EMEA ECM
PARTNER HANDBOOK 2007

IBM

FileNet®
An IBM® Company

Welcome to the third edition of our
EMEA ECM Partner Handbook!

This Handbook features our partners' key ECM solutions and services that are based on either the FileNet P8 and/or the IBM CM8 platform. It summarises the industry solutions and services that have been developed and delivered by our ValueNet and PartnerWorld partners to solve our customers' business problems.

By combining our partners' consulting, domain, technical and local expertise with our leading Enterprise Content Management technology, we create powerful solutions that generate true value for customers in almost every industry. Example solutions include:

- Enterprise Credit Risk Management
- Loan Origination & Management
- Pension Administration
- Records Management
- Claims Processing
- Compliance
- Contracts Management
- Regulations Management
- Remote Office Document Capture
- Straight-through Processing
- Government Archiving
- Rapid Application Development

- Digital Signature
- Invoice Processing
- Risk Management & Corporate Governance
- Case Management
- Fraud Monitoring
- Correspondence Management
- Consumer Complaints
- Product Lifecycle Management
- Accounts Payable / Receivable
- Engineering Work Management

...... and many more!

How to Use this Handbook

This Handbook can help you find the best partner solution or service to fit your specific business needs. Each partner datasheet outlines their solutions and services in more detail, and includes a company overview, the key business challenges their ECM capabilities address, their key success stories, and their direct contact details.

If you are interested in a particular solution or service, please feel free to contact the company directly or your local ECM team. Alternatively, you can email Paula Darvell, Channel Management & Marketing Director at: pauladarvell@uk.ibm.com.

FileNet, an IBM Company, has used all reasonable endeavours to ensure the accuracy of the information provided in this Handbook. The Handbook is designed to provide a comprehensive overview of the solutions and services delivered by our ValueNet and PartnerWorld partners in EMEA. FileNet is not responsible for the accuracy and availability of information given by each partner.

EMEA ECM PARTNER SUMMARY
(overleaf...)

Contents

EMEA ECM Partner Summary

Column groups (left to right):

- **Vertical Markets Served:** Financial Services · Insurance · Healthcare · Government · Manufacturing · Oil & Gas · Utilities · Communications · Retail · Transportation · Aerospace & Defence · Chemicals & Pharmaceuticals · Pensions & Pension Administration · Property/Real Estate · Publishing · Other Vertical Markets Served
- **Vertical Markets Solutions Provided:** All · Financial Services · Insurance · Healthcare · Government · Manufacturing · Oil & Gas · Utilities · Communications · Retail · Transportation
- **Product Suites Utilised:** IBM FileNet P8 Platform · IBM FileNet Content Manager · IBM FileNet Image Manager · IBM FileNet Forms Manager · IBM FileNet Team Collaboration Manager · IBM FileNet Business Process Manager · IBM FileNet Business Process Framework · IBM FileNet Business Process Analyzer · IBM FileNet Business Process Simulator · IBM FileNet Email Manager · IBM FileNet Records Manager · IBM FileNet Document Capture & Input · IBM FileNet Output Management / COLD / Report Manager · IBM FileNet Compliance Framework · IBM FileNet Records Crawler · IBM Content Manager · IBM WebSphere Information Integrator Content Edition · IBM Content Manager on Demand · IBM Document Manager · IBM CommonStore for Lotus Domino · IBM CommonStore for SAP · IBM CommonStore for Exchange Server · IBM Records Manager · IBM OmniFind Enterprise Edition · IBM OmniFind Discovery Edition · IBM Workplace Web Content Management
- **Solutions Offered:** All · Business Intelligence (BI) · Business Process Management (BPM) · Business Process Outsourcing (BPO) · Business Rules Engine (BRE) · Case Management System (CMS) · Governance, Risk & Compliance Compliance · Contracts Management (CNTCT MGT) · Customer Relationship Management (CRM) · Decision Support (DSS) · Enterprise Content Management (ECM) · Electronics Document & Records Management (EDRM) · Enterprise Resource Planning (ERP) · Invoice Processing Payable Accounts Receivable (IP /AP/AR)) · Loan Origination · Migration Services (MS) · Planning Data Management (PDM) · Product Lifecycle Management (PLM) · Storage Solutions (SS) · Systems Management (SM) · Web Content Management (WCM)
- **Regional Coverage:** Pan-EMEA · Germany · United Kingdom & Ireland · South Africa · Nordics · Central Europe · Middle East · Austria & Switzerland · France & North Africa · Italy · Belgium, Netherlands & Luxembourg · Spain · Portugal · Greece · Israel · Turkey

Partner Names (in order):

Partner Name
170 Systems
Abraxas Informatik AG
aconso
Aksis Bilgisayar
Altien Limited
aquilaheywood
archITec
Arondor
Asseco Slovakia, a.s.
Atos Origin
AutoCont a.s.
AVANTIAS
BearingPoint
Bludis Srl
BWise B.V. BWise Inc.
CAD & Company
Capgemini
CBI
Cegeka
CENIT
Comedata Srl
CST Consulting
CYA Technologies
DATALAN, a.s.
Datatech Business Solutions Ltd.
Datawatch Corporation
Dienekis Information Systems S.A.
Document Science Limited
DREGER INFORMATION TECHNOLOGY
EBLA Computer Consultancy Company
ECMPartners
Elinar Oy Ltd
Elsag S.p.A.
Elsag Solutions AG
Enigma, Inc.
Enterprise Information Management, Inc.
EURIWARE
Exsigno Consulting
Getronics
GoPro Ltd
Gulf Commercial Group
Gulf Computers
IFN
Iicon Ltd
ILOG
Imaging Progetti S.r.L.
Imago Italia S.r.l.
INDRA
InfoDom d.o.o. Zagreb

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- **Vertical Markets Solutions Provided:** All · Financial Services · Insurance · Healthcare · Government · Manufacturing · Oil & Gas · Utilities · Communications · Retail · Transportation
- **Product Suites Utilised:** IBM FileNet P8 Platform · IBM FileNet Content Manager · IBM FileNet Image Manager · IBM FileNet Forms Manager · IBM FileNet Team Collaboration Manager · IBM FileNet Business Process Manager · IBM FileNet Business Process Framework · IBM FileNet Business Process Analyzer · IBM FileNet Business Process Simulator · IBM FileNet Email Manager · IBM FileNet Records Manager · IBM FileNet Document Capture & Input · IBM FileNet Output Management / COLD / Report Manager · IBM FileNet Compliance Framework · IBM FileNet Records Crawler · IBM Content Manager · IBM WebSphere Information Integrator Content Edition · IBM Content Manager on Demand · IBM Document Manager · IBM CommonStore for Lotus Domino · IBM CommonStore for SAP · IBM CommonStore for Exchange Server · IBM Records Manager · IBM OmniFind Enterprise Edition · IBM OmniFind Discovery Edition · IBM Workplace Web Content Management
- **Solutions Offered:** All · Business Intelligence (BI) · Business Process Management (BPM) · Business Process Outsourcing (BPO) · Business Rules Engine (BRE) · Case Management System (CMS) · Governance, Risk & Compliance (Compliance) · Contracts Management (CNTCT MGT) · Customer Relationship Management (CRM) · Decision Support (DSS) · Enterprise Content Management (ECM) · Electronics Document & Records Management (EDRM) · Enterprise Resource Planning (ERP) · Invoice Processing Accounts Payable Accounts Receivable (IP (AP/AR)) · Loan Origination · Migration Services (MS) · Planning Data Management (PDM) · Product Lifecycle Management (PLM) · Storage Solutions (SS) · Systems Management (SM) · Web Content Management (WCM)
- **Regional Coverage:** Pan-EMEA · Germany · United Kingdom & Ireland · South Africa · Nordics · Central Europe · Middle East · Austria & Switzerland · France & North Africa · Italy · Belgium, Netherlands & Luxembourg · Spain · Portugal · Greece · Israel · Turkey

Partner Names (rows):

- Interact Consulting AG
- INTERCOPE GmbH
- ISProjects
- ISR Information Products AG
- ITESOFT
- IXTENT s.r.o.; IXTENT Slovakia s.r.o.
- Kapsch s.r.o.
- Kets Ltd. Co.
- KIBI Norge AS
- Kofax
- Logicalis
- MBG Management Beratungs Gesellschaft mbH
- McLaren Software
- Mora Tech AB
- Nacon S.r.l.
- National DataServe & Turnkey Solutions "DataServe"
- Network Appliance BV
- nextevolution AG
- Novadoc Technology B.V.
- Oceanus Operating Company Ltd
- OFFNET ITALIA S.p.A.
- OmniSystems s.a.l.
- Open Connections
- OptiX Polaska Sp. Z o.o.
- Ovations
- PARTNER SOLUTIONS SA
- Plasmon
- PT SI
- Research Engineers GmbH / Web4
- Saudi Business Machines
- science + computing ag
- Siemens IT Solutions and Services
- Silicon Plains
- Steria Mummert Consulting AG
- Sun Microsystems
- SWORD
- sycor GmbH
- Technomind S.p.A.
- Tecnocom
- TDS AG
- The Agile Factory
- The Quality Group GmbH
- Thunderhead
- TietoEnator Corp.
- TIS-OIS d.o.o.
- Total Technologies
- T-Systems Enterprise Services GmbH
- Unisys Corporation
- WeWebU IT-Solutions GmbH

Company Overview

170 Systems is the leading provider of ERP-based financial process automation and optimisation solutions. The 170 Systems product offering, 170 MarkView, leverages both P8 and CM8 and provides out-of-the box ERP integration with SAP, Oracle E-Business Suite, and PeopleSoft Enterprise. 170 MarkView also provides out-the-box best practice workflows for ERP-based financial processes such as Accounts Payable, General Ledger, Fixed Assets, Expense Reporting, Project Billing, Account Receivable, and Contracts. 170 MarkView is a complete solution that, when combined with P8 or CM8, provides the customer with the product necessary to optimise paper-based and / or electronic processes. 170 Systems has a 16 year track record of delivering exceptional ROI to its customers.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. Desire to create a shared service centre either "on-shore" or "off-shore", for processing of financial transactions (e.g., AP)

2. Desire to streamline financial business processes (e.g., Accounts Payable) and realise administrative and cash management efficiencies

3. Looking to move into electronic invoicing and / or "straight through" AP processing

4. Looking to integrate ECM platform with the financial / ERP platform

Business Challenge

The key challenge is the presence of paper, electronic documents, and electronic transactions that are separated from the financial system and cannot be tracked throughout the process. This challenge prevents customers from implementing an efficient process that has the appropriate business controls. This creates an environment where discounts are missed and financial integrity is questioned. The solution to this problem needs to provide seamless integration between the financial system, the workflow system, and the ECM environment – otherwise data integrity problems will arise along with major process inefficiencies. The solution also needs to be easy to implement and use to ensure a cost-effective and usable solution.

ECM Solution/s or Services Overview

170 MarkView leverages IBM P8 and CM8 to deliver leading ERP-based process automation and optimisation solutions. For example, many 170 Systems customers leverage 170 MarkView to dramatically streamline and optimise their Accounts Payable processes. 170 Systems provides an out-of-the box solution that provides the world-class business processes and user environment to implement an optimised Accounts Payable environment. This out-of-the box solution leverages IBM P8 and CM8 and seamlessly leverages the customer's SAP, Oracle E-Business Suite, or PeopleSoft Enterprise environment. 170 MarkView provides the only true product version of an AP automation solution that leverages IBM P8 and CM8. 170 MarkView is a certified, versioned product that follows regular release schedules including supporting new ERP releases.

ECM-related Customer Success Stories

170 Systems has over a 90% win rate versus other ECM providers such as Open Text in sales that involve requirements for financial process automation and optimisation on SAP, Oracle E-Business Suite, and PeopleSoft Enterprise. An example customer is Genworth Financial that is using 170 MarkView for AP automation and leveraging IBM ECM. This solution is providing a strong ROI for Genworth.

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Company Overview

Abraxas Informatik AG is a leading ICT company for public authorities and organisations in the public sector domain.

As an experienced general contractor and manufacturer of innovative specialised applications for public authorities, Abraxas provides its customers with the full range of ICT services, from consulting, infrastructure supply, applications development and implementation through to one-stop business services – supported by its own data processing centres and always with consideration for individual organisations and adhering to the most stringent security needs.

Regional Coverage

- Austria & Switzerland

Vertical Markets Served

- Insurance
- Healthcare
- Government

Key Business Requirements

1. Organisational challenges introducing digital content management
2. Compliance regulations in the public sector
3. Acceptance of the end-user to work with digital content

Business Challenge

Organisational Challenges introducing digital content management
Often the challenge of introducing digital content management in the public sector is how to provide the processes and organisational changes to work with the new technology. Customers need to think in new dimensions of how digital content interacts with the processes in place and what the need is to change in the organisational structure to ensure a higher benefit using ECM technologies.

Compliance regulations for the public sector
Regulations of how to use digital content is not yet fully defined in the law. Yet, customers need to understand the implication of changing from paper based filling to digital content based filling. A thorough understanding of the regulations and an adaptive strategy are necessary to start an ECM project even if not all aspects of compliance are fully defined by the law.

Acceptance of the end-user to work with digital content
Changing working habits from paper based to fully digital content is an adaptive process for public sector end users. The challenge is to provide easy to use interfaces (applications) and an understanding and guideline of how to work with such applications. Training is essential to support the end users in the new work environment.

ECM Solution/s or Services Overview

Abraxas offers a complete Enterprise Content Management portfolio, which enables the continuous and legally compliant processing of digital information by public authorities, including strategic consulting.

ECM-related Customer Success Stories

Canton of St. Gallen: ECM Infrastructure

Social insurance institutions (Sozialversicherungsanstalten, SVA) and Compensation Funds (Ausgleichskassen, AK)

Department of Motor Vehicles of Canton of St. Gallen, Switzerland: ELAR System for Administrative Measures (Sub department of the Department of Motor Vehicles).

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Company Overview

aconso was founded in 2000 by four Siemens SBS employees. This team implemented an electronic employee folder for Siemens Germany with more than 300,000 employee folders and more than 35 million documents.

With this experience aconso has implemented its solutions at customer sites such as Lufthansa, 3M Company, KPMG, MTU Aero Engines, ING-DiBa (Banking), HDI/Gerling Insurance, MAN Trucks, Kaiser's Tengelmann (Retail), Alcatel, Bosch & Siemens (household appliance sector) and many more.

Regional Coverage

- Germany
- Central Europe

Vertical Markets Served

- All industries

Key Business Requirements

1. Over 30% cost reduction
2. Fast information extraction
3. Complete process from document creation to long-time archiving
4. Implementation of HR shared services
5. More than 1,000 paper folders in use
6. Organisation with multiple locations (availability of information)

Business Challenge

- Relocation/expansion
- Redesign of HR-processes
- Implementation of manager and employee self-services (MSS/ESS)
- Mergers and acquisitions

ECM Solution/s or Services Overview

aconso electronic employee folder is a fully web-based solution for easy to use employee folders. It is used by HR-professionals, managers and employees as well. A highlight is aconso Fast View, a component for an extremely fast preview of documents, e.g. more than 100 documents within three seconds. aconso supports all document-based processes in HR departments with special functions especially customised for HR like full text retrieval, resubmissions, in-tray, MS Office connector and SAP integration. aconso also supports workflows in SAP and in FileNet P8. The aconso Scan Client is obtainable for capturing documents. FileNet integrated solutions can also be used for document acquisition. Additional features are barcode detection and OCR.

ECM-related Customer Success Stories

Kaise's Tengelmann, KIK.

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Company Overview

Aksis has been in the Enterprise Content Management business since 1994. Aksis has many successful references and firsts in ECM business in Turkey. The Company completed its infrastructure investments, has a strong position in the market with its customer network and strong relationships, has experienced and very well trained personnel and is poised for rapid expansion and growth. Aksis is the first ISO 9000 TQM certified content management company in Turkey.

Regional Coverage

- Pan-EMEA
- Germany
- United Kingdom & Ireland
- South Africa
- Nordics
- Central Europe
- Middle East
- Austria & Switzerland

- France & North Africa
- Italy
- Belgium, Netherlands & Luxembourg
- Spain
- Portugal
- Greece
- Israel
- Turkey

Vertical Markets Served

- Financial Services

- Insurance

Key Business Requirements

1. Retail Banking Applications on P8

2. Paperless Branch Applications on P8

Business Challenge

- Improve application processing for credit cards, mortgages, personal and vehicle loans
- Decrease loan application processing cycles
- Automate decision making processes
- Provide visibility into the operations area.

ECM Solution/s or Services Overview

Aksis aims to offer a high quality service and product to customers that exceed their expectations while continuously following the innovations in order to create effective technological solutions in the field of information management. In addition to that Aksis has completed many successful and big projects in Turkey. Aksis offers many solutions to customers in many fields of Information Management, including: E-Signature, Forms Processing, Content Management, and E-mail Management etc.

ECM-related Customer Success Stories

In 2005, Turkcell decided to invest in FileNet P8. Initially it installed FileNet Image Manager, which meant that phone bills could be scanned and transferred into electronic format enabling customers to make inquiries through the Website. However, in response to corporate demand Turkcell decided that it needed more than an imaging solution. It needed a strategic platform for the management of content and core business processes company-wide. Turkcell decided to stay with FileNet because of its market leadership and financial performance. Also, having already purchased one FileNet solution, Turkcell saw the potential to leverage their original investment and to build upon the benefits that had already been achieved. Turkcell extended the original FileNet solution to its procurement department in 2005. Approximately 3,000 purchasing contracts and related documents were scanned, indexed and archived. After the successful completion of this first phase, Turkcell began the implementation of FileNet Business Process Manager to streamline and speed up the generation of procurement contracts – increasing efficiency across the entire organisation.

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Company Overview

Altien develops off-the-shelf business applications for the IBM FileNet enterprise content management platforms, and is proud to be an IBM FileNet solution partner.

Our applications combine best practices for content organisation and business processes together with a singular focus on usability to deliver satisfaction to business users, simplified solution deployment and rapid payback on investment.

Our expertise is based on many years of experience in designing and implementing ECM systems, and our applications are deployed today with major IBM FileNet customers worldwide in the Banking, Insurance, Energy and Government sectors.

Founded in 1997, Altien is headquartered in London, UK.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. Out-of-the-box solution for Corporate Legal which leverages the same ECM IT infrastructure as rest of the organisation
2. Increased Productivity through efficient classification & collaboration on critical documents, reduction of time wasted on routine, manual tasks
3. Improved co-ordination with lines of business. Runs on the same ECM platform as the rest of the organisation
4. Reduced implementation, support & maintenance costs, rapid implementation
5. Strong knowledge worker buy-in to corporate standard ECM solution delivered through excellent user-interface design, ease of learning, efficient for frequent use

Business Challenge

Corporate legal departments today are facing a number of challenges: ensuring that the business meets its compliance requirements, improving contract management efficiency, handling frequent mergers, acquisitions and restructurings, managing litigations and discovery requests, and optimising the value obtained from outside counsel. Corporate lawyers are being asked to do more, and often with fewer resources. All of these factors are driving the need to manage information and business processes more efficiently.

According to the 2006 Association of Corporate Counsel/Serengeti Survey, "Keeping track of company activities that might have legal implications" was the top concern cited by 86% of in-house counsel respondents, ahead of the previous top concern of "controlling outside legal costs". More than ever before, co-ordination of activities between the corporate legal department and the rest of the organisation is becoming a critical success factor. Standalone legal document management systems create a barrier to information sharing and the co-ordination of legal and compliance-related business processes across the enterprise.

ECM Solution/s or Services Overview

Altien for Corporate Legal is a focused, off-the-shelf application that meets the specific information management needs of today's in-house legal staff, and which runs on your existing IBM FileNet enterprise content management platform. Key benefits of the solution include:

- Matter File Management. Altien for Corporate Legal brings together all materials related to each matter such as correspondence, contracts, policies, briefs and precedents. The flexible metadata model enables creation of different matter profiles by work area, and every user has a My Matters list providing instant access to their current workload. Flexible searching options enable users to quickly locate documents within and across matters

- Integration with Microsoft Word and Corel WordPerfect. Document creation, editing and review are key tasks for lawyers and support staff. The solution provides the ability to retrieve, add, checkin and checkout documents directly within the office application. Intelligent metadata handling streamlines the way documents are categorised by linking document properties and templates automatically to the document repository's metadata model

- Email Integration. Recent surveys have shown that lawyers spend 25%-70% of their time using email. Altien for Corporate Legal includes integrations with all leading email packages so that users can easily save inbound and outbound messages and attachments to the related matter profile, search and retrieve related documents without having to leave the email application

- WorkShare Integration. WorkShare is the industry leader for document comparison tools. WorkShare comparison technology is fully integrated with Altien for Corporate Legal, enabling a user to select any two Microsoft Word documents or any two versions of the same document and press a button to get an instant red-lined comparison report

- Workflow integration. By automating routine tasks corporate legal departments can improve efficiency, gain greater transparency over the workload and improve co-ordination with other business departments. Pre-defined template process definitions can be rapidly configured to meet individual requirements

- Cross-Repository Search and Retrieval. Information critical to the legal department is found throughout the organisation. A single point of secure access to that information can significantly enhance productivity. Altien for Corporate Legal enables users to search and retrieve documents from legacy or other line-of-business systems using the same intuitive interface. Altien for Corporate Legal is tightly integrated with IBM WebSphere Information Integrator Content Edition providing a single, bidirectional interface to numerous content management systems.

ECM-related Customer Success Stories

"Our legal department's productivity has improved since implementing the Altien solution. Searching for documents is easier and much faster. Given the nature of the documents, security is a critical issue and Altien transparently provides that security. The multiple methods for adding and classifying documents offers flexibility to end-users and has been key to getting lasting buy-in."

Rich Godin
ECM Project Manager
Fifth Third Bank

For More Information Contact

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Company Overview

aquila, as part of aquilaheywood, is the leading supplier of pension administration software solutions in the UK. The pension schemes for over 7 million members in more than 200 major organisations are run using the Group's administration software solutions. These solutions cover the whole range of available schemes including DB, DC, hybrid, career average, cash balance and stakeholder. The Group provides solutions to the Financial Services, Third Party Administration, Corporate and Public Sector pension scheme markets in the UK, Ireland and the rest of Europe.

Regional Coverage

- Pan-EMEA
- United Kingdom & Ireland

Vertical Markets Served

- Financial Services
- Government

Key Business Requirements

1. Enabling efficiency through business process automation
2. Driving down administration costs
3. Improving business continuity

Business Challenge

Document Management Integration is designed to dramatically improve the efficiency of your communication with members. It allows you to implement a 'paperless' environment and ensure that all relevant information is available at the administrator's fingertips.

Key benefits include:

- A full audit trail of documents received and sent, indexed against the member

- The ability for administrators to review communication without the need to search for paper files

- Extensive search facilities to locate the right document for the job in hand, saving you time

- Integrated with Casework, it allows all relevant material to be available at the fingertips of the administrator, increasing efficiency

- Documents are indexed by topic and document type, and are automatically associated with Case types and are no longer lost

- Bar coding allows automatic indexation of received documents, eliminating time and error rates matching documents to members.

ECM Solution/s or Services Overview

administrator is aquila's functionally rich, pension administration software solution, using FileNet, which addresses the core administration, investment and communication requirements of all significant pension benefit and plan types. Its modern architecture offers a cost- effective and low risk solution with proven capability and quality of delivery. Administrator's Out Of the Box and Web Enabler components enable rapid deployment of transactional web and document access to individual members through a self-service model.

ECM-related Customer Success Stories

Clients include Prudential, Norwich Union, British Airways, BBC, Asda, BP, the European Central Bank, Aon Consulting, the Scottish Public Pensions Agency and most local authority schemes.

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Company Overview

archITec is a proven supplier of integrated and comprehensive IT technologies. The company consists of a team of over 20 highly qualified IT experts. Our main objective is constant development and investment in knowledge, therefore our solutions and our technologies are innovative. Our market differentiator lies in the team of people and in our values: reliability, credibility, thoroughness. We invest in the development of our team because people are the most important asset a company has. As a result, our employees have thorough theoretical knowledge, confirmed with doctorate degrees, numerous certificates concerning the expertise in IT tools and competences gained at courses and training sessions. They have practiced and confirmed their knowledge during many FileNet projects.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Oil & Gas
- Utilities
- Communications

Key Business Requirements

1. Business Performance
2. Compliance
3. Cost Savings
4. Employee Effectiveness

Business Challenge

archITec offers a wide range of FileNet and IBM related services such as business process analysis and optimisation, system design, P8 implementation and integration, as well as support services at different SLAs. These include installation and support of CSAR and SSAR solutions.

ECM Solution/s or Services Overview

archITec's services include: – BPM implementation – ECM implementation – Integration – Data migration – Process analysis and mapping – FileNet system administration.

Our solutions include: – Complaints management systems – Credit applications management systems – Invoice approval systems – Business compliance policy – IT compliance policy, and Correspondence management systems.

