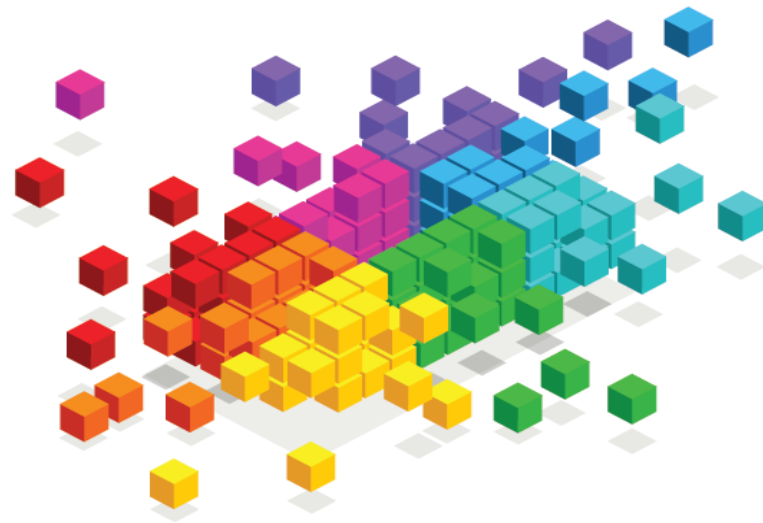


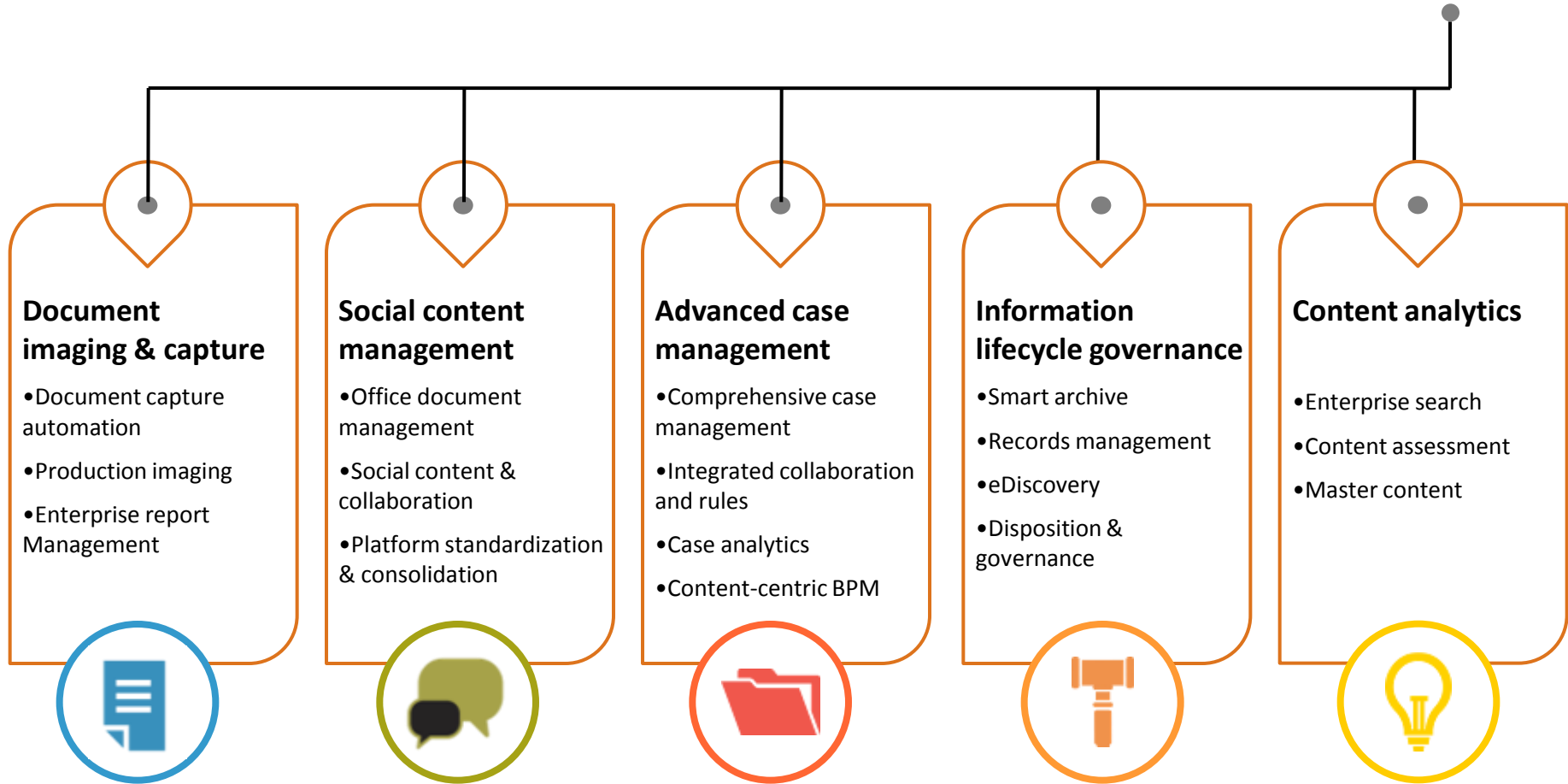
What's New from IBM ECM for IBM FileNet P8 Customers

Putting Content to Work
ECM UserNet 2011



IBM Enterprise Content Management

The path to value lies along one or more specific *business solution entry points*



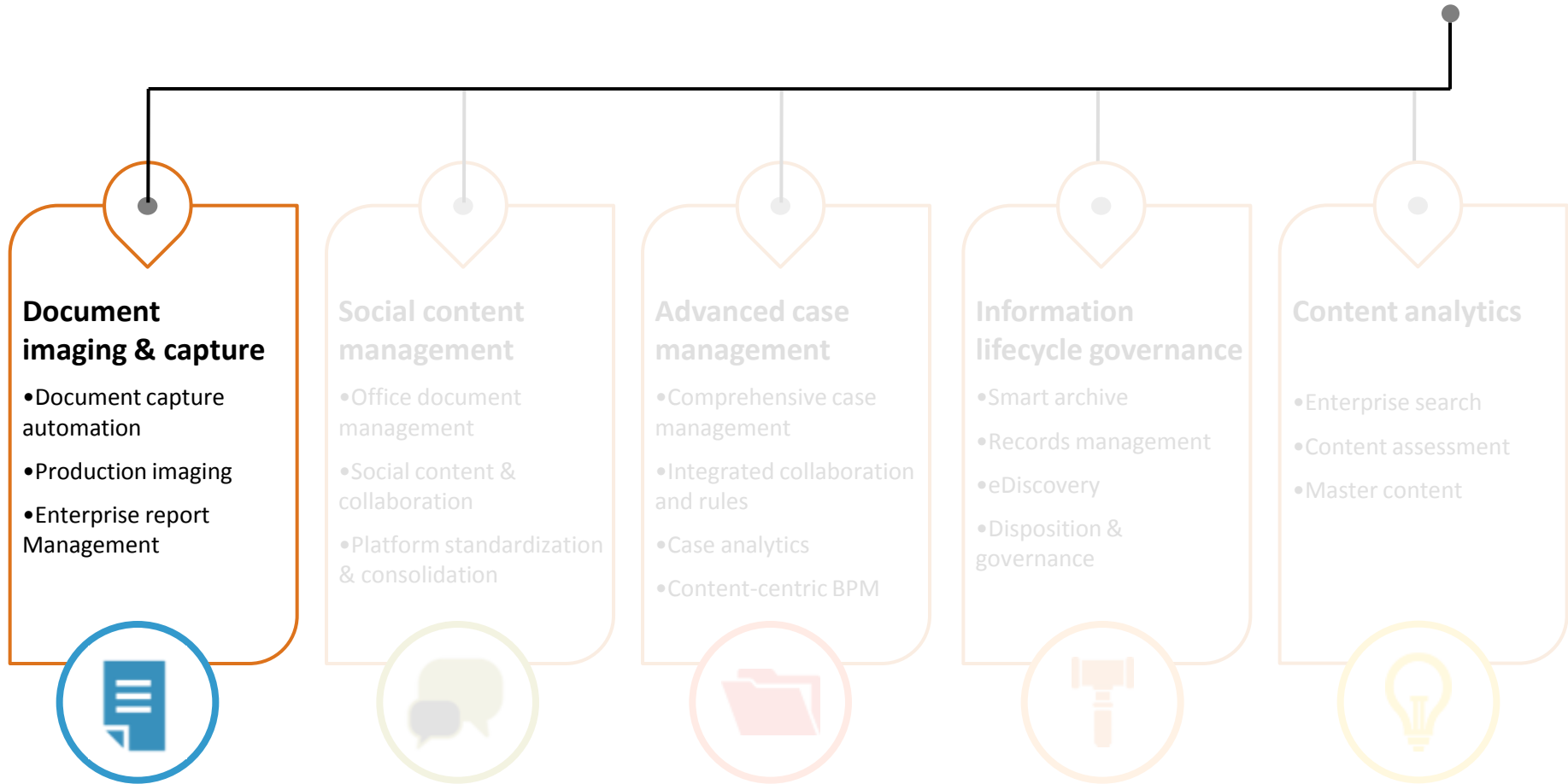
2010				2011
Q1	Q2	Q3	Q4	Q1
ECM Widgets 4.5.2	OnDemand IBM i V7R1	OnDemand MP 8.5	Content Analytics 2.2	OnDemand z/OS 8.5
Office Integ 1.1.5	OmniFind 9.1.	Capture 5.2.1	P8 5.0	Datacap 8.0.1
	Quickr for ECM 1.1		IBM Case Manager 5.0	
			Content Collector 2.2	
			ICC for SAP 2.2	
			eDiscovery 2.2	
			Datacap 8.0	



16 product releases in 2010/11 with major new capabilities

IBM Enterprise Content Management

The path to value lies along one or more specific **business solution entry points**



IBM Production Imaging Edition

Combine the power of advanced capture and scale of ECM

New!

Desired business outcomes

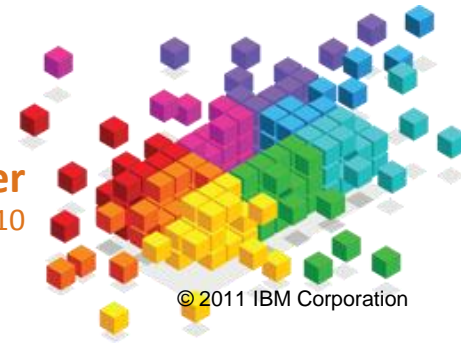
- Manage the entire lifecycle of document imaging
 - Capture and manage document workflow
- Scale from distributed locations, at a departmental level, to enterprise wide deployments
- Perform for billions of document images, and tens of thousands of users
- Cut costs and improve productivity
- Eliminate lost documents

