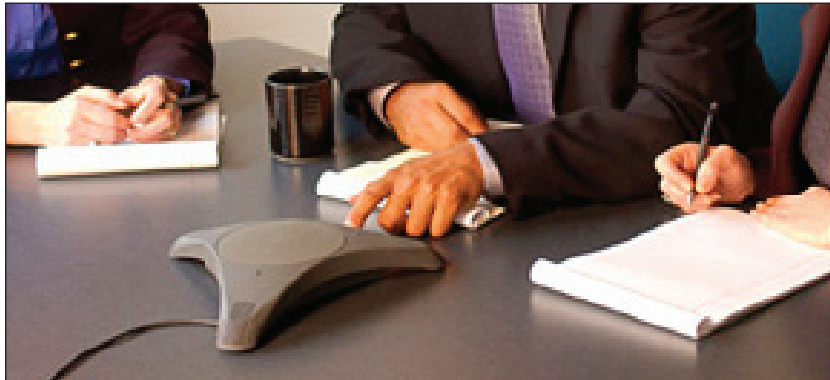IBM

IBM. `Information Management` software

IBM FileNet Team Collaboration Manager

Overview

- *Increase team interaction through the capturing and sharing of ideas, issues and comments from team members*
- *Shorten exception/resolution cycle times with complete record of decision-making process*
- *Increase project speed*
- *Provide audit trails to support decisions*
- *Satisfy corporate compliance requirements without additional burden on team members*
- *Manage exceptions in structured processes*

In today's global business environment, workgroups have become the de facto means of collaborative business processing and organizational decision making. From Lisbon to London to Los Angeles, team members entrusted with mission-critical and day-to-day business decisions need to work cohesively – and strategically.

To this end, team collaboration solutions need to remove barriers, connecting the workplace to business processes and related enterprise content. They must provide the structure and tools to maximize productivity, as well as support both structured and ad-hoc processes inherent in every project. And in the interest of knowledge management, they must capture content and best practices resulting from collaboration sessions for reuse throughout the organization to extend the value of team collaboration.

In today's highly regulated business environment, it's also critical that project artifacts, such as generated documents and member discussions,

are managed as corporate records. The challenge is how to balance compliance requirements with team member productivity. Ultimately, collaboration solutions must help organizations with the universal goal of making better decisions, faster while ensuring regulatory compliance.

A new type of team collaboration has emerged to meet today's greatest collaboration challenges. Leveraging comprehensive Enterprise Content Management (ECM), Business Process Management (BPM), and Records Management (RM) capabilities, IBM FileNet Team Collaboration Manager optimizes interactions among team participants and facilitates both structured and ad hoc processes to speed project completion. Moreover, it provides the means to understand business outcomes and gain insight into processes so enterprises can track how and why decisions were made while satisfying corporate compliance requirements.

The result: maximum competitive advantage, increased operational visibility, business agility and adaptability, and in general, a revolution in work as we know it.

A complete enterprise-wide team collaboration management solution, Team Collaboration Manager provides the contextual framework and collaboration tools, including ad hoc tasks, discussion forums, live meetings, and interactive polls, to enable group members to share information and participate in processes to facilitate group decision-making. These tools enable teams to exchange information, schedule and track tasks and meetings, and communicate in real time.

Extending Value

Designed to meet the demands of knowledge workers in today's competitive business environment, Team Collaboration Manager brings together productivity-enhancing collaboration tools, unprecedented access to enterprise content, and support for both structured and ad hoc business processes to streamline group decision-making.

Team Collaboration Manager is an integrated, Web-based solution that leverages BPM, ECM, and RM out of the box, and provides a framework for team collaboration within the context of processes that run and drive the business. What's more, it enables the first real-world delivery of contextual collaboration, enabling team members to communicate and instantly share resources.

This unique approach to collaboration enables organizations to increase productivity, lower costs, and promote knowledge exchange – while enforcing guidelines for corporate best practice execution and regulatory compliance.

