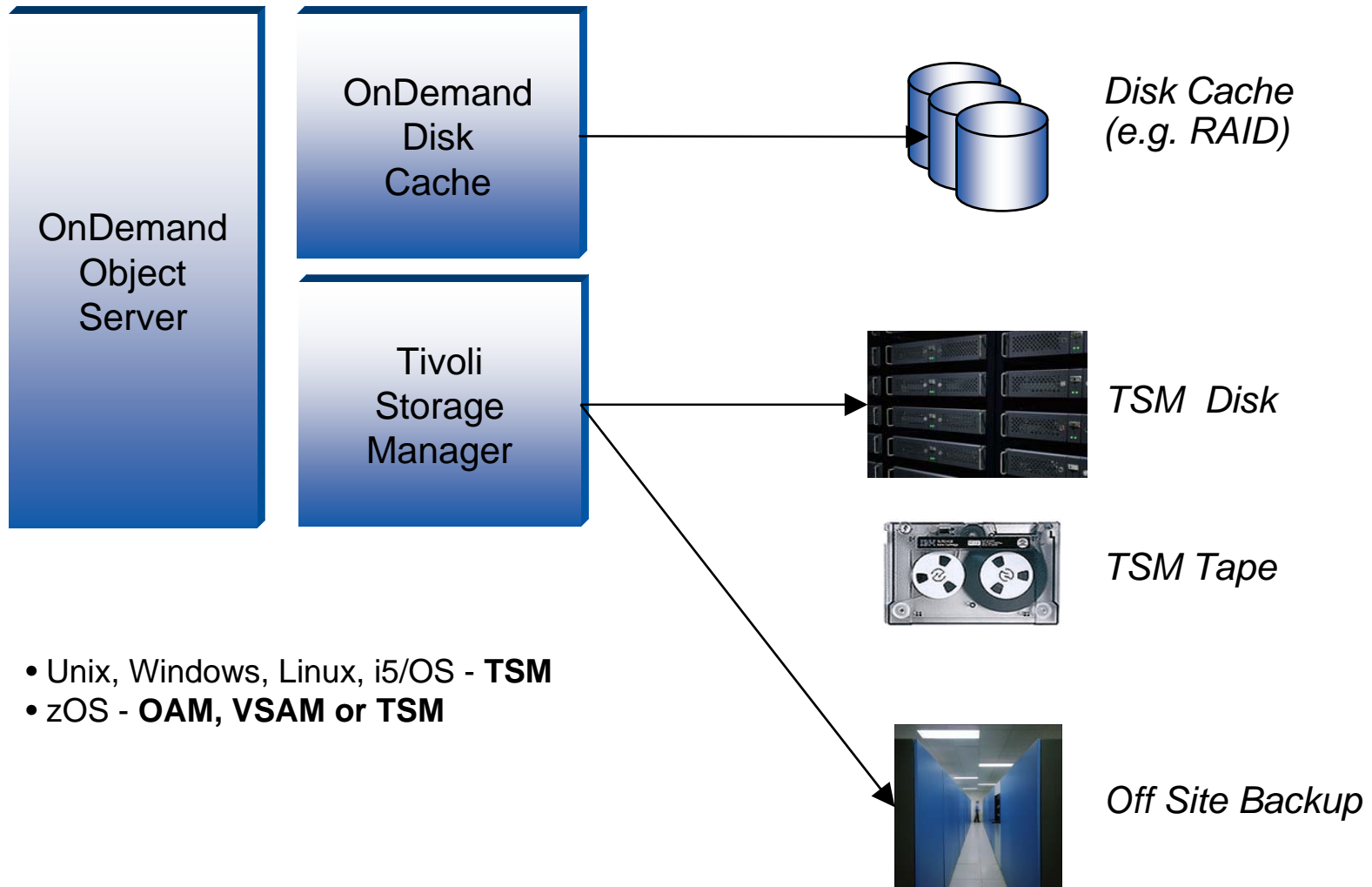
# OnDemand Architecture



## Compression and Optimizing PDF file storage

- Typical compression ratios of 8:1 to 30:1
- AFP resources stored once
- 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

