

IBM Content Manager OnDemand streamlines delivery of business-critical information

Highlights

- **Effectively captures and delivers reports, statements and other computer-generated output across the organization**
- **Helps companies gain significant ROI by transforming costly high-volume print output to electronic information capture and presentation**
- **Archives documents to support electronic bill presentment and payment (EBPP) solutions**
- **Automatically groups reports and portions of related documents to distribute as needed**
- **Provides the capability for volumes of report-oriented data to be electronically turned into records**
- **Enables print streams to be stored in their native format without the need to transform them during archiving**
- **Automates and optimizes storage management for cost and retrieval benefits, and designed to provide immediate compression results**

Gain a competitive edge

To keep pace in today's on demand world, businesses need to maximize efficiencies while minimizing costs. At the same time, to sustain a competitive advantage, companies need to get information to the right people at the right time—easily and cost-effectively.

IBM® Content Manager OnDemand, a comprehensive enterprise report management and electronic statement presentation solution, can help deliver critical business information across your organization—where and when it is needed. As a key component of the IBM content management portfolio, Content Manager OnDemand enables high-volume computer output—such as statements, invoices, back-office reports—to be captured and managed. It also supports archiving for e-mails, scanned documents, checks and instant messages.

Using Content Manager OnDemand, employees can quickly search online by customer account or invoice number to answer queries and resolve issues. They do not need to search stacks of invoices and statements or scroll through microfiche to find specific information.

Rich functionality at your command

Essential functions provided by Content Manager OnDemand include:

- **Document indexing through the OnDemand Capture System**, which automatically extracts index information from reports and documents and builds a relational database. These index values segment the reports into logical information units, providing users direct access to the required information without retrieving the entire report file



- **Selective retrieval of reports and report segments.** *With a user interface that supports fill-in-the-blank queries, users can generate a document list from which they can choose reports to view, annotate, print or fax. In addition, the server-based text search capability enables users to search for specific text embedded in certain document formats—including AFP, PDF and line data—stored in Content Manager OnDemand*
- **Document viewing through Web browsers, portlets, Microsoft® Windows® and IBM CICS®.** *Built-in security features allow administrators to control access to the system and its archived documents security exit add text*
- **Logical views for customizing the look of a document** *to meet individual needs, allowing users to delete, replicate and rearrange columns to enhance viewer productivity and provide additional security filtering*
- **Logical folders for creating groups of archived information** *by customer, topic or index, enabling users to search across a broad range of documents and dynamically organize information based on common attributes*
- **Hierarchical document storage management** *across magnetic, optical and tape devices through IBM Tivoli® Storage Manager, which also provides facilities for migrating data between storage devices and for managing backup or disaster recovery*

Viewpointe Archive Services delivers a low-cost, high-performance image storage for financial documents

Viewpointe Archive Services, an IBM application services provider, has developed an innovative online archiving repository for storing, retrieving and sharing digital check images. At the heart of the Viewpointe solution is Content Manager OnDemand—the engine that manages billions of new document images that arrive monthly.

Viewpointe helps banks provide better customer service. “Bank customers can now receive a digital image of their check within seconds at the branch, via e-mail from a bank service representative and on the Internet,” says John G. Lettko, CEO, Viewpointe Archive Services. “Answering a question has gone from taking days to nearly instantaneous self-service.”

Fraud protection is another benefit for banks and their customers. “A teller who is suspicious about a check can quickly view another check on the same account for comparison purposes. Tellers have been able to spot bad checks in the teller line,” says Lettko. “Thieves have actually been arrested in the bank branch.”

Enhance productivity and make your business more responsive

Content Manager OnDemand enables organizations to offer customers and business partners online access to information—making it convenient to communicate and interact. For example, bills and statements archived in Content Manager OnDemand can be made available over the Internet with electronic bill presentment and payment (EBPP) solutions.

The integration with IBM Business Partner solutions also can enhance the power of your archive solution with the capability to assemble and distribute information through multiple channels, document mining, and the assembly

and personalization of documents. In addition, enterprise-wide report mining and analytics can help unlock data buried in Content Manager OnDemand archives. With the click of a mouse in a browser, users across the organization can obtain concise, actionable information on demand to optimize the decision-making process.