Solution summary

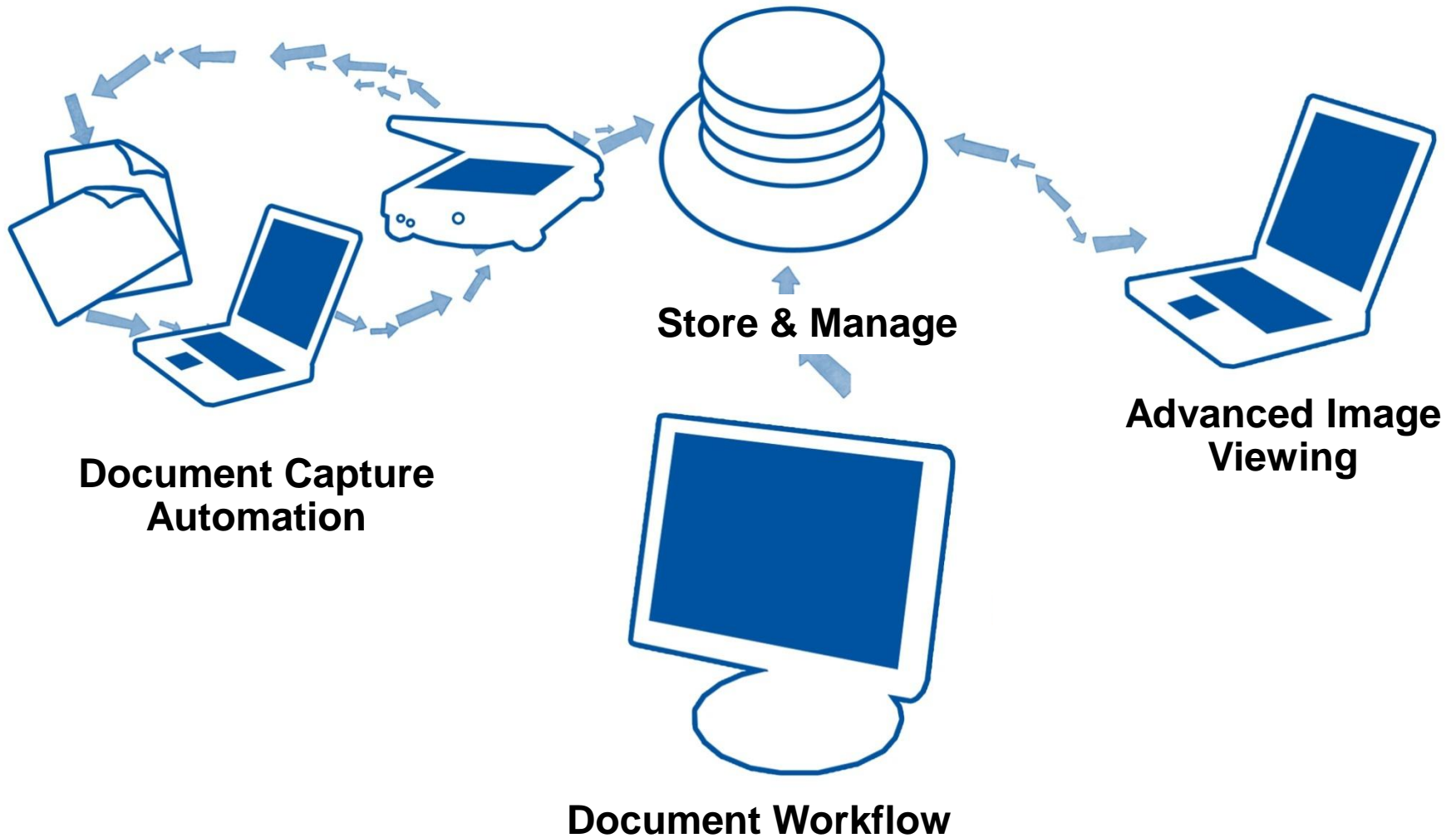
- Delivers capabilities for the entire lifecycle of document imaging and capture
- Comprises capture, document-centric process, an industry-leading ECM repository, and the ability to view, annotate, and redact document images
- Avoids costs associated with multi-product & multi-vendor alternatives

“Imaging solutions represent a low-risk, high-value investment that can be extended through an enterprise.”

— Forrester
2010



IBM Production Imaging Edition

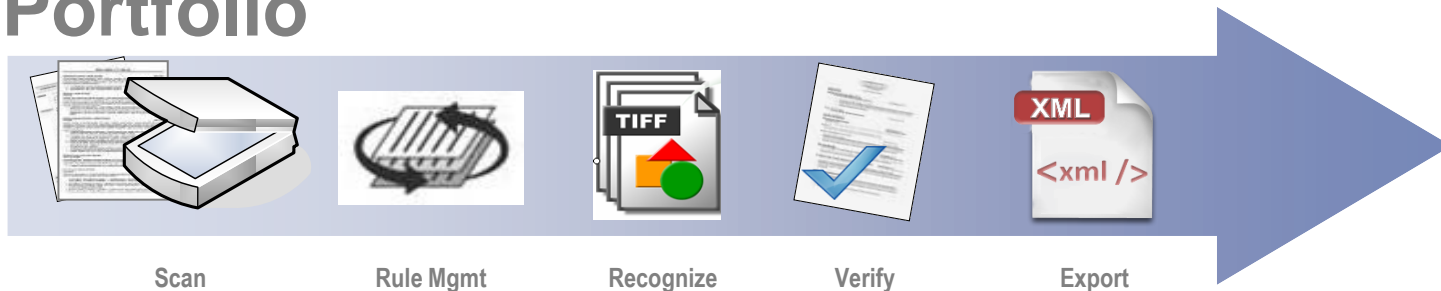


IBM Acquires Datacap

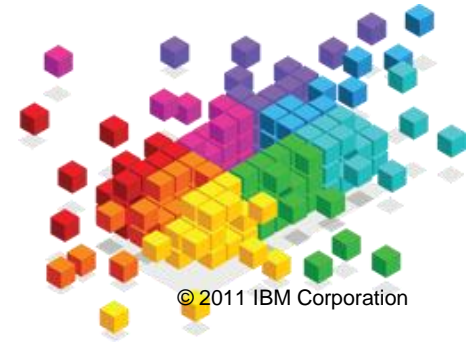


Announced August 10, 2010

End-to-End Portfolio

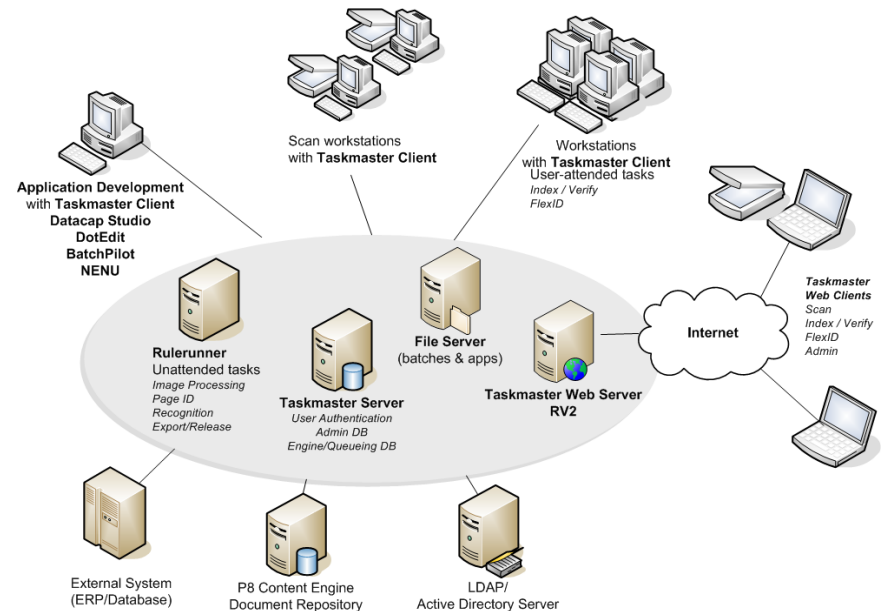
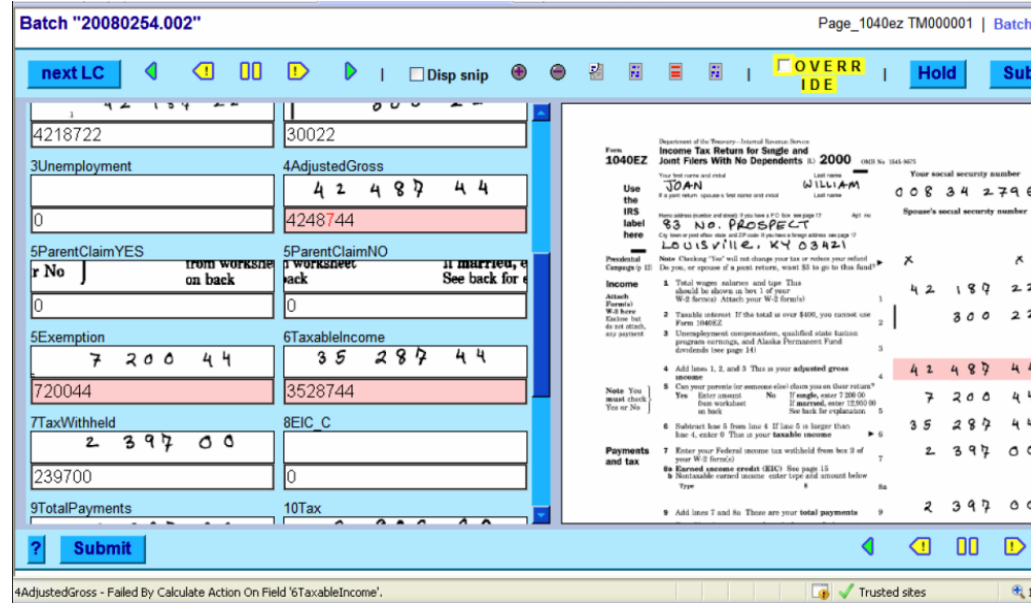


- Over 20 years of innovation in Capture space
- Best of breed *technology*
- Open and extensible
- Leading recognition engines
- Distributed capture; desktop and web based
- Rules management via Rulesrunner Service



Advanced Document & Data Capture

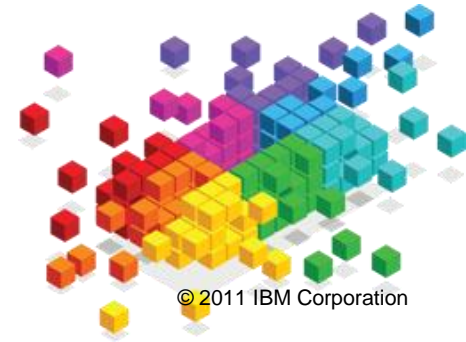
- Automatic document recognition, classification and data extraction
- Web support for distributed deployments
- Optimized manual data entry
- Flexible functional security
- Data lookup capability
- Powerful background processing
- SOA via Web Services
- Feeds line of business systems and ERP
- Advanced Account Payable



New in Taskmaster

- Taskmaster Medical Claims Capture
- Taskmaster Accounts Payable Capture
- Fingerprinting portable across deployments
- Web-based real-time activity reports
- Centralized configuration of distributed environment
- Rulerunner Enterprise delivers scalability
- Windows Single Signon
- Rendering to PDF & alternate formats
- Integration with FileNet Capture

- Capture to
 - FileNet P8
 - FileNet Image Services
 - IBM Content Manager
 - SharePoint
 - Documentum
 - Opentext LiveLink
- Capture from
 - Scanners
 - RightFax
 - Email and attachments



IBM Enterprise Report Management

Essential for high volume print output: e-capture and e-presentment

Desired business outcomes

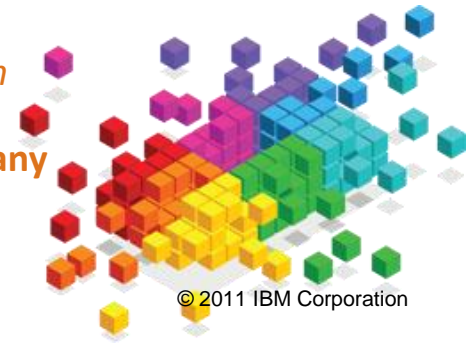
- Improved customer responsiveness
- Web access: to print/paper documents, 24x7
- Improved customer self-service
- Reduced printing costs and paper use: go green
- Avoid storing print/paper documents
- Replacement of legacy systems

Solution summary

A 'View Not Print Solution' for customer service & avoidance of print and storage costs
Fast and significant ROI
Up to 90% storage savings
Proven, scalable technology
Pervasive access
Replacement for outdated systems

“Reduced costs for printed customer bills saving \$25 million annually. Increased small business customer satisfaction and gained \$750,000 in promise-to-pay revenue during initial six months of operation”

— A large telecommunications company



Clear market leader in Enterprise Report Management!