ECM-related Customer Success Stories

Invoice process management in the biggest Polish petroleum company – PKN Orlen SA. The Customer engaged archITec, one of FileNet's ValueNet partners in Poland, to create a solution that would resolve the invoice verification and acceptance problem, and could easily integrate with the SAP R3 system. archITec used the Business Process Management (BPM) capability of FileNet P8 to build a solution where users could initiate and complete tasks ranging from creating and filling out forms, getting approval, and routing associated questions, actions, documents and decisions to the correct people in accordance with the defined process map. The system gives the Customer the following benefits: – significantly less time spent on tracking invoices – decreased number of invoicing errors and lost information – better cashflow management – decreasing the number of delays – the possibility to redeploy internal resources to more business-critical activities – increased effectiveness via process automation, and process reports dedicated for managerial Staff . The implemented system has been integrated with a number of different Client applications, including: SAP R3 systems, supplier database and production scanning stations with a bar code recognising engine.

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Company Overview

An IT solutions provider with strong added value, Arondor proposes a full range of skills and solutions corresponding to the various phases of a content problem. Founded by engineers, specialists in ECM for several years, Arondor uses its experience to bring its customers the best solution. Our key business values are efficiency, and respect for our customers and our co-workers.

Our objective is to become one of IBM/FileNet's major providers and to provide the best enterprise services around IBM/FileNet ECM products.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements for Arondor

1. IBM/FileNet specialists. Some Arondor Consultants have more than 10 years of experience in ECM and FileNet for large and international projects

2. IBM/FileNet support. Arondor is an official provider for FileNet software maintenance and operates in France, Europe and North Africa

3. IBM/FileNet Service. Arondor also provides solutions for migration between Panagon/P8, SAP Integration and classical/custom implementation of FileNet P8

Business Challenge

The key business challenge for our customers is effective operational excellence. We support them is achieving this by delivering leading Enterprise Content Management, Business Process Management, Integration and Knowledge Management.

ECM Solution/s or Services Overview

IBM/FileNet specialists

- Senior Arondor Consultants have more than 10 years of experience in ECM and FileNet
- They manage large and international ECM projects (ECM, BPM, ECI, KM, Imaging, COLD etc.).

IBM/FileNet support

- Arondor is an official provider for FileNet software maintenance and operates in France, Europe and North Africa.

IBM/FileNet Services

- Migration of Panagon (or other ECM products) to FileNet P8, SAP Integration and classical/custom implementation of FileNet P8.

ECM-related Customer Success Stories

Arondor customers are generally large and we commonly operate multiple ECM projects for one customer. But one fact is that our first customers are still Arondor customers and, in general, we operate more and more with them. So the success stories can totally differ from one to another one. Some success stories (BNPParibas, EBU, etc.) are available on request.

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Company Overview

Asseco Slovakia, a.s. is an important Slovak system integrator and supplier of IT solutions, technologies and services for financial institutions, public sector, and commercial companies. The product portfolio of the company consists of banking and insurance information systems, an information system for building societies, a system for payment cards, DWH and MIS e-commerce, and custom-made solutions. The company's key clients include domestic and international financial and non-financial institutions.

Regional Coverage

- Central Europe

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government

Key Business Requirements

1. Price
2. Stability
3. Possibility of integration

Business Challenge

- A lot of agreements or paper documents and the need to archive and work with them (search, edit, approve...)
- A long timeline in approval process of agreements, invoices, orders...
- Need to access documents or agreements from more branch offices
- Requirement to import information from paper agreements to core business information system
- Administration of registry.

ECM Solution/s or Services Overview

ECM Solutions from Asseco Slovakia include: Document Management, Scan, Electronic archive, Electronic invoice processing, Central contract administrating, and E-mail systems. All solutions are integrated with each other and have the capability to be integrated with other software products. Our ECM solutions are typical in that they are open and offer: scalability, modularity, module and information integrity, safety, as well as being multilingual. The benefits of our ECM solutions include: platform independence, solutions scalability, central processing, clear identification, multilevel safety, immediate information, changeover ECM solution with applications CRM, ERP.

ECM-related Customer Success Stories

Asseco Slovakia was selected by Stredoslovenska energetika, a.s. to transform its non-homogeneous and integrated information system into a modular and scalable ECM solution based on IBM products. The key element of the ECM solution is data content administration - Content Management - integrated with their electronic mail based on the Lotus Domino Platform. Part of this system is a calendar service for task planning, common activities, resources planning, support of the team cooperation, directory system and on-line communication, including the synchronisation with PDA. Another important part of the implementation is ensuring the effective antivirus and antispam protection of the system.

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Company Overview

Atos Origin is an international information technology services company. Its business is turning client vision into results through the application of consulting, systems integration and managed operations. The company's annual revenues are EUR 5.4 billion and it employs over 50,000 people in 40 countries. Atos Origin is the Worldwide Information Technology Partner for the Olympic Games and has a client base of international blue-chip companies across all sectors. Atos Origin is quoted on the Paris Eurolist Market and trades as Atos Origin, Atos Euronext Market Solutions, Atos Worldline and Atos Consulting.

Regional Coverage

- Germany
- United Kingdom & Ireland
- South Africa
- Central Europe
- Austria & Switzerland
- France & North Africa

- Italy
- Belgium, Netherlands & Luxembourg
- Spain
- Portugal
- Greece
- Turkey

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government
- Manufacturing
- Oil & Gas
- Utilities
- Communications
- Retail

- Transportation
- Medical Services
- Automotive
- Aerospace

Key Business Requirements

1. Optimisation of business processes
2. Reduction of operational costs
3. Ensure compliance with regulation

Business Challenge

Optimise Business Processes:
- Project Governance (strategic & operational constraints)
- Process Modelling (project perimeter)
- Implementation & Execution (integration with client SI)
- Analysis and Optimisation (with simulation tools)
- Change Management (training and process definition).

Business Challenge (cont.)

Reduce operational costs:
- Implement ECM as a service infrastructure
- Share hardware and software
- Capitalise on human resources
- Consider outsourcing (ECM infrastructure and applications).

Ensure compliance with regulation:
- Think global (documents, application, emails...)
- Align business requirements with state-of-the-art technology
- Consider legal archiving when appropriate
- Optimise business processes.

ECM Solution/s or Services Overview

Atos Origin has developed a delivery approach, based on Competence Centres dedicated to IBM-FileNet technology, to optimise service to Clients and strengthened with a worldwide coordination unit based in Brussels. Atos Origin has acquired a very strong expertise and experience, unique in Europe & overseas on FileNet P8. Our expertise is based upon more than 50,000 man days on projects in Europe. Atos Origin is certified by FileNet to sell, install, develop, maintain and support every solution based on FileNet technology. Our solutions address the business needs of organisations in multiple sectors, but especially Manufacturing, Financial Services, Telecommunications, Government and Transport.

ECM-related Customer Success Stories

During the past three decades, insurance companies and financial institutions implemented their process in business applications, using different technologies and architectures.

These companies have to comply with regulatory requirements such as Client KYC (Know Your Customer) and Financial Instruments Directive, to increase customer service with a complete digital personal file including incoming and outgoing letters, fax, emails and why not give them an access to it?

Atos Origin's ECM Framework is SOA-based and provides business users with a set of services associated to documents management that can be used from any business application (regardless of the underlying technology used).

Atos Origin's ECM Framework:
- Guarantees FileNet P8 acceptance by users, based on the integration with the existing (and well accepted) business applications
- Reduces the total cost of development, maintenance and operation of FileNet P8, providing functions that can be used by any software developer
- Simplifies the integration with business applications, based on Web Services technology.

This Framework has been used by Atos Origin for large European insurance & banking institutions.

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Company Overview

AutoCont, a private Czech company, was founded in 1990. AutoCont is the leading Czech supplier of information and communications technologies in both the Czech Republic and Slovakia.

Offerings: AutoCont's services are concentrated into 3 major areas:

- Outsourcing and servicing
- Technical, system and application infrastructure
- Business applications.

AutoCont cooperates with hundreds of customers drawn from all market areas. For some customers, AutoCont has implemented one-off solutions and deliverables. However, in most cases, AutoCont has established a long-term relationship based on knowledge of the customer's requirements and a high level of mutual trust. At the present time, AutoCont fully concentrates on services for corporate clients. AutoCont is one of a mere handful of Czech firms whose offer can markedly address customers both from the SMB (small and medium business) and EBS (large firms, financial institutions and civil service) sectors. AutoCont currently employs, in the Czech Republic and Slovak Republic, more than 700 staff, of whom 60% work in the service-provision sector. AutoCont is certified according to the ISO 9001:2001 standard for service provision and servicing. All processes relating to provision of service are controlled in compliance with ISO 9001:2001 standards and internationally recognised ITIL methodology with ISO 20000 certification.

Regional Coverage

- Central Europe

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government
- Manufacturing

- Oil & Gas
- Utilities
- Communications
- Retail
- Transportation

Key Business Requirements

1. Improve revenues, stock value and reduce costs
2. To be the market leader
3. To have the right information for decision making, at the right time

4. To improve a market share, expansion into new markets and new business development
5. Manage staff effectively

ECM Solution/s or Services Overview

DHL Information Services (Europe) s.r.o.: DHL, the worldwide carrier, used FileNet for document management. This system is implemented in the USA in Phoenix. In the first half year 2004, DHL opened the internal project of the introduction and advancement of FileNet P8 in Europe, with its server located in Prague. AutoCont CZ a.s. was involved from the very beginning of this project, providing consultancy, support of advancement, preparing of computer based training applications and the realisation of training of DHL's employees. Our consultants came in useful both for system administration support and for user support and resolving their requests. The implementation of FileNet P8 in Prague was made by employees of AutoCont CZ. Currently, DHL ITSC in Prague runs CM/BPM systems based on theFileNet P8 platform, serving approximately 1,000 end users. All project related documents are managed within FileNet P8.

ECM Solution/s or Services Overview

Povodí Moravy, s.p.: The Registry application for Povodí Moravy, s.p. is designed for the support of recording, checking, archiving, and shredding of the received and sent correspondence (hereinafter referred to as "correspondence"), in the framework of Povodí Moravy, s.p., which is a state-owned company. The System for the correspondence recording is developed in the FileNet P8 environment. It ensures the safe and efficient recording of correspondence, and the secured access of the authorised users to the documents. The correspondence recording includes processing written and electronic documents as well. The System is also utilised by the staff of the departments/sections so as to perform additional tasks such as filing the documents into the dossiers and binders, attaching related documents and notes, and tracking the status and the processing of the particular documents.

Constitutional Court of the Czech Republic: AutoCont CZ a.s. is currently finishing Ústavní soud české republiky implementation of the FileNet P8 platform for Correspondence management, database of court decisions and database of petitions.

Central Health Insurance – VZP ČR: Uses FileNet P8 technologies for their internal tasks and currently focuses on document management and processing. The system for the support of the public procurement process was developed in compliance with the act no. 40/2004 Sb. The system is built in the FileNet P8 environment. It enables the generation of the prescribed outputs with regard to a tender and facilitates receipt of documents from tender participants. It ensures the print of the forms set forth by the bylaw no. 240/2004 Sb. for publication of information on the Central Address and checks the time limits set by the law. The other system is focused on Contract Management covering the overall contract lifecycle and related issues. It complies with and extends the procurement process and provides a comprehensive view of all contracts. The process covers preparing the contract draft, its approval and signature and the following archiving in the documental library. VZP customer plans an extension of the system by implementing processes related to its policyholders. This is covered by the currently running public tender.

ČEZ / Severomoravská energetika, a.s.: A Business Process Management system providing support for company processes, their integration into the information system (in the following IS) of Severomoravská energetika, a.s. (in the following SME, a.s.). The following processes were implemented: Correspondence Service, Process of Handling Invoices In, Orders, Contracts Management, Small Purchases Approval, Process of Handling Travelling Instructions, Process of Handling Public Contracts, Process of Handling Properties and Outstanding Debts. Furthermore, document management and a workflow system were integrated with Office IS, Financial IS, Customer IS, Personal IS and the other IS SME, a.s. Some of the modules deployed include: Supplier invoice management, Order processing and Contract Management.

ECM-related Customer Success Stories

Telefonica O2 Czech Republic: (before now Eurotel Praha, spol. s r.o.): FileNet P8 system implementation, including the implementation of a number of applications based on the FileNet P8 system, including: Fraud application (High Usage Reports) which polls, sorts and saves structured e-mail messages from all of the world indicating the extraordinary usage of Eurotel telecommunication network, which might evidence some misuse of a cell phone (e.g. a mobile theft); Return Receipt application which processes the scanned postal return receipts, saves them into the FileNet P8 environment according to the billing cycle, and enables the quick location of the return receipts; Phone application which enables a quick creation of a structured phone description used internally and on the Web; Customer Identification application which uses incoming customer data to enable a tailored offering; Marketing Document application enables the creation and lifecycle management of marketing documents.

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AVANTIAS
Content Intelligence Solutions

Company Overview

Avantias is a member of the FileNet ValueNet network and is certified as a TSP partner (Technical Support Provider).

Confident of Avantias' high level of expertise on their technology, FileNet decided in September 2003 to award the Avantias team with responsibility for its Training Centre for France and Southern Europe.

Beyond classic Electronic Document Management (EDM) and Enterprise Content Management (ECM), the information system can distil its content and become a source of operational knowledge. Through its extensive experience in Content Intelligence, Avantias delivers products and services to maximise the business performance of its clients. As of now, the development of the Group is assured by four strong-growth subsidiaries providing IT products and services.

Regional Coverage

- France & North Africa

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government
- Oil & Gas
- Utilities
- Communications
- Retail
- Transportation
- Life Sciences

Key Business Requirements

1. Proximity and Responsiveness
2. Define and benefit from new information dimensions in conjunction with Legacy Systems
3. Ease of Enterprise Business Processes Management

Business Challenge

As a consulting and integration service provider, Avantias is known for its functional and technical expertise in the following domains:

- ECM
- BPM
- Records Management
- Collaboration
- Geographic Information Systems
- Business Intelligence
- Automated Document Factory.

This expertise helps our customers to successfully maximise their business performance.

ECM Solution/s or Services Overview

Solution to lead audit and major organisations (Management, Banks, Insurances…) missions inspections:

- Various forms (Audit, Research, Board)
- Caused by various kinds of events
- On a large range of a ability fields
- Various geographical and/or organisational territories
- An acute policy of security/privacy/network
- High degree of traceability.

The Missions: Audit, Check out, Research, Board…

Those involved in the mission:

- Backers (Clients, Bid informers)
- Managers (Workflow drivers)
- Assigned (Have access to collaborative environment)
- Results addressees (Consult with result).

ECM-related Customer Success Stories

Department of Equipment
Avantias gave the Department of Equipment an answer to GED/Workflow around FileNet P8, allowing them to manage the whole of missions in charge, and making it easier to share information and collaborative work between partners, wherever they are. They hoped to equip themselves with a tool for achieving the following objectives:

- To develop collaboration between those involved, wherever they are
- To improve effectiveness in reports production
- To give value and spread CGPC production
- To standardise and improve former applications ergonomics
- To enlarge and make easier the spreading of information to partners.

The solution built around the various FileNet P8 modules (P8 Content Engine, P8 Process Engine, P8 Application Engine, P8 Object, Store, P8 File Store, P8 Engine Service Manager, P8 Pooled Process Manager) allowed the customer to reach the following goals:

- Continuance with the actual insured by a recapitulation of files
- Setting workflows covering the CGPC management objectives
- Assured spreading thanks to the availability of CGPC reports on a secured Extranet.

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Company Overview

BearingPoint, Inc. (NYSE: BE) is one of the world's largest providers of management and technology consulting services to Global 2000 companies and government organisations in 60 countries worldwide. Based in McLean, Va., the firm has over 17,000 employees and major practice areas focusing on the Public Services, Financial Services and Commercial Services markets. For nearly 100 years, BearingPoint professionals have built a reputation for knowing what it takes to help clients achieve their goals, and working closely with them to get the job done. For more information, visit the Company's website at www.BearingPoint.com.

Regional Coverage

- Pan-EMEA
- Germany
- United Kingdom & Ireland
- South Africa
- Nordics
- Central Europe

- Middle East
- Austria & Switzerland
- France & North Africa
- Italy
- Belgium, Netherlands & Luxembourg
- Spain

Vertical Markets Served

- All industries

Key Business Requirements

1. For Money Movement BPM Solution
2. Eliminate paper-based manual processing
3. Straight-Through-Processing to eliminate human errors and delays
4. Meet OCC Audit compliance

5. Increase accountability
6. Aggregate information for better process management at a transaction level
7. Integrate with existing security framework for transaction authorisation purposes

Business Challenge

- Manually intensive Money Movement requests require many hand-offs that make it difficult to determine the status or whereabouts of a request, increasing the total cost of ownership and reducing customer satisfaction
- Proprietary systems and message formats require costly updates and maintenance
- Information security
- Business agility to react to market changes and competitive drivers
- Life cycle development cost and speed to market
- Manually intensive paper based solutions lend themselves to increased risk of fraudulent activity
- OCC compliance
- Transaction security. Lack of an audit trail making it difficult to track and manage all activities related to a money movement request
- Acquisition/merger agility and scalability.

ECM Solution/s or Services Overview

BearingPoint Named "Worldwide Systems Integrator of the Year" by FileNet: Company is Recognised for Leadership in Content Management, Business Process Management Solutions.

McLean, Va., January 29, 2007 – BearingPoint, Inc. (NYSE: BE), one of the world's largest management and technology consulting firms, has been recognised by FileNet, an IBM Company, as the FileNet Worldwide Systems Integrator of the Year for 2006.

"BearingPoint continues to increase its diverse portfolio of FileNet-based solutions and takes pride in being the recipient of FileNet's Worldwide Systems Integrator of the Year Award, which is really a testimony to the power of partnership," said Joni Kahn, executive vice president of BearingPoint's Cross-Industry Solutions Group. "As a result of our work with strategic partners, such as FileNet, we can deliver true value to our clients through innovative technology and solutions."

Over the course of its long-time strategic relationship with FileNet, BearingPoint has developed FileNet-based Enterprise Content Management (ECM) and Business Process Management (BPM) applications designed to drive enterprise-wide business process transformation in both commercial and government agencies. Information Management continues to be a growth engine and its evolution includes bringing together documents and images, with structured and unstructured data.

"Information convergence is a huge challenge in the market and, as a result, clients are re-thinking their overall data infrastructure for all forms of data, and leveraging ECM to enable regulatory compliance and risk reduction associated with litigation support and e-discovery," said Kahn. "FileNet's open architecture provides the flexibility, scalability and configurability requirements needed to automate business process events, and provide an end-to-end platform that can enable an organisation to 'digitise' its business."

BearingPoint provides the full spectrum of capabilities to develop these solutions to help organisations effectively integrate their document, data, security and identity components.

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Company Overview

Bludis is a European Value Added Distributor of information technology. We have extensive experience in trading with quality products and services, and specialise in areas like Document Management, Communication, Computer Telephony Integration, Customer Relationship Management, Security, IT Management and Security Management. Our technical know-how is of the highest level and distinguishes Bludis from other distributors because it allows us to support our customers in complex projects with seriousness and professional dedication. Bludis has an Authorised Training Centre for FileNet. We offer our customers access to the highest quality education via certified instructors. Bludis' success is due to the network that the company manages in Italy with more than 3,000 resellers. We have also built a certified partner channel for FileNet.

Regional Coverage

- Italy

Vertical Markets Served

- All industries

Key Business Requirements

Bludis endeavours to provide the best possible support to FileNet channel partners and customer base. To that end, we need to ensure that the right training is available at the right place at the right time and in sufficient quantity to allow our customers to successfully deploy our products. To best accomplish this task, Bludis is a member of FileNet's Authorised Education Partner Program.
This program takes advantage of the eContent and eBusiness expertise that exists in other companies by certifying and licensing them to deliver FileNet Education courses.

Business Challenge

The policy of Bludis is to train customers to the point of self-sufficiency and as such, great emphasis is placed on the training and management of users. Bludis's approach to the training is a combination of interactive formal classroom sessions and hands-on training to the level of certifications. The certifications should demonstrate the level of competency achieved by the attendee to successfully use the system. Bludis has a fully equipped and staffed professional training centre focused on training courses in Italy and the whole of South Europe.

ECM Solution/s or Services Overview

The Bludis Training Centre offers class certification programs to ensure validation of the technical and support competencies and expertise needed to plan, deploy, support, and service FileNet solutions. Through the certification a company can: Differentiate itself from competitors; Attract and win new business; and Gain recognition from its employer because adoption of new technology can save cost and time. FileNet certifications represent a rich and varied spectrum of job roles and responsibilities. And, earning a specific credential provides objective validation of the ability to successfully perform critical IT functions.

ECM-related Customer Success Stories

During 2006 we produced 45 FileNet courses and spent 174 classroom days.

We used 7 certified trainers.

We trained 30 VNP partners (22 Italian + 8 international) and 10 End Users.

We trained a total of 188 participants.

Customer feedback is very good. The average satisfaction level exceeds 80%.

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Company Overview

BWise is a global leader in compliance and enterprise risk management software, with a strong heritage in business process management. Established in 1994, BWise delivers proven solutions to help organisations become "in control" by increasing corporate accountability; strengthening financial, strategic and operational efficiencies; and maximising performance and ROI. With more than 1,200 customers in more than 80 countries worldwide and 150,000 users in virtually all markets, BWise has developed a strong and sustainable presence in the compliance and risk management sectors. Utilising templates and a best-practice implementation approach, BWise enables management to measure and manage risks and to comply with rules and legislation such as Sarbanes-Oxley, European Corporate Governance Codes, IFRS, Basel II, ISO-standards and more. BWise has offices in the Netherlands, United States and India. For more information, visit http://www.bwise.com.

Regional Coverage

- Germany
- Nordics
- Austria & Switzerland
- France & North Africa
- Belgium, Netherlands & Luxembourg
- Spain
- Portugal

Vertical Markets Served

- Financial Services
- Insurance
- Manufacturing
- Oil & Gas
- Utilities
- Communications
- Retail
- Transportation

Key Business Requirements

1. Companies being able to assess risk, then achieve, maintain and prove compliance
2. C-level executives being held accountable for corporate compliance
3. Vigilantly control the administration and reporting of financial records
4. Adoption of internal control best practices to retain investors
5. C-level confidence their company is in compliance

Business Challenge

Nearly every public and private entity is under increasing pressure to vigilantly control the administration and reporting of their financial records. Companies registered with the U.S. Securities and Exchange Commission (SEC) must comply with the Sarbanes-Oxley Act (SOX), regardless of where their headquarters are located. Other countries with economies closely aligned to the US, such as Canada and Japan, are harmonising their own financial reporting rules with Sarbanes-Oxley, the European Union is gradually implementing similar requirements like Basel II, and Organisation for Economic Cooperation and Development countries have adopted new international accounting standards for increased transparency. Even companies that fall outside any of the above categories are voluntarily adopting best practices for managing internal controls to stay competitive with investors.

In this environment, Financial Officers are faced with the long-term, daunting responsibility of signing off, and remaining in compliance, on each and every element of their organisation's financial records. Unfortunately, these records typically consist of thousands of processes and controls, stored in hundreds of spreadsheets on multiple networked hard drives with limited security, no version control and ad hoc organisation. Is it any wonder that financial compliance keeps Financial Officers awake at night?

ECM Solution/s or Services Overview

Initially driven by Sarbanes-Oxley (SOX), European Corporate Governance Codes, IFRS, Basel II, ISO-standards or other requirements for companies to document and test their internal controls, first experiences and thresholds have accelerated the trend whereby companies no longer look at the obligation part only, but seek to develop frameworks to continuously manage their enterprise risks and embed compliance as an integrated part of the company's performance management structures. Interdependency of risk and compliance fragments that companies face has its direct relationship with the interconnectedness of software solutions for governance, enterprise risks and compliance.

BWise delivers solutions and services for Corporate Governance, Compliance & Enterprise Risk Management, based on the solid fundaments of Business Process Management. BWise software solutions enable company's CFO and Senior Management, across all industries, to gain control of all relevant actual and historical issues with respect to corporate governance, related processes, operational risk and performance indicators within the enterprise. BWise solutions allow your company to be in compliance with standards such as Sarbanes-Oxley (with specific focus on section 302 and 404), Tabaksblat, Codex Cromme and KontraG, Turnbull, LSF, as well as open, company compliance standards, to ensure a company's growth path from compliance obligation to business performance optimisation.

The BWise Solution:

- Is used for a variety of risk and compliance purposes, however risk management is where BWise differentiates itself from the rest. The platform is particularly strong in identifying and tracking key business risk and performance indicators
- Identifies a Control, Risk and Process view, as separate viewpoints but fully multidimensional integrated into one Enterprise framework
- Provides qualitative information behind the static quantitative figures and allows executive management to know one complete version of the truth, on a real-time basis.

The BWise compliance suite provides Corporate Governance and integrated enterprise risk management (ERM) solution integrated with FileNet P8. The combination of this suite with FileNet's market-leading enterprise content management (ECM) and business process management (BPM) platform, FileNet P8, enables businesses to easily achieve even greater enterprise-wide control over records management, email management, and business process management areas – all necessary components of a successful ERM effort. The joint solution enables a one-stop-shop for content management combined with compliance, allowing companies to better manage risks. For most organisations today complying with regulations such as SOX, Basel II, Hippa is extremely costly and is not a one-time event. Compliance is a strenuous complex process that will not go away, but will recur in perpetual cycles. Integrating BWise solutions with FileNet's BPM capabilities, allows companies to collect the necessary information automatically and trigger the proper compliance issues within the workflow processes.

