

## IBM FileNet Content Manager



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### Overview

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***Research finds that a typical 1,000 person organization wastes more than \$11 million annually on manual document handling and management. Studies estimate that the average person loses up to six weeks every year searching for misplaced information at work. Further, a full 30-40% of a knowledge worker's time is spent on document-related tasks. As many as 25% of enterprise paper documents are misplaced and will never be located.***

Thousands of decisions, large and small, are being made across your business every day. Each one affects your short-term effectiveness and long-term success. Improving the quality of those decisions begins with having the right information – when it's needed. This information is contained in numerous forms of content spread across your organization. Managing this content is essential to the success of your business.

### **Content is a Growing Enterprise Challenge**

The evidence is uncontestable; the challenge of handling paper, digital content and documents is mounting. This unstructured information represents 80 percent of your total information. Worse, it is growing at more than 75 percent per year. Regardless of the content format, managing and making intelligent use of the information contained within an

organization has become a necessary element of enterprise competitiveness. Simply stated, content must be easily accessible, completely secure and placed under full lifecycle and compliance management to support critical business initiatives.

IBM FileNet Content Manager conquers these challenges by combining the power of content and process to substantially improve the availability and agility of content in your business functions and processes. Content Manager combines comprehensive content management along with specialized document management capabilities to gain active control over your unstructured corporate assets.

### **Agility Defined – Active Content**

Content Manager delivers the unique advantage of Active Content — content and documents that actively drive process automation to completion. With Active Content, your documents and other forms of content can drive task resolution and reduce time, cost and risk. Your business can respond immediately to the business and transaction events that set critical processes in motion and drive them quickly to completion, increasing the overall responsiveness and agility of your operations.

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***According to recent studies, in an average enterprise with 1,000 knowledge workers, a reduction in content handling and search time by 50% translates to savings of:***

- ***\$3 million annually in time spent looking for and not finding information***
- ***\$6 million a year on time recouped from finding the relevant information rather than having to recreate it.***

### **Real-World and Proven ROI**

These capabilities have delivered a significant return on investment for our customers along with a wide range of business benefits such as:

- Processing work more than 50 percent faster while significantly reducing processing cost
- Saving 35,000 man-hours every year by drastically reducing the time spent looking for information
- Reducing operating costs by more than \$1.5 million and adding a significant amount of incremental profit to the bottom line
- Delivering a 25 percent reduction in fixed costs

### **More Informed Decision Making, In Less Time**

When it comes down to the moment of decision, you need the right information. That moment happens in an instant – thousands of times a day. Content Manager ensures that the right information is available when it's needed most. Its capabilities will help your business:

- Reduce the costs associated with managing and accessing all forms of content
- React immediately to customer demands by automating processes triggered by business and customer events
- Leverage content across multiple legacy repositories
- Ensure information security, accuracy and regulatory compliance and, consequently, reduce and better manage risk

- Extract the information and knowledge contained in your documents and other content
- Extend the reach of information wherever and whenever it is needed
- Leverage existing investments by joining disconnected systems so they can share content

### **Combining Content, Process and Connectivity to Gain a Competitive Edge 4th Generation Object Model**

Content Manager object model combines content, process and compliance resources as native capabilities that enable content to be dynamically managed and dramatically reduces development complexity.

### **Active Content**

Unique IBM capability to proactively move content and content-related business tasks through a business process without requiring human initiation.

### **Content Federation Services**

Delivers the ability to actively manage content across the enterprise regardless of what repository it resides in. Provides full content management capabilities, not just search, so users and applications can focus on what needs to happen rather than where the content is actually stored.

**Advanced Document Management Capabilities**

Streamlines document management tasks by providing mature versioning and parent-child capabilities, approval workflows and integrated publishing support. Comes with pre-configured, customizable document wizards and workflow templates.

**Full Lifecycle Management**

Manages and controls the complete content lifecycle to improve efficiency and ensure compliance in content-related tasks such as publishing, expiration and retention. Maintains complete audit trails to meet regulatory mandates. Lifecycle events are managed at the software, not hardware, level to provide and promote customer choice on storage policies and platforms.

**Transformation & Rendition Services**

Provides automated content publishing into multiple universal formats such as HTML and PDF.

**Unified Repository & Metadata Model**

Delivers a single, unified content repository and metadata model regardless of the type of digital content being managed. Content Manager's common metadata model provides a comprehensive and streamlined search, re-purposing and application development environment.

**Leading Edge Categorization & Classification**

Supports both people - and machine-based content categorization and classification. Supports automatic classification for documents and other forms of context.

**Universal Content Types**

Stores any kind of digitized information including Microsoft Office documents, XML, Web pages, photos, images, sounds, process definitions and templates, content components and associated metadata descriptors. Manages the content and the associated metadata not simply as static items, but as individual business objects.

**Advanced Enterprise Search Capabilities**

End-users can simultaneously search content categories, other metadata definitions, and unstructured text through a single query. Furthermore, individuals can search for content without having to know where the content is actually stored or if it is under Content Federation Services management.

**Interoperability With IBM FileNet World-Class Imaging**

Leverages IBM FileNet Image Manager Active Edition to provide unrivaled power, scalability and performance, delivering rapid access to billions of fixed objects, such as documents, reports, print streams, faxes, email and rich media, for thousands of users. Seamless ECM Integration Content Manager provides the content management capabilities that all IBM FileNet P8 suites utilize so all the suites share the same content and metadata and policies. All functionality and suites are inherently integrated.

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**Platform**

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**■ Operating Systems**

*IBM AIX, Microsoft Windows, Sun Solaris, HP HP-UX, Red Hat Linux, Novell SUSE Linux*

**■ Databases**

*IBM DB2, Microsoft SQL Server, Oracle Database*

**■ Security Services**

*IBM Tivoli Access Manager, IBM Tivoli Directory Server, CA eTrust SiteMinder, Microsoft Active Directory, Novell eDirectory, Sun Java System Directory Server, Kerberos*

**■ J2EE App Servers**

*IBM WebSphere, BEA WebLogic, JBoss*

**■ Enterprise Portals**

*IBM Websphere, BEA WebLogic, Microsoft SharePoint, SAP NetWeaver*

**■ Storage Systems**

*IBM, EMC, Hitachi, HP, NetApp, Sun*

**■ System Management**

*IBM Tivoli, BMC Patrol, CA Unicenter, HP OpenView, Microsoft Operations Manager*

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**Base**

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**■ Content**

- *Enterprise Catalog Management*
- *Specialized Document Management Tools*
- *Robust Library Services*
- *Extensive Classification Capabilities*

**■ Process**

- *Specialized Document Versioning, Reviewing & Approval Workflows*
- *Audit and logging tracking*
- *Integrated BPM-managed content/process flows*

**■ IBM FileNet Expansions**

- *Records Manager*
- *Image Manager Active Edition*
- *Email Manager*
- *Team Collaboration Manager*
- *Forms Manager*
- *Business Process Manager*
- *Web Site Manager*

Content Manager provides comprehensive content management along with process management and connectivity to existing systems. Expanded ECM capabilities can be easily added for managing Web content, large volumes of fixed documents, and for enhanced process management and connectivity.

IBM FileNet ECM solutions are built on IBM FileNet P8, a unified content, process and compliance platform that accelerates application deployment, increases operational flexibility and lowers total cost of ownership. IBM FileNet P8 provides interoperability to the widest selection of database, operating system, storage, security and Web server environments in the industry.

Content Manager is an ECM solution that helps organizations manage complex documents and control, share, and quickly access any form of content in a secure and highly scalable environment. It activates critical business content delivering the right information when it matters most.



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