Designed and Optimized for large “loads” of many individual static documents; read-only (e.g. computer generated reports)

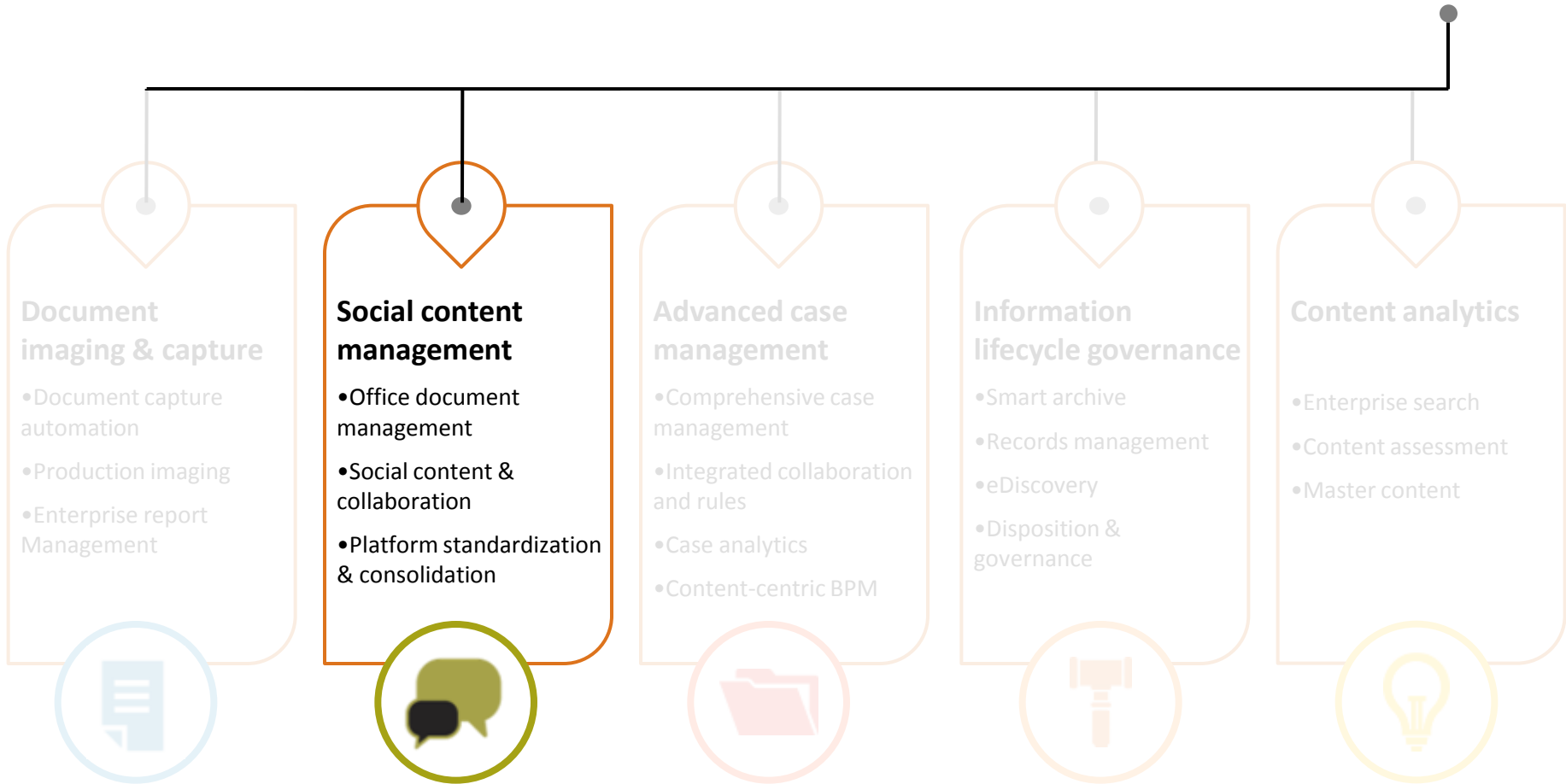
CM On Demand 8.5 released in Sept 2010

- Improved enterprise-wide secure access via SSL
- Simplified back-office reporting
- Faster Access and improved PDF Indexing
- Expanded multi-lingual deployment
- Retention & records mgmt
- Proven legacy vendor replacement capabilities, services & partners

MEDIA	QTY	DESCRIPTION	LABEL/NO.	UNT_PRC	AMOUNT
11/01/99 CLASSICAL MUSIC DISTRIBUTORS PAGE 01					
10:17 MONTHLY SHIPPING REPORT					
MSR94 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					
ORDER NUMBER: 536017 SHIP DATE: 10/06/99					
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: 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	SNK 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

IBM Enterprise Content Management

The path to value lies along one or more specific **business solution entry points**



Social business drives an unprecedented need for insight from natural language conversations

500 billion impressions
annually made about
products and services ¹

770 million people
worldwide visited
a social networking site ²

**44x information
growth** by 2020 ³

Public

Big sale at Macy's today—20% off everything in the store!

DON'T EAT AT JOE'S

The Fighter is the best movie I've seen this year.

twitter yelp facebook

Conversations about quality, experience, price, value, service ...

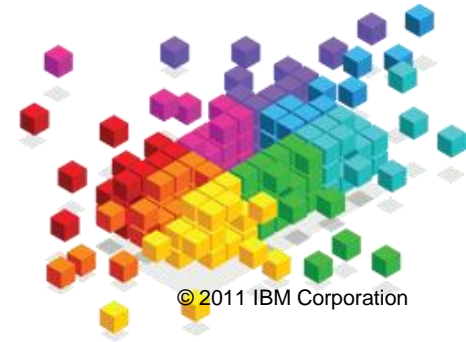


Corporate

Conversations about strategy, projects, issues, risks, outcomes ...

Microsoft SharePoint 2010 Lotus software

In addition to conversations about quality, experience, price, value, service ...



IBM Social Content Management

A Modern Transformation: Driving Business thru Connections and Content

- Use Social tools to put high-value content to work
- Connect content with Subject Mater Experts
- Manage content securely and extend with ECM Services

The screenshot displays the IBM Social Content Management interface for a community named "Zeus Project Planning". The interface includes a navigation menu on the left with options like Overview, Members, Wiki, and Custom Library. The main content area shows a "New to Custom Library?" notification, a list of files in a library, and a footer with navigation links.

Community Page: Zeus Project Planning

Files in Library:

Name	Last Updated	Updated By	Size
Small Business Solutions.odt	Yesterday	Samantha Daryn	281 KB
draft spreadsheet.ods	Yesterday	Samantha Daryn	6 KB
Company meeting.odp	Yesterday	Samantha Daryn	1.16 MB
Prospero Org Chart.ppt	1/27/11	wpadmin	129 KB

Footer: Home Demo Help IBM Lotus Support Forums How to Bookmark Server Metrics About IBM Connections on ibm.com Submit Feedback

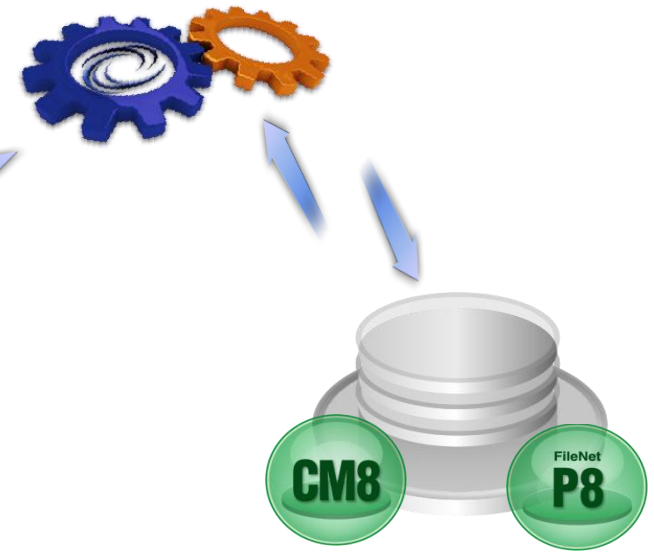
IBM Social Content Management

A Social Content User Experience for your business

IBM Connections 3.0.1 integration with IBM ECM

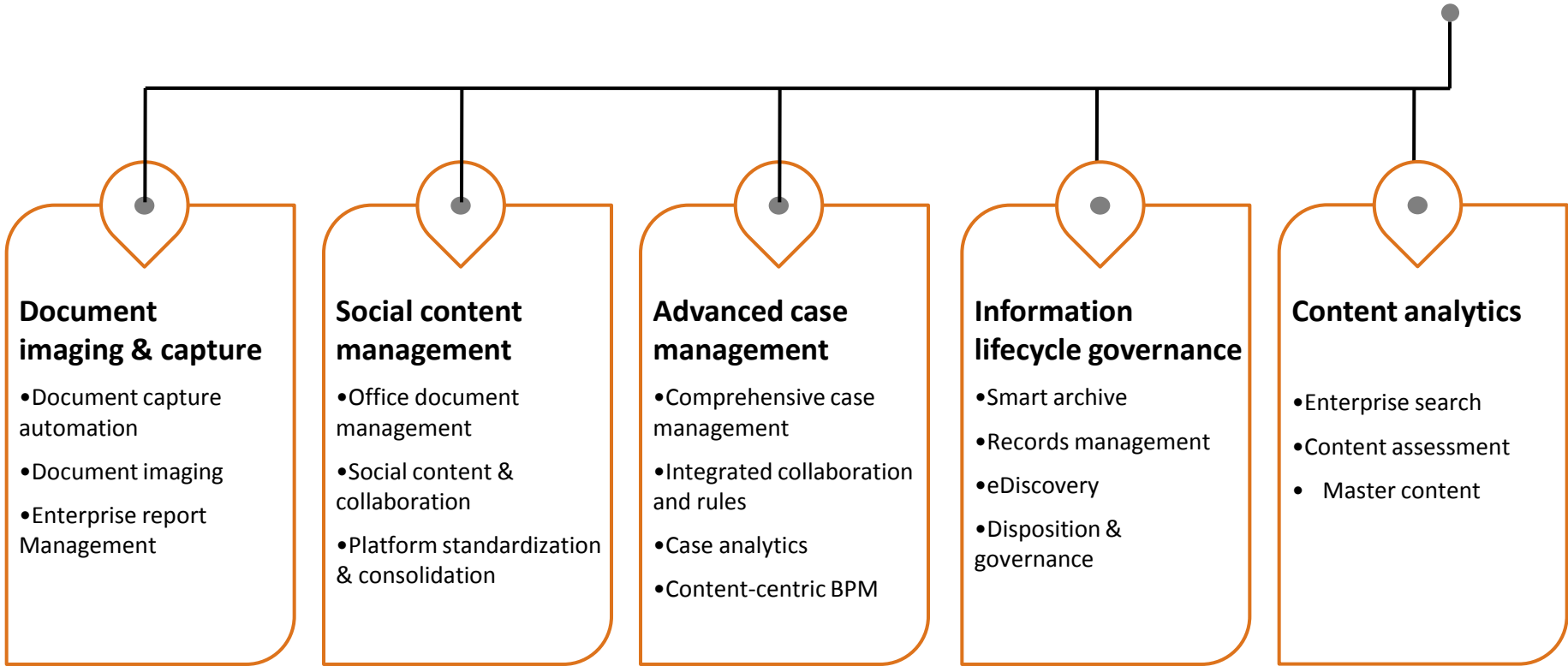
- Easily configure your ECM library from within Connections
- Display ECM folders and content within a Community
- View, edit, check-in, & check-out documents
- Select document or item types and edit properties
- Prompt users for metadata, driven from FileNet CM

The screenshot shows the IBM Connections user interface. At the top, there are navigation tabs for 'My Communities' and 'Public Communities', and a search bar. The main content area is titled 'Zeus Project Planning' and includes a 'New to Custom Library?' notification box. Below this, a breadcrumb trail indicates 'You are in: Marketing'. A table lists documents with columns for Name, Last Updated, Updated By, and Size. The table contains four entries: 'Small Business Solutions.odt' (281 KB), 'draft spreadsheet.ods' (6 KB), 'Company meeting.odp' (1.16 MB), and 'Prospero Org Chart.ppt' (129 KB). A sidebar on the left shows navigation options like Overview, Members, Wiki, and Activities. At the bottom, there are links for 'Subscribe to this library' and 'Enable editing (requires connectors)'. The footer contains site navigation links like Home, Demo, Help, and IBM Lotus Support Forums.



IBM FileNet Content Manager

A foundation for one or more *business solution entry points*



IBM FileNet Content Manager

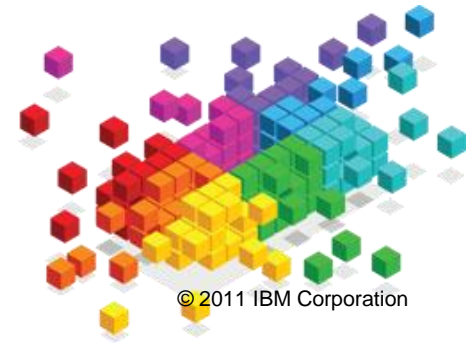
Integration with Microsoft OfficeUser-centered design

- Document management for everyone in the enterprise!
- Document review and approval process without leaving office!