BWise Solutions in combination with FileNet will reduce the time and investments spent on External Auditors, will significantly reduce the cost of a company's repetitive compliance burden and will mitigate the company's risks. Executive Management will, based on real-time Risk and Performance information, be able to make quicker and more effective decisions on processes and company's executions. Credit rating companies include requirements for proper Risk Management as an important driver for determining rating. For more and more companies, this on its own is a direct ROI on investing in risk and compliance management technologies like BWise.

ECM-related Customer Success Stories

There are many European and Worldwide companies using both IBM FileNet ECM and / or BPM and BWise for Governance, Risk & Control, including the municipaly of 's Hertogenbosch and Steenwijkerland in the Netherlands. In both organisations, the content, generated in BWise, is automatically stored in IBM FileNet's P8 environment, ready to extend the Compliance offering with eMail- and Records Management. Further on, Business Processes, designed and created within BWise are automatically saved as Workflow processes within P8. This results in a unique integration in both IBM FileNet's Content as well as BPM solution offering.

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Company Overview

CAD & Company is one of the biggest ICT companies in the Netherlands in the manufacturing and building market. With more than 60 people on 5 locations we are close to both our customers and our professionals.
We are an Autodesk Value Added Reseller in Manufacturing, GIS, Infrastructure and Building, Microsoft Gold Partner and FileNet Value Added Reseller.

Regional Coverage

- Belgium, Netherlands & Luxembourg

Vertical Markets Served

- Government
- Manufacturing
- Oil & Gas
- Utilities
- Building
- Engineering

Key Business Requirements

1. Stay in control of your projects
2. Project documentation 24/7 available
3. Drawing and design documentation
4. E-mail management in a project environment
5. Revision, release and transmittal management

Business Challenge

The biggest challenges our customers are facing are "How to keep the project (documentation) under control. What drawings or other design related documents are issued, to whom and when will they be approved? Who has the appropriate rights to what documents? Who issued that document? Who can change that document or when is it changed?"

With FileNet, in combination with the ImandrA Suite of products, project organisations are in control and can deliver faster and better results.

ECM Solution/s or Services Overview

CAD & Company is offering consultancy, training and installation of the FileNet P8 platform and the E-mail manager. With our additional ImandrA product Suite we offer solutions to get the project documentation in control for technical oriented organisations. ImandrA Desktop with drawing and design documentation management, companies get their documentation under control with revision and release management. With the ImandrA Transmittal Manager companies get their process of distributing and responsibilities under control. In addition, with the ImandrA E-mail manager client they also get all project related e-mail under control. Combining all this with the ImandrA Project Manager makes orchestration of access rights, contact persons, team members, naming and rules easy.

ECM-related Customer Success Stories

CAD & Company is serving some of the best companies in the Netherlands with their solution. For Arcadis Netherlands, FileNet and the ImandrA Suite of products were rolled out over the more than 2,000 users of Arcadis, in engineering, project management and general management. For the Royal BAM Group we rolled out FileNet and the ImandrA Product suite to already more than 10 business units within the BAM organisation. Solutions in operation differ from drawing and design documentation to invoice payable and from transmittal management to project management.

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Company Overview

With approximately 75,000 employees, Capgemini is a global leader in consulting, technology and outsourcing. Capgemini offers a complete range of services organised around these disciplines: Consulting Services: The mission is to contribute to the business transformation and economic performance improvement of organisations based on in-depth knowledge of their industries and processes; Technology Services: These services call upon the ability and expertise to design and integrate technological solutions, exploit innovation, and transform the technical environment. They are closely allied to consulting services in such cases where upgrading and transforming IT systems are directly tied to the client's organisational and strategic priorities, and; Outsourcing Services: This activity involves taking charge of all or part of the management of a client's IT resources.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. Increased efficiency: Continual need to cut operating and capital costs throughout the value chain
2. Better agility: Faster deployment of new processes to cut product development time and provide the ability to respond to customer and market changes as they happen
3. Improved customer experience: The drive for continual improvement in customer service and customer self-service (Internet and 'multi-channel' enabled)

Business Challenge

Capgemini has proven understanding of both business and technology challenges to deliver optimum solutions. Our capability addresses three key business requirement: Content Management, Process Automation and Regulatory Compliance.

Content Management: The integration of unstructured (operational) and structured (transactional) information enables organisations to remove complexity and technology overhead leading to increased efficiency and as a result regulatory alignment with FoI, DPA, SoX, FDA, BASEL II etc.

Process Management: Real business value can be delivered through Business Process Management. The automation of standard business events allows the release of resources to manage situations needing collaboration with end users or other parties. These processes need to be easily customisable to allow the business to respond to changes in their business and the marketplace rapidly, providing an enhanced customer experience.

Regulatory Compliance: In our experience Compliance should be an outcome and not a driver of a programme. The real driver is the benefits that both the business and customer can achieve from improvements in the business processes and content management underpinned with technology to meet compliance legislation.

Capgemini recognises that successful programmes need Business Change not just IT delivery and have tried and tested methods for delivering successful business and technology solutions.

ECM Solution/s or Services Overview

Capgemini has a unique way of working with its clients, called the Collaborative Business Experience. Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to the FileNet/Capgemini partnership and collaboration-focused methods and tools. Over the last 5 years, Capgemini UK has developed a relationship with FileNet around their P8 Product Suite. This relationship has developed to become a strategic relationship between the two companies. With the recent acquisition of FileNet by IBM, Capgemini is the No.1 partner for IBM FileNet in the UK in terms of software revenue. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration. The long-term alliance between FileNet and Capgemini has created answers to the market's growing needs for productivity and rapid and measurable ROI. Capgemini has developed a range of services that call for expertise in IT systems management, business process management and pricing flexibility in order to maximise the cost/performance ratio. Business Process Outsourcing allows clients to outsource major support functions such as accounting or procurement using Capgemini's Distributed Delivery Model – Rightshore™. The Rightshore™ approach is the blending of onshore, near-shore and far-shore locations into a single integrated, seamless service. Our Rightshore™ strategy addresses the fundamental need to support the business objectives while delivering technology projects in the most cost effective way, which brings sustainable business advantage to our clients. The key to Rightshore™ is about working with the client to make sure that we deliver, either on or off shore, the right solution.

ECM-related Customer Success Stories

Capgemini is currently delivering FileNet projects across Finance, Insurance and the Public Sector. Our success includes award winning work at National Assembly for Wales: FileNet have been working with Capgemini and the National Assembly of Wales on projects from 2001 through 2007. The primary focus is a portfolio of work around effective management of grants for the Common Agricultural Policy (CAP). Rules and regulations governing the various CAP schemes are extremely complex, subject to regular amendment and ongoing change. Prime objectives for the CAPM system were: to ensure rapid and accurate payments to farmers and to deliver greater efficiency at lower cost in its day-to-day operation. Following scan, capture and quality assurance of the collected data, the solution passes information to the workflow and business rules engine. This determines the next actions dependent upon the result of each particular application. Business rules are maintained by the business itself, providing both greater responsiveness to change and a closer business understanding of the rules in force. This new system significantly cut the cost of running various EU schemes and empowered the Assembly to work more efficiently, it achieved acclaim in 2004 with the Pan European Gold Award from the WARIA Global Workflow Management Consortium.

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Company Overview

CBI is a leading player in the Moroccan IT Market. Since 1973, CBI has focussed its core business on delivering IT solutions beyond hardware and Infrastructure in response to customer business needs and with total satisfaction.

The signature Productivity Producer is a highlight message for market, customer and employees; it means that we are delivering in the budget and delay to make the customer more productive in its business.

CBI is organised as 4 Business Units:

- Office Business Unit: a Toshiba Partner
- Telecom Business Unit: Cisco Partner and IP architecture and solutions
- Infrastructure Business Unit: IBM Partner on p servers™ architecture
- Integration Business Unit: IBM / FileNet Partner on ECM / BPM solutions; Infor Partner for ERP implementation and Business Intelligence projects delivering on BusinessObjects and Hyperion.

Regional Coverage

- France & North Africa

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Utilities
- Communications
- Retail

Key Business Requirements

1. Process Optimisation
2. Process Analysing
3. Paper documents dematerialisation

Business Challenge

Customer: BMCE Bank (Banque Marocaine du Commerce Extérieur).
First Moroccan private financial group, the BMCE BANK offers a wide range of products and financial services.

Project Context: to improve its ability to react with regard to the customer demands requiring complex decision-takings, the BMCE BANK wished to be equipped with a Workflow tool which will have the capability of taking care of the various processes bringing in decision-takings and which will at first serve for automating the circuit of decision-taking for the granting of loans. They needed a scalable platform which integrates and addresses the global contents and processes needs of the company: Corporate Workflow.

CBI Offer: the CBI / FileNet offer was widely adopted by the key users as well as by the IT management. In the term of a long decision process; the BMCE Bank chose the solution CBI / FileNet, the BPM product leader which offers the adequate answer to their problem in term of Workflow and beyond because it includes de facto the other modules necessary for an agile processes management in the bank:

- eProcess Engine
- eProcess Analyser and Simulator
- Content Engine
- eForms Engine

ECM Solution/s or Services Overview

The Integration Business Unit has an ECM department specialised on FileNet Solutions.

This department addresses Financial Customers like banks and insurance on two main pains: compliance like Bâsel II and Process Productivity issues such as loan grants where competition is very hard.

The telecom sector is another segment where competition means that operators need to do more business with less resources and where productivity and process automation are keys to survival.

Our implementation Methodology, based on iterative prototyping and RAD (RApid Development), is the guarantee of project success and customer satisfaction.

ECM-related Customer Success Stories

The CBI Integration Business Unit has many success stories on implementing IBM FileNet BPM Solutions:

- Department of the Budget of the government
- CNRA / RCAR "Pension Fund of the government": automation of all business processes from the document acquisition to the decision maker of Pensioner's file with integration of ERP system
- FEC "Fonds d'Equipements Communal": automation and Document Management of request for credit of the municipalities to finance projects of infrastructure
- TMSA "Tangier Mediterranean Special Agency": Enterprise Content Management with integration of GIS (Geographical Information System) to archive Plans of construction of the business port of Tangier.

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Company Overview

Cegeka offers the complete value chain.

With more than 1,000 people and a consolidated turnover of 102 million Euro, Cegeka undeniably positions itself within the top 10 of end-to-end solution providers in the Benelux.

Cegeka is a unique player covering all elements of the ICT-value chain. Still Cegeka offers very specific competences and expertise to design, build and implement the solutions that come up to the main challenges of given sectors such as healthcare, social security, the public sector, the media and the financial sector.

Cegeka is geographically well established in Flanders having premises in Hasselt (headquarters), in Antwerpen (Cortex, 2005) and, since the acquisition of Ardatis (September 2006), in Leuven. In The Netherlands, Cegeka recently acquired a controlling part in DataBalk NV, a company of about 300 people, based in Veenendaal near Utrecht, supplying ICT solutions to the world of social housing and care taking.

Cegeka's key unique advantages are working with customers to:

- Turn IT into strategic advantage
- Build applications in the most agile way… implemented and maintained
- Offer a full range of technology services
- Deliver the expertise of a 1,000 people.

Regional Coverage

- Belgium, Netherlands & Luxembourg

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government

Key Business Requirements

1. Translate policy decisions quickly and efficiently in automated operational plans
2. Short 'time to market' of the policy decisions
3. Fast and accurate operation reporting mechanisms to policy decision takers about operations
4. Have a clear view on operations with the ability to have a contiguous process of operational performance optimisation/improvement and performance management

Business Challenge

Within companies people, processes and systems are the fundamental components that execute the company operations. Many organisations nowadays find that coordinating and managing these elements to achieve business objectives an enormous challenge. This challenge has intensified because business activities and operations, and the information systems used, have grown exponentially complex. The business climate has mandated that, to remain competitive, companies must act with greater responsiveness and agility than ever before.

Time to market and the ability to manage performance is very important. Companies are looking for solutions to automate business operations as much as possible. And to be able to automate the business operations one must have a clear view on the business processes.

ECM Solution/s or Services Overview

Cegeka agile administration solution

'Agile' means resilient, flexible, adaptive; being ready at any time to deal with changes. Policy decisions have to be translated quickly and efficiently in operational plans: new actions and tasks have to be absorbed effortlessly by the organisation, the existing business processes and systems. Moreover, fast and accurate feedback mechanisms have to be ready to report on the impact of those policy decisions. The 'time to market' between the (political) policy decision and the implementation 'in the field' is crucial. Cegeka wants to help you to meet all these requirements by providing you with the adequate expertise and tools.

Cegeka agile administration solution is not a 'stand-alone' solution but a conceptual approach which looks at the administrative process in its full context. A selection of the components is used to create a specific solution for each individual customer. The components belong to the following domains, among others:

The e-File: To allow the file manager to work in a fully transparent manner, by means of automated process support (workflow and document management, controlled by the business processes). These are process, impulse or file-controlled front-office applications which can be integrated either with internal back-office applications or with external applications. This may also involve the creation, generation, routing, scanning and archiving of documents and record management.

Business Processing: To streamline and modulate processes and communication and, where appropriate, support them with adequate applications, making sure the organisation is at any time ready to deal with changes.

Other components include Business Architecture; Change, Program and Performance Management; Business Intelligence; Electronic case and process automation, Custom Development and Integration and ICT Management.

ECM-related Customer Success Stories

NISSE

Several services within the NISSE use different files on paper, although the treatment of these files is often performed in a consistent way. The NISSE wants to automate and streamline these processes by introducing a unique electronic case which can, at any moment, be consulted and processed by the relevant services. This must also allow the NISSE to monitor their services and adjust their service life cycle to constantly changing needs of their customers and to their key business objectives.

Cegeka' solution: In a phased approach, we stipulated the priorities for the different business processes, services and offices. In the development of this architecture, different areas were included (Business Process Management, integrated case content management and document generation, Process automation, scanning, implementation of a mail room, Record Management and archiving, integration with existing applications and business activity monitoring).

eCase – Avero insurance

Avéro Belgium is a Belgian Insurance Company that belongs to the group of Achmea. Avéro wanted to improve their business continuity. Therefore the management of Avéro asked Cegeka in March 2004, to do a feasibility study on the possibilities of 'imaging' (scanning and digital archiving of documents). The conclusion of this analysis was that Avéro needed more than just the scanning of their documents. They needed a solution to support the growth of their enterprise. Avéro wanted to further improve the quality of their services and build in more flexibility in their organisation. They needed an automation of their core business processes to improve the electronic exchange of data with third parties such as the brokers and experts, and to improve the internal control.

Cegeka' solution: The project consisted of several Statements of Work to obtain a phased approach. First we defined and realised four pilot projects to ensure that the chosen technology meets with the requirements of the customer. Then we designed the business architecture and started a thorough analysis of the core business processes Underwriting and Claims (AS IS and To Be). In between we automated the approval process of invoices to obtain a quick win. After functional and technical analysis of the different processes we did an implementation in FileNet. We also did a knowledge transfer, so that Avéro now can design and develop the processes on their own. A good collaboration with our client was an important key for success.

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Company Overview

CENIT is an internationally operating consulting and software company, listed in Germany's Prime Standard and employing more than 560 people. Besides branches all over Germany, the company has subsidiaries in USA and in Switzerland. CENIT advises banks and insurance companies, utilities, trading firms (retail) and the manufacturing industry on the introduction of innovative solutions and provides comprehensive services in this field. CENIT's focus is set on Enterprise Content Management solutions, not only pioneering but also capable of long-term survival, thus providing customers with investment security. Moreover, modern content, process and groupware solutions will soon be the standard, since they form the basis of a successful information and data management. The likewise important permanent availability of company-critical applications is ensured by services and solutions for Systems Management and Infrastructure. Furthermore, in the initiative "Java Enterprise Solutions", CENIT combines relevant expertise on customer-specific Java-based solutions.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Manufacturing
- Utilities
- Retail

Key Business Requirements

1. Data Management in accordance with legal requirements
2. Improved customer service and shortened processing time
3. Continuing necessity to save costs

Business Challenge

Legal data management requires exactly defined processes, which are most likely to be defined with the assistance of a consultant who is familiar with the specific needs of the industry. IT solutions as CENIT eWorks, which comes up with an intelligent role- and right-based access control model, are essential as well. Moreover, companies often have to face the fact that employees consider legal requirements merely as obstructive to their daily work. A easy-to-use solution like CENIT eWorks avoids this problem and even eases the implementation of internal information handling rules by enabling rules to be put into practice without any disruption.

If a consultant wants to offer an optimal service to his customers he must have all relevant data at hand in an instant. There is no time for long searches on documents. In this situation the client CENIT eWorks is a great help because it assists in the intelligent organisation of cases and files. Furthermore, it automates and accelerates processes and offers multi-faceted search and display functions.

Nobody has to discuss the necessity to save costs: This is a fact CENIT always pays attention to by delivering, for example, cost-saving products such as FileNet System Monitor or a consultancy service which is oriented on practical needs and not on concepts out of touch with reality.

ECM Solution/s or Services Overview

Thanks to a long partnership with FileNet, an IBM Company, CENIT has great experience both in the integration of FileNet P8 architecture and in the design and realisation of customer-specific complex solutions. The CENIT-designed product "CENIT eWorks", which is based upon the FileNet P8 platform, helps to optimise business processes and improve customer service in different industries. In addition, the application monitoring solutions "FileNet System Monitor for IBM" and "FileNet System Monitor", which feature on the FileNet product list, ensure the high availability of FileNet P8. Company-wide operating processes are also made FileNet P8-compatible, thereby reducing operating costs.

ECM-related Customer Success Stories

CENIT places special emphasis on industry know-how and has acquired expertise in typical processes of its target industries. Certain references prove this expertise, for example:

- GlaxoSmithKline Consumer Healthcare GmbH
- Citigroup
- Edscha GmbH
- VR Kreditwerk Hamburg – Schwäbisch Hall AG
- Berliner Wasserbetriebe BWB
- REWE Informationssysteme GmbH, a member of REWE Group
- E.ON Westfalen Weser AG
- Cortal Consors S.A.
- Allianz
- LHI Leasing.

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COMEDATA ®
Your ICT Partner

Company Overview

Comedata is a systems integrator which designs, implements and manages integrated IT and telecommunication systems. Headquartered in Rome, Comedata operates on the whole Italian market. The mission of Comedata is to provide its customers with highly competitive products, services and solutions, powered and supported by state-of-the-art implementation and management methodology. Thanks to the ongoing investment in technology, the constant upgrading of our technical staff and our experience in working with international companies in the IT field, Comedata can design, develop and install leading integrated IT and telecommunication systems.

Regional Coverage

- Italy

Vertical Markets Served

- All industries

Key Business Requirements

1. Project development for the documentation area
2. Integrated document management
3. Mail Management: – Document and workflow management

Business Challenge

- Project development for the documentation area: Customers request that all their corporate documentation be organised. Thanks to the technology, we are able to develop and integrate a system that really fits the customer's archiving and document management needs. Features like parameterised queries ensure that you can locate the documents you need with just a few clicks.

- Integrated document management: Whether being generated by the business itself or by external sources, documents play a pivotal role in meeting the challenge of sustaining complex operations. Comedata helps the customer to have a solution that offers a variety of input, management, integration and distribution functionality.

- Mail Management: Customer need all advanced email search retrieval and archiving and we use FileNet technology to deliver these capabilities.

ECM Solution/s or Services Overview

- Document and workflow management for Public Registry Offices for central and public government
- Complete ECM infrastructure in high-availability mode
- COLD reports custom WEB Viewer with custom access roles
- Accusoft ImageGear libraries
- Archiving and searching documents for accurate reproduction of sophisticated and complex forms and templates (invoices, orders, etc) sent via POSTEL (electronic mailing services provided by Poste Italiane) without any feedback Desktop)
- SAP Data Archiving
- SAP Passive Cycle Automation.

ECM-related Customer Success Stories

Sigma Tau: in which Comedata project engineers and technicians supported the customer during the analysis, design and implementation of the entire FileNet infrastructure.

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Company Overview

CST Consulting is a technology services company, focused on offering innovative solution in Enterprise Content Management (ECM), Enterprise Resource Planning (ERP) and Digital certification.

Our mission is to help companies build and maintain competitive long-lasting advantage, based on gaining excelling performances and being capable of answering market demand easily, optimising, thus, business processes and its contents. The history and culture of CST Consulting are based on the creation of a value for the customer. Thanks to the experience obtained in System Integration, the ability to act straight on-demand, the knowledge of market industries and an eye always focused on developing technologies in the field. Our partners are main leaders of ECM, ERP, Digital Certification, System Integration and Storage markets. This is the best we can offer to the customers, to say: best technology now-a-day.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Manufacturing
- Oil & Gas
- Utilities
- Communications
- Retail
- Transportation

Key Business Requirements

1. Business Performance
2. Operating Costs Reduction
3. Supplier Relationships Improvement
4. Better Control
5. P&L Reporting

Business Challenge

Various studies have shown that the cost of processing an invoice through its life-cycle can be as much as $17 and that the use of modern digitisation, archiving, automatic encoding techniques and workflow management can deliver considerable productivity gains, reducing costs by up to 50%. In order to deal with incoming invoices, since their arrival in the company up to payment, it is fundamental to have a solution – integrated in the accounting system – that includes digitalisation of paper, a correct storage and furthermore that conveys the exchange of information.

Besides the traditional hierarchical-functional vision, it is strictly necessary to look at optimisation of internal procedures in terms of coordination between different in-company units and consequently involve external factors (customers, suppliers, partners, etc.). Being able to trace in any moment the status of an incoming invoice, integrate processes and systems linked to Buyers, Account, Plan and Control, having a precise forecast of the operation and monitor the work of the co-workers, giving up to date answers to suppliers, keeping the documentation always available, means successful critical factors in order to increase productivity and internal efficiency keeping real the politics of cost reduction.

ECM Solution/s or Services Overview

Accounts Payable is one of the core business processes that can be optimised in a short timeframe and with a better relation between cost and benefit (ROI 6-8 months). Accounts Payable is the solution. Handle and automation of Accounts Payable processes, integrated with MySap ERP(Sap R/3), Substitutive Archiving, FileNet P8 Content Manager, Image Manager and Business Process Manager. Based on platform FileNet P8, uses the whole of the advantages of the configuration of the standard product compared to personalised of on-demand functions, ensuring all the features of scalability, safety, transparency of the FileNet platform itself. The implementation of Accounts Payable Solution enables organisations to evolve towards real-time management control and significantly improve the reliability of accounting data. This results in short process timing, reduction of the implementation costs as a short-term advantage and possibility to extend the solution to more organisational areas, in order to create a unique platform to handle all the contents and processes on a medium and long-term. This feature distinguish the platform from many similar solutions, ensuring, on the same SLA, the handling of great volumes of data, processes and concurrent users. The role of Account Payable in complementary to what the SAP system does and increases the client part, supporting the process of development on passive invoices, digitalising and automating the operations of acquiring, classification, authorisation and recording these invoices. Applied to the number of invoices handled each year by a given business, the cost of purchasing Accounts Payable Solution license represents a little portion of the cost of processing an invoice and generates savings in many areas. Usually, irrespective of the size of the company and the number of invoices, it takes less than a year to achieve a ROI.

ECM-related Customer Success Stories

Our Accounts Payable Solution has been implemented at a number of national and international customers.

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Company Overview

CYA Technologies, Inc. has been providing recovery and replication software solutions that ensure the integrity, accessibility and authenticity of content and its metadata within enterprise content management systems for close to a decade. Supported systems include IBM FileNet P8, EMC Documentum, Open Text Livelink and ECM EDOCS. CYA customers include global enterprises such as DuPont, SwissRe, Boehringer-Ingelheim, Gruenthal, British Petroleum and the US Army, as well as organisations in multiple industries such as financial services, life sciences, aerospace, government and insurance.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. Achieve compliance, ISO and/or best practices status by implementing repeatable processes for validating and producing electronic content and authentic audit trails within minutes

2. Mitigate financial, personal and civil risks by safeguarding data and audit trails in compliance with government regulations

3. Maintain business continuity by eliminating application downtime related to data recovery activities resulting from partial data loss incidents such as viruses, corruption, human and programmatic errors, and malfeasance

Business Challenge

No matter the industry, mitigating risk is crucial in today's challenging business climate. Organisations must provide safeguards to validate, preserve and recover all records and audit trails. In regard to business continuity, it's simply not good enough to protect against total system failures when over 80% of data loss is associated with incidents of partial loss due to viruses, corruption, human and programmatic errors, and malfeasance (Source: Strategic Research Inc. & AIIM International). After all, these data loss scenarios, which impact information at the incident level, can cause greater peril to an organisation than a system failure. In addition, regulatory agencies require new information recovery capabilities at both the document and metadata level. Organisations will need to adopt new service level agreements (SLAs) surrounding recovery management at the individual record level that include the on-demand retrieval of original audit trails, workflow states, electronic approvals, renditions, and links to other files.

