

Archiving documents in the Unix and NT environments

Archiving documents in Unix/NT environment is an offering which allows archiving of any computer output documents on various media devices and easy retrieval of information with **IBM Content Manager OnDemand**.

A - Customer target

Customer size

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

NT or unix environment required

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 online to statements, invoices, reports, and other documents

10 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 pains

- 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 pains

- 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 in a cost-effective way where the oldest information is stored on the least costly media (e.g. CD-ROM or tape)?
- What if you could track the usage made with those documents ?

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B - Typical Solution proposed

Benefits of Solution

- Improve customer service
- Ability to answer customer's questions when they are on the phone
- 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
- Protection of your organisation's data by only allowing access to those who are authorised
- Retrieval of archived information to your desktop
- Reprint of a faithful copy of the original document
- Instant access to customer information
- Extension to imaging, report mining, electronic bill presentment, data viewing through Internet
- Significantly reduced customer service cost due to information retrieval time reduced to almost zero.

Platforms

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

Starting Solution with Content Manager Entry Bundle

Price/PN :

IBM Content Manager Entry Bundle V7.1 Archiving documents on NT/Unix for 1 concurrent user : 15,4 k€
(SW 5,4 k € + service 10K €)

for 3 concurrent users: 24,1 k€
(SW 14,1 k € + service 10K €)

Product	P/N	Qty	Poin ts	Price €
VPO INSTL/SW SUB Content Manager Entry Bundle V7.1 2 YEARS	D56XNML	1	24	4,790
CO INSTL/SW SUB Content Manager Entry Bundle V7.1 2 YEARS	D56YDML	2	24	2*4 360
Content Manager Entry Bundle V7.1 Media Package	20P4133	1	n/a	554
Content Manager Entry Bundle V7.1 DOC Package	20P4134	1	n/a	18
TOTAL				

Notes :

- 1 - You cannot combine this promotion with any other discount or allowance. If you have a volume or special bid commitment, you cannot take advantage of this promotion or your volume/special bid discount.
- 2 - Please localise documentation and media pak references when available in your country.
- 3 - Prices are given here only for evaluation, please refer to the official IBM price book for a contract.

Specific Bundle Information (IBM Announcement Letter No. ZP01-0136) :

- **IBM Content Manager Entry Bundle V7.1 :** Your license entitles you to install any combination of Content Manager, Content Manager OnDemand or EIP Client Kit for Content Manager program servers. The active connected users are counted as concurrent users. The number of concurrent users is defined as the maximum

number of individual users connected to the Program server at one time.

- **IBM Content Manager Entry Bundle V7.1 Concurrent User POE :** If you wish to install additional concurrent users, you must acquire additional Proofs of Entitlement for IBM Content Manager Entry Bundle Concurrent User POE.
- **Limitation :** with Content Manager Entry Bundle, you are not authorized to use the Text and Image Search feature of the EIP Client Kit for Content Manager.

Standard Solution with Content Manager OnDemand for Multiplatforms

Price/PN :

Archiving documents in NT/Unix environment for 5 users: 58 k€
(SW 48 k € + service 10K €)

Product	P/N	Qty	Poin ts	Price €
VPO INSTL/SW SUB Content Manager ONDemand SERVER INSTALL 2 YEARS	D47RLML	1	180	40,410
VPO INSTL/SW SUB Content Manager ONDemand CONCURRENT USER 2 YEARS	D47XKML	5	6*5	5*1 624
Content Manager ON Demand V2.2.1 Media Package	BF7VEML	1	n/a	95
Content Manager ON Demand V2.2.1 DOC Package	BF7VJML	1	n/a	23
TOTAL				48,648

Notes :

- 1 - Prices are based on a 2 years subscription through Passport Advantage VPO contract, Band A.
- 2 - Please localise documentation and media pak references when available in your country.
- 3 - 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 the OnDemand software : spools files to be archived, indexation criterias, authorization to access, archives rules (**3 reports**) - assumes a processor with the chosen operating system will be available.
- Test
- Train the customer people (administration)

A report is, for example, a statement or an invoice (a set of documents of one type)

TOTAL **10 days**

Estimated at 10 000 €

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:

- Generate revenue on a complete solution based on SW, HW and Services
- Opportunity to sell additional HW, SW and Services :
 - > 3995
 - > Tape
 - > imaging, scanning
 - > extension to other EDM area, e.g. Document workflows, archiving of SAP data, integration with ERP systems, e-mail and other Notes archiving with CM CommonStore for Domino

- Easy to justify .
- Solution very easy to understand for customer
- Short sales cycle

D - Other Information

Additional Information ?

[Www.ibm.com/software/data/cm](http://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)
- GC26-9981 IBM Content Manager for Windows and Unix