Usability testing quotes :

- “ *The beauty of it is that it’s not a whole new training process - people can install it and learn it in 5 - 10 minutes.*”
- “*... superior to Microsoft’s review documents*”



Home Insert Page Layout References Mailings Review View Focus Corp

Browse Search Recent Documents Favorites Checkouts

Check In Check Out Cancel Checkout Save View/Modify Properties View/Modify Security

Object Store: BCS Demo Entry Templates Add

Tasks Start Process Process

Help About Resources

Properties

Location **EBO Networks** in object store **Focus Corp** using entry template **EBO Networks Long Term Contracts**

Class
 Focus Contracts Major Version

* Document Title: EBD Networks LLC.docx

* Approval Target Date: 11/2/2009

* Authoring Division: Legal

* Review Status: Ready for Review

* Type of Document: Long Term Contract

Agreement Date: 11/30/2009

* Agreement Policy: PN-239324

Governing Law: Colorado; Iowa; Kansas; Missouri; Nebraska;

Law Firm: Butler, McCabe & Kruger

Add Cancel

Limited Liability Company

Contract

For

EBO NETWORKS COMPANY, LLC

This Limited Liability Company Agreement is entered into of January 15, 2003, by ATLANTA TEC, INC., a Delaware corporation (the "Member") as the sole member of EBO NETWORKS COMPANY, LLC (the "Company"), and by Domenic Borriello of C T Corporation Staffing, Inc. (the "Independent Manager") as the Independent Manager. The Member desires to form a limited liability company pursuant to the Limited Liability Company laws of the State of Delaware upon the following terms and conditions:

ARTICLE 1

Name and Place of Business

The name of the Company is EBD NETWORKS COMPANY, LLC.

Browse

- Favorites
- Checkouts
- Recent Documents
- Focus Corp
 - Customer Contracts
 - Atlanta TEC
 - EBO Networks

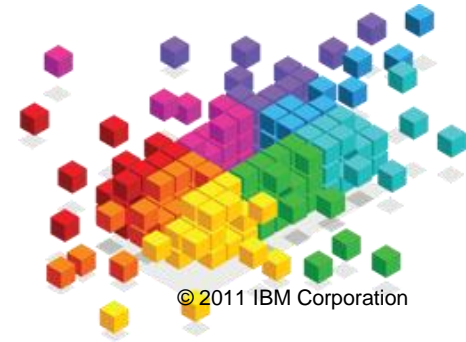
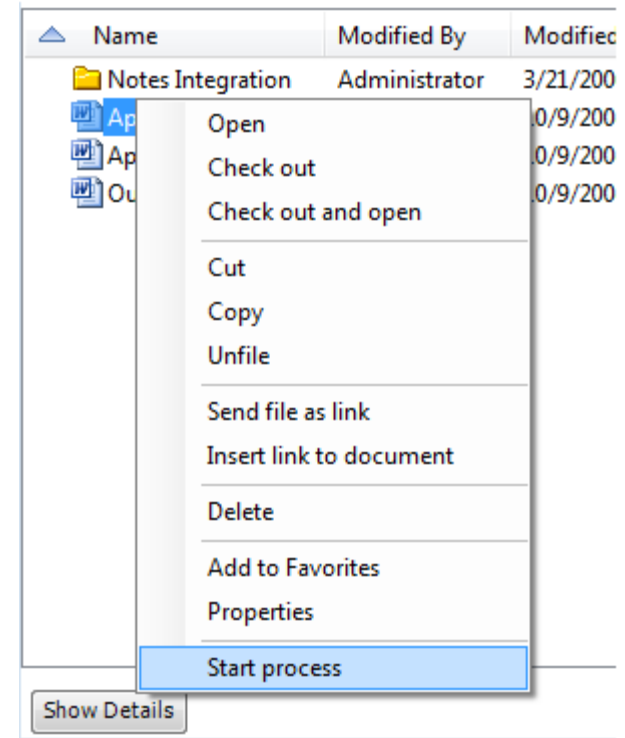
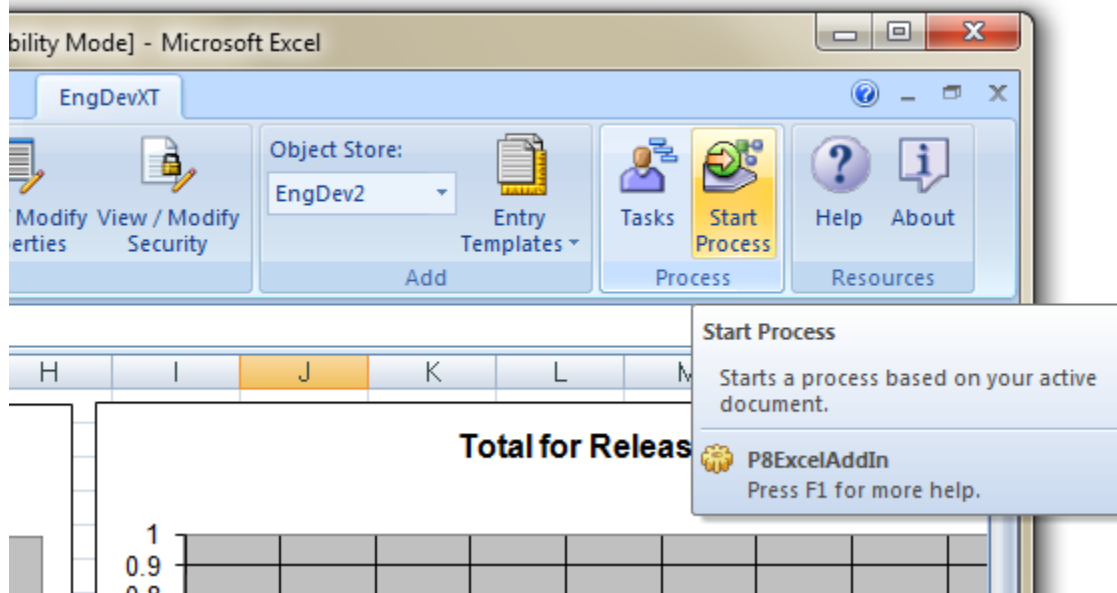
Filter by: None

Name	Modified By	Modified On	Size

Show Details (Ctrl+D)

Starting a Process

- Start an approval process within Office
- For the active document or any document in P8



Starting a Process – Sequential or Parallel

Start Process

Process type: Parallel (review at the same time)

Define Attachment

* Reviewers list:
 suser

* Process name:
 Sales presentation

On reject:
 Return to originator
 Return to previous reviewer

Instructions:
 Please read an approve or reject

Approvals required:
 All

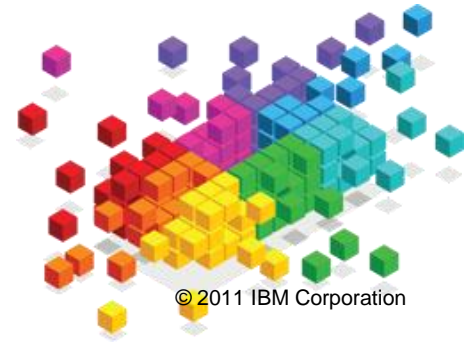
Allow reassign
 Notify when process complete

Deadline:

Start Cancel

All
 All
 At least
 At least %

OK



Home Insert Page Layout References Mailings Review View Add-Ins FOCUS Corp

Object Store: BCS Demo

Check In Check Out Cancel Checkout Save View / Modify Properties View / Modify Security

Entry Templates

Tasks Start Process Help About

Process Resources

Process Task

Task: **Review** Process Name: **Focus Corp Invoice Review** Deadline: **No deadline**

Review Attachment History

Instructions: Please review the following invoice from Focus Corp

* Response: <select a response>

Comments:

Review and approval actions

Save Complete Cancel

Tasks

Process	Task	Status	Received On
Capital Budget Analysis	Review	In Process	3/1/2010
EBO Invoice Review	Review	In Process	3/1/2010
Focus Corp Invoice Review	Review	In Process	3/1/2010
Focus valuation worksheet	Approval Notification	In Process	3/1/2010
Project proposal for JK Enterpr...	Rework	In Process	3/1/2010

Review tasks in inbox

Automatically load the next task in the list



FOCUS CORPORATION
1938 HARBOR BOULEVARD
COSTA MESA, CA 90210

Invoice

CUSTOMER INFORMATION

Account #	
Customer Name	
Address	10384 Bay Street
City, State, Zip	Las Vegas, NV 92626-1420
Contact	Bill Williams
Telephone	716-398-3409

ORDER INFORMATION

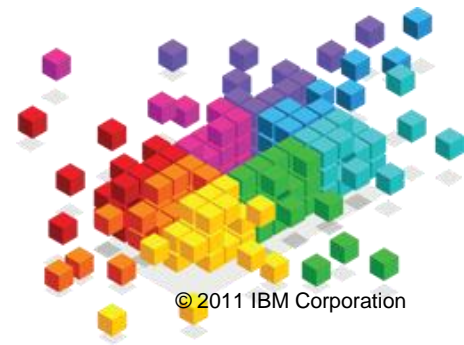
Service/Product Description	Unit Price	Units	Price
Call Center Headsets Model 982	\$75.00	1000	\$75000.00
Call Center Headsets Model 198	\$100.00	25	\$2500.00
			\$77000.00

FileNet P8 Content Manager 5.0

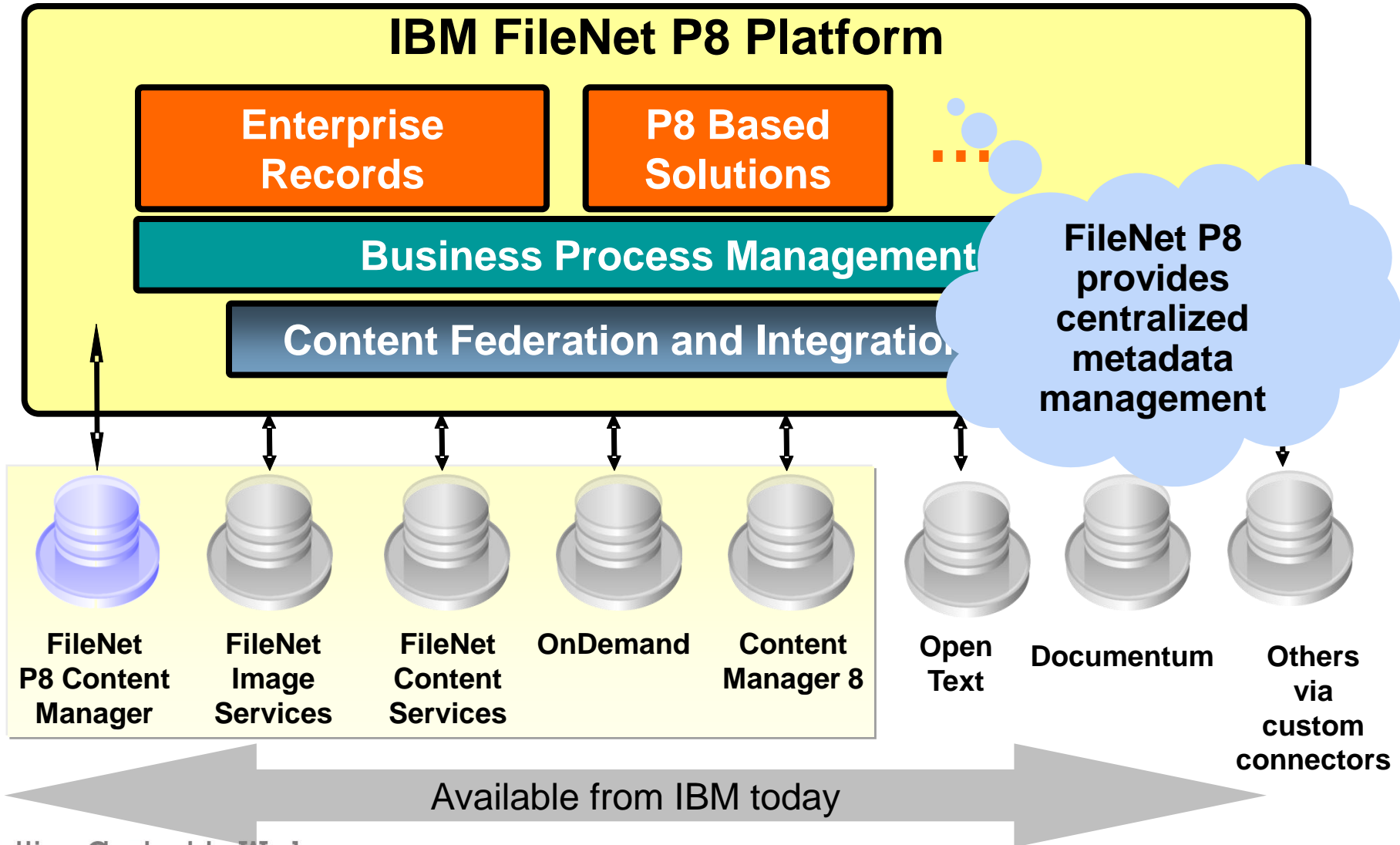


Released 4Q 2010

- New IBM search engine
- CMIS support
- Case management services in support of the upcoming IBM Case Manager offering
- Content Federation enhancements
 - Option to move content to P8 via federation
- All major services on Linux