ECM Solution/s or Services Overview

CYA SmartRecovery ensures the integrity and recoverability of partial data lost within IBM FileNet P8 due to corruption, viruses, human and programmatic errors, and malfeasance. It captures, validates and recovers content and all of its associated, complex metadata at the incident level without any application downtime or user disruptions in compliance with both internal and external regulations. CYA SmartRecovery utilises exclusive, application-aware technology to capture every new and altered record within the object store, and incrementally packages the complex objects as CYA Capture Sets, which are compressed and stored on low cost devices such as network attached storage (NAS). These incremental captures are performed online, and eliminate the need to roll back the object store to a previous state, preventing hours, days and even weeks' worth of lost productivity. The solution runs over 350 integrity checks to identify corruption or inconsistencies between the content and metadata in the object store, and flags corruptions such as missing records, missing content, and invalid relationships between records so the administrator can reconcile them. Integration with FileNet's APIs ensures no disruption to the object store. In response to data recovery requests from audits, inspections, litigation or human error, a single administrator can use CYA SmartRecovery to restore information and audit trails back to their last valid state within minutes. To minimise data loss, a time-based recovery option is available that can reduce loss windows to as little as 15 minutes. This option works seamlessly with traditional backup solutions such as IBM Tivoli Storage Manager, Symantec Veritas netBackup, and EMC Legato NetWorker.

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Company Overview

DATALAN is the foremost Slovak provider of complex IT services in the area of software solutions, software development, info-communication solutions, IT outsourcing as well as ICT consultancy. Our successful partnerships in 2006 have been recognised by the following awards: The Excellent HP Partner for all Products and Services and IBM Software Partner 2006.

In 2006 the company Ability Development SK achieved number 25 in the Technology Fast 50 CE 2006 chart and number 331 in the Technology Fast 500 EMEA chart prepared by Deloitte. The position of the company is supported by its quality oriented and environmental approach and its determination to meet the requirements of customers in the most efficient way. DATALAN is the holder of quality certificate according to the ISO 9001:2000 standard and the certificate of environmental engineering according to the EN ISO 14001:2004 standard.

Regional Coverage

- Central Europe

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Utilities
- Communications

Key Business Requirements

1. To manage records (including incoming and outgoing correspondence) and to monitor how the records are being handled and resolved within the organisation
2. To manage and archive the content of customers documents and manage workflow of these documents (case management solution)
3. To share the documents across the work teams and archive their content in a structured form
4. To manage, streamline and optimise internal processes within the organisation

Business Challenge

Enterprise companies are facing several business challenges related to streamlining business processes and managing content of all documents and records. While considering an appropriate ECM solution, the managers often identify budget restrictions and heterogeneous technology platforms as the main challenges behind the selection of ECM solutions.

ECM Solution/s or Services Overview

Enterprise Content Management represents solutions which involve the administration and document content archiving, digitisation of paper documents, management of customer, technical or ISO documentation and the registration of electronic documents in the electronic postroom. The range of services includes expert advice, outsourcing up to 24 x 7, and customer support.

Key DATALAN ECM solutions include:
- DATALAN ECM Enterprise
- DATALAN Case Management
- DATALAN Records Management
- DATALAN Correspondence Management.

ECM Solution/s or Services Overview (cont.)

DATALAN ECM Enterprise – is a complex solution that manages the documents and their content within a company and supports "a paperless office. DATALAN ECM Enterprise covers all critical areas such as Records Management, Forms Management, Correspondence Management, Image Management, Document Management and Workflow. DATALAN ECM Enterprise has been designed in order to fulfil the specific requirements of financial institutions, public institutions, and companies operating in the utilities and communications segments. DATALAN ECM Enterprise is a modular system and is therefore easily adaptable to the current needs of a company.

DATALAN Case Management – this solution supports all critical areas related with the content management and Workflow of customers documentation within the company such as contracts, cases, registrations, payments etc. DATALAN Case Management encompasses Image Management, Records Management, Document Management, Content Management and Document Workflow. It has been designed and successfully implemented in the financial institutions, communications and public organisations.

DATALAN Records Management – is an easy-to-deploy solution that provides the evidence of all incoming and outgoing records, digitisation of paper documents manages the Workflow of records within a company. Furthermore the solution monitors that all records are completed within the specified timeframes. The solution fulfils the legal requirements for a Record Management solution in the Slovak Republic. It has been designed and successfully implemented in public institutions, financial institutions and companies operating in the utilities, communications and industry segments.

DATALAN Correspondence Management is a complementary ECM solution for management of incoming and outgoing correspondence within the company. The solution supports the evidence of the correspondence and its Workflow and archive in the organisation.

ECM-related Customer Success Stories

DATALAN is a leading ECM solution provider in various segments.

Selected references in the Finance sector include:
- Česká pojisťovňa, Czech Republic – DATALAN ECM Enterprise
- Home Credit, Slovakia – DATALAN ECM Enterprise
- AEGON, Slovakia – DATALAN Case Management.

Selected references in the Public sector include:
- University of Tomas Bata, Czech Republic – DATALAN Case Management
- University of Palacky, Czech Republic – DATALAN Case Management
- Social Insurance Agency, Slovakia – DATALAN Records Management
- The Slovak Republic Government Office – DATALAN Records Management.

Selected references in Telecommunications include:
- Slovak Telecom, Slovakia – DATALAN Records Management
- Orange Slovensko, Slovakia – DATALAN Case Management.

Selected references in Utilities include:
- Slovensky plynarensky priemysel, (SPP) – DATALAN ECM Enterprise.

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Company Overview

Datatech Business Solutions Ltd is a premier provider of innovative, value-based technology solutions in Enterprise Content Management. We commit to offer our customers practical, timely, cost-effective, state-of-the-art solutions that meet exactly their needs and expectations and improve their operations and profitability. Leveraging the power of cutting edge technologies, we provide our clients with innovative, scalable solutions that drive business productivity, streamline processes and increase collaboration across the organisation.

We provide business and technology consulting, application development and systems integration services in the fields of Enterprise Content Management and Supply Chain Management. In cooperation with our clients, we create turnkey technology solutions that solve business problems and enable organisations to gain a competitive advantage. Our team of professionals possess a wealth of system design and implementation experience across a variety of applications and industries.

Our solutions provide knowledge workers with immediate, secure access to mission-critical structured and unstructured information repositories. They compress business process cycle times, offer the security required to meet corporate and regulatory privacy and records retention requirements and offer efficient, real time information backup capabilities.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Utilities

Key Business Requirements

1. Cost Savings
2. Compliance
3. Business Performance

Business Challenge

1. Cost Savings
The customer needs a flexible framework to build solutions that satisfy its current and future needs, within its budget and an acceptable ROI.

The DT solution framework allows the customer to build its document and process management solution. It supports multiple fileplans. The solution allows the customer to define properties, containers, records and links. Using these simple principles, the framework allows the user to define one or more fileplans, specific hierarchy constraints, and a customised user interface while offering enhanced security support. The user can build a PRO compliant solution, a MoReq solution or a customer-defined file plan without any coding.

Business Challenge (cont)

2. Compliance
The customer needs to comply with internal record managements rules and regulations while at the same time apply MoReq.

The DT solution framework supports MoREQ while it is flexible enough to build on demand disposal schedule processes without any coding. Basic disposal schedule processes are provided out of the box, while the MoReq requirements are provided as a list of functions allowing the user to customise its working environment. An electronic records and document management system can be up and running in no time with minimum risk. The framework offers the flexibility to satisfy the immediate needs while it can adapt to satisfy any future needs.

3. Business Performance
The customer needs a solution that turns the internal manual processes to electronic ones without extensive development, minimum risk and with the capability to support future process enhancements.

The DT solution framework allows the organisation to be up and running with its own processes and customised look and feel in no time. The solution allows the customisation of processes and objects used by the processes without development. Select the object properties, define the look and feel through a simple designer and let the application build the interface on the fly.

ECM Solution/s or Services Overview

Datatech's own Records Manager (DT RM) provides a standards compliant records management solution. DT RM provides a single and consistent records management platform with extensive record keeping capabilities for both electronic and physical information assets and helps organisations to meet government and industry requirements for formal records management.

DT RM is based on a powerful architecture. It can run as a single installation supporting record and document management needs of local and remote sites. Or it can operate in a distributed environment where a central system controls the records management features of the satellite installations. The central system controls the disposal schedule definition, revision and execution process of the satellite installations. It is also the destination of records defined as vital in preserving the organisation's memory.

DT RM provides companies with seamless management of electronic documents and records from creation to archiving to destruction. The solution leverages a company's enterprise document management system and offers a unique combination of streamlined application integration, ease of use and low cost implementation. The result is an immediate and measurable cost saving through the reduction of document duplication, increased productivity and organised accountability.

ECM-related Customer Success Stories

Government Office Automation and Records Management Solution (eOAS)

eOAS offers an electronic archive, document management, records management and collaboration solution that satisfies the Cyprus Government policies. It provides a framework that allows departments to build their own individual hierarchical Fileplans while the Disposal Schedule definition, application and execution is managed centrally from the State Archives Department.

eOAS captures all "documents" received by a Government Department. Electronic processes enforce the government filing regulations while the intergovernmental communications is completely automated allowing the reuse of information captured at the point of origin. Disposal schedule processes select files, documents and corresponding metadata and transfer them to the Government State Archives Department.

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Company Overview

Datawatch Corporation is the leading provider of report management, data transformation and analytics solutions that provide value to IBM Content Manager On Demand customers. Datawatch is the market leader in Report Mining software with the award-winning Monarch Report Mining Software used by hundreds of thousands of users at over 20,000 companies, institutions and government agencies worldwide. Datawatch is headquartered near Boston and has primary EMEA offices in London and Dubai.

Regional Coverage

- Pan-EMEA
- Germany
- United Kingdom & Ireland
- Nordics
- Central Europe
- Middle East
- Austria & Switzerland

- France & North Africa
- Italy
- Belgium, Netherlands & Luxembourg
- Spain
- Portugal
- Greece

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government

- Manufacturing
- Utilities
- Communications

Key Business Requirements

1. Decision makers need a way to easily mine report archives to arrive at concise information in a timely manner
2. They want to be able to transform data into Excel so they can work with the information
3. They may want to offer this analytics capability across the enterprise to trading partners via browser access

Business Challenge

Enterprises have tons of data, yet are unable to get concise, "actionable", decision support information to the right people in a timely manner. Government regulations, internal policies, and disparate data sources make it impossible for many decision makers to access concise information in a timely manner. In many enterprises, printed reports remain the trusted available source of information. The challenge with reports is that they are often too large and difficult to work with. *What if there were a way to easily transform those reports into actionable, live data?*

ECM Solution/s or Services Overview

Monarch Report Mining Server for IBM Content Manager OnDemand by Datawatch Corporation.
Increase your CMOD win rates by providing your customers a decisive, competitive advantage!
Monarch|RMS enables clients to mine report data that resides in the IBM Content Manager On Demand repository to obtain concise, actionable information in a timely and most cost-effective manner. Monarch|RMS provides Information as a Service, aligned with IBM's SOA solution initiative. Monarch report mining, transformation, and analytics are valued by any enterprise with large reports. The IBM software tied into Monarch|RMS includes: WebSphere Application Server and Portlet, IBM CM On Demand, and IBM Content Manager.

ECM-related Customer Success Stories

Here are some examples of how over 20,000 companies are using the Monarch technology:
- A major publishers' fulfilment contract manufacturer provides production updates to their customers as a browser-based information service. The customer is able to use this service to perform advanced trend analysis that they share with their advertisers
- Banking, Financial Services, HealthCare and other customers are able to quickly and easily detect fraud and other exception alerts to facilitate audits and to meet regulatory and SOX compliance initiatives
- Banking, HealthCare, Insurance, Telecom, Utility and others facilitate cheque reconciliation, AR and AP accuracy requirements
- Auditors and other enterprises are able to reduce 1 1/2 weeks or more from the front end of their audit engagements
- All branches of the Military are able to predict parts and systems failures in advance, thus maximising uptime of critical assets.

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Company Overview

Dienekis Information Systems was established in 1988 and provides state-of-the-art integrated IT solutions in the EMEA region, primarily in the finance, telecommunications, public and defence sectors, by marketing cutting-edge applications from selected vendors.

Dienekis cooperates with FileNet as an authorised Master VAR of its products. In this context Dienekis has developed two innovative loan origination applications for the banking sector that are based on FileNet P8 platform:

a. AUTOMATED LENDING, which automates and supports the administration of the mortgage, consumer and cards loans approval process, from the very beginning (customer application) to money-draw

b. AUTOMATED LENDING Corporate, which automates and supports the administration of the commercial loans approval process, from the very beginning (customer application) to money-draw.

During the FileNet EMEA UserNet 2006 Conference Dienekis was honoured with two awards: the FileNet Top Performer Partner in the fiscal year 2005 in the SEMEA region, and the Most Innovative Partner Solution 2005 for its AUTOMATED LENDING application again in the SEMEA region.

Dienekis is a customer-oriented company that has been awarded the ISO 9001:2000 for the implementation of integrated IT solutions so as to secure the achievement of high quality standards.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Utilities
- Communications
- Public Sector

Key Business Requirements

1. Profitability boost
2. Business process refinement
3. Customer service enhancement
4. Security improvement
5. Compliance to regulatory challenges

Business Challenge

1. Profitability boost: cost decrease, productivity improvement, fast ROI, rapid development, lower cost of ownership

2. Business process refinement: re-design of the existing BPM process so as to be more effective and efficient

3. Customer service enhancement: sales cycle shortening, flexibility improvement

4. Security improvement: transparency improvement, controlled and restricted access to documents, implementation of certain rules, digital signature

5. Compliance to regulatory challenges: risk management, corporate governance, industry specific regulations, geopolitical specific regulations.

ECM Solution/s or Services Overview

1. AUTOMATED LENDING, is a comprehensive loan origination system, designed to bring efficiencies and controls to streamline the loan origination process. It tracks the origination of a loan from the initial request through the initial funding. It enables banks to set production goals, measure production volumes against these goals and analyse the quality of loan requests being submitted by third parties. It enables the quick qualification of loan requests, full underwriting, multi-level credit sign-offs, along with pre-closing and post-closing due diligence. Integrated document generation, document tracking, task lists, business rules and email functions provide a collaborative workspace for a consistent view of the status of a deal across all involved parties. It supports the administration of mortgage, cards and consumer loans approval process, from the very beginning (customer application) to money-draw. Based on FileNet P8 platform, the best of breed ECM technology, AUTOMATED LENDING integrates easily all necessary information with the core banking back office administration procedures and systems, while it utilises a customer centric environment. It enables seamless integration with ILOG JRules allowing the various routes in a business process to be associated with the evaluation of specific business logic, resulting in business empowerment, in-flight process changes and multi-dimensional business processes. It also offers seamless integration to host processor and third-party vendors resulting to less time and less recourses to upload loans to bank's core system.
2. AUTOMATED LENDING Corporate, is a variation of the AUTOMATED LENDING application which automates and supports the administration of the commercial loans approval process, from the very beginning (customer application) to money-draw.
3. ENTERPRISE CONTENT MANAGEMENT tailor-made applications that Dienekis Information Systems has the know-how, experience and infrastructure to develop so as to meet the unique companies' needs such as compliance to regulatory challenges, transparency improvement, paperwork elimination, detailed information maintenance, productivity enhancement, decision making improvement, costs decrease, business process refinement, profitability boosts, customer service enhancement, flexibility improvement, security enhancement, transparency improvement, fast ROI.

ECM-related Customer Success Stories

1. Alpha Bank: implementation of the AUTOMATED LENDING solution (2005).
2. Eurobank: implementation of a solution that supports the administration of Mortgage Loans Approval Process, from the very beginning (customer application) to money-draw (First Installation Year 2001 - Upgraded 2003).
3. Emporiki Bank: the system is installed in the Bank's Credit Cards Division. The front desk of the Division's Customer Care Department serves hundreds of customers every day, using the information kept in the system. The number of stored documents exceeds 23,000,000 (First Installation Year 1996 - Upgraded 2002 and 2004).
4. Emporiki Bank: the system is installed in the Bank's Human Resources Division. All Official Documents regarding the Bank's Employees are stored in the System. There are more than 1,000,000 scanned documents (each comprising of 3 pages on average), filed in approximately 15,000 folders (First Installation Year 1995 - Upgraded 2004).
5. Piraeus Bank: the System is located in the Legal Services Division of the Bank, and administers Legalisation Documents Issuing process (First Installation Year 2001).
6. TIM (telco): The system uses one high volume scanner (80 pgs/min) for the scanning and storing of all customer contracts and attached documents. Stored contracts are more than 1,000,000, while scanned documents in the System are more than 5,000,000 (First Installation Year 1996 - Upgraded 2002).
7. TIM: the System supports internal organisational, quality assurance and ISO conformance procedures in Web environment (First Installation Year 2001).
8. Cosmote (telco): The System handles the conversion of all physical documents that arrive in the Company's Customer Services Division Customers' and relate to contracts, into electronic documents. (First Installation Year 2001 - Upgraded late 2002).
9. National Documentation Center (public sector): the System manages the scanning and storage of large quantities of documents (First installation June 2004).
10. AON (insurance): The System supports the management and storage of documents (both in hard copy and electronic format).

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Company Overview

Document Sciences is a market-leading global provider of personalised enterprise communications solutions. Our award-winning xPression software suite enables organisations to automate the creation and delivery of well-designed, highly personalized communications - from contracts, policies and high-volume relationship statements, to customised marketing collaterals and correspondence.

More than 500 content-driven organisations worldwide, including over 60 FORTUNE Global 500 companies, use Document Sciences' solutions to reduce development costs by up to 90%, improve time-to-revenue by as much as 75%, and enhance the overall customer experience with highly effective 1:1 communications. Our customers include Aegon, AIG, Avis Budget Car Rental Group, Banco Santander, Genworth, NFUM, Storebrand, St James Place, and Wien IT.

Our dynamic content publishing technology can be easily deployed across your organisation. We offer an open, component-based architecture that goes beyond just being compatible with other platforms. Our technology is 100% J2EE compliant and supports XML data interchange, providing direct integration with critical enterprise applications to automate business processes and content-intensive workflows.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. Ownership of document changes to be within the business (customer experience and marketing) rather than reliance on IT resource
2. Robust governance and control of changes made to documentation
3. Opportunity to increase marketing capability and ability to change marketing message proactively
4. Make changes quickly and cost-effectively without recourse to IT Projects
5. Develop capability to communicate with customers and prospects in alternative formats

Business Challenge

Document Sciences is the #1 provider of personalised customer communications management solutions. We have 15 years of experience enabling our 650 global customers to create high volumes of highly personalised documents. Our company's success in obtaining the highest possible ROI depends on how well you generate real business value from the systems that help run your business.

Our customers can easily adapt their collaterals, statements, correspondence and contracts at any time, in any place, and in any format. This allows them to better cross-sell their products to their customer base, reduce new customer acquisition costs, and increase customer loyalty, whilst lowering their IT footprint and overheads.

Document Sciences' dynamic content publishing solution, xPression offers a range of flexibility that extends the effectiveness of your systems and automates business communication processes. xPression easily plugs into your current systems and business workflows, while streamlining the customer communication process. Best of all, business value has never been easier to track or predict.

ECM Solution/s or Services Overview

Document Sciences' xPression® product suite has been integrated with IBM FileNet® P8, enabling Dynamic Document Generation from a P8 workflow using content stored and managed in P8. This solution can be used in numerous content-enabled applications, such as personalised correspondence in a Customer Service centre, Insurance policy issuance and archival, financial statement generation and archival, invoicing and electronic bill presentment, contract generation, revision and management, marketing automation, and self-service portals.

The joint IBM FileNet-Document Sciences solution combines xPression's document assembly and composition services with IBM FileNet P8's compound documents, compliance and process services to provide an ideal solution with clear benefits: Saving time and money while ensuring compliance and providing enhanced controls over the document generation process.

Solution Focus:
Horizontal: Customer Service, Customer enrolment.
Insurance: Policy Issuance, Remote agent automation, Claims correspondence.
FSS: Trade Confirmations, Derivatives Contracts, Loan Management.

Business Challenges:
Horizontal: Improve business process and customer experience throughout customer lifecycle (acquisition, retention, loyalty) and corporate branding.

Insurance: Carrier performance concerns, raising customer and product expectations and technology improvements.

FSS: Improve response rates through customer personalisation, Cost to acquire new banking customer and onboarding/cross selling, Managing Trading volume growth and Derivatives paper based process, increase customer experience through strategic marketing i.e. statements.

The integrated xPression- IBM FileNet P8 solution provides a closed content lifecycle: Content starts and ends with IBM FileNet P8, and that content is used to create personalised documents with xPression, which in turn become additional content in the IBM FileNet P8 for use across the entire Enterprise. Customers and business partners can receive more timely, personalised and relevant content to their needs, with any customer interaction being properly retained for compliance and customer service use.

Fortune 100 Financial Services: Company lowered customer communication costs by 95% and at the same time retired 6+ other systems resulting in $10m cost saving annually.

ECM-related Customer Success Stories

Avis/Budget Car Rental: Avis/Budget Car Rental has implemented a Claims workflow system to generate vehicle damage claims and liability letters. The liability department processes claims for damages or injuries resulting from accidents involving their rental vehicles. When a new claim is added to the system, all supporting documents are scanned and stored in IBM FileNet P8 as images, XML data, documents or PDF files. The claims system requires the generation of two types of correspondence: on-Demand Letters and Batch (Triggered) Letters. In either case, the letters created by xPression are archived in IBM FileNet for full life-cycle management.

Commission for Social Care Inspection (CSCI): UK Government Dept is responsible for social care industry. The Commission carries out nearly 50,000 inspections of care services a year; receive 11,000 applications to register new care services; complete 70 service inspections of local councils and publish star ratings for 150 councils with social services responsibilities. All this was carried out using Word Documents centrally in the 3 offices, with no remote working or no control over the standards of input or management of document output. The fully integrated solution with FileNet P8 utilises e-Forms to control and manage all of the Reports that CSCI produce.

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Company Overview

DREGER INFORMATION TECHNOLOGY was founded in 1992 and is an established system house for own D-BUSINESS Product lines and product families of our partners. The range of products and services comprise optimisation of commercial processes and IT infrastructures of your business with products like:

- D-BUSINESS Portlet Solutions
- D-BUSINESS Portal Information Integrator
- D-BUSINESS Mobile Solutions
- D-BUSINESS Applications

We focus on small and medium-sized business (SMB), as well as high middle class and international enterprises operating in East Europe, Asia and the Middle East.

Regional Coverage

- Germany
- Central Europe
- Middle East
- Austria & Switzerland

Vertical Markets Served

- All industries

Key Business Requirements

1. Managing content
2. Automating, streamlining and analysing business processes
3. Facilitating collaboration
4. Ensuring compliance
5. Simplifying decision-making across business divisions or around the world

Business Challenge

Achieve improved asset management and maintenance effectiveness resulting in assets availability improvement and increased safety of operations.

Effectively manage regulatory interaction including Rate Case management and Federal Energy Regulatory Commission (FERC) audits.

Provide secure content and change control for regulatory compliance.

Provide customer service solutions to improve problem resolution, customer satisfaction and corporate competitiveness.

Capture the knowledge from an ageing workforce.

ECM Solution/s or Services Overview

IBM FileNet Web Site Manager (WSM):
- Management of web pages for display in a customer portal (IBM WebSphere Portal)
- Web pages contain information for customers including download of data files
- Web pages on demand from WSM over Portlet
- Personalisation of web pages
- Display of web pages depending on the language of the user (portal).

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Company Overview

EBLA Computer Consultancy Company is a leading Enterprise IT Solution vendor and Systems Integrator in the Middle East, with offices in Kuwait, UAE, KSA, Qatar, Egypt and Jordan. EBLA is a master Value Added Reseller of FileNet (an IBM Company) for the Middle East (except KSA) and an authorised service and training partner for FileNet. Since its founding in 1993, EBLA has focussed on marketing and supporting the full range of FileNet ECM solutions and has met with outstanding business success. Today, with a professionally qualified and experienced staff of more than 140 employees, EBLA is positioned as a leading ECM solution vendor in the Middle East, with a customer base of more than 50 strategic enterprise customers in the region.

Regional Coverage

- Middle East

Vertical Markets Served

- Government
- Oil & Gas

Key Business Requirements

1. Make business processes quick, efficient and reliable to improve customer service and reduce costs
2. Comply with regulations
3. Make the search for information quick and efficient so that information is available when required
4. Improve collaboration, co-ordination and communication among all employees
5. Save on paper storage costs

Business Challenge

1. The business processes in our target prospects in the Government and Oil and Gas sectors are inherently complex and difficult to manage manually. Tools such as CM, eForms and BPM are required to streamline, automate and optimise these business processes in order that the prospects can reduce costs and improve their service to customers.

2. The Law in the region has strict stipulations for retention of documents and many companies with large archives of old documents and records are finding it necessary to use tools like Record Manager and eMail Manager etc, to manage their document retention and disposal process in order to comply with all legal stipulations.

3. Cost of storage of paper documents is becoming prohibitively expensive.

4. Delayed decisions due to the right information not being available on time is also causing companies to lose their competitive edge.

5. Lastly, many companies have geographically dispersed organisations and must have tools like Portals and TCM software to enable their employees to collaborate even when they are located in geographically distant locations.