Point, click and retrieve

A GUI that guides users with point-and-click functionality makes Content Manager OnDemand easy for end users to navigate and easy for the IT staff to administer. It provides a standard, intuitive client with features such as thumbnails, bookmarks, notes and shortcuts. Manual editing is not

“IBM e-business on demand helps us achieve the speed and flexibility that our business demands.”

—John G. Lettko, Chief Executive Officer, Viewpointe Archive Services

necessary since the Content Manager OnDemand administrator GUI includes support for indexing PDF data streams. End users can define folders, applications and application group definitions using the wizard interface seamlessly with line data and PDF data streams.

Through easy-to-use Windows GUIs, system administrators can configure the system, define reports and documents, and also manage security.

Content Manager OnDemand system statistics are written to a system-logging facility, which allows administrators to charge for system use and maintain an audit trail. The system log can be accessed online by using Content Manager OnDemand clients.

Streamline records and compliance management

IBM Federated Records Management for Content Manager OnDemand is designed to help companies transform

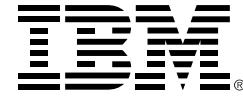
volumes of report-oriented data stored in Content Manager OnDemand into records. Checks, statements, invoices and reports can be declared as records and efficiently managed from within IBM Records Manager. This process helps streamline records and compliance management and can offer several potential benefits:

- **Reduce risk exposure**—Records-enabling reports, checks, bank statements, customer invoices and other sensitive records-class content and bringing it under the control of a single records management engine allows organizations to manage their archival and retention requirements that may help lower risk exposure.
- **Lower discovery/litigation costs**—Records administrators can perform a single search across multiple systems including Content Manager OnDemand, identify relevant records and hold/suspend normal disposition schedules until litigation is resolved.

- **Lower records administration costs**—A single records administrator console and centralized file plan, reporting, hold/suspension, audit and disposition capabilities can help streamline the process of managing records stored in Content Manager OnDemand and other systems.
- **Lower total cost of ownership**—Maximize the value of the investment by subjecting Content Manager OnDemand assets to consistent records management policies. Federated records management also can help lower the cost and complexity of maintaining custom integrations across multiple repository release cycles.

Support for a variety of document formats

Content Manager OnDemand was designed with flexibility in mind. Its support of multiple print data streams—including advanced function presentation (AFP), metacode, XML and PCL—provides the ability to capture and store electronic documents from various sources. Tightly integrated, Content Manager OnDemand provides the ability to transform, repurpose and distribute documents, statements and reports for electronic statement presentment



while providing the ability to store most data in its native format. This process enables administrators to define both the source and the archive data format for each report during report definition and setup. The ability to capture meta-code and PCL data streams enables customers with Xerox printers or business applications—such as SAP and PeopleSoft, which generate PCL output—to reap additional benefits with Content Manager OnDemand.

Available on multiple platforms

Highly scalable, Content Manager OnDemand supports small office environments to large enterprise installations, making it easy and effective to address growth within the enterprise. Based on users' requirements, a Web browser-based client or a Windows client can be implemented. With either client type, users can retrieve data stored in its native format and convert it dynamically into e-content formats such as PDF, XML and HTML for distribution.

Content Manager OnDemand runs on a variety of strategic platforms, including IBM AIX®, Microsoft® Windows® 2000, Windows 2003, HP-UX, Linux®, Linux for IBM zSeries®, IBM i5/OS®, IBM z/OS® and Sun Solaris operating systems. It also supports IBM DB2 Universal Database™ V8.1, Oracle 9i, and Microsoft SQL Server 2000, providing an enterprise report management solution on the database that best fits the environment.

Why IBM?

Content Manager OnDemand, built on a robust, scalable and secure platform, can bring new levels of connectivity and information access across the organization and beyond. It can help leverage business knowledge and information more effectively and help businesses respond faster to customer and market needs—without putting new strains on the IT organization and infrastructure.

For more information, please contact your IBM marketing representative or an IBM Business Partner, or visit our Web site at ibm.com/software/data/ondemand/

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