IBM's **Content Federation** enables clients to leverage high-value ECM capabilities with content in disparate repositories



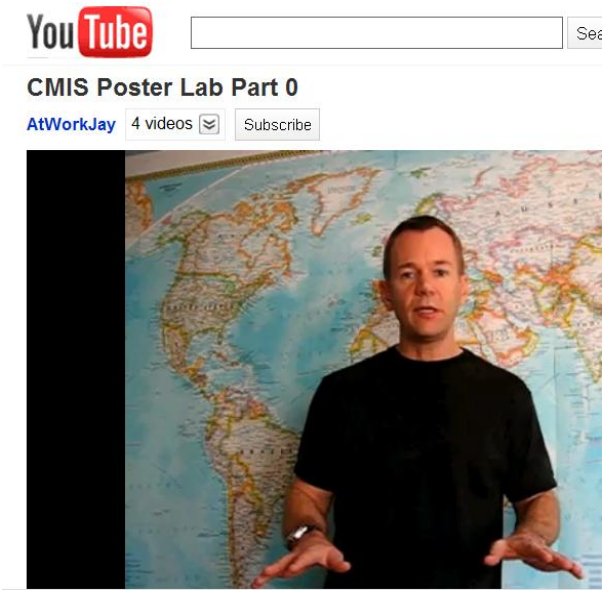
OASIS approved standard for content management

- Open repositories
- More application choices from ISVs
 - IBM Partners are building CMIS applications, e.g., WeWebU, Genus, ISIS Papyrus, Zia

CMIS @ IBM

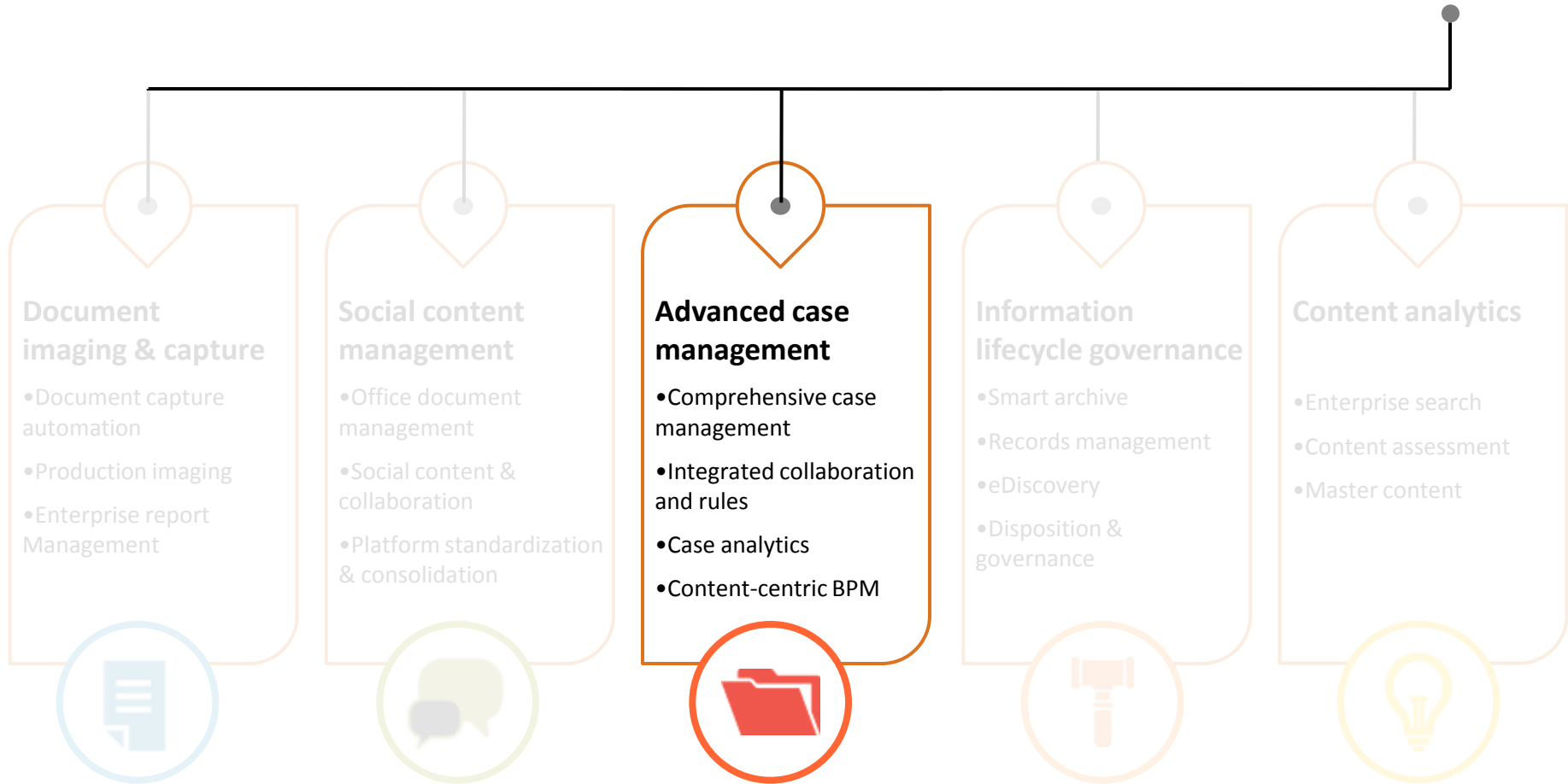
<http://www-01.ibm.com/software/data/content-management/cm-interoperability-services.html>

- CMIS production support targets
 - FileNet Content Manager – delivered
 - IBM Content Manager – 2Q 2011
- CMIS CM8 Tech Preview available on developerWorks today



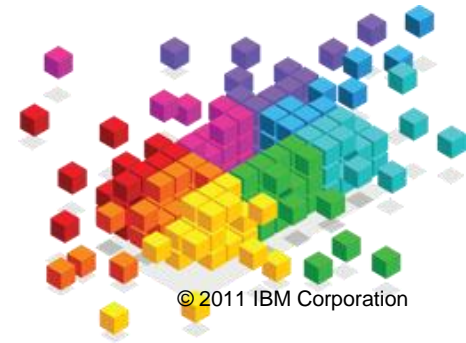
IBM Enterprise Content Management

The path to value lies along one or more specific *business solution entry points*



Released 4Q 2010

- Case management services
 - In support of the upcoming IBM Case Manager offering
- Process Engine is now Java-based
- Linux and zLinux support
- Multi-tenancy
- Ability to install PE with standard user privileges
- Leveraging Cognos reporting capabilities
- Enhanced performance and capacity
 - 60% - 80% improvement in API response
 - 2.0 - 4.5 X throughput improvement on same hardware





Business User



Business Analyst



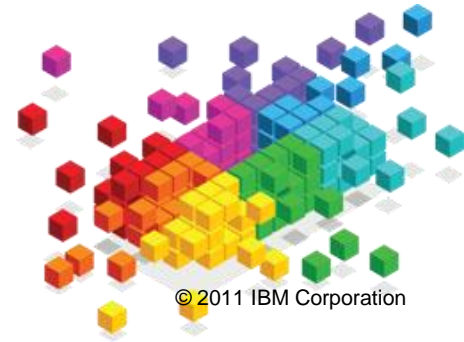
IT Developer

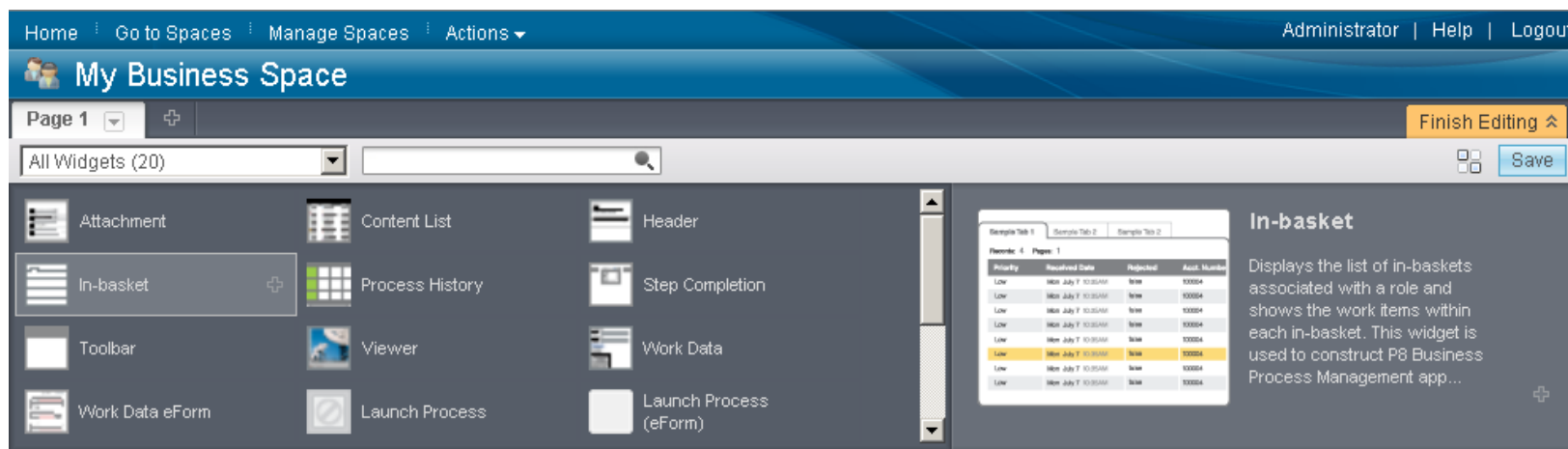
Enabling ...

- Better collaboration of business users with IT
- Shorter time to get applications done
- Modern and easy to use interfaces

Delivered via ...

- Widgets – web 2.0 UI components
- Mash-up framework for composing solutions





Home Page Widgets

- ECM Toolbar
- ECM In-basket
- ECM Process History
- ECM WEBi

Helper Widgets

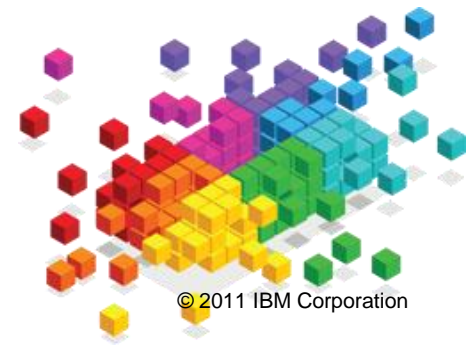
- ECM Launch Process
- ECM Launch Process (eForm)
- ECM Display Web Page

Step Processor Widgets

- ECM Header
- ECM Work Data
- ECM Work Data eForm
- ECM Attachment
- ECM Step Completion
- ECM Viewer
- ECM Content List

Utility Widgets

- Data Viewer
- Web Site
- Web Feed
- Script Adapter



Evolution of business needs...