ECM Solution/s or Services Overview

EBLA sells, implements and supports out-of-the-box FileNet ECM solutions and does customisations and development of user interface software (scanning as well as retrieval) that is required by customers. In addition, EBLA also develops structured workflows using BPM software for customers as required. For Government customers EBLA has developed Document Access and Workflow software (DAW) that automates the process of document lifecycle management. This software is used by many of EBLA's clients in the Government and Oil and Gas sectors. EBLA's professional services include a whole array of implementations services that include among others; a) System engineering and software/hardware installation, b) Business analysis, c) Software customisation and development as required, d) Contract and Project Management, e) Customer Training and f) Support and service Desk operations.

ECM-related Customer Success Stories

1. Kuwait Oil Company is using FileNet P8 ECM software to completely automate its document archiving and internal routing processes. About 2,500 users are using the system at KOC.
2. Kuwait National Petroleum Company (KNPC) is using the FileNet platform to scan and archive all their paper documents for their three refineries and their Administrative Head Office. Users include top management as well as key departments like Projects, Marketing and IT.
3. Public Institute for Social Security (PIFSS) is using the FileNet suite of software to archive and store Social Security information (payable, payments, and supporting documents) for all Kuwaiti citizens.
4. Ministry of Interior (MOI) in Kuwait is using FileNet software in their Criminal Investigation Division and runs a Case management application that integrates with FileNet.
5. Ministry of Justice in Kuwait is using FileNet software to store, track and report on all civil and criminal cases in the country.
6. Saudi telecommunications Company (STC) is using FileNet to automate and streamline its business processes in the invoicing, collection and customer service operations.
7. EBLA's other success stories include Qatar Petroleum (QP), Kaharaama and Public Prosecutor's Office in Qatar, Dubai Municipality, Abu Dhabi National Bank and Etisalaat in the UAE, and Arab Banking Corporation in Bahrain.

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Company Overview

ECMPartners is a Dutch consulting firm focusing on Enterprise Content Management and business process automation solutions. We provide our customers with valuable ECM knowledge, FileNet P8 expertise and best practices that ultimately result in solutions that solve complex business issues. Only top consultants are invited to join EMCPartners.

Regional Coverage

- Belgium, Netherlands & Luxembourg

Vertical Markets Served

- Financial Services
- Government

Key Business Requirements

1. Controlled access to information; ensuring security of data
2. Improved service to internal/external customers; bringing down processing time
3. Achieve auditable and accountable business processes

Business Challenge

1. Controlled access:
   - Centrally control all enterprise content
   - Improved control over documents and document-oriented processes
   - Improved tracking and monitoring, with the ability to identify bottlenecks and modify the system to improve efficiency.
2. Improved service:
   - Continuously improving business processes
   - Controlling costs and managing risks
   - Reduction of paper handling and error-prone manual processes.
3. Auditable and accountable:
   - Compliance
   - Retaining business records
   - Enforce policies with records management
   - Provide reliable and accurate audit trail.

ECM Solution/s or Services Overview

ECMPartners has developed a dedicated FileNet services practice offering requirements analysis, system design, implementation, integration, support and maintenance solutions. Also, our consultants have a proven track record with the main modules of ECM: Capture, Manage, Store, Deliver and Preserve.

ECM-related Customer Success Stories

ECMPartners participates in the VIDI Project at the Dutch Ministry of VROM in the areas of requirements analysis, system design, implementation and integration.

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ELINAR OY LTD

Company Overview

Elinar Oy Ltd is a Finnish company founded 1994 in Helsinki. Our main products are IBM DB2 Content/Document/ Records Manager based ECM solutions and WebSphere Portal based Production Analysis and Reporting Systems (Elinar PARS) for process industry. Our sincere goal is to benefit our customers; our ISO15540 (SPICE) based software production processes will ensure the quality and effectiveness of our implementations. Besides Finland our projects staff has been working in most major European countries, US and Australia. Elinar Oy Ltd is an ideal partner for any customer looking for an agile, highly competent partner with a long proven history of delivery.

Regional Coverage

- Pan-EMEA
- Nordics

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing

Key Business Requirements

1. Increase Employee productivity – Efficient office document management
2. Records keeping & compliance – The need for reliable, long-term records management
3. Replacement of outdated document/content management systems – Need to migrate large amounts of documents into the new system
4. Establishment of robust Document and Case Management
5. Content Management Consolidation – Need to consolidate document and content management systems into a single, robust ECM solution

Business Challenge

Employee productivity – Increasing productivity is a constant challenge. Information-intensive organisations face the constant challenge of how to manage and produce information more effectively. The processes that produce information must be managed and personnel must be able to execute them with maximum effectiveness. Employees must be able to find correct information and content any time it is needed. Once content is created the whole organisation must be able to utilise it fully.

Records keeping – Records keeping is a daunting task at the best of times. The amount of energy organisations must expend to be able to manage records increases constantly. The volume of corporate records increases and the requirements for records management are getting tougher and tougher.

Replacement of outdated document/content management systems – All major organisations have documents and content stored in various legacy systems. The volume of corporate documents is constantly growing and a 5 year old Lotus Notes or Domino. Doc based system might have reached their limit in terms of document volumes, data size and functional capabilities. The value of existing documents is immense. Corporate information management officers must find a partner that has the proven capability to migrate content from existing systems into new modern technology.

Establishment of robust Document and Case Management – Large user bases and high document and case volumes present a challenge for both the functionality and usability of such systems. Corporate users must find a partner that can deliver a system with user friendly approach and the technological capabilities to deliver.

Content Management Consolidation – Having multiple Document / Content Management systems is not effective. Maintaining multiple systems expends energy from more productive work. Searching multiple repositories causes users extra work and learning to use multiple solutions is unproductive for employees.

ECM Solution/s or Services Overview

IBM DB2 Document Manager based Document / Case Management Systems with integrated Records Management: We offer proven capabilities for defining the customer need, designing functionalities for such systems, implementing and delivering, training the users and maintaining the system through the solution lifecycle. Our integration services enable IBM DB2 Document Manager / Content Manager systems to be integrated with wide variety of ERP and other IT systems on different levels (User Interface, DM Processes or even in database level).

Migration Services: Our experienced staff can perform a migration service from virtually any existing document/content management system into IBM DB2 Document Manager/Content Manager. Right now we have an active campaign for migrating existing Domino.Doc customers into IBM DB2 Document Manager. Our strong knowledge in Lotus Notes makes migration from any Lotus Notes -based databases very easy for us. Customers can expect 100% content and schema migration with ease from us. Our migration services combined with IBM DB2 Document Manager Solution development helps our customers in content management system consolidation – we can consolidate multiple existing systems into a single robust ECM solution. Our migration services will maximise the benefits the customer gains from both existing and new investments on content/document management by transferring highly valuable content from existing systems.

ECM-related Customer Success Stories

KELA - The Social Insurance Institution of Finland - a complete Case, Document and Records Management System. KELA has IBM DB2 Content Manager on zOs, IBM DB2 Document Manager and Records Manager on Windows 2003 server. Document Manager is integrated into backend zOS data sources (like HR -system) using .NET SOAP interfaces.

A large bank - IBM DB2 Content Manager / Document Manager implementation for all corporate customer documents. A seamless migration from Domino.Doc -based system (15 Gb documents migrated). Integration with mainframe applications for corporate banking.

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Company Overview

Elsag, a Finmeccanica Group company, operates in the Defence, Aerospace, Industry, Telecommunications, Public Administration, Transport, Utilities and Banking markets, where it designs, implements and manages solutions, systems and services for IT, automation and security applications. Elsag has a consolidated tradition in postal markets, where it has a position of strong international leadership underpinned by numerous successful projects for postal administrations throughout the world. Flair for design, a problem solving attitude, its forward-looking approach and an ongoing commitment to improving the efficiency of its solutions are the distinctive features of a company which has been helping its clients deliver competitive edge by adopting the best technology for more than a century now. Thanks to the professional approach and expertise of over 3,000 people who work for the company, Elsag represents the ideal partner with which to successfully negotiate the challenges raised by industry and technology. Elsag, Innovation Technology.

Regional Coverage

- Italy

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Utilities

- Communications
- Transportation
- Defence
- Aerospace
- Industry

Key Business Requirements

1. Effective Change Management
2. Streamline Business Process with multi-channel sources (paper, fax, mail, electronic content)
3. Build strong, reliable, massive, and secure ECM infrastructures, enterprise-wide, global and international

Business Challenge

Effective Change Management: In addition to technological solutions, the Company is able to offer Business Improvements Consulting Services, especially oriented to content delivery and document intensive processes, in all market fields (Industry, Finance, Telco/Utilities and Public Sector).

Streamline Business Process: The Company has a strong tradition in the automation of the postal process (mail sorting and hybrid mail for international administration) so being able to improve all of the document processing phase, logistics, scanning, archiving, hosting, and service bureaux for massive data centres. These services are integrated with the customer's IT infrastructures.

Reliable ECM Infrastructures: The Company is the ICT Provider inside the Finmeccanica Group, demonstrating its ability to implement high-volume, mission critical and highly secure (BS7799) ECM infrastructures for multinational companies with the standard set for the AeroSpace and Defence sector.

ECM Solution/s or Services Overview

Elsag has been cooperating with FileNet since 1992, and continued with the development of document management systems confirming Elsag one of the main ValueNet Certified Partners of FileNet Italy.
In the eGovernment vertical market Elsag developed Arche@Government, a global suite for the Public Administration automation, compliant with CNIPA (National Centre for IT in Public Administration) law requirements, including solutions for: informatic protocol for Incoming-Outgoing Mail Tracking (Archea.PRO), digital signature (Archea.FDD), and replacement archiving (Archea.COS). The components of Arche@Government are designed to be integrated with the FileNet technology and Archea.COS performs document replacement archiving using the same storage of the FileNet platform.

ECM-related Customer Success Stories

Poste Italiane
Document Management System at Enterprise level for Poste Italiane Group companies, based on all FileNet P8 Suites.

INA Insurance
Design, planning and development of the GED project for the Integrated Document Management of documents related to insurance policies, damages, invoices. Files and documents stored in a centralised optical document library and available for consultation in central departments and Claim Processing Centres (Risk, Car Accidents etc).

ABI
Incoming paper documents, in the Central Company Secretary, are scanned and indexed and captured images are routed to the department responsible for their processing. Employees receive, directly on their desktop, mails on the same day they arrive in the Company Secretary, saving time and costs of internal delivery. The automated process for internal mail delivery involves about 250 letters/day and 40 – 50 e-mail/day that are delivered by the same process of the electronic images of documents.

CNIPA – the National Centre for IT in Public Administration – (Government)
Government offices must implement the legal measures for document management. CNIPA with resources and infrastructures provided by a pool of companies including Elsag, EDS, A.T. Kearney, DeltaDator, Elea, and InfoCamere, provides ASP-based services in the operation of the IT protocol, document management and optical archiving. Elsag, with its experience of the FileNet products, provides solutions for the document management (GeDoc) and optical and replacement archiving (Store).

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Company Overview

Elsag Solutions AG, headquartered in Switzerland, with branch offices in Glattbrugg (Switzerland) and Villingen-Schwenningen (Germany), provides consulting, turnkey solutions and professional services for efficient management of information, knowledge and business processes throughout the enterprise. Based on its long lasting experience within the entire scope of information and process management, Elsag Solutions offers products and solutions featuring functions that meet the specific needs of its clients.

Regional Coverage

- Central Europe

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Retail
- Transportation
- Chemicals & Pharmaceutical
- Biotechnology

Key Business Requirements

1. Reduce the huge physical storage space costs for storing paper-based dossiers
2. Respect the legal aspects of retention management for documents and dossiers
3. Self-serving capabilities for employees and line managers in case of personnel dossiers
4. Desktop integration with smart clients
5. Knowledge sharing
6. Intelligent conceptual search offering more than full text search

Business Challenge

Today, Human Resources departments are not only facing numerous activities to be achieved in ever shorter timeframes, but also have to handle a huge amount of unstructured documents from a great variety of sources. Furthermore, they are confronted with an ever more complex cooperation network, including internal and external partners. Fast and reliable access to personnel information is an essential pre-requisite to secure value-added HR Administration at significantly reduced costs. Hence, a successful alignment of the HR department to internal customers as a pro-active business partner requires a professional infrastructure, empowering a standardised and highly automated management of personnel dossiers.

Legal & Compliance departments increasingly need to manage corporate matters, case dossiers and documents in an efficient way, ensuring that all the relevant information (including emails) is accessible and cross-referential. Knowledge needs to be shared internally and externally (e.g. with external lawyers). Easy and clear version control in combination with enforced adherence of business processes is essential.

ECM Solution/s or Services Overview

essencio® inCursa is a framework for modern and flexible DMS solutions, e.g. electronic management of personnel and legal dossiers. The focus is on ease of use, intelligent MS Office integration and offline capabilities. It is based on FileNet P8 Content & Business Process Managementand its key features address the following requirements:

- Import of digitised paper documents as well as electronic Office Documents
- Filing of documents according to customer-specific filing structures
- Browser- and Desktop- (Smart-Client) based access to stored dossiers
- Fast and intelligent search methods for any document type, dossier or sub-folder (register) within the whole archive via indices and intelligent full-text queries
- Deletion of documents and dossiers in accordance with legal regulations.

essencio® inCursa facilitates status monitoring and document circulation, and allows an efficient and cost-effective handling of dossier management processes. The solution features a highly flexible platform, enabling the management of scanned document images just as well as electronic documents, and e-mails, including their attachments.

ECM-related Customer Success Stories

UBS AG has realised Electronic Personnel Dossier management with Elsag Solutions AG. Our solution essencio inCursa-HR is characterised by the sophisticated combination of FileNet P8 Technology (Content Manager) with state-of-the-art methods from Knowledge Management. It is integrated in the UBS HR environment, PeopleSoft as the HR Legacy System for the processing of all the core data, and IXOS for the long-term archiving. Our solution can be considered as the second pillar besides HR Legacy Systems, where our task is the processing of all unstructured information. Some of the solution highlights are the browser-based access to stored personnel dossiers, intelligent search methods and full-text queries, as well as definable folder structures and role-specific dossier access rights. The benefits for UBS AG are numerous. Employees of the HR department can access documents independent of time and location, and there is no need for additional hard copies any more, as the simultaneous access to dossiers and documents is guaranteed. Comfortable search, navigation and presentation mechanisms provide the users with reliable hits, and content-related documents can be instantly identified and displayed. Altogether, information-based HR tasks are processed more efficiently.

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Company Overview

Enigma is the only software company delivering a complete after-sales platform and a comprehensive product suite that improves the profitability of the installation, operation and maintenance of complex equipment. Enigma creates a dynamic product encyclopaedia of service, parts and diagnostic information, captures technicians' expertise and connects to vital corporate systems to manage an optimal service and support workflow. With out-of-the-box solutions for technical product information, electronic (illustrated) part catalogues and job card (task card) generation, Enigma is perfectly suited to after-sales maintenance environments. By turning service and support into business opportunity, Enigma maximises customers' profits through improved workforce productivity, parts logistics and equipment uptime.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Government
- Manufacturing
- Oil & Gas
- Utilities
- Communications
- Transportation

Key Business Requirements

1. Improve maintenance quality, efficiency and consistency of complex equipment
2. Increase asset availability and minimise equipment downtime
3. Increase/enhance sales of spare parts

Business Challenge

For industries that rely on capital equipment, the cost and complexity of maintenance and engineering (M&E) is driving operators (and service providers) to look for ways to reduce operational expenses. To improve uptime and reliability, the service department must increase productivity on scheduled maintenance events and provide a faster more consistent response to unscheduled maintenance requirements.

To service equipment efficiently, and with predictable costs, companies often establish proprietary maintenance procedures that reflect the best-known methods for performing service in the current operating environment and include the collective experience of the maintenance department. This revised maintenance information must then be shared with maintenance planners and technicians so that the proper service is performed on each piece of equipment. Complicating this collaboration is the fact that maintenance engineering and planning is typically centralised, whereas maintenance execution is usually distributed across multiple locations and service providers (maintenance activities can be performed in the field or in a depot, by the OEM, the operator or by a qualified third-party.) As a result, it can be very difficult to ensure that maintenance technicians have the latest and most accurate information and are performing the proper tasks, which impacts workforce productivity, service quality and equipment uptime.

ECM Solution/s or Services Overview

To address these problems IBM and Enigma have integrated the Enigma 3C solution with the IBM Content Manager and Document Manager products to create the Technical Document Management & Delivery (TDMD) Solution. The resulting footprint provides a complete response to the needs of Maintenance & Engineering departments trying to optimise the service and support of complex equipment. From the process of editing, reviewing and approving service procedures through the actual troubleshooting, repair and reporting process, the entire workflow is both managed and controlled to lower the cost and improve the consistency of maintenance execution. The IBM-Enigma TDMD Solution increases workforce productivity in the office, in the field, and in the depot.

IBM and Enigma can deploy a comprehensive solution that is up and operating in four months, delivers ROI in about nine months and enables annual cost savings that can exceed 15%. These savings go straight to the bottom line of a company providing opportunities to increase revenue, increase profits and/or increase capacity.

ECM-related Customer Success Stories

A commercial airline must perform regular, routine aircraft maintenance. For each aircraft, hundreds of thousands of pages of documentation must be processed, tracked and retained to remain compliant with FAA regulations. Furthermore, the airline must document and retain information about every part and every procedure that has ever been performed to each aircraft. And all of this information must be quickly accessible by technicians to ensure efficient maintenance and repair. The content management, delivery and retention process has a significant impact on this airline's operational costs.

This airline benefits from TDMD in the following ways:
- Streamlined the creation, management, delivery and retention of technical documentation essential to aircraft maintenance and engineering
- Improved quality, speed and accuracy of maintenance processes
- Provided immediate access to technical information for employees, suppliers and partners, creating a more secure chain of communications
- Helped ensure FAA compliance
- Integrated with the maintenance planning system to automatically deliver the proper maintenance procedures to the appropriate technicians
- Integrated with the supply chain management system to provide technicians and maintenance planners real-time visibility into spare parts inventory.

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Company Overview

Enterprise Information Management, Inc. (EIM) is a veteran-owned small business, providing streamlined business process models to assist organisations in building quality information management solutions. Partnering with government and commercial organisations, EIM promotes the entire lifecycle of enterprise transformation, from vision development and strategic planning to the application of technology to reengineered business processes.

Regional Coverage

- Pan-EMEA
- United Kingdom & Ireland
- South Africa
- Central Europe

Vertical Markets Served

- Insurance
- Healthcare
- Government
- Retail

Key Business Requirements

1. A set of streamlined business process models
2. Quality information management solutions
3. Enterprise lifecycle transformation, from vision development and strategic planning to the application of technology and reengineered business processes

Business Challenge

1. Legacy system and antiquated processes
2. Decreased resources and funding
3. Lengthy deployment time and increased development cost.

ECM Solution/s or Services Overview

The Universal WorkSpace is an IBM Workplace Forms™-based solution that is fully scalable and empowers corporations to effectively manage and track all business processes via a common user interface. Powered by IBM WebSphere Portal™ and Content Manager™ tools, Enterprise Information Management, Inc. (EIM) is able to rapidly deploy a Services Oriented Architecture (SOA) solution that is easily integrated with legacy systems and designed to reengineer the entire business process, increasing the efficiency of any organisation, regardless of its size, thus delivering to our customers an immediate Return on Investment (ROI). EIM partners with agencies to better understand their complete requirements, allowing them to receive the maximum ROI through the solution. The power of the EIM capability is based on using the same architecture developed for the first business process and repurposing it for the second and subsequent business applications. The result is tremendous savings in development and system engineering costs in addition to the cost avoidance the EIM solution brings to the table. EIM's proven expertise in the information management disciplines has brought tremendous success to several large agencies using the Universal WorkSpace toolset.

ECM-related Customer Success Stories

Responding to ever-changing and advancing technologies in the area of forms management, the Army Publishing Directorate (APD) recently deployed a new forms program. The Forms Content Management Program (FCMP) is a 508 compliant solution designed to bring web-based capabilities, advanced Extensible Markup Language (XML) functionality, and digital signatures to the forefront of the Army. On 15 May 2006, APD launched its "My Forms" portal as part of Army Knowledge Online (AKO). The site is available via the "My Forms" tab on the AKO homepage and provides the authoritative source for searching and downloading of Army forms. "My Forms" allows users to leverage several forms management capabilities to include ad hoc workflow, routing, tracking, and searching. Revolutionising the approach to traditional forms management, APD has replaced its existing forms solution with the XML-based PureEdge application. Army users have been provided with a PureEdge Viewer, which acts as the interface to fill, edit, print, and save forms.

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Company Overview

EURIWARE is a consulting and IT services group. Its expertise is based on the successful combination of its three core business activities: consultancy, systems integration and 'evolutionary' outsourcing.

EURIWARE's strategic offerings respond directly to the needs of its major customers: to improve their business performance, manage documents, contents and product lifecycles, ensure the security of their information systems and successfully integrate ERP solutions. EURIWARE's professional, structured approach delivers successful projects, harnesses innovation and ensures continuous forward planning. EURIWARE employs 2,000 people and is a subsidiary of energy group AREVA.

CONSULTANCY
Through our specialist consultancy business, PEA Consulting, EURIWARE contributes to creating a sound platform for information systems strategy and governance. The firm also offers unique expertise in designing and implementing logistics and Supply Chain Management (SCM) solutions.

SYSTEMS INTEGRATION
With our background in major large-scale industrial projects, EURIWARE has been responding for more than 15 years to the security, rigour and quality constraints imposed by these kinds of missions. Our projects take full account of all the strategic, financial and technological aspects.

EURIWARE is constantly searching for the right balance in each particular situation, to meet its customers' functional requirements, ensure technological improvements, and provide effective project management and long-term support.

'EVOLUTIONARY' OUTSOURCING
EURIWARE offers customers a tried and tested approach, based on our wide experience in major industrial outsourcing contracts where process continuity, governance and total security are fundamentally important.

Regional Coverage

- Central Europe

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Oil & Gas
- Utilities
- Communications
- Retail
- Defence

Key Business Requirements

1. Dematerialisation, full text research, classification plan, hierarchical process automation : BPM (business process management) and BAM (business activity monitoring)
2. Legacy systems (legal requirements, records management, document tracing, archiving, compliance, securing contents and data)
3. Business Continuity Plan (high availability, risk management, disaster recovery)
4. ROI (expected on documents and workflow production)

Business Challenge

In the face of stronger competition, the search for productivity and process optimisation is increasing. Dematerialisation allows organisations to get rid of the constraints related to multiple manipulations of documents and paper and enables them to adapt processes and imagine new answers to business issues. This dynamic has also reinforced the need for information system security because of the virtualisation of business information. The terms are thus vital and only the most agile companies in these aspects will gain. Our ambition is to convince them of this necessity and to accompany them, in a step of continuous progress, in this transformation.

ECM Solution/s or Services Overview

With many customer references in Electronic Content Management solutions, EURIWARE offers proven experience in identifying, designing, enhancing, implementing and deploying document and content management solutions. Our approach is structured around the core documentation activities: EDM/workflow, collaborative working, virtualisation/BPM, advanced search facilities, Webcontent management, archiving and legal archiving, and DAM.

Our services include:
- Budget setting and action planning
- Developing functional specifications and 'shopping lists'
- Assistance in choosing appropriate technology tools
- Infrastructure right-sizing and service level agreement specification
- Selecting infrastructure elements and storage resources
- Datestamping and electronic signature implementation.

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Company Overview

Exsigno Consulting, former Mummert Consulting AG (Switzerland), is well known in the Swiss market for its consulting and implementation capabilities of ECM and BPM Systems and holds a strong partnership with FileNet, an IBM company. The group started the Swiss business in 1994 as a subsidiary of the German consulting company Mummert & Partner in Hamburg. In 2004, through a management buy-out by the 12 partners, the Swiss company separated from the German consulting company. In 2006, Mummert took over SAP Stäfa group to become a consulting group with a turnover of CHF 50 million and approximately 200 employees. In 2007, change of brand to Exsigno Consulting due to the agreements of the management buy-out three years ago.

Regional Coverage

- Austria & Switzerland

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government

Key Business Requirements

1. Optimising Operations – by managing content and business processes while connecting these assets with applications and legacy systems across the enterprise

2. Getting Compliant – by ensuring consistent policy enforcement through automation of the entire records management lifecycle process

Business Challenge

Together with its customers, Exsigno Consulting develops fully integrated ECM solutions which are easy to use and compliant with the local case and records management requirements.

ECM Solution/s or Services Overview

Exsigno Consulting is delivering a complete spectrum of ECM Services, including:

- Preliminary and concept studies
- Requirement analysis
- Evaluation of software systems
- Concepts for business processes and IT implementations emphasized on the process in creating and archiving documents, processing mass output, connecting to the neighbour systems through Java API, setting up role based security, ingesting outgoing documents
- Customising and implementing the IBM FileNet platform
- Support of the certificate act considering the legal conformity
- Concept for operation and introduction of the solution
- Project management and quality assurance
- Key user training (Train the Trainer)
- Support during rollout.

Exsigno Consulting acts as an implementation partner for the IBM FileNet P8 platform and possesses the process and technological skills for successful completion of company-wide and mission-critical ECM projects.

