

Archiving documents in the iSeries (AS/400) environment

Archiving documents in iSeries (AS/400) environment is an offering which allows any AS/400 customers to archive any kind of computer output documents on a various media devices with **IBM Content Manager on Demand for iSeries V5R1**

A - Customer target

Customer size

Nb of employees	1-50	50-100	100-250	250-500	500-1000	1 000 +++
				x	x	

Customer Industry

Retail	x
Wholesale	x
Banking/Finance	x
Insurance	x
Telecommunications/Media	x
Government	x
Manufacturing	x
Travel/Transportation	x
Healthcare	x

Typical sponsor

Sales Exec	
Marketing Exec	
CEO	
Finance Exec	x
Customer Service Exec	x
IT Manager	x
Network Manager	

Account Situation / Prerequisites

- iSeries (AS/400) hardware

Customer Pains

Finance exec pains

- Fulfilment of legal requirements (delivery of proofs for tax control , for instance)
- Tons of information still on paper or microfiche expensive to stock
- Cost of customer service operation too high

Customer service exec pains

- Delay in answering customer request / poor customer service
- Inability to answer customers' questions when they are on the phone
- Customer service personnel spending up do 30% of their time retrieving information for customers
- Tons of information still on paper or microfiche difficult to access

IT exec pains

- Filing, storing,sorting this information manually is a pain
- No access on line to statements, invoices, reports, and other documents

Questions to create a vision

Finance exec questions

- What is the real cost of your present archiving solution (M2 used for storage, desks, microfiche machine, time to find the document, refile it, cost of calling customers back linked to a non immediate response etc)? What if you could reduce this cost by using an archiving solution ?

- What is the cost of your customer service operation? How high is the cost compared to your competitors' cost? What if you could reduce this customer service cost with a more efficient access to information ?

Customer service exec questions

- How much time is your personnel spending on retrieving information from customers? In some businesses the amount of time is up to 35% if the operation is paper-based.
- When you are not able to answer your customer's question on the phone, how often is that because you need to retrieve information from your document files?
- What if you could have a solution that would help you access documents like statements, invoices and reports "on line" from your terminal (PC or passive display ?)
- What is the impact on loss, wrong classification of a document on your customer relationship ?
- What if you could reprint a faithful copy of the original document ?

IT exec questions

- What are the documents coming from your applications on AS/400 and that need to be kept ? (Ex : invoices, payrolls etc...)
- How do you keep this information today ? (Ex : paper, microfiche, tapes)
- Where do you keep them ? (Ex : internally in premises such as archive rooms, or externally or through external specialized companies.)
- What if you could store all this information on various media devices ?
- What if you could track the usage made with those documents ?

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B - Typical Solution proposed

Benefits of Solution

- Archive, index, store, search and retrieve your computer output documents easily from a range of media devices: optical, disk, tape or even CD-ROM media, optimizing cost by balancing it with availability
- Instant access to customer information / improved customer service
- Protection of your organisation's data by only allowing access to those who are authorised
- Retrieval of archived information to your desktop with 5250, Windows 98, Windows NT 4.0 SP5, Windows 2000
- Optional Internet or Intranet data access ('OnDemand Web Enablement Kit)
- Reprint of a faithful copy of the original document
- Document usage tracking
- Integration of image storage
- 'Report mining' facilities

Content of Solution

- IBM Content Manager OnDemand for iSeries Server + IBM Content Manager OnDemand for iSeries Conc. User
- IBM Content Manager OnDemand for iSeries Server + IBM Content Manager OnDemand for iSeries Concurrent User + Content Manager OnDemand iSeries Web Enablement Kit

Platforms

Windows NT	
Windows 95/98	
Windows 2000	
AIX	
AS/400	x
S/390	
Linux	
HP/UX	
Sun Solaris	

Price/PN

**Archiving documents in AS/400 environment for 1 concurrent user:
19 k € (SW 15 k € + service 4K €)**

Product	P/N	Qty	Poi nts	Price € estimate
VPO Instl/SW Sub Content Manager OnDemand for iSeries Server 2 anniv	D560XML	1	40	13,529
VPO OnDemand Concurrent user 2 anniv	D56EEML	1	6	1,624
Optional : VPO CM iSeries WEB enable V5.1 2 anniv	D561RML	1	60	13,537
TOTAL(without option)				15,153

Notes :

1 - Prices are given here only for evaluation, please refer to the official IBM price book for a contract.

Service offering : Typical Statement of work needed

- Understand customer environment and requirements : technical environment, involved documents
- Installation / configuration / customization of OnDemand software : spools files to be archived, indexation criterias, authorization to access, archives rules (3 reports) 2 days
- Test
- Train the customer people (administration) 2 days

TOTAL **4 days**

Estimated at 4000 €

The price is to be checked and localise according to the countries.

This service offering is an entry point offering and may be completed

C- Business Partner Value Proposition

The interest for our BPs is:

1. Generate revenue with a complete solution based on SW HW and Service
2. Opportunity to sell additional HW, SW and Services :
 - > 3995
 - > Tape
 - > imaging, scanning
 - > extension to other EDM areas , e.g. Document workflows, archiving of SAP data, integration with ERP systems, e-mail and other Notes archiving with CM CommonStore for Domino
3. Easy to justify & not a big investment for customer.
 - Solution very easy to understand for customer
 - Short sales cycle

D - More Information

Web site

Www.ibm.com/software/data/cm
For the BP: www.ibm.com/software/data/channel

Relevant publications or deliverables

- GC26-9985 Content Management (nice folder to put everything in)
- GC26-9986 Leveraging information as a competitive asset (good business oriented CM overview) - softcopy
- GC26-9980 IBM Content Manager for customer relationship management (flyer with CRM focus)