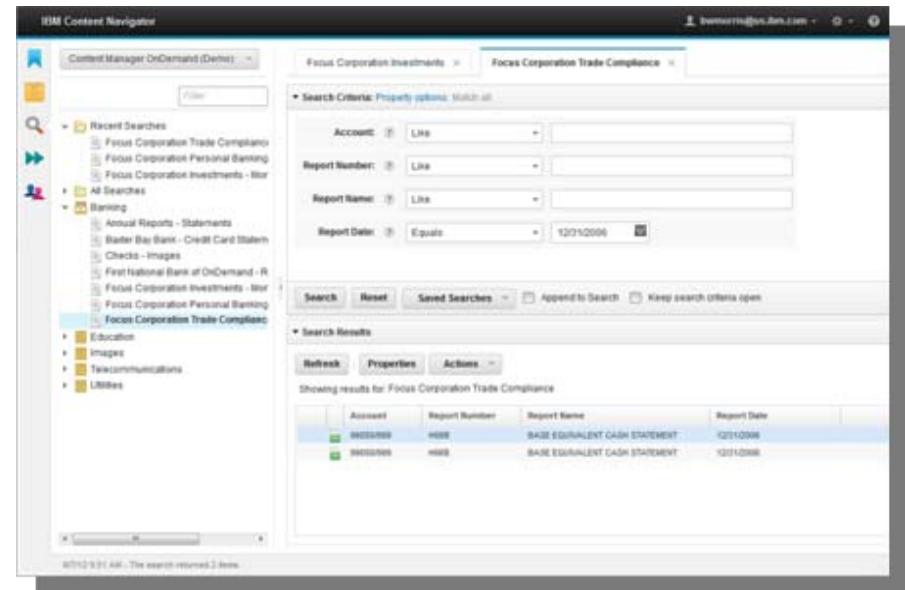
PAST DUE	CURRENT DUE	MINIMUM PAYMENT DUE	PAY EITHER AMOUNT	NEW BALANCE	PAY NEW BALANCE BY THIS DATE TO AVOID ADDITIONAL FINANCE CHARGE	YEAR TO DATE FINANCE CHARGE
3	7.36	7.36	←	73.56	12/03/94	42.60

**STATEMENT DATE** 11/03/94      **ACCOUNT NUMBER** 000-000-001      **ANNUAL PERCENTAGE RATE** 21.00 %

PREVIOUS BALANCE	PAYMENTS	CREDITS	PURCHASES	USER ADV.	FINANCE CHARGE FROM PERIODIC RATE	FINANCE CHARGE FROM PREVIOUS BALANCE	NEW BALANCE
5667.06	3616.36	0	73.56	0	12.23		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.