ECM-related Customer Success Stories

Supporting corporate ECM program management for a general accident insurance company
Exsigno Consulting supports the largest Swiss general accident insurance company in developing and deploying the IBM FileNet ECM products as a corporate platform for different uses:
- Introduction of electronic archiving for the underwriting process, including long-term storage of the yearly insurance documents (contracts, fact sheets) for the 110,000 insured companies
- Support of document creation and administration for case management
- Concept for the deployment of a records management system to cover the specific legal compliance requirements.

Deploying a DMS- and Archiving-System for a health insurance company
During the main project – the implementation of a new core insurance application – a powerful and highly integrated DMS and archiving system should be integrated and deployed as well.
Goals for implementation phase one included:
- Supporting the specialist in creation, updating and compliant archiving of the outgoing correspondence
- Connecting the neighbouring systems (invoice workflow, CRM, DWH) and the insurance core application through service oriented integration interfaces
- Migration of existing documents (about 25 Mio.)
- Supporting multi brand strategy and multi language support.

The customer's strategy is to make available a complete electronic dossier for efficient work and time saving in the specialists' process.

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Company Overview

With some 25,000 employees in more than 25 countries and approximate revenues of EUR 2.6 billion, Getronics is a leading international provider of Information and Communication Technology services and solutions. Applying its expertise in workspace management, applications, and consulting and transformation services, Getronics helps organisations raise their performance and increase the productivity of their people by providing them with the ability to share information and to work together efficiently, securely and effectively, wherever and whenever they need.

Getronics' headquarters are in Amsterdam, with regional offices in Boston and Singapore. Getronics' shares are traded on Euronext Amsterdam ('GTN'). Getronics has maintained a strategic partnership with FileNet for 20+ years and was FileNet 2006 partner of the year in EMEA. Getronics has 200+ experienced ECM consultants and 60+ FileNet-certified business consultants, application architects and support consultants who have designed, integrated and support FileNet based solutions for more than 100 clients around the world.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. Corporate Governance/Compliance
2. Business Agility
3. Competitive advantage
4. Cost reduction

Business Challenge

Corporate governance has become a critical issue for business leaders. Failure in this area has ruined reputations, destroyed shareholder value and even rocked the financial markets. It is essential for enterprises to establish rigorous procedures for managing processes, content and business records in order to meet the new standards.

Organisations today face many challenges to acquire and keep customers. They need to adopt new business processes, enter new markets and create innovative sales models and purchasing channels. A business process management (BPM) solution provides the tools with which an enterprise can model business processes, perform activity-based costing and deploy and manage new processes. It enables an enterprise to make continuous process improvements in existing business processes or pilot radically new processes for business transformation initiatives.

Lower cost of servicing, access to profiled content and the agility to change processes and policies create opportunities for significant business differentiation. To maintain competitive advantage, decision makers need fast access to up-to-date key performance measures.

The Getronics ECM solutions are built on evolutionary principles, taking a stage-by-stage approach. We begin by identifying the most urgent priorities and address these first. We show our clients clear, measurable benefits and only then do we move onto the next stages. Our aim is to ensure that the client stays fully in control and invests in success. During our ECM engagements, we employ structured methodologies coupled with repeatable solution frameworks and custom components. This translates into efficient execution that compresses the implementation timeline and reduces project costs.

ECM Solution/s or Services Overview

Getronics implements and manages a wide range of FileNet solutions from simple case processing through to sophisticated bespoke solutions that integrate with many existing applications (ERP, CRM, BI). Drawing on a global service approach, Getronics offers a single source to deliver every aspect of an integrated FileNet solution, through to applications integration, deployment, training, and operational support for the life of the system. The wealth of complementary skills in ICT infrastructure design, deployment and management ensures that the FileNet technologies integrate efficiently into users' workspace.

ECM-related Customer Success Stories

Getronics has implemented in excess of 100 FileNet-based solutions in EMEA and Latin America. Clients include: Visa, Alliance & Leicester, Britannia BS (UK), UWV, Ahrend, Dutch Ministries, Interpolis (NL), Ministry of Finance, La Forem, Alcatel (Be), Helvetia (Sp), ING (Mex). Selected detailed case studies can be found at: http://www.getronics.com/global/en-gb/industries/overview_industries.htm

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Company Overview

GoPro Ltd is an independent software vendor (ISV) that specialises in developing and marketing advanced business solutions for government and private sector customers. Our product, GoPro, is an integrated solution for case management, with rich document management and CRM features.

GoPro Ltd is an Icelandic company with operations in Northern Europe. Founded in 1993, the company has collaborated closely with its customers in order to produce a full-featured business process management system that offers work procedures familiar to the end user. The company's software is currently deployed in over 500 installations at organisational levels ranging from international organisations to small local enterprises.

Regional Coverage

- Germany
- United Kingdom & Ireland
- Nordics
- Central Europe
- Belgium, Netherlands & Luxembourg

Vertical Markets Served

- Financial Services
- Government
- Manufacturing
- Utilities
- Transportation

Key Business Requirements

1. Keeping documents and correspondence under control and in context
2. Reducing email clutter and securing correspondence history for each case
3.. Implementing standard, traceable work procedures
4. Gaining a clear overview of responsibilities, clients involved and deadlines
5. Simplifying reporting and legal compliance

Business Challenge

Public sector organisations are being challenged with democratic renewal, improvement of customer service and regulatory compliance. At the same time they are required to achieve more efficiency and cut costs.

In order to improve operational efficiency and provide better service to citizens, public sector agencies must take advantage of more effective business processes, manage information flow throughout their organisation, and enable employees to make timely and accurate decisions.

Without solutions for electronic document and case management, the organisation lacks overview, processes become unclear and document and email clutter becomes a problem, with information becoming irretrievable.

Public organisations that have to meet ambitious strategic goals while maintaining consistent quality in the processing of information are those that especially benefit from GoPro deployment. Our customers are governments, local authorities and organisations that experience difficulties in managing their documents and correspondence due to lack of organisation and overview. An important factor driving GoPro deployment is the need to comply with regulations regarding information processing and reporting in public organisations and demands for improving online services and meeting eGovernment objectives.

ECM Solution/s or Services Overview

The solution is based on GoPro's unique experience working with local, regional and central governments in 20+ leading eGovernment countries.

GoPro is based on industry-leading ECM and BPM technology from IBM.

GoPro is delivered through IBM WebSphere Portal Server providing a full-featured, browser-based working environment giving integration with collaborative tools like, e-mail and Sametime instant messaging, as well as to productivity tools like word processing and spreadsheet applications.

GoPro supports all types of documents such as scanned paper, fax, e-Forms, e-Mails and telephony (VoIP).

By implementing GoPro organisations and companies can reap the benefits of decisions based on complete information, consistent quality of service, improved overview over projects, deadlines and funding, leading to increased capacity for service improvement and innovation. Considerable savings are achieved through less time spent on search and retrieval of documents.

ECM-related Customer Success Stories

- Icelandic Ministries
- Metropolitan Police Service, London
- Oxford University Research Services
- Reykjavik Municipality, Iceland
- Tartu Municipality, Estonia
- Copenhagen Hospitals
- EFTA Financial Mechanism Office
- Scottish Care Commission
- Countryside Agency, UK

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Company Overview

Established in 1982, the Digital Imaging and Office Services Solutions of Gulf Commercial Group (GCG) was created to become a leading office automation solutions provider for the thriving UAE market.

In addition, our Enterprise Solutions Division provides solutions for what is believed to be the most essential part of any organisation, its content.

GCG Digital Imaging & Office Services Solutions along with Enterprise Solutions are providers for innovative digital document solutions and committed to deliver the latest technologies available in the world markets staying in tune with the phenomenal advance in the pace of development of UAE.

Through its strategic alliances with international brands, GCG has established an unassailable reputation in meeting its clients' commercial requirements through premium quality standards, after sales service and technical support.

GCG is a sister company to the leading systems integrator Computer Network Systems (CNS), which has a strong history in providing total Turnkey solutions in IT.

Regional Coverage

- Middle East

Vertical Markets Served

- Financial Services
- Government
- Oil & Gas
- Utilities
- Communications
- Transportation
- Property & Real Estate

Key Business Requirements

1. Increase efficiency and improve business performance across the organisation
2. Improve service quality delivered to customers
3. Reduce cost and achieve Return on Investment (ROI)
4. Scalable solution

Business Challenge

- Difficulties in defining business priorities for essential solutions
- Budget limitations
- User resistance to utilise new implemented applications.

ECM Solution/s or Services Overview

GCG is the Value Added Reseller (VAR) for FileNet's solutions in the UAE market. This partnership is aimed at strengthening the sales of FileNet solutions in the UAE through GCG's strong presence in the seven emirates.
GCG offerings of IBM FileNet Enterprise Content Management solutions makes capturing, storing, managing, securing and processing information easy and efficient, while reducing the total cost of ownership.
It also improves business performance and flexibility through a single point, open and standards-based enterprise architecture.

ECM-related Customer Success Stories

Zakum Development Company (ZADCO)
ZADCO's Project Collaboration System for Satah Full Field Development project (SFFD) is implemented using FileNet's Team Collaboration Manager (inclusive of Content Manager) and Business Process Manager. With this solution, they can manage and control plus facilitate easy and fast-flow of drawings and documents between different internal groups, contractors, sub-contractors and other members of the project team located globally.
ZADCO did not only invest in a Project Collaboration System but also made the company prepared for a full-blown Enterprise Content Management (ECM) solution, to support its more than 2,000 employees, which will be definitely a requirement in the near future.

Umm Al Quwain Land & Property Department (UQLPD)
Implementing FileNet Content and Business Process Management Suites at Umm Al Quwain Land & Property Department (UQLPD), provided a solution for the Enterprise of UQLPD to manage all unstructured data objects, both Electronic and non electronic (physical shape) objects.
In addition, the solution helped UQLPD different departments in managing their external and internal documents, obtain a more efficient way of retrieving and processing work within a reasonable period of time, and eliminates the increase of the unmanaged archives.
The state-of-the-art solution implemented will guarantee a return on investment for UQLPD in the near future, and will be the core of the initiative towards complete e-services to be offered for the public within the emirates.

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Company Overview

Gulf Computers is a leading systems integrator that has consistently been excelling as one of the leading and dynamic IT Solution Companies for the past 27 years.

Gulf Computers is a dynamic IT turnkey solution provider with proven expertise in providing robust, scalable, and innovative integrated solutions based on industry quality standards.

In the area of ECM, Gulf Computers has over 15 years' experience in installing turnkey solutions in the areas of document imaging, management, workflow and COLD based on the FileNet suite of products, an enterprise-class system for creating accessing, managing, securing and dynamically updating business-critical electronic documents in the UAE and the USA.

In the UAE, Gulf Computers has implemented and has been maintaining some of the earliest document imaging and content management technology solutions in the country.

Gulf Computers' Specialised IT Expertise & Services include:

- Content Management and EDMS
- Call Centre Services
- BPO Services
- Managed Resource Services
- Help Desk and Support Services

- GIS/CAD Solutions and Services
- ERP Implementation Services
- Network Security Solutions
- Infrastructure Support Solutions
- Retail POS (Point of Sales) Solutions.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Healthcare
- Government

- Oil & Gas

Key Business Requirements

1. Process streamlining. To standardise business processes across the organisation, eliminating individual variations
2. Strict business rules conformance. To ensure that all processes conform to business rules
3. Fast access to information. To receive online information (and reference documents) fast, based on search parameters instead of conventional searching and retrieval which is normally very time-consuming and tedious. Physical paper movements elimination to reduce process cycle times dramatically

4. To do away with physical storage and make optimal use of office space
5. Perform documents/Records management meeting the statutory and legal requirements governing each business segment

Business Challenge

Process streamlining in a paper-based business environment can be accomplished only through an efficient and secure documents/records management system, tightly coupled with a powerful workflow engine. In addition, seamless interfaces need to be built across other applications (like ERP packages, office automation suites, etc) to make the solution self-contained in all respects and to maintain data integrity and data sharing.

Business Challenge (cont.)

When embarking on a paper elimination strategy as described above, all the other challenges will automatically get addressed. A good information systems solutions provider can easily architect an all-encompassing system with unified/streamlined processes, built-in validations to ensure data accuracy, common repository sharing to avoid data redundancy and conflicts, and elimination of lead-time by ensuring that up-to-date data will be available to all stake-holders to make well-informed commercial decisions in time.

ECM Solution/s or Services Overview

Gulf Computers' Enterprise Content Management Solutions enable the customers to efficiently manage documents in secure, automated and streamlined processes, considerably simplifying tedious procedures and enhancing productivity and services. Our web-based scalable solutions based on FileNet propel customers closer to advanced e-Government initiatives. Our document management system fully supports Arabic/English user interfaces.

As part of our services we undertake the following services:
- Software Customisation and implementation
- System Integration
- Personnel Training
- Implementation and Support
- Back file Conversion & Data Migration
- System Maintenance Services.

In addition, we have strong expertise in: Trade License, Real Estate Management & Correspondence, Lands Registration, Customer Service, Medical Permits, and HR.

ECM-related Customer Success Stories

1. Sharjah Municipality - Trade License, Real Estate Management & Correspondence Application
Sharjah Municipality has implemented the FileNet system to enable existing Oracle business based application. The "Trade License System" application addresses the requirement of visually viewing the trade license, commercial registration, and other documents to help in the review process for renewal of the trade licenses of the various commercial and business establishments.

The Real Estate Management enables the Municipality to manage the Real Estates owned by them within the Emirates. It would also maintain historic documents relating to various pieces of property owned by the citizens.

FileNet Products used include: IM, CFS, CM, CAPTURE BPM, eForms & RMS.

2. Dubai Land Department - Lands Registration, Customer Service
A turnkey Solution for Document and Imaging Management, using FileNet Image & Content Services. The FileNet system allows the Land Department to Capture all received documents so front desk customer service people can use them in processing daily transactions.

Also, the Land Department business application and the document management system have been integrated with the ESRI GIS application to complete the automation of its business functions and processes.

FileNet Products used include: IM, CFS, CM & CAPTURE.

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Company Overview

IFN is a leading force in the content and process management market, providing leading and innovative solutions to meet organisational needs while maintaining technological leadership in this market.

With over 14 years of experience and 150 customers worldwide IFN's solutions offer real business added values to enterprise customers. IFN's business focus is document, content and knowledge management with expertise in:

- ECM – Enterprise Content Management
- CCS – Content Component Management
- BPM – Business Process Management
- CQA – Content Quality Assurance

The company includes over 100 professionals and provides solutions to international customers.

IFN's ECM and BPM solutions are adapted to customers' business requirements and help integrate FileNet's infrastructure quickly and efficiently. These pre-built solutions, for different vertical markets, offer fast time to market and rapid implementation of FileNet's infrastructure with minimal coding. An easy-to-use, web-based interface helps achieve better and faster employee adoption and productivity and dramatic risk reduction is achieved by proven and mature solutions over a large installed base, compared to tailor-made projects.

IFN solutions have been successfully implemented in Canada, Cyprus, Czech Republic, Germany, USA and Israel. Our clients include leaders in the Banking, Insurance, Telecom and Public sectors.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Utilities
- Communications

Key Business Requirements

1. Improve efficiency, productivity and performance maximisation
2. Ensure compliance and enforce standardisation across the entire organisation
3. Build and sustain competitive advantage

Business Challenge

Organisations must effectively organise and retrieve enterprise content, optimise customer service and improve staff productivity in order to survive in today's competitive environment.

Organisational challenges:
Improve efficiency, productivity and performance maximisation:
The organisation must be able to control, share and quickly access information from across the enterprise. Efficiency and better business process flow can be gained throughout automation and resource utilisation.

Ensure compliance and enforce standardisation across the entire organisation:
In order to meet future and current regulatory and compliance challenges and to avoid litigation, organisations need a secure and scalable solution that will enforce policy and procedures throughout the organisation.

Build and sustain competitive advantage:
The organisation must ensure quick and accurate customer service response and support:
Content should be seamlessly managed, stored and shared as part of the business process. Complete and accessible content that is integrated with organisational processes will enable the organisation to make better and faster decisions while maintaining competitive advantage.

ECM Solution/s or Services Overview

IFN's solution – DriveU - is a platform with pre-built solutions that allow for quick implementation of an ECM or BPM infrastructure within an organisation.
DriveU encompasses IFN's 14 years of experience facilitating FileNet implementations while minimising risks and reducing costs by utilising a series of pre-defined business templates.
DriveU's capabilities include:

- Smart filing rules that determine document location (filing) according to minimum indexing characteristics for content organisation and implementation of working methodologies within the enterprise. DriveU filing rules assist in minimising user errors and simplifying workflow by creating a common business filing language
- An innovative user interface/desktop employs advanced AJAX techniques to deliver usability and functionality similar to a desktop client for easy adoption. DriveU enables full user interface customisation, quick response time based on low bandwidth usage, minimal mouse clicks, search tab bookmarks to maximise productivity, and Microsoft Office™ integration
- The DriveU solution enriches and optimises use of the BPM system by allowing users to view tasks from different queues on a single desktop. Business logic for task assignment improves productivity by permitting users to sort and prioritise jobs and provide relevant information when needed through linking or direct access.

The DriveU platform includes a unique and separate module for content component management. This powerful module enhances the organisation's efficiency by re-using content elements - updating once, maintaining once and reviewing once. The organisation ensures control over authors and content and enforces standards across the entire organisation.
IFN's solutions help the organisation to:

- Ensure standardisation and enforce regulation requirements
- Improve and maximise performance by up to 60% by:
    1. Reducing response and process time
    2. Maximising performance by smart load balancing
    3. Expediting right decision making by utilising all content and processes on a single screen
- Provide all relevant content to the relevant role in the organisation – which enables faster and more effective service by up to 40%
- Integrate pre-built, steady and customised solutions that reduce risks and costs. This includes constant updated versions of the solution implemented as apposed to tailored solutions where every change is costly.

ECM-related Customer Success Stories

- Israel Clal Insurance - solutions for general and life insurance claims over FileNet IM
- Israel First International Bank - document management solutions over FileNet IS, for HR, legal department, savings funds and customer file collection
- Cyprus Akelius Insurance - solution for life insurance, customer file management process automation and claims processing, based on the FileNet platform
- Israel Mirs Communication LTD (subsidiary of Motorola Communications Israel) - solution for new customer services with integration to the Vantive System
- Israel Golden Pages - solution over CM and BPM P8 platform, to run the enterprise production environment, with full integration to Siebel CRM
- Otip (Candian Insurance Company) - solution for document and business process management, simplifying the sales process and enabling salesmen to work offline when out of the office.
- Raytel Medical Corporation - solution for document management, automation and management of customer files in a paperless environment
- Avaya Inc. - A documentation solution for converting thousands of pages of FrameMaker documents to SGML; conforming to the Aircraft Maintenance Manual (AMM) DTD. A fully automated solution that allows for easy an seamless updates
- Israeli Aircrafts Industries. - A documentation solution for converting, managing and publishing thousands of pages of FrameMaker and SGML; conforming to the Aircraft Maintenance Manual (AMM/Ispec2000) DTD's. A fully automated solution that allows for easy and seamless updates.

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Company Overview

Iicon Image and Information Consultancy was formed in 1990. The company's founders have long-term experience with FileNet, having been involved in the initial European deployment of the system in 1985. Since its inception Iicon has acted in support of the development, implementation and support of some of the largest and most business-critical FileNet systems deployments in Northern Europe. Iicon skills have been leveraged by major systems integrators such as Accenture, Atos Origin, Cambridge Technology Partners, Capgemini and directly by end user organisations such as Barclays, Britannia Building Society, GE Money, Hibernian Insurance, National Westminster, NFU Insurance, Vodafone and Westfield Healthcare.

Today the company specialises in the following areas: Digital Mail Rooms, Intelligent Document Recognition, Legal Contract Management, Simple Case Management / Work Management, CRM integration and Compliance Solutions under Access to Information Legislation. The company has its own ASP.NET Case Management Framework and extensive experience in integrating ECM/EDRM solutions into customers' strategic line of business systems. It also provides information migration and transformation solutions to bulk load content from paper or electronic media into identified EDM / EDRM systems or intermediate formats. Iicon complements its core FileNet skills with experience in Kofax Ascent Capture, Neurascript document recognition, Docustar Advanced Forms recognition, Clarify CRM integration and .NET development. Our aim is to provide the skill sets and experience required by our customers to implement systems quickly and efficiently – providing major business benefits while using our experience to contain and avoid risk.

Regional Coverage

- Germany
- United Kingdom & Ireland
- Belgium, Netherlands & Luxembourg

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Communications
- Engineering/Construction

Key Business Requirements

1. Process Improvement
2. Business Flexibility
3. Cost Reduction
4. Compliance

Business Challenge

Process Improvement and Business Flexibility should be considered together. It is not sufficient to streamline an existing process or introduce new processes if they are static and frozen in time. This has been the downfall of many of the early attempts to introduce BPM or workflow systems. Iicon deliver flexible, customer-configurable applications that can adapt to changing circumstances.

ECM Solution/s or Services Overview

Iicon has provided Business Process Analysis, Technical Architecture Consultancy, Developers and System Test staff into a wide variety of FileNet systems deployments ranging from Content Services through Image Services to P8 implementations.

The company's ASP.NET based CaseManager+ and Workplace+ web portal products and development frameworks provide simple but powerful case management and document query / access facilities that allow organisations to leverage their investment in FileNet Content Services and Image Manager deployments.

Iicon's Capture+ package provides a customisable capture application that supports simplified scan control, sophisticated validation and multi-level menu control into FileNet Capture environments.

Iicon also has experience in integrating Advanced Document Recognition (ADR) technologies in the fields of invoice processing, health claims and new business marketing response situations.

ECM-related Customer Success Stories

GE Money's Home Lending Division use FileNet Image Manager as their primary EDM system. Since 2002 when the system was first implemented iicon have worked closely with GE Money to enhance and extend the reach of EDM enabled process flows throughout their organisation. The Image Manager store now holds over 10 million document images comprising many tens of millions of pages. In excess of 1.5 million items of servicing correspondence have been managed from mailroom to completion through iicon's CaseManager+ work portal. Users of the line of business (LOB) lending system have been 'Content Enabled' in that they can call up the file or specific documents associated with a loan directly from within the LOB application. Users access the system via standard and CITRIX client architectures.

Vodafone use both Image Manager and Content Services, the former in support of their Clarify CRM system and the latter in support of a range of Head Office and critical service provisioning functions. Here too iicon's CaseManager+ is in use in conjunction with the WorkPlace+ portal frameworks to provide SSL secured access in a thin client deployment environment. Iicon's Capture+ product is in use in conjunction with FileNet capture, providing CITRIX connectivity and added value indexing facilities such as dependent menus etc.

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ILOG
Changing the rules of business™

Company Overview

ILOG delivers software and services that empower customers to make better decisions faster, and manage change and complexity. Over 2,500 global corporations and more than 450 leading software vendors rely on ILOG's market-leading Business Rule Management System (BRMS), optimisation and visualisation software components.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. Managing complex decisions
2. Reducing costs
3. Be compliant with regulations
4. Improve customer loyalty
5. SOA compliant solution

Business Challenge

Managing complex decisions: ILOG Business Rule Management System (ILOG BRMS) allows companies to capture, automate and change business policies faster. Business policies are maintained by business users, managed by IT and centralised in a central shared repository. Managing business decisions apart from traditional software coding, allows companies to reduce significantly their application maintenance costs.

Be compliant with regulations: To be compliant with regulations companies have to implement changes rapidly. For some organisations like governmental ones, regulatory changes impacting applications are frequent, and must be managed rapidly and in a cost-effective way. ILOG BRMS makes it possible for these organisations to manage those changes and complexity.

Customer loyalty: In an intensive competitive environment, companies have to continuously provide customised services in order to increase customer retention to provide new or customised services. Using ILOG BRMS companies are able to keep their applications aligned with customer expectations.

SOA: reusing decision services is the real challenge today. ILOG BRMS allows organisations to create and deploy transparent decision services that are truly reusable and that makes it possible for the IT team to be aligned with business users.

ECM Solution/s or Services Overview

Used in combination with FileNet P8, ILOG BRMS allows business policies to be managed separately from business processes. Business policies and procedures can be maintained by business users, instead of through the long traditional software coding cycle. This combination meets the demand of FileNet customers for increased flexibility and productivity in managing business logic associated with business processes.

ECM-related Customer Success Stories

"FileNet recognises ILOG as ISV of the year"
FileNet BPM solutions using ILOG JRules have been successfully deployed by both private and government organisations that include:

- ING Direct – With no physical branches, ING Direct provides competitive service via the Internet and other electronic media (www.ingdirect.com)
- J.B. Hunt Logistics – One of the largest transportation logistics companies in North America (www.jbhunt.com)
- National Assembly for Wales – Oversees most public spending and development programs in Wales (www.wales.gov.uk)
- Progressive Insurance – Provides auto insurance to more than 12 million customers in the United States (www.progressive.com)
- State of Minnesota – Administers state programs for Minnesota (www.state.mn.us).

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Company Overview

Imaging Progetti (IP) is an ICT company particularly focused on ECM. Established in 1994 by a team of experienced professionals, IP has rapidly grown and improved gaining the confidence of an increasing number of important Customers.