“As a result of ... continuous improvement initiatives, more heads-down, **mass-production-style ... activities ... are being eliminated** through automation, continuous improvement, or the rethinking of job assignments”

“**Predictable, highly repetitive work** will be handled as much as possible through straight-through processing that **the worker doesn't see or touch.**”

“**Older process automation approaches** based on old mass-production concepts are no longer adequate in an era of people driven processes.”

“Now these **ad hoc, human-driven** process flows **rival production and straight-through process types**, yet they receive far less attention and funding than more structured processes”

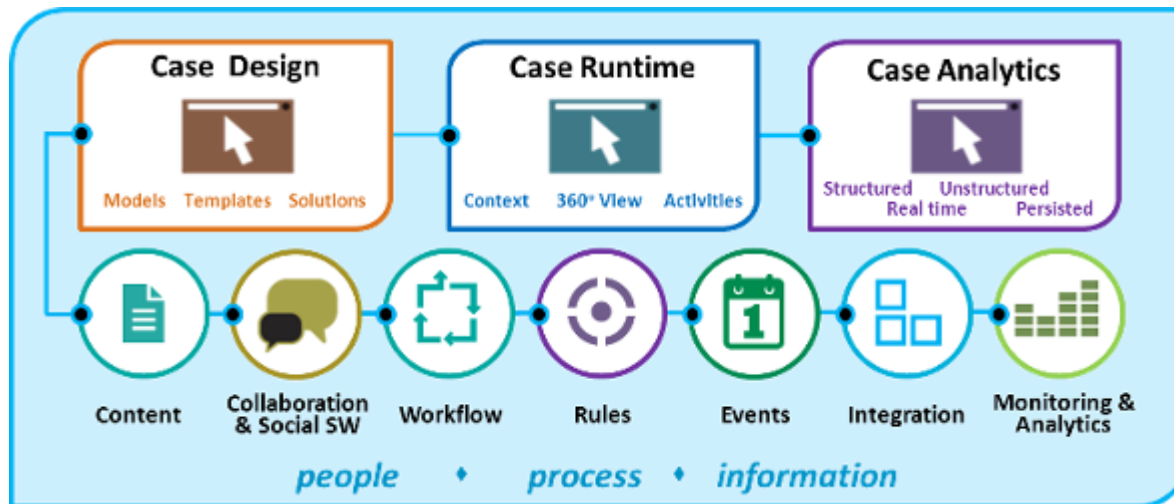
Source : Forrester, “Next Generation of Knowledge Worker Processes Will Dominate Enterprises”, Oct. 2010



IBM Case Manager: An Agile, Flexible Platform

Simplifying the delivery of solutions

- *Agile/ flexible platform that can be leveraged across departments or agencies – Reduces costs/ promotes best practices*
- *Lower the barriers to delivering solutions and effecting change in organizations - business users can design and deliver solutions*
- *Leverage current investments – easily integrate with existing processes and include information from content repositories*



IBM ECM to IBM Case Manager

Today, interactions are typically complex; requiring people to make important decisions based on collected information and expertise. Organizations are seeking an easier path toward outcomes.

Case Scenarios

- Comprise complex work activities that require people to make important decisions and take actions based on information and expertise
- Require engaging both structured processes and dynamic task creation and management
- Demand a single consolidated user interface for all aspects of cases on for both design and run time
- Benefit from robust analytics to determine exposure/risk or best path to outcomes

Your investment in ECM provided benefits from *Active Content*

IBM Case Manager

- Content management
- Workflow
- Dynamic tasks
- Collaboration
- Social capabilities
- Business rules
- Integrated Analytics
- Compliance
- Integration
- Solution templates

Put Active Content to work in an integrated case management system with significant time to value benefits

IBM Case Manager Client – Widget based



- Role-based and personalized
- Flexible and extensible
- Provides deep context for case work

Review Dispute
View Instructions

Get next

Dispute Details

Customer Info | **Transaction Info** | Dispute Info

Last Name:

First Name:

Contact Preference:

Customer Status:

Is verified

Case Documents

Home >

Name	Modified	Modified by
dispute form.pdf	OCT 25, 2010	rdee
hotel invoice.pdf	OCT 25, 2010	rdee
hotel reservation.pdf	OCT 25, 2010	rdee
letter.pdf	OCT 25, 2010	rdee

Document Viewer

PoleStar BANK

9-15-2010

Full Name: Jane J. Jones Account # XXXXXXXXXXXX4567
Phone Number (Home): (555)435-9856 Disputed Amount: \$469.95
Phone Number (Work): (555)653-9078 Merchant Name: wheretosleep.com
Post Date: 10-2-2010

Signature (Required): *Jane Jones* Date: 10-02-2010

Dear Jane Jones:

Thank you for your recent request to help resolve a dispute with a recent purchase that was made using your Polestar Bank credit card. Please complete, sign and date the above request for information and then mail, fax or email us the form along with three items we need to proceed on your behalf:

- Copy of the original online reservation invoice

Case Tasks

Required

- Review Dispute
Started on OCT 26, 2010
- Receive Documentation
Completed on OCT 25, 2010
- Generate Correspondence
Completed on OCT 25, 2010
- Initiate Dispute
Completed on OCT 25, 2010

Optional

Case History

Show: Summary

1-10 Previous | Next

OCT 26, 2010

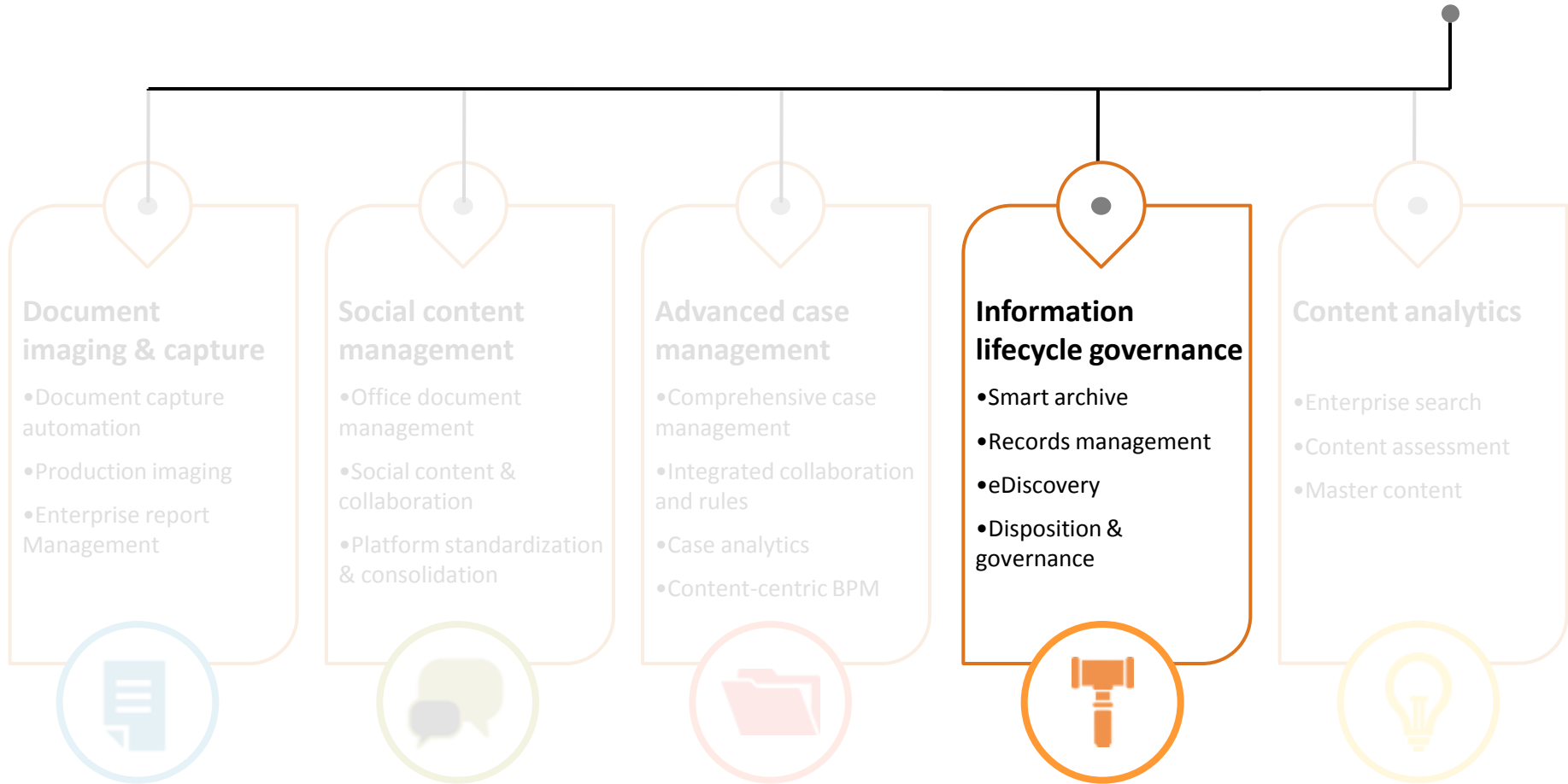
- hotel invoice.pdf Document added rdee
- hotel reservation.pdf Document added rdee
- dispute form.pdf Document added rdee
- letter.pdf Document added rdee

OCT 25, 2010

Done

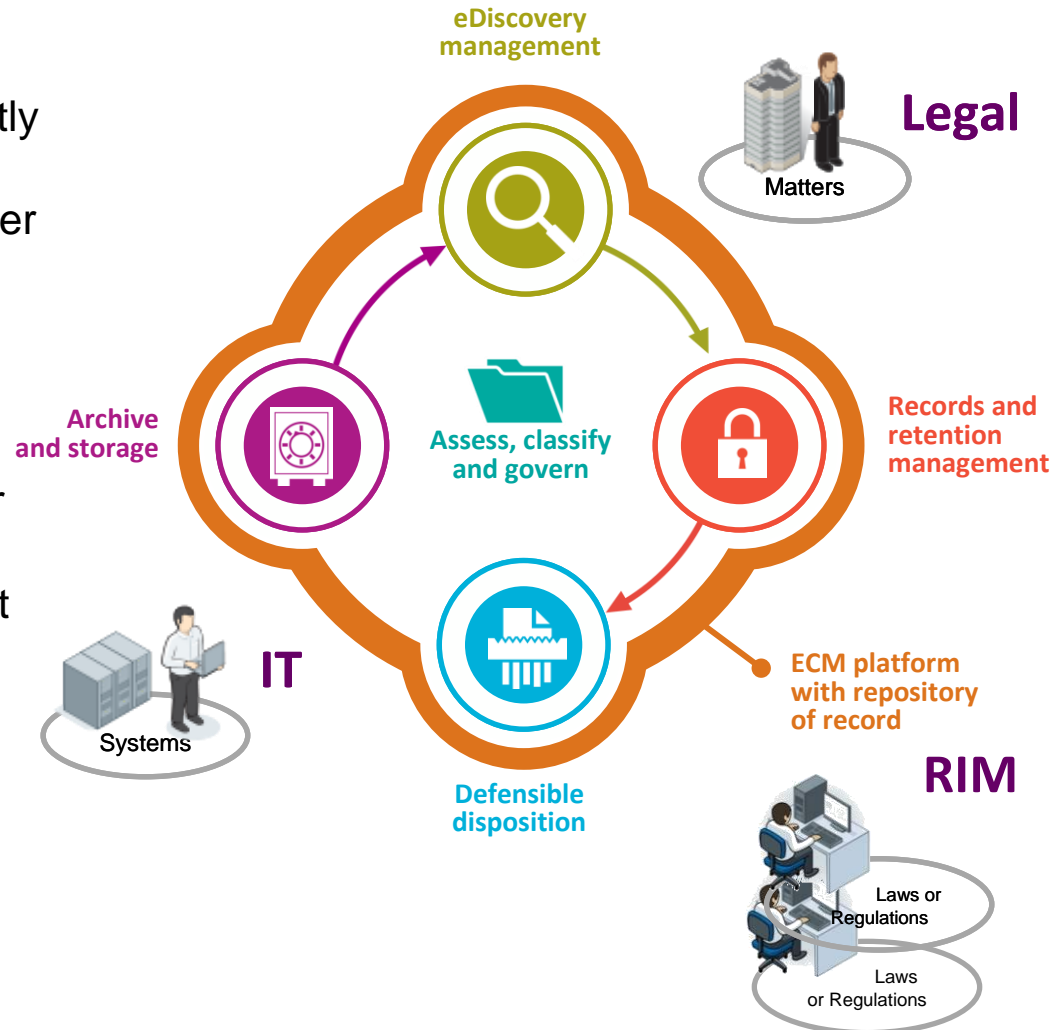
IBM Enterprise Content Management

The path to value lies along one or more specific *business solution entry points*