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

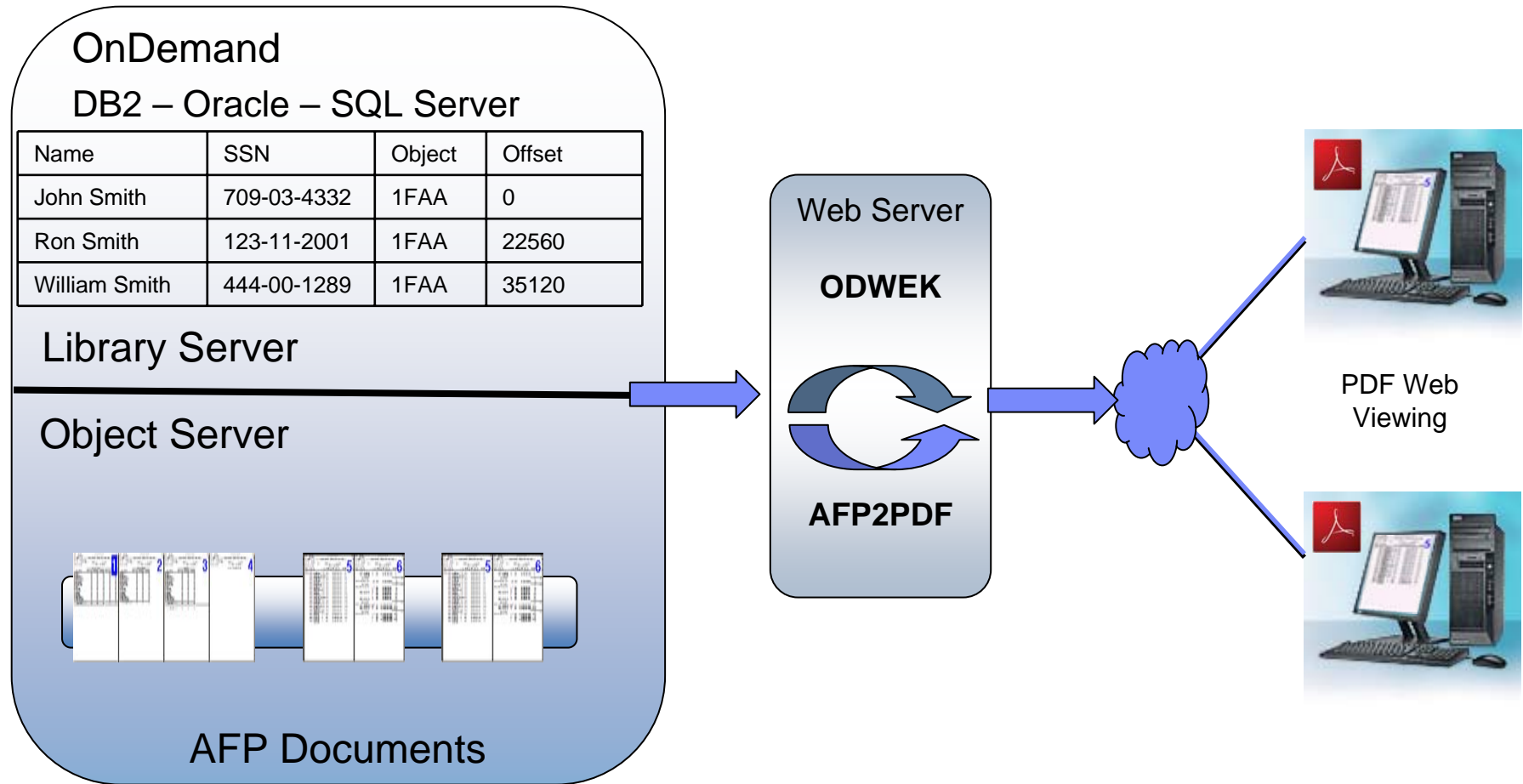
Refresh Properties Actions

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	10000999			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.