Our mission is to deliver top quality solutions to our Customers helping them to improve the organisation through better management and control of their business processes and to increase their competitiveness, achieving significant productivity and efficiency gains.

IP's approach is to consider our Customers' care as the top priority driving all our software development activities. As a result we provide solutions addressing a wide range of application requirements, from day-by-day general office-work management problems to the most sophisticated and advanced ICT architectures and systems vital to assure efficient and continuous support to the most business critical processes. This results in an effective, easily accessible information infrastructure, even in rapidly changing and heavily distributed contexts.

Regional Coverage

- Italy

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing

Key Business Requirements

1. Shortening decision-making time: modular solution with control over the entire delivery process with specific attention to delivery time
2. Key process re-engineering having BPM solutions as a target for execution, monitoring and control
3. Substitutive Conservation
4. Full Offer

Business Challenge

Imaging Progetti offers its Customers a team of consultants with strong experience in Insurance, Financial and Manufacturing. Imaging Progetti staff includes: Business Analysts, Process Analysts, Project Managers, Software Architects, DB Architects, and System Analyst/Administrators, with technical skills that span from C to Java/.NET, from MS Windows to different versions of Unix, and on DBMS from the major vendors.

With this complete organisation we can offer our Customers solutions that are tailored to their needs as required. In the past ten years we have developed BPM/EDM solutions, either in-house or supporting our Customer's team, that turned out to be scalable and modular. Imaging Progetti can offer support for process re-engineering, adapting the final design to a better implementation with BPM tools.

In the past year we have witnessed a growing demand for document Substitutive Conservation. We can now offer solutions based on FileNet (whether P8 or IS). Imaging Progetti can offer solutions hosted on Customers' platforms or delivered in ASP (for those customers that don't have a specific IT department or prefer to rely on our systems/skilled personnel). We can provide both a BPM and an ECM ASP solution and we can even offer a wide variety of services related to paper management (scanning, filing, classifying/indexing, paper stocking).

ECM Solution/s or Services Overview

We have offered FileNet-based solutions for a number of years and have developed many and different applications for our customers in the Insurance, Banking and Industry sectors.

The list of our Italian customers using our FileNet-based solutions, includes: Assicurazioni Generali, EniTecnologie, IngDirect, BPU Sim, San Pellegrino, Repubblica di San Marino (Tax Agency),and Fondiaria SAI.

We support our customers step by step while developing their applications. Our highly skilled staff is seamlessly trained on FileNet products and up-to-date on the latest FileNet news.

Our approach is to consider our Customers' satisfaction as a top priority for delivering fulfilling solutions.

ECM-related Customer Success Stories

Imaging Progetti has developed most of the Imaging, Document Management and Workflow based applications for several companies of the Generali Group (Assicurazioni Generali, INA Assitalia, Alleanza, and Genertel). Assicurazioni Generali has been our customer for nine years. During this time we have developed more than 30 EDM applications, including: RCA, Insurance policy, technological economic exposure, Multinational company bargainings, Purchase Department (integration with SAP), Revenue cycle (Notes/Packing List Supplier Invoice, Bank Positions etc.), Call Centre (more than 20,000 imported pages/day from fax servers or scanned documents), Specification handling (Adjusters, Brokers, Administrative and Inspectors), and IN/Out fax handling (more than 400 lines).

San Pellegrino, a leading company in the beverage market, currently uses our solution for handling their three-yearly Budget approval procedure for every plant. The solution is based on both EDM and FileNet BPM products: the Technical Management, who owns the process, can track, in every moment, the status of every request and produce budget reports or check the documentation relating to each process instance.

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Company Overview

Imago Italia, now owned by SKY GROUP has been active for 16 years in the field of Document & Workflow Management with FileNet Platforms.

Regional Coverage

- Austria & Switzerland
- Italy

Vertical Markets Served

- All industries

Key Business Requirements

1. Process reengineering
2. Efficiency improvement
3. Compliance

Business Challenge

Reducing costs and reducing access time to information, making information available to everybody.

ECM Solution/s or Services Overview

1. ECM/SAP integration in account payables applications
2. ECM/SIEBEL integration in back office of CRM applications
3. Life & risk insurance processing
4. Workflow management in claims processing
5. Cheque truncation
6. Workflow for approval of compliance rules in financial companies
7. Order processing workflow management
8. Archiving of legal & fiscal documents in compliance with Government rules.

ECM-related Customer Success Stories

1. Investment Funds Management in primary Banks
2. Call Centre application in large Gas and in Entertainment Companies
3. Account payables and ERP integration in large Oil Companies
4. Active billing of Public Utilities with web access to users
5. Workflow claims processing in large transportation company
6. Human Resource Document management in large Pharmaceutical Companies.

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Company Overview

A leader in Information Technologies
Indra is the leading Spanish information technologies company, recording revenues of more than 1.950 M euros. The company's business is divided into three areas: Information Technologies (IT), Simulation and Automatic Test Systems (SIM/ATS) and Defence Electronics Equipment (DEE). Indra has completed projects in more than 50 countries spread over five continents, with international activities generating over one third of the company's revenues. The business has grown above the average rate for IT companies in Spain and abroad, which is explained by Indra's sound knowledge of the markets in which it operates and the quality of the company's projects.

Customer Oriented Approach
Indra's business is based on a market and customer focus accompanied by the generation of the company's own innovative solutions, paying particular attention to segments showing emerging demand and higher added value and technological content. Indra also holds a significant presence and leading position in geographic markets with high growth potential, principally in Spain and Latin America, targeting the most relevant vertical markets.

Intellectual Capital and Talent Management
Intellectual capital is Indra's principal asset. More than 80% of the company's total workforce is made up of graduates and highly specialised technicians. Indra successfully manages this intellectual capital, attracting and retaining highly qualified professionals able to develop the best possible solutions for its customers. Indra has the necessary tools to standardise and disseminate knowledge among its professionals, through the corporate intranet and a competences database that allows the most suitable personnel to be assigned to each project. Knowledge management systems have also been developed to monitor changing market needs, ensuring the efficiency of the company's projects and technology, particularly through the Competence Centres.

Regional Coverage

- Spain
- Portugal

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government
- Manufacturing
- Oil & Gas

Key Business Requirements

1. Compliance
2. Risk Mitigation
3. Corporative Archive
4. End-user desktop integration - End-users are demanding access to the ECM systems from the desktop applications: office and their business applications

Business Challenge

- Compliance - Demonstrate that the proposed system is according to their compliance rules
- Corporate Archive - Develop a proposal which considers all the systems which need a document archive and how all these are connected
- End user desktop integration - The usual way that the end-users access content is from their work environment (Desktop applications, Business applications, etc.) so we need systems which are able to access from there to content in a simple way.

ECM Solution/s or Services Overview

Indra, based on its broad experience in the Document/Content management arena, leverages FileNet solutions allowing localisation, management and sharing of organisation information, obtaining the highest performance in business knowledge. Indra's solution range includes systems based on Intranet technology that incorporate or integrate Collaboration solutions (sharing information), BPM (automation of workflows), Image (conversion of paper documents into electronic), Text (document content), COLD (management of historical lists and information on screen), and Records Management (document life-cycle).

In this area, Indra offers consulting services and development of internal portals (corporate portals/intranets, employee portal, etc.) as a single point of access to all sources of information of an organisation that allows improvement in daily work efficiency of the people who form part of this organisation.

In its FileNet solutions business line, Indra boasts the most complete offer on the market, covering the entire document life-cycle with services and tailored solutions to optimise business processes or procedures:

1. Consulting: reorganisation of files, improvement of document intensive processes, analysis of document series, technological consulting of electronic document management

2. Project development: electronic file, file management, content management, records and compliance management, document integration with ERP and output management

3. Outsourcing: the outsourcing service is based on establishing a long-term arrangement, so that AZERTIA becomes a stable collaborator, a "technological partner". The objective of the arrangement is to provide a service, not a key-in-hand system, within certain pre-established conditions. Among others services, we provide massive document processing (scanning and data capture) and Remote Electronic Archive System, to be accessed by our customers through the internet.

ECM-related Customer Success Stories

Public Administration Customer - Implementation and Configuration of a Corporative Content Management System and Workflow.
Utilities company - Implementation of a Records Management System.
Telco Company - Design a portal for compliance regulations.

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Company Overview

InfoDom is an IBM partner with 100+ experienced consultants and developers in Business Process Management and Application development, especially in the field of Case Management Systems, Document/Content Management Systems, Record Management Systems, Workflow Management, Portals, Business Rules etc.
Our solutions are often used as a powerful platform for Enterprise Application Integration and Service Oriented environment. Our customers are some of the biggest public sector organisations and enterprises.

Regional Coverage

- Central Europe

Vertical Markets Served

- Financial Services
- Government
- Communications

Key Business Requirements

1. Business process improvement
2. Cost cutting
3. Business agility
4. Security, roles and responsibilities
5. EAI

Business Challenge

One of the most frequent problems in public sector is business process improvement and integration with different applications. Almost all public sector organisations have problems with official documents (DMS) and RMS (record management system) seamless integration, especially with complex business rules applied. Our solution offers a powerful BPM (Business Process Management) Platform, with modern ESB (Enterprise Service Bus) infrastructure, through SOA architecture. Based on IBM products such as:

- IBM Lotus Notes/Domino or

- IBM Domino.doc or DB2 Content Manager or

- IBM ECM

- J2EE based applications and

- WebSphere software platform.

ECM Solution/s or Services Overview

We have implemented our solution in several governmental organisations and large enterprises (Telco, pension fund etc.). Our greatest concern was to protect existing investment in technology (both hardware and software). Using Business Process Improvement, introducing measurements (KPI's, BSC, Dashboard, BAM), we established an environment for ease of Enterprise Application Integration and centralised Master Data Management.

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Company Overview

Since 1991, Interact Consulting AG develops and realises innovative solutions for the processing of unstructured information. As a leading consultant in the area of creation, management and use of information, the company focuses on two areas of activity: Document Imaging and Document Management. With our highly skilled and trained system engineers, we are able to offer fully packaged solutions with all needed hardware, software and services for analysis, installation and support.

Regional Coverage

- Germany
- Austria & Switzerland

Vertical Markets Served

- All industries

Key Business Requirements

1. Standardised and shortened processing paths and reduced performance costs, paperless office
2. Automated processing of documents using character recognition and increasing of data security
3. Electronic archiving of documents with digital signatures in compliance with existing law
4. Improved response times to customer inquiries

Business Challenge

Paper is the No. 1 medium today for the general exchange of information with customers. But it is expensive because EDP is generally used to put information down on paper and at the end of the process a great deal of information has to be transferred back from paper to EDP. These media changes cost money and cannot always be avoided.

That is why our experts give you all-round advice on the matter. We analyse your processing methods with you: from information gathering and media interruptions to use and, finally, safe destruction. Our aim is to find the best processes for you and to assist you with organisational and technical implementation. Solutions for our customers – and not the other way round.

Benefit from our many years of experience in dealing with unstructured information to find with us the solution which brings you the greatest benefit.

ECM Solution/s or Services Overview

Interact Consulting does just one thing, but it does it right: we provide all-round solutions for processing unstructured information. We stand by our consultancy services and concepts and therefore help you to implement your solution in the light of your needs. Get to know our successful projects and find out about our convincing services.

The Interact CaptureSuite turns products into solutions. Extensive functions and a flexible framework permit the creation of standardised solutions and customer-specific adaptations – fast, reliable and reasonably priced. The Interact CaptureSuite comprises a range of software components which can be freely combined. The heart of the solution is an XML-based framework which permits flexible, dependable and fast adjustment and linking of the functions. Functions, such as the attachment of electronic signatures to scanned or electronic documents or automated processing of electronic office documents and e-mails with attachments, can be easily and dependently linked up in this way. This makes for variable, adaptable and high quality solutions on demand.

ECM Solution/s or Services Overview (cont.)

All the market leader products used by us are constantly verified by our solution specialists for stability, security and user-friendliness. Only products which satisfy the high standards of quality and technical innovation are included in our product portfolio.

Based on the CaptureSuite standard components, branch-specific solution packages have been developed:

- Interact CaptureMail is a safe Document Imaging solution which allows paperless distribution of the incoming mail. CaptureMail processes incoming information, controls your corporate processes, increases the usefulness of your core applications and reduces your processing costs. The flexible workflow system illustrates your target processes and integrates your processing systems into one comprehensive e-Business solution

- Interact CapturePay is a safe Document Imaging solution which allows an automated invoice processing. CapturePay automates invoice processing, guarantees a high level of data quality, increases efficiency and reduces processing costs. The flexible workflow system depicts your processing procedures and integrates your databases. With the predefined set of rules for reading invoices, you receive both quick benefits and an open system for individual upgrades

- Interact CaptureTax is a professional Document Imaging solution for the automated processing of tax invoices. CaptureTax standardises and automates the entire process: all forms, computer print-outs and additional documentation are scanned, identified, read, checked and forwarded in a standardised way. Fast, secure and reliable.

ECM-related Customer Success Stories

- Winterthur Insurance (Interact CaptureMail, IBM Content Manager)
- CSS Insurance (Interact CaptureMed, IBM Content Manager)
- Syntrade AG (Interact CapturePay, IBM Content Managaer On Demand).

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Company Overview

Intercope, based in Hamburg, Germany, has been operating for 25 years and has been an IBM Business Partner for most of that time focussing particularly on the Financial Services sector and banking in particular. Intercope has offices in the US, UK, France, Spain, Canada, Australia and the Nordics, in addition to its headquarters in Hamburg. Most of the major banks throughout the world make use of Intercope technology through its partnership with IBM and SWIFT. Intercope products are available either direct from Intercope or through IBM since Intercope has a reseller agreement with IBM and MessagePlus/Open has an IBM part number enabling customers to order directly through their IBM Content Management sales person.

Regional Coverage

- Pan-EMEA
- South Africa
- Middle East

Vertical Markets Served

- All industries

Key Business Requirements

1. Efficient, responsive customer service
2. Compliance with document retention regulations
3. Integrated handling of all document types, including fax, email and SMS messaging
4. Seamless integration with business applications including IBM's Content management products, Lotus Notes, Microsoft Exchange, SAP etc

Business Challenge

Many organisations rely on fax documents for rapid, tamper-proof communication between themselves, customers and other business partners. Unfortunately traditional methods of handling fax documents tend to be labour-intensive, slow and error-prone making it difficult to integrate this very effective and growing communication medium into the fast, slick processes required in today's customer-oriented world where customer service is often a key differentiator. Intercope's MessagePlus/Open provides a scalable, enterprise server solution for handling incoming and outgoing fax documents with off-the-shelf integration modules for IBM Content Manager, OnDemand, lotus Notes, Microsoft Exchange, SAP and other applications. MessagePlus/Open is available to run on Windows, AIX, Sun Solaris, zOS and Linux operating systems and had been used by many Financial Services and other organisations throughout the world. High availability configurations are available to provide 24 x 7 operations and the system can be extended to cover receipt of emails and the sending and receipt of SMS message traffic if needed. All processing is handled in a server environment with no requirement for individual workstation installation.

ECM Solution/s or Services Overview

The prime requirement for a MessagePlus/Open solution usually arises when a company realises it has a problem handling fax traffic. Typically fax is used by many disparate departments within a company and it is not unusual to find each department is doing its own thing. The result can be a less than optimal use of fax technology and problems resulting from the very manual intensive approach adopted. Fax machines often vary enormously in age, capability and reliability as a result of the haphazard way in which they have been acquired over the years and each department having their own resources. Fax has many advantages over other communications technologies in terms of immediacy, tamper-resistance and acceptability. However, traditional fax also suffers from problems associated with poor quality, fading of documents, poor end-user productivity waiting for fax receipt or transmission. An enterprise fax server based on MessagePlus/Open and seamless integration with Content Management applications can eliminate most of these problems and reduce the cost of fax operations whilst retaining all the benefits. Poor quality can be eliminated and corporate image improved by removing all the manual fax machines. Line costs, maintenance costs, and supply costs can be impacted by concentrating all fax traffic through a centralised enterprise fax server with routing based in called and calling numbers. Customer service can be speeded up dramatically by integrating the handling of both incoming and outgoing fax documents into the enterprise content management and workflow systems. When needed, the same process can be extended to handle email and SMS message traffic through simple extensions to the MessagePlus/Open system. Currently there are approximately 20 integration modules available for a wide variety of systems. Integration with the FileNet P8 technology could be implemented relatively easily using the Intercope file gateway which has formed the basis of many other integrations. This could be implemented using web services or other FileNet P8 APIs as customer needs dictate.

ECM-related Customer Success Stories

Although the majority of Intercope MessagePlus/Open solutions are implemented in the Financial Services sector with banks and insurance companies, the largest system is used by the US Social Security Administration to help administer the Disability Claims process. In this solution many thousands of fax lines and many MessagePlus/Open servers are used to handle the flow of documents between the many parties involved in Disability Claims administration – including Doctors, Insurance Companies, Claimants, Government Offices etc. All these systems are integrated into a nationwide IBM Content Management system to allow the free flow of documents with minimal manual intervention and so speed up the processes, improve the service to claimants whilst at the same time reducing the cost to the taxpayer.

In the UK, Aviva, the world's 5th largest insurance group and the largest in the UK have implemented messagePlus/Open in a high availability environment to handle both fax and email traffic into their new business and claims administration systems. Aviva were looking to extend their use of fax to improve customer and partner communications, initially with fax and then with email traffic. The system, based in Norwich, handles over 90 fax lines and is a key component in their current programme to modernise their systems. They are looking at extending use of the system to also incorporate SMS messaging.

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Company Overview

ISProjects is a Dutch software company specialised in e-procurement, digital incoming invoice processing and e-purchase.

Regional Coverage

- United Kingdom & Ireland
- Belgium, Netherlands & Luxembourg

Vertical Markets Served

- All industries

Key Business Requirements

1. Operational efficiency
2. Transparency of financial processes
3. Fast return on investment

Business Challenge

By means of ISP Invoice you can fully automate the processing of incoming invoices, both PO and non-PO. The savings on processing time can amount to as much as 70%. ISP Invoice also works in your existing SAP R/3 environment on a completely integrated basis.

ECM Solution/s or Services Overview

ISP-procurement: is a suite of applications that consist of: ISP-Purchase, ISP-Invoice. These solutions come with built-in best practices for purchasing, including catalogues and standardised methods for service and one-time-purchasing. ISProjects' built-in best practices help you manage, control and automate your Purchase-to-Pay process.

ISP-Purchase: automates enterprise purchasing processes by providing a cost-efficient way to manage and control your organisation's internal procurement process. It enables fully automated workflow from requisition generation to approval, order and goods receipt.

ISP-Invoice: is a cutting-edge electronic invoice processing solution that puts an end to manual processing of purchase invoices. It enables electronic workflow, revision, cost allocation, and approval of invoices, as well as transfer to the accounts payable (AP) system. Reports provide complete visibility into all invoices, as well as spend analysis.

ECM-related Customer Success Stories

Please visit our website to read our Customer Success Stories.

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Company Overview

ISR Information Products AG develops corporate solutions to support decision-making processes and optimise operations in innovative enterprises, the objective being to materially cut costs and improve efficiency. Frequently the outcome of process analysis, these solutions make best use of cutting-edge enterprise content management (ECM) and business intelligence (BI) base technologies for the management of corporate information and business processes.

Our special strength is the integration of the ECM and BI solutions into ERP systems such as SAP, Baan, Peoplesoft or Oracle. Our comprehensive know-how, from the final application to the incorporation of the top-selling technologies of Cognos and FileNet to the hidden depths of Oracle and IBM relational databases, hallmarks the superior quality of ISR solutions.

Training is provided for users and administrators at the Braunschweig-based ISR training centre or practice-based at the customer's premises.

ISR Information Products AG is headquartered in Braunschweig, with subsidiaries in Münster and Bad Homburg. Our customers include many industrial heavy-weights and major medium-sized companies.

Further information is available at www.isr.de.

Regional Coverage

- Germany
- Central Europe

Vertical Markets Served

- Insurance
- Utilities
- Transportation

Key Business Requirements

1. Business Performance
2. Cost savings
3. Enterprise platform
4. Employee effectiveness

Business Challenge

Business Performance
In view of an ever-growing flood of documents managers are faced with the challenge of putting strongly personnel-driven processes on an automated and well-structured basis in order to handle higher numbers of business transactions with less and less personnel and still do so efficiently and to the satisfaction of their customers. The ISR Solutions of automated invoice verification, automated customer service processes and capturing of documents make a substantial contribution to increasing overall business performance.

CostSavings
Prompt capture and archiving of incoming documents saves handling time. Electronic documents facilitate a uniform data base, can more speedily be forwarded to where they are needed and cannot get lost. In the case of Accounts Payable Flow cash discounts can be tapped optimally.

Customer Satisfaction
Prompt archiving in the repository provides immediate and uniform information, across the entire company, on the state of communication with the customer. A digital customer file enables prompt access to the complete set of information on record.

Employee Effectiveness
All company staff members involved proceed on the basis of pre-defined patterns. This guarantees an increase of the standard rate and a reduction of handling times.

ECM Solution/s or Services Overview

ISR APFlow
With almost 100% precision, ISR APFlow facilitates identification of incoming invoices and any information contained therein via a single document definition, with no verification being required by any accountant, so that invoices can be recognised via standard business software (e.g. SAP). The product is available in a multilingual version and has already been, and is being, applied by major and medium-sized international companies.

ISR Customer Service Flow
ISR Customer Service Flow supports an automated capturing, indexing, classifying, archiving and processing of the complete incoming and outgoing customer correspondence. A digital customer file enables prompt access to the complete set of information on record. The standardised processing procedure triggered by the web-based application forwards the document so captured to the respective person in charge for further workflow-based processing. The combination of scorecard functions and workflow automation enables managers, within only a few seconds, to find out how to improve their company's efficiency. The integration of ISR Customer Service Flow into ERP systems as SAP and into mail systems as Microsoft Exchange and Lotus Notes is easily possible. Furthermore, all common databases are supported. ISR Customer Service Flow is based on FileNet P8.

ISR Capture Professional
ISR Capture Professional has proved a reliable solution, based on FileNet Capture Professional, for capturing, indexing and archiving documents in big industry and medium-sized companies. Incoming documents are scanned and their information content is automatically extracted and identified with almost 100% precision via an existing, or optionally available, OCR recognition component.

ECM-related Customer Success Stories

IAV GmbH-Ingenieurgesellschaft Auto und Verkehr, an international engineering enterprise incorporated in 1983, with principal office locations in Berlin, Chemnitz and Gifhorn and a staff of about 2,600.

Stray invoices put back on track : Against the background of its operative success, the company's objective for the near future has been to reach a top European position in its business lines. To this end, material improvements were necessary in, for instance, discount utilisation, supplier satisfaction, or invoice handling times. In that scenario, ISR eSolutions APFlow was the product that suggested itself to IAV as a means of direct control. Before, IAV only had an operative accounting system. Invoice handling was simply paper-based, a method which, with growing amounts of invoices to be handled, was no longer supporting the business. In addition, "incoming mail was not centralised, and as a result invoices were forwarded to the respective departments where, when they were eventually handled, it was actually already too late", comments Kerstin Opitz, an IAV accountant. In that situation, ISR APFlow was the suitable product for IAV to implement its objectives, which also required SAP system integration. ISR APFlow facilitates automatic capture and complete handling of incoming invoices within a few hours.

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Company Overview

Founded in 1984, ITESOFT is a European software company specialising in developing automatic information flow processing solutions. The company has offices in Germany (ITESOFT Deutschland GmbH, Hamburg), in the UK (ITESOFT UK Ltd, Farnham) and in France (Headquarters: Aimargues (30); Paris: ITESOFT).

With unique know-how in character and shape recognition technologies, ITESOFT solutions are used by over 600 customers throughout Europe in a wide range of business sectors, including: Administration, Insurance, Finance, Industry, Retirement, Social Security/Healthcare, Services, Mail Order Sales, Direct Sales, and more. These solutions handle more than a billion documents per year, optimising internal business processes and reducing costs while increasing document handling speed and improving data reliability.

ITESOFT offers a complete, integrated, and flexible line of software solutions for electronically capturing and automatically processing and handling all documents flowing into companies: correspondence, forms (orders, slips), invoices, and payments (cheques, bank drafts etc).

Regional Coverage

- Germany
- United Kingdom & Ireland
- Austria & Switzerland
- France & North Africa
- Belgium, Netherlands & Luxembourg
- Spain

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government
- Manufacturing
- Utilities
- Communications
- Retail

Key Business Requirements

1. Improve quality of service and customer relations
2. Decrease document processing costs
3. Increase productivity by helping to better absorb activity peaks
4. Improve information security and tracability

Business Challenge

1. Create a call centre to provide information to customers and access to their files in real time. The issues with this are:
   - It takes too long to register customer data coming through the mail into the system
   - Customer files are spread out in the Company, with no central access
   - Access to the customer archive is cumbersome and time consuming.
2. Reduce manual document keying costs through the use of automatic document recognition:
   - Manual document keying costly
   - There is often a lack of quality if using offshore resources.
3. Put in place a smooth data entry organisation which can absorb peaks effectively:
   - Turnover in data entry staff, especially the part-time staff hired to absorb peaks
   - Difficult and costly to replace data entry staff who retire.
4. Create a log file with all needed information on customer document life cycle and ensure compliance with regulations such as sarbannes Oxley:
   - Risk of forgeries on sensitive documents (ex: payment)
   - Need to retrieve data in case of legal procedures.