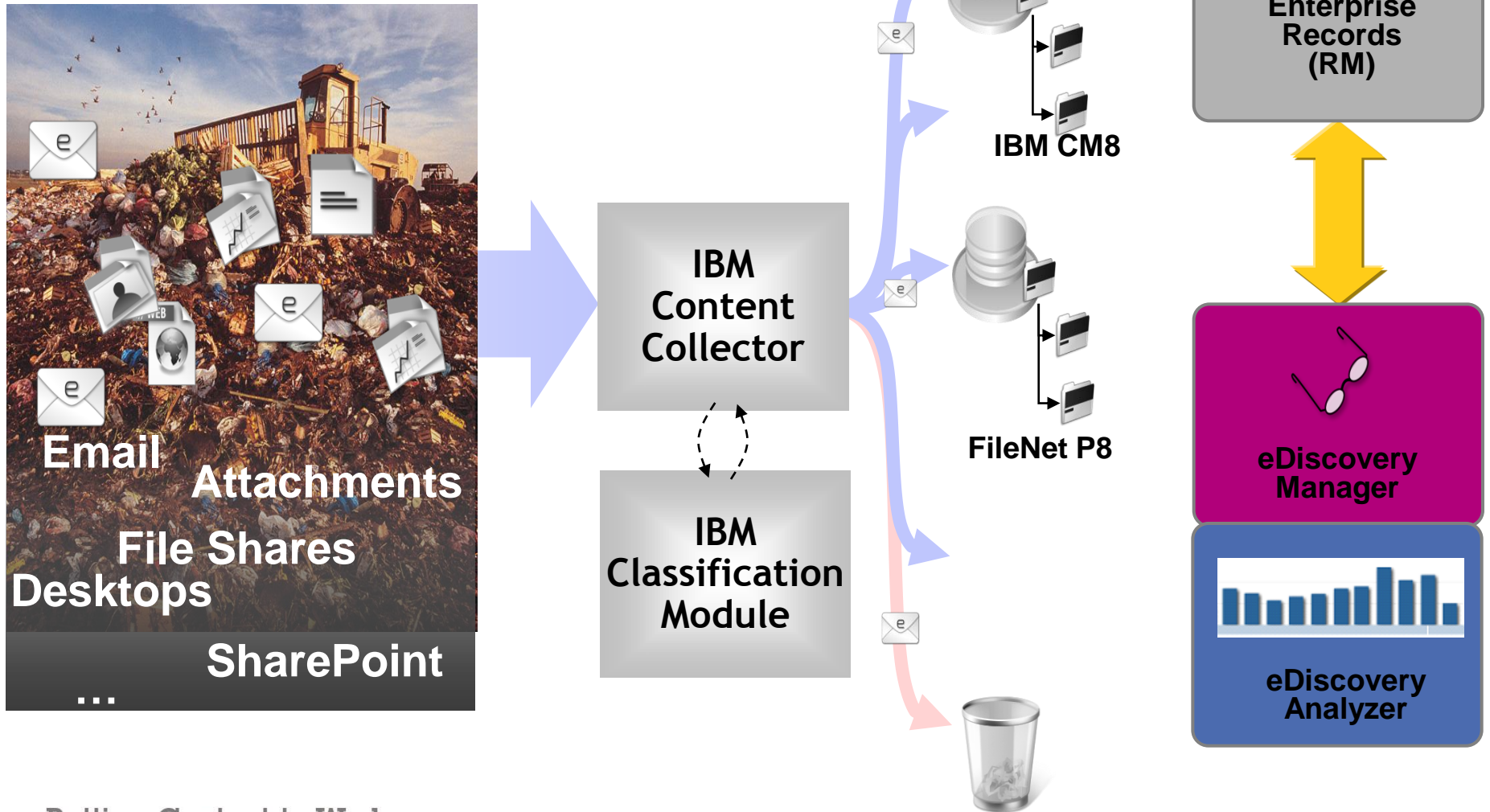


IBM Information Lifecycle Governance

- IBM Information Lifecycle Governance (ILG) is a solution portfolio that enables customers to more effectively retain, classify and archive information, efficiently meet eDiscovery obligations, and defensibly dispose of information, to lower both cost and risk.
- IBM ILG includes solution sets for legal, IT and RIM buyers including:
 - Smart Archive solution for IT
 - eDiscovery Management solution for Legal
 - Records and Retention Management solution for Records and Information Managers
 - Disposal and Governance Management solution for the CIO
- IBM's comprehensive approach systematically links policy amongst stakeholders, to the information assets, for lowest cost and risk



IBM Information Lifecycle Governance



IBM Acquires PSS Systems



Announced October 13, 2010

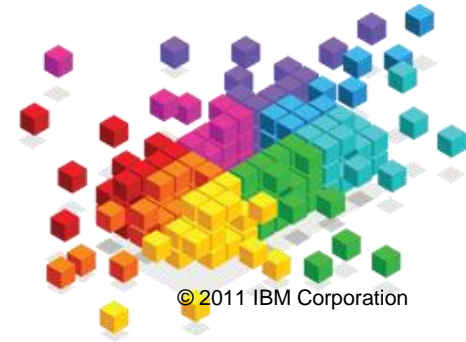


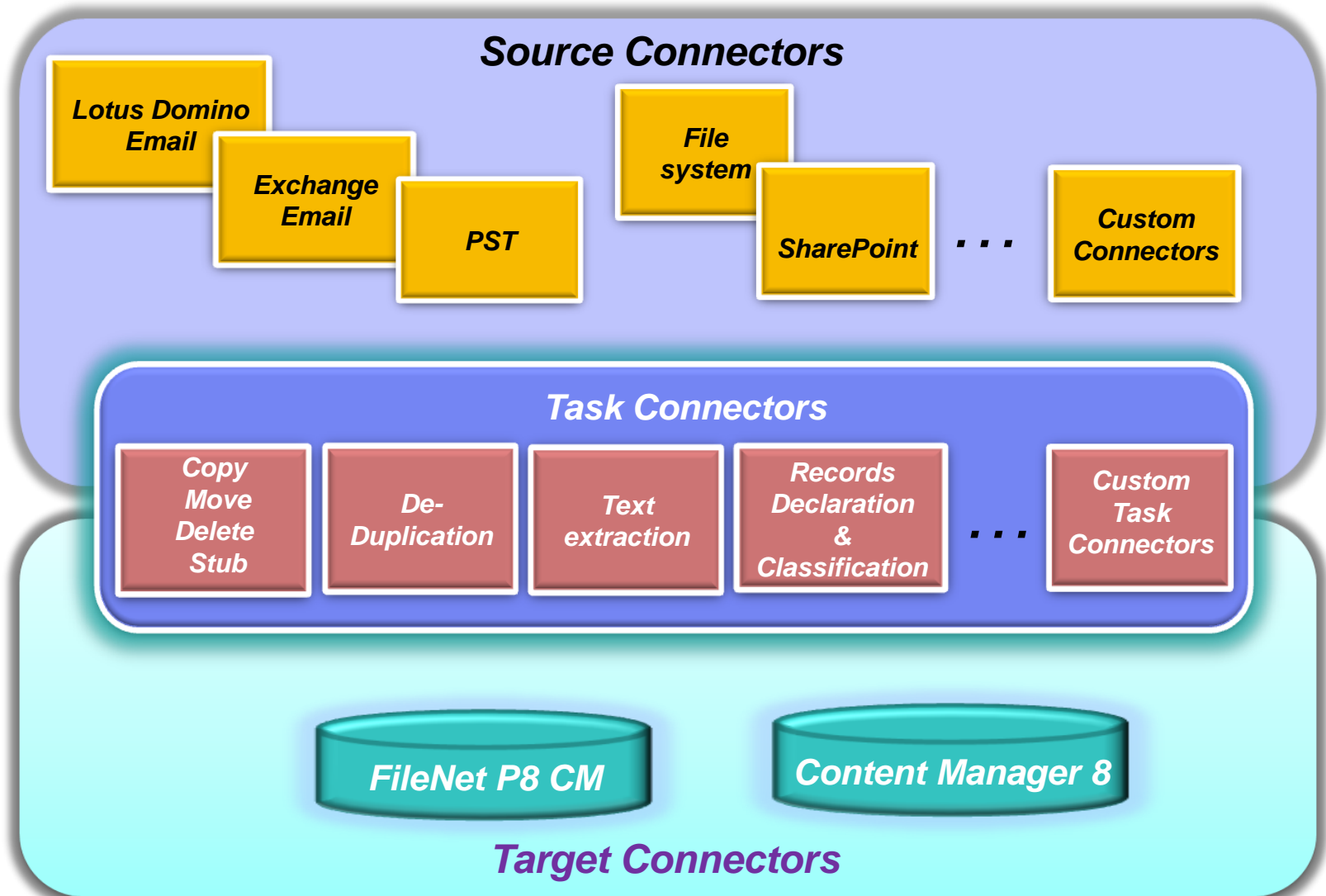
An IBM Company



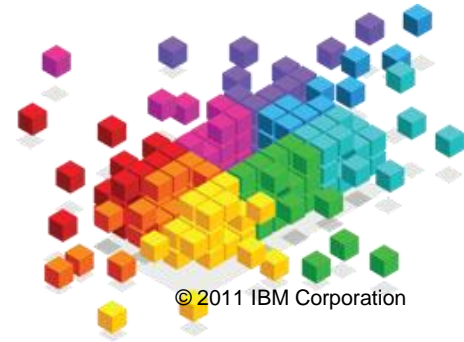
Rigorous eDiscovery
Value Based Retention
Defensible Disposition

- A leader in Legal Information Governance solutions with
- Supported by CGOC community of experts and best practices
- Extends our ECM based Information Lifecycle Governance solutions