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



# Datawatch Integration

- **Web-based Report Mining Solution**
- 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
- XML enable reports



```

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

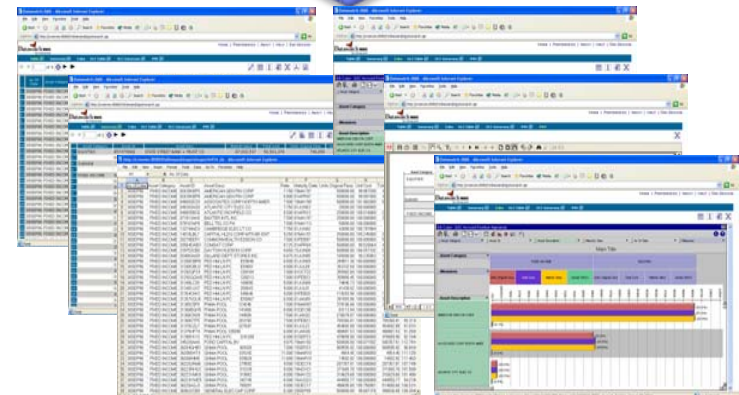
CUSTOMER: Betty's Music Store
            Muscatine Plaza
            200 Lower Muscatine
            Cedar Falls, IA 50613

ACCOUNT NUMBER: 11887
CONTACT: Betty Yoder

MEDIA QTY  DESCRIPTION                                LABEL/NO.    UNT_PRC    AMOUNT
CD         4  Bartok, Sonata for Solo Violin          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: 536017    SHIP DATE: 10/06/99
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

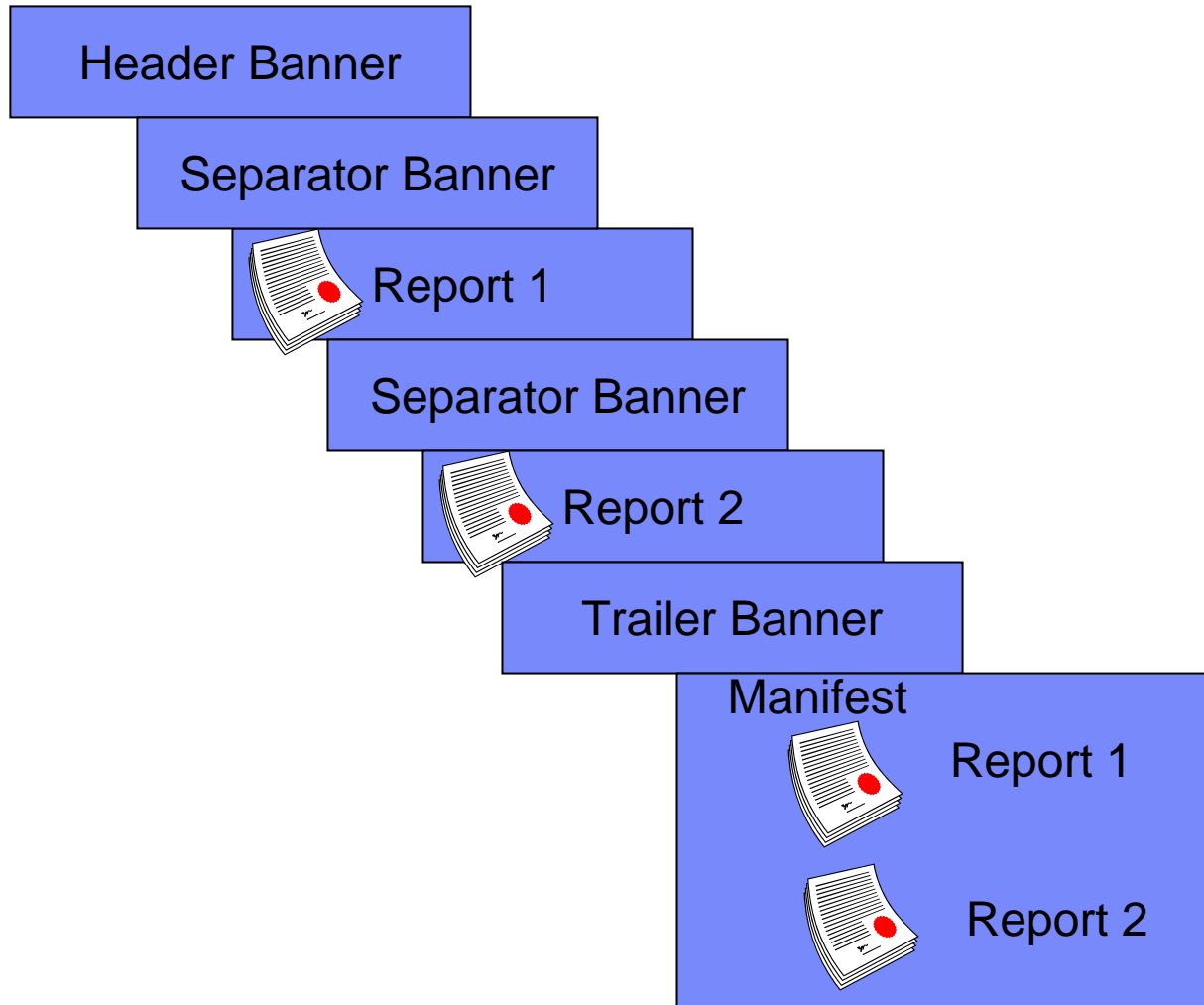
LP         6  Misc., Modern Trombone Masterpieces          ADA 581087  10.79     64.74
TAPE      6  Gershwin, An American in Paris                    ACS 8034   5.99      35.94
    
```