Featuring a highly scalable and fully integrated architecture and common content repository, Team Collaboration Manager is different from other standalone collaboration products. Its unified architecture helps lower total cost of ownership, while enabling team collaboration information – both structured and unstructured project content – and business outcomes to be captured, managed and leveraged by the entire organization.

An extensive range of collaboration tools, including ad hoc tasks, discussion forums, live meetings, and interactive polls, enable group members to share information asynchronously or in real time.

Team Collaboration Manager also integrates seamlessly with other IBM FileNet P8 suites, including Business Process Manager and Records Manager. This enables organizations to extend the value of their team collaboration investment while addressing additional business requirements.

Featuring an intuitive, user friendly interface, Team Collaboration Manager enables even novice users to get up and running with minimal training. Users can easily view files and tasks and quickly check in/check out files. Additionally, Team Collaboration Manager features role-based security, which enables administrators to establish participation parameters for diverse team members.

Team Collaboration Manager can be deployed at the application or service level, recognizing the need for flexible deployment scenarios to address a wide range of collaboration needs and requirements. Users can also modify the look and feel of the application, and even add capabilities to meet their specific business requirements.

The Value of Team Collaboration Manager

Team Collaboration Manager is designed to:

- Facilitate deep and meaningful collaboration among work groups and project teams through an integrated business process and content approach.
- Speed time-to-market through better, faster decision making.
- Remove productivity barriers by combating information overload, improving focus on critical or priority tasks, and speeding issue resolution.
- Manage team collaboration activities within the context of organizational best practices and regulatory mandates.

Combining Automation, Integration and Optimization for Increased Business Performance

User-Friendly & Intuitive UI

Fosters greater adoption from knowledge workers resulting in increased productivity while minimizing administrative and training costs.

Seamless Integration with BPM

Allows predefined processes to launch Team Collaboration sessions, create ad hoc tasks and launch processes, shortening exception/resolution cycle times and providing a complete record of the decision-making process to satisfy compliance requirements.

Seamless Integration with RM

Allows for Team Collaboration Manager objects to be managed as corporate records, reducing administrative costs by allowing knowledge workers to participate in RM processes without extensive training and oversight.

Seamless Integration with WCM

Allows for publishing of Team Collaboration Manager content to the right Web sites, increasing content values and reducing business/compliance risks by updating Web sites with the right content.

Ad Hoc Tasks

Increases team members' efficiencies in managing and tracking complex business project activities.

Logical Threaded Discussions

Increases team interaction through capturing and sharing of ideas, issues, and comments from team members.

Polls

Increases project speed through user-friendly team decision tool. Provides clear audit trail of decision process.

Customizable Roles for Team Members

Improves team management through a robust and flexible security model, allowing business objectives to be met while maintaining corporate security standards.

Subscription/Notification

Shortens reaction time by pushing latest and most relevant information out to team members.

Email Integration

Provides each teamspace a unique email address, easily capturing email and attachments to improve information sharing and recordkeeping.

Unified IBM FileNet P8 Search

Leverages robust IBM FileNet P8 search capability to deliver complete information discovery to improve decision making for team members.

Team Collaboration Manager is a user-friendly, Web-based solution that allows diverse team members to participate in asynchronous and synchronous activities with ad hoc and BPM-driven tasks to accomplish specific business project objectives, while managing all collaboration artifacts as enterprise content.

Platform

■ *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*

Base

■ *Content*
• *Team Collaboration Application*
• *Team Collaboration Services*
• *IBM FileNet P8*

■ *IBM Expansions*
• *Business Process Manager*
• *Image Services Resource
Adaptor*
• *Additional Process Designers*
• *Business Integration (EAI)*
• *Capture Desktop*

IBM 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.

Team Collaboration Manager is an
ECM solution that provides the
contextual framework and
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and interactive polls, to enable
group members to share information
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facilitate group decision-making.

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