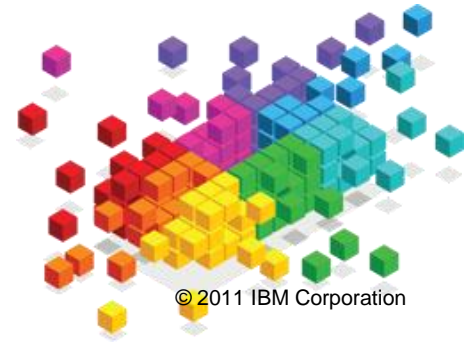
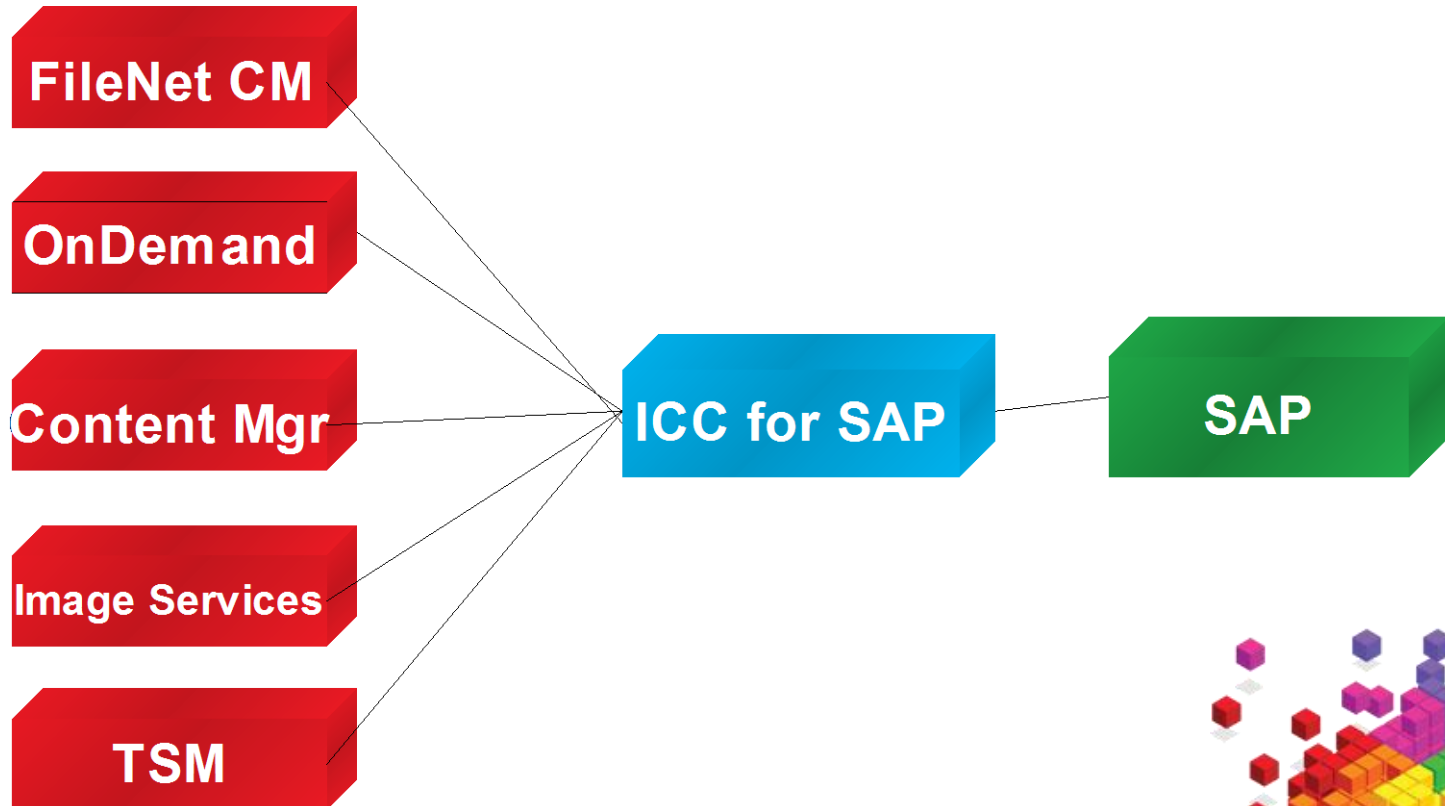




- IBM ECM as **robust enterprise-wide repository** behind departmental SharePoint sites
- FileNet P8 Content Manager and IBM Content Manager
- Support for **documents, wikis, blogs**
- Move/copy/stub
- Enabling archiving, records and retention management, business process management, enterprise search, ...
- "Sweeping" of pre-existing site content
- Auto discovery of new SharePoint sites
- Single sign-on
- Mapping of properties and security
- Deployment to SharePoint farms

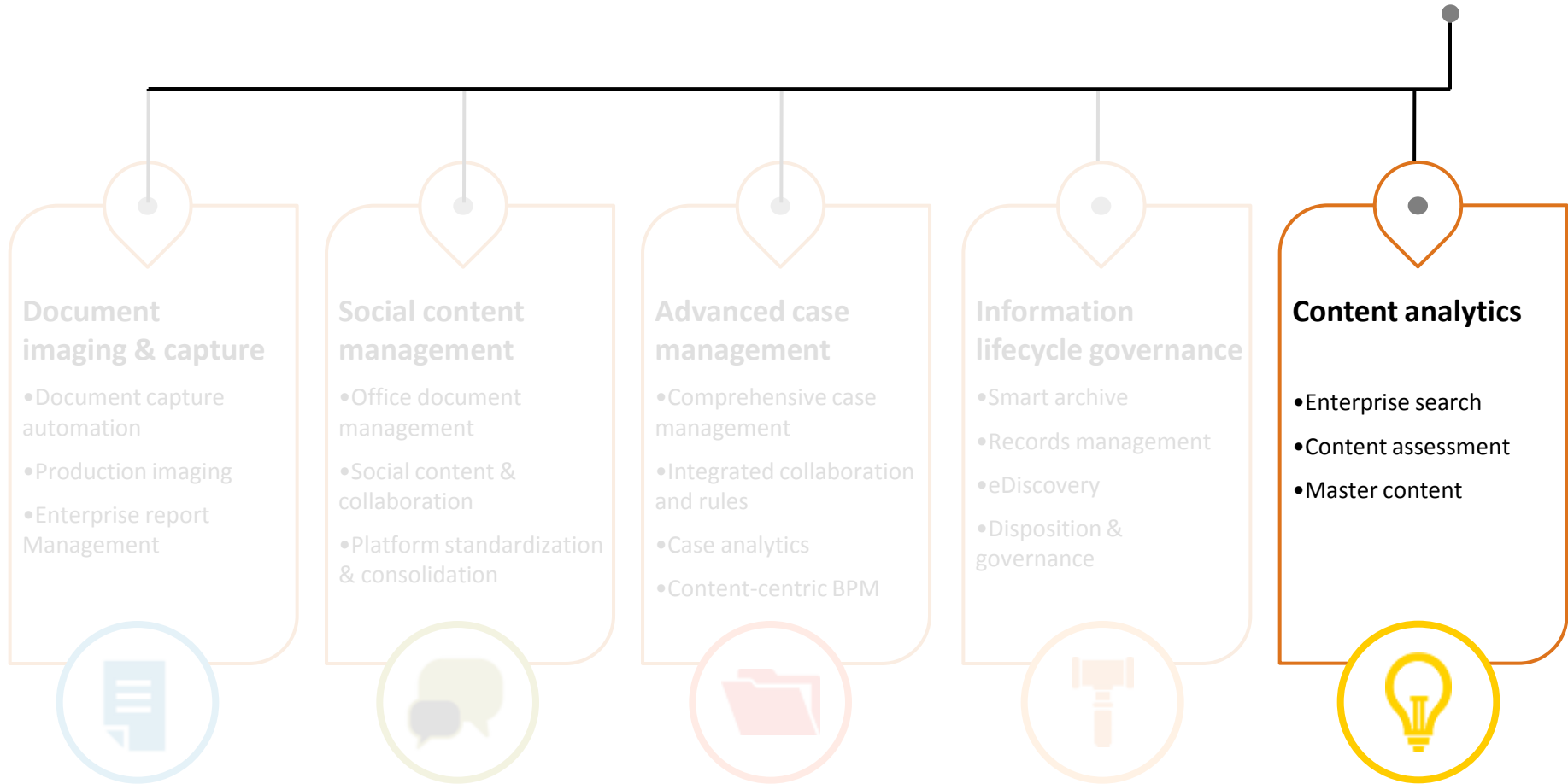


- New product that unifies CommonStore SAP and FileNet ACSAP → ICC for
- Index transfer capability
- No migration required, just a simple install



IBM Enterprise Content Management

The path to value lies along one or more specific **business solution entry points**



Unlock **valuable insight** from content

What our clients are doing with Content Analytics

Understand what customers want **before they ask.**



Detect fraudulent claims before they are paid.



Dynamically deploy resources to the areas of greatest threat.



Save lives by quickly identifying critical safety defects.



Are you unlocking the value of your unstructured content?

Going from raw information to **rapid insight**

Uncover business insight through unique visual-based approach

Aggregate and extract from multiple sources

... to form large **text**-based collections from multiple internal and external sources (and types), including ECM repositories, structured data, social media and more.

Organize, analyze and visualize

... enterprise **content** (and data) by identifying trends, patterns, correlations, anomalies and business context from collections.

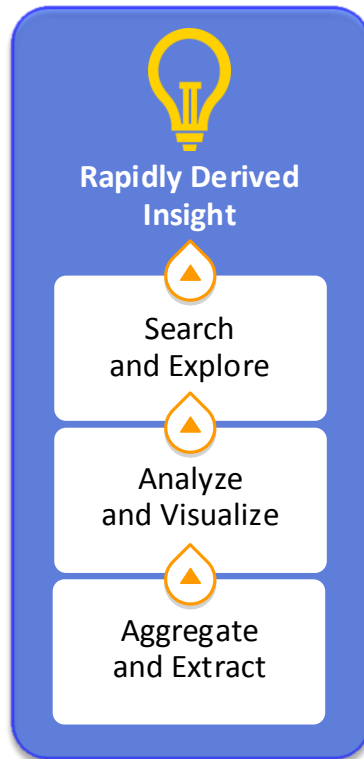
Search and explore to derive insight

... from collections to confirm what is suspected or uncover something new without being forced to build models or deploy complex systems.



Enabling the power of rapid insight

IBM Content Analytics



- Find relevant enterprise content quickly and securely
 - **OmniFind Enterprise Edition**
- Assess enterprise content to decommission the unnecessary and govern the content that matters
- Customize rapid insight to industry and customer specific needs
 - **IBM LanguageWare Tooling (included)**
 - **IBM Classification Module (optional)**
 - **IBM Text Analytics Group (services)**
- Enable deeper insights through integration to other systems and solutions
 - IBM ECM and ACM solutions
 - IBM Cognos and SPSS Analytics Systems
 - IBM InfoSphere and Netezza Data Warehouse Systems

IBM Content Analytics v2.2 Highlights

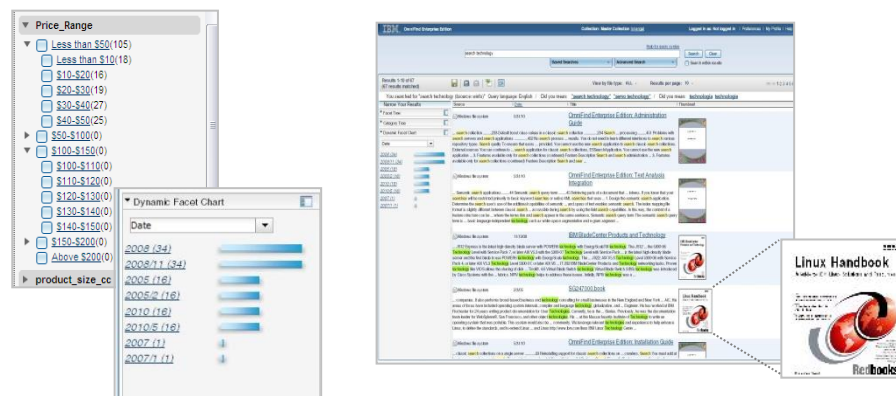
A platform for rapid insight

- **Dynamically search and explore content for new business insight**
 - New Connections and Dashboard views to easily detect insights; plus add your own custom views
- **Interactively assess for content preservation and decommissioning to reduce storage costs and risk**
- **Powerful solution modeling and support for advanced classification tools for more accurate and deeper insight**
 - Enhanced analytics configuration tools
- **Deliver rapid insight to other systems, users and applications for complete business view**
 - Quickly generate Cognos BI reports, link between Cognos reports and ICA views; deliver analysis to ACM solutions



OmniFind Enterprise Edition v9.1 Highlights

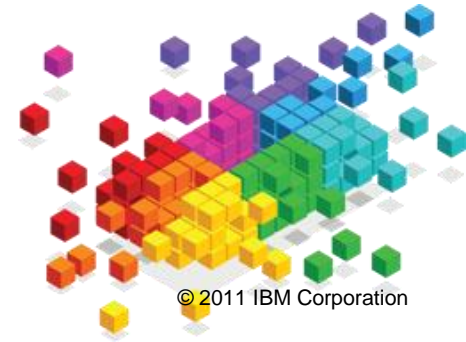
Enterprise Class Knowledge Driven Search



- **Enhanced “text analytics” driven end-user experience**
 - High-performance faceted navigation based on text analytics
 - Saved searches, type-ahead search, search profiles, document previews and more
- **Enhanced administrative experience**
 - Increased scalability, flexible scale-out with HA, new relevancy tuning, advanced query statistics and reporting
- **Industry-standard content processing with the Apache UIMA based platform**
- **Enterprise level scalable and secure search to a wide range of content sources and document-level security**
- **Next release: OmniFind EE and ICA to merge into unified offering**

In Summary...

- Many new IBM ECM capabilities valuable to your business!
- Plan your upgrades to latest and greatest releases to leverage these!!



Thank YOU