## 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

# Bundle Example



# 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

## Improve Availability / Lower TCO of IBM ECM

- Proactive monitoring of IBM ECM platforms → functional ECM health monitoring
  - IBM ECM components
  - Middleware components, e.g. database & application servers
  - Input & Output Management
  - Custom monitoring for add-on applications (3rd party & custom-built)
  
- Holistic ECM Service Level Management
  - Simple **Red** / **Yellow** / **Green** traffic light paradigm
  - IT Service Management (ITSM) integration
    - Event forwarding to central Event Management (IT Operations)
    - Trouble Ticket opening in Incident Management (Service Desk)

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

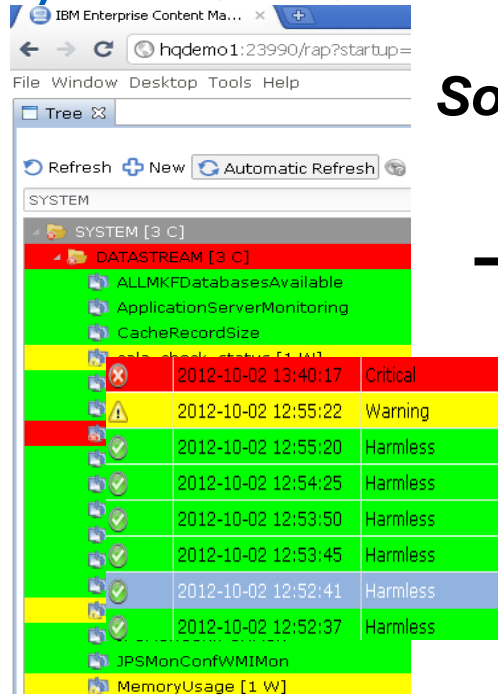
## Problem



ECM System



## Solution



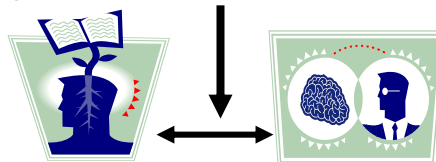
## Result



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



# IBM ECM System Monitor Capabilities

- **Proactive monitoring and logfile management**
  - 1800+ performance & system parameters
  - 900+ RPC level Listener metrics
  - 28+ ECM logfiles
  - JMX for Webserver and WMI object interface
  - Real-time alerts via Blackberry, pager, email, console, SMS
- **InstallAnywhere support**
- **Automation of manual administration tasks**
- **Seamless integration with enterprise system mgmt. tools**
  - Pre-defined SNMP MIB
  - Logfile
  - Email / Command Line
  - Direct API Integration into IBM Tivoli and HP OpenView
- **New Management reports and enhanced knowledge base**
  - Analysis of historical events – identifying weak spots
  - Analysis of resource utilization – trending and capacity planning

# What's New

# OnDemand Release Summary

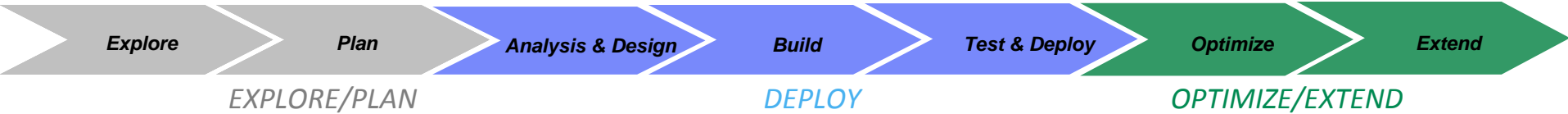
2007	2008	2009	2010	2011	2012
<p><a href="#">OnDemand MP 8.4.0</a></p> <ul style="list-style-type: none"> <li>•ODWA</li> <li>•64-bit addressing space on Linux™, AIX®, HP-UX and Solaris</li> <li>•Native Lightweight Directory Access Protocol (LDAP) support for login authentication</li> <li>•Usability enhancements:</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

# Content Manager On Demand - Lab Services

Doyle Wilson – Practice Manager doylew@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



# Additional Information

- OnDemand Info Center

<http://pic.dhe.ibm.com/infocenter/cmod/v9r0m0/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/>

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