ECM Solution/s or Services Overview

ITESOFT offers an innovative line of software solutions for capturing, automatically processing, and managing all documents delivered to companies. ITESOFT has a generic software offer, ITESOFT.FreeMind, that covers all the functions necessary for automatically handling all documents flowing into a company: electronic document capture, identification, indexing, validation, and data export. ITESOFT designed and developed ITESOFT.FreeMind to surpass user requirements in terms of adaptability, security and automation for automatic document processing, in order to:

- Offer complete freedom for processing and organising the processing operations chain applied to all document types, with no restrictions in terms of layout or content
- Consider Automatic Document Processing as corporate-scale process and guarantee the same level of optimal security for production and documents
- Provide maximum automation of all the company's document processing and make the processing of all a company's documents as automatic as possible.

ITESOFT.FreeMind provides real optimisation in the processing chain for various incoming information flows, both in qualitative terms (fewer data entry errors, more effective use of certain job positions) and quantitative terms (maximised processing capacity, increased productivity, lower costs, fast return on investment…). With this solution, Automatic Document Management becomes a true "industrial process", integrated into a company's organisation in the same way as all other kinds of production flows.

The ITESOFT.FreeMind Enterprise entry portal handles the capture and identification of all the document workflows in order to route them towards the right employee recipients or business-specific automatic processing solutions. The documents are stored and can be viewed from a DMS solution like IBM or FileNet. Its Workflow function enables them to be automatically transmitted between the different players in a process. Concerning forms and letters, ITESOFT.FreeMind for Business performs the automatic recognition of the data in these documents in order to:

- Analyse their content for improved routing towards the appropriate recipients
- Extract indexes from them to facilitate later searches and consultation
- Extract all the pertinent data to feed them into the company's DMS system.

The use of such automatic document processing technology also allows organisations to better absorb processing peaks by reducing drastically manual data entry labour. Resources freed from repetitive data entry tasks are thus made available for higher added-value functions, thereby positively impacting customer relations. It also generates a marked improvement in the reliability of data integrated into the Information System and provides security to the entire process thanks to log files tracing all the life cycle of documents into the document processing application.

ECM-related Customer Success Stories

ITESOFT solutions are used by over 600 customers around the world, automatically handling over 1 billion documents every year. ITESOFT's experience is recognised throughout the industry by leading customer references in many areas, including government, insurance, banking, distribution, finance, industry, retirement funds, healthcare, services, catalogue sales, direct sales, and more.

ING Direct, a subsidiary of the ING Group, is the world leader in remote banking services, with more than 15 million customers around the world and over 500,000 in France. ING Direct chose ITESOFT in 2002 to automatically feed its Workflow and Electronic Document Management processes. The ITESOFT platform processes the millions of documents ING Direct receives each year as soon as they are received, thus making it possible to compile and update customer files on a daily basis, even in peak activity periods. This solution is one of the cornerstones of the ING Direct CRM system and allows the company to track all incoming documents, increase its prospect-to-conversion rates, and ensure quality.

System U, a large retail organisation in France, has selected ITESOFT in 2006 to process its 400,000 invoices per year in France. ITESOFT.FreeMind for Invoices is integrated with the IBM Content Manager application on this site. Good invoices as well as general expense invoices are processed.

The Federation International of Football Association has been using ITESOFT.FreeMind for Invoices since 2004 in Switzerland to process its 30,000 invoices a year. The system is integrated with a FileNet document management application.

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Company Overview

IXTENT s.r.o. is a leading supplier of IT solutions and consulting services in the area of data archiving and document administration and its content in Central and Eastern Europe. IXTENT is the supplier of a wide portfolio of ECM solutions. IXTENT's customers are from all vertical markets. The company was founded in 2003 – now it is the dynamic, growing company which is owned 100% by Czech capital. IXTENT Slovakia s.r.o. exists from 2004 as result of the planned expansion to Slovakia. IXTENT s.r.o. is the partner of companies which are among the world's most important suppliers of software in their fields: Open Text, IBM, ReadSoft AB.

Regional Coverage

- Pan-EMEA
- Central Europe

Vertical Markets Served

- All industries

Key Business Requirements

1. Electronic management of business documents (financial, organisational, legal, personnel etc.); central storage; to safe time and the costs
2. Fully integrated Document Management solution into the environment of ERP or CRM systems
3. Safely archiving the documents and data in a powerful archive server in big quantities and for an unlimited time
4. Creating a company comprehensive document portal with optimalised access for each user; workflow; non paper communication
5. Create web portals; groupware and portal solutions; e-mail archiving

Business Challenge

1. Keeping central management and central storage of all kinds of business documents (financial, organisational, legal, personnel, in different formats etc.) in electronic form to more effectively create, administer, save, share and distribute information, documents and content in electronic form, in the context of a company's internal and external environment needs; with the additional effect of saving time and personal, storage, operating costs.

2. ERP system lacks functionality in document and data administration, or it is limited; company needs to scan documents to the systems, create documents in electronic form, or save large volume documents users need, use workflow scenarios, manage user access, and the company needs long-term safekeeping all the important documents from ERP for compliance.

3. Company needs long-term safekeeping of all important corporate documents; Company needs to migrate data from historical IS to the new IS or ERP company system; productive ERP system indicates the full data repository and its output is reduced.

4. Company management and employees need one central communication and storage platform for document and file creation, one process for changing, keeping and deleting content.

5. Web Content Management provides the publishing of the company promotions, advertisements, campaigns, marketing documents and data in a very short timeframe and in accordance with intranet, extranet or internet templates; E-mail management and e-mail archiving provides one system and one repository for all company e-communication, context communication incl. attachments; it is a tool for sorting, full text, archiving according compliance needs; Portal multiplatform and cost-effective solution provides the company with web-based access for basic operating and saving documents to the safety read-only media.

ECM Solution/s or Services Overview

IXTENT provides services starting with analysis and consultation all the way to installation, development, actual implementation, customisation and support services and even outsourcing of individual solutions.

ECM-related Customer Success Stories

This is a newly established partnership, but IXTENT has more than 12 years of experience with competitive platforms and have been involved in more than 120 ECM project within last 4 years in the EMEA region.

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Company Overview

Kapschs' aim is to enable its customers, both local and global, to achieve their business aims with the help of technologically independent modern solutions, through the implementation of information and communication, information technology and related services. Kapsch combines the advantages of flexible and close to the market sub-organisations with those of an international high-tech business group. We orient our structure towards flexibility, customer-orientation and speed, and serve each customer more attentively than many multinational corporations.

In order to serve our customers even better and more specifically, we have established four independently operating companies within the Kapsch Group:

- Kapsch BusinessCom AG – Business Communication Solutions for all Industries and Enterprises of any size
- Kapsch CarrierCom AG – Solutions for Network and Service Operators, Communication Systems for Air Traffic Control
- Kapsch TrafficCom AG – Solutions for Operators of Rail and Road Networks
- Kapsch Components KG – Production- and Logistic Services.

Regional Coverage

- Central Europe

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Utilities
- Communications

Key Business Requirements

1. Accessibility of old data
2. Legislative issues and compliance with requirements set by law
3. Better customer satisfaction
4. Improvement of internal processes

Business Challenge

Obligatory legislative requirements (mainly in the government sector); increasingly competitive market situation; reducing cost of internal processes.

ECM Solution/s or Services Overview

Document imaging services – eliminating the cost and time associated with the 'serial' movement of physical paper and files from person to person and the possibility that documents will be lost or misplaced.

Document management – applying a lifecycle approach that covers collaborative authoring, check in and out, version management and general workflow.

ECM Solution/s or Services Overview (cont.)

Web content management – managing, controlling and simplifying the process of publishing information to the web.

Records management – improving physical and electronic records management to enhance efficiency and meet new standards of long-term access to records for audit purposes.

Collaborative solutions – facilitating point working through shared access to content, forums, workflow management and other collaborative tools.

Business Process Management (BPM) – enabling an enterprise to craft business processes that deliver content faster to where it is needed, resulting in delighted customers and competitive market advantage.

Enterprise portals – giving users within or outside the enterprise a single point of access to key applications, content and ICT services.

ECM-related Customer Success Stories

T-Mobile – an archiving system. The solution was implemented as a replacement of the current archiving system used for universal electronic archive, which ceased to meet the requirements of T-Mobile. Within the migration to the new system, a migration of 4.2 TB of data has been carried out. The new system is integrated with the billing applications, the CRM system, MS Outlook and a scanning worksite. The current capacity of the system is 13.4 TB and is used by 750 users.

Allianz Pojišťovna a.s. – Getronics is currently working on its eleventh major project for Allianz Pojišťovna, a.s. (automatic processing of travel insurance, asset insurance, third party car insurance, an electronic archive for the Pension Fund and for the personal insurance department).

Westinghouse – we designed, drafted and implemented a solution, which flexibly changed the original off-line architecture of a local document archive and the manual harmonisation of data with the central database to modern on-line access to the Central Company Archive in the American City of Pittsburgh. The contract also included the modernisation of the software and hardware technologies employed to conform to current standards.

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Company Overview

KETS is a business consulting company that supplies products and offers development, integration and management services to organisations, helping them extract the most out of their business processes. In today's technology-driven business world, companies that lag behind in the use of technology are doomed to be followers. Information technology gives today's companies the competitive advantage they need in order to achieve better results in more efficient ways. Using our knowledge and experience that span various industries, KETS can guide its clients in coping with a wide variety of business issues they may face. Combining our engineering knowledge with our entrepreneur spirit, we are able to provide companies with solutions that fit both their technology and business requirements. This integration between our solutions and our customers' needs is a result of our custom-tailored development process, in which we work with our clients as parts of their project development teams.

For a successful transition to centralised operations, banks' business process reengineering departments, operations and IT units have to come together with a partner that has the experience and the knowledge needed for implementing such a technological infrastructure. KETS with its know-how in developing Content Management solutions that is accumulated over 11 years and the experience gained from the deployment of its' CenterOps solution in two large-scale banks can provide the required technological infrastructure in order to complete this transition within a period of three to four months of project time. With the length of the project minimalised, the financial costs of the project also decrease.

Regional Coverage

- Middle East
- Turkey

Vertical Markets Served

- All industries

Key Business Requirements

1. Optimum utilisation of employees
2. Delivery of optimum service quality
3. Need for extensive human resources planning for placing operational, marketing and sales staff at all branches as specialised personnel
4. Need for extensive resource allocation and consumption for the training of these personnel
5. Need for the consumption of training resources in order to allow instant changes in business processes to take place in all branches simultaneously

Business Challenge

In the fiercely competitive financial services industry, banks have to be able to provide services with higher service quality to their customers in shorter periods of time by utilising fewer employees and at lower costs. Centralisation of operational processes at a single location can increase the efficiency of conventional channels and transformation of branches into communicational hubs between the bank and the customers allows for significant operational improvements. Developed for providing technological infrastructure and for integrated deployment with CoreBanking applications, CenterOps has been implemented with such a centralisation process in mind. This operational centralisation business model allows for:
- Reduction in the underutilisation of specialised personnel at the branches
- Reorganisation of personnel located at the branches for the purposes of customer relations and customer acquisition
- Control over quality of service given to the customer
- Faster revision of these processes resulting in increases in efficiency and service quality due to continuous observation and evaluation of business processes

Business Challenge (cont.)

- More effective use of technology
- Decrease in employee training costs.

Such a transformation in the organisational structure of the company:
- Reduces the number of personnel working in the branches by 50%
- Allows the reorganisation of these personnel for customer service and customer acquisition purposes
- Provides banks with revenue increases assisted by improvements in new product development that are deployed by empowered sales forces
- Increases the implementation speed of efficiency rearrangements by allowing operational workflows to be manageable and measurable.

ECM Solution/s or Services Overview

CenterOps is a solution that has been implemented in order to allow banking transactions to be performed in a centralised location instead of branches. Developed in order to provide the required intensive technological support for this business model, "KETS CenterOps" system provides a competitive advantage for banking institutions that practice this business model by providing:
- A simple and intuitive user interface despite its complex infrastructure
- Functionality that provides dynamic rather than technical definition of workflows for system management
- Tools for continuous observation of workflows within the organisation
- Possibility of reporting on the past performance of the organisation using customisable template
- Archiving of work orders received from customers in an electronic environment at the beginning of the workflow allowing faster retrieval if needed.

CenterOps allows organisations to reduce their operational costs and to increase the quality of their services by:
- Being integrated with the CoreBanking applications of the operations centre
- Having an easy-to-use user interface allowing faster processing of orders by specialists
- Allowing organisational structures and workflow definitions to be easily implemented
- Providing system observation capabilities that allows to make instant decisions about dynamic allocation of personnel between workgroups
- Offering tools to archive customer work orders that have importance and monetary values in an electronic environment.

ECM-related Customer Success Stories

In an effort to increase the quality of customer service, regulate the workflow of documents coming into the bank's information systems, and to standardise its service quality in all branches of the bank, NBG National Bank of Greece (formerly Finansbank) decided to centralise its banking operations in a single Central Operations Unit. The local personnel dealing with these operations would be moved to this centre where they would receive documents from branches and process them.

Kets CenterOps utilises IBM's popular content management solution IBM CM - Content Manager family in association with IBM's portal solution WebSphere, DB/2.

The solution implemented by Kets allows NGB to manage its operations from a centralised location. The bank was able to migrate all of its branches to the new system overnight preventing any costs that might have been incurred as a result of unavailability of business systems. All these benefits substantially bring the TCO for the system down increasing the ROI for NGB allowing the bank to strengthen its position as one of Turkey's leading financial groups.

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Company Overview

KIBI is a Nordic company, founded in 1998, with special focus and competence within the ECM environment. KIBI has premises in Stockholm, Oslo, Copenhagen and Helsinki. The holding company, KIBI Group AB, is based in Stockholm. All subsidiaries are 100% owned by KIBI Group AB. KIBI has 45 employees with high competence within electronic document management. Development of all KIBI standard solutions for purchase- and invoice management is centralised in Norway. KIBI's core business started with a product range and services covering capturing, indexing, storage and retrieval of documents. Today we cover all aspects of the ECM platform.

Regional Coverage

- Nordics

Vertical Markets Served

- All industries

Key Business Requirements

1. Process efficiency
2. Searching information
3. Compliance

Business Challenge

Too much time spent in processing, and poor management control. Too much time spent searching information because of data residing in different databases. New laws are forcing organisations to look at compliance tools.

ECM Solution/s or Services Overview

KIBI has just started up with the FileNet P8 suite.

ECM-related Customer Success Stories

We started as a FileNet partner late 2006. So far we have a lot of good prospects that will be converted into success stories for the next handbook.

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Company Overview

Kofax, a part of DICOM Group plc, is a global leader of Information Capture and Business Communications solutions. Its leading edge capture and communication technologies and solutions enable business process automation by managing the transformation and exchange of business-critical information (residing in various formats such as paper, fax, electronic documents, e-mail, SMS) among people, applications and devices.

Kofax' information capture solution "Ascent Capture" streamlines transactions by collecting paper documents, forms and e-documents from throughout organisations, transforming them into retrievable information, and automatically releases them into IBM Content Management and IBM Lotus solutions, as well as FileNet's P8 platform.

Through a global network of more than 1,200 authorised partners and its own sales and service organisations in EMEA, the Americas and Asia Pacific, Kofax and DICOM help blue-chip enterprises in more than 60 countries to reduce cost, increase efficiency and minimise risk in their critical business processes.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government
- Manufacturing

- Oil & Gas
- Utilities
- Communications
- Retail
- Transportation

Key Business Requirements

1. Sustainably increase efficiency of business processes and transactions, eliminating delays and points of failure
2. Enhance communications between business stakeholders and increase customer satisfaction
3. Improve compliance and mitigate risk

Business Challenge

Business-critical documents get lost or are not processed in a timely manner, causing loss of efficiency and customer dissatisfaction:
- Kofax solutions capture, image-enhance, intelligently extract and categorise relevant information from any kind of document automatically, before seamlessly delivering them into IBM and FileNet business solutions.

The originator of a document loses visibility on the status of the file in the transmission process:
- Using Kofax, the sender is automatically being notified when his information has been received by the addressee
- The recipient will also be notified to undertake specific activities to handle or fulfil a request, e.g. for an order.

New documents cannot be seamlessly integrated in existing business processes within a single workflow:
- Kofax provides a workflow that integrates a document into a business process, such as order and invoice processing, customer relationship management or contracts management.

Business Challenge (cont.)

Content management and other back-end systems are populated with defective data, due to mistakes in the information capture process:
- Kofax provides a secure system that notifies the sender when data has been extracted, so that corrections can be made in the event of an error or missing field within the document.

ECM Solution/s or Services Overview

Intelligent information capture and exchange become part of an integrated life cycle management process. Discover how Kofax is empowering knowledge workers to initiate paper-based documents into workflow at point of document origin within IBM's Account Opening, Mortgage and eForms solutions.

Accelerating access to business-critical information, improving business efficiency and streamlining business processes are the key drivers for many companies today. Kofax is pioneering new ways to create greater efficiencies by moving documents directly in-line with business processes on a transaction basis.

Kofax next generation capture components are built on a Service Oriented Architecture providing the ability to embed document capture capabilities within business processes, including scan enablement of any application to automate document input and delivery to corporate services and destinations therefore leveraging corporate assets like MFPs, scanners, fax servers and email.

ECM-related Customer Success Stories

Robert Wiseman Dairies, one of the UK's leading milk processors, was archiving a large volume of paper-based documents, including proofs of delivery, supplier responses, various correspondence, vendor invoices and credit notes. With the dairies and depots individually producing upward of 5,000 pages of documents per month, Robert Wiseman Dairies needed a solution that would enable users to take documents from their filing cabinets, or off their networked servers, and index, retrieve and integrate them with the central business system.

Robert Wiseman Dairies teamed with Kofax and Logicalis Computing Solutions to streamline the capture and processing of information from its five dairies and 13 distribution depots. Part of the project was the integration of an internally developed Lotus Notes HR solution, which allows personnel to view documents held in IBM Content Manager from a Lotus Notes database. The IBM Content Manager OnDemand software also provides archiving of statements, credit notes and invoices.

The overall net result is that Robert Wiseman Dairies has improved cash flow through better control over invoice processing, increased customer satisfaction through faster responsiveness, better managed inventory, established tighter relationships with their suppliers, and dramatically reduced operational costs through the automation of business processes.

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Company Overview

Logicalis is an international provider of integrated ICT solutions, delivering secure, converged computing and communications infrastructure and services. We can provide the architecture, deployment, integration and management of networks and systems to deliver leading edge solutions that create value for our customers and meet their business needs, now and into the future.

We believe that no organisation should be constrained by a computing and communications infrastructure that limits its ability to collect, manage and deliver information. We believe too that information infrastructures are a management tool and should be developed as a service that enables and enhances the ability of an organisation to capitalise continuously on new opportunities.

Logicalis is a Kofax Platinum Partner for all products including TopCall, ACIS, Indicius and Xtrata Pro.

Regional Coverage

- United Kingdom & Ireland

Vertical Markets Served

- All industries

Key Business Requirements

1. Improve customer satisfaction/experience
2. Provide sustainable and identifiable ROI
3. Provide platform for corporate ECM

4. Improve productivity of business processes without increasing headcount (typically reduce if possible)

Business Challenge

1. Coherent and consistent processes around customer service - dealing with each customer in the same way using mapped processes and workflows to create a structure that individuals can follow and companies can have confidence in meaning that each customer query, complaint or application is dealt with in the correct way with a satisfactory outcome.

2. Improving processes and automating tasks can reduce people costs and increase profitability, whilst creating a platform for greater operational compliance and control.

3. Using one repository for all unstructured data allows simpler discovery and search for business related documents and content while providing an infrastructure that allows easy back up and Business Recovery.

ECM Solution/s or Services Overview

Logicalis provide business solutions that address specific departmental or enterprise-wide requirements to automate processes typically involving documents or objects requiring long-term retention. It is always our intention to determine ROI before any project commences using modelling tools to show process before (as-is) and after implementation (to-be) so business sponsors are comfortable with our approach. Offering the full range of IBM CM solutions, we have unique skill sets in areas such as the IBM i-series (AS/400's) plus fully certified consultants in all solution offerings. Our unique capability in providing total end-to-end solutions that can include storage, manage servicing, 24*7 telephone support plus the most qualified consultants in the Kofax capture methodologies in Europe, makes us a "safe pair of hands" to deliver a true ECM solution that provides business value. Experience in all industries ranging from Banking and Finance, Insurance, Retail, Manufacturing, Utilities and the SMB arena ensures that our solutions make use of the best-of-breed techniques to deliver real value.

ECM-related Customer Success Stories

Car Insurance Group: IBM CM integrated into line of business application. Over 1,700 users accessing claim and policy related information such as Application forms, no claims discounts, digital photos of accidents, customer correspondence etc.

Car Rental Group: Faxed and emailed reservations automatically captured and stored into IBM CM with captured data automatically updating line of business applications to reserve cars.

Healthcare company: Automatically capture over 8,000 claims per day with >70% being automatically paid with no human intervention due to integration to business rules in applications and documents stored into IBM CM.

Major High street bank: Capture and store in IBM CM all related documents for Private Banking customers such as application forms, change of address, direct debit mandates etc.

Insurance group: Store in IBM CM all incoming and outgoing correspondence with customers. With over 50 customer using IBM CM related products, we are confident we can provide the right solution for any business need.

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MBG

Management Beratungs Gesellschaft

Company Overview

MBG Management Beratungs Gesellschaft mbH is located in Duesseldorf, Germany. Founded in 1983 MBG is focussed on Enterprise Content Management solutions primarily for Financial Service Customers, Banking and Insurance, in addition to Cross Industry.

MBG is a consultancy and software specialist with experienced Know-How in projects that cover the complete document life cycle of capturing, manually and automatic electronic document distribution, managing of document related processes and archiving.

With more than 200 customer projects MBG has a proven expertise and helps to run businesses more successful.

MBG is partner of the leading ECM vendors: IBM, FileNet, Kofax (Gold-Partnership), Paradatec, AuthentiDate.

In the year 2000 within a strategic share, the insurance company Provinzial Rheinland Versicherung AG acquired 55% stake in MBG.

Regional Coverage

- Germany
- Austria & Switzerland

Vertical Markets Served

- All industries
- Financial Services
- Insurance

Key Business Requirements

1. Enterprise-wide access to customer files to improve customer service
2. Electronic Document Workbasket to decrease time of document routing
3. Single Client Solution to view heterogenous customer files with self-defined structure
4. Reduce case processing time and improve accuracy
5. Auditing and tracking capabilities to comply with legal requirements

Business Challenge

As organisations continually strive to enhance customer service in the face of competitive pressures and the need to design business processes more cost-effectively, the need for enterprise-wide access to relevant and securely managed information is a strategic imperative.

The challenge for many businesses is finding a solution that can provide a quick return on investment.

MBG LookAlive with its AJAX-based Web client provides automation of paper-intensive and manual processes, to eliminate errors, redundancies and associated administrative costs.

MBG LookAlive gives users full access to content to effectively do their jobs, while lowering costs and enhancing organisational efficiency. Because of its fully functional, user-friendly interface the solution is easy to implement and integrate in an existing IT environment.

ECM Solution/s or Services Overview

MBG LookAlive is an AJAX-based, Web Client Solution that allows for a quick implementation of an ECM or BPM infrastructure within an organisation.

The solution streamlines total information management by eliminating costly, time-consuming, manual document searches, and routing of paper documents.

An innovative user interface employs advanced AJAX techniques to deliver usability and functionality similar to a desktop client without a complex Roll-Out.

Features of MBG LookAlive include:
- Automated capture, display, storage, retrieval and management of images, documents, and reports.
- Integrated automated document routing workflow
- Quick overview of customer file structure and fast-paging through large customer files
- Structured search and viewing capabilities
- Full user interface customisation; user is able to design personal view of customer files
- Quick response time, even on low bandwidth usage
- Microsoft Office integration
- Advanced task allocation that allows for flexible integration with a company's organisational structure
- Role-based security and access definitions
- Document versioning support
- Auditing and tracking capabilities to comply with legal requirements.

ECM-related Customer Success Stories

In 2005 MBG started a project at NRW.BANK, the development bank for the state of North Rhine-Westphalia. A competitively-neutral partner of banks and savings banks, NRW.BANK offers the full range of financial development products in its business segments, namely business start-up and mid-market development, social housing promotion, infrastructure funding and municipal finance.

MBG has implemented a solution based on IBM Content Manager V8 to simplify the electronic management of credit files. All customer related documents – paper and electronic – are made available within a single client. New incoming documents are routed through workbaskets that allow priorities to be set. This solution decreases the time for approval of credit files and significantly reduces operational costs.

www.nrwbank.de

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Company Overview

McLaren Software develops engineering-centric intellectual work management applications for the oil and gas, process manufacturing, utilities, life sciences, natural resources, government, and engineering, design and construction sectors. McLaren's Enterprise Engineer Application Suite helps organisations to optimise their engineering design and asset change management processes to maximise the value in engineering documents and drawings while mitigating the risk associated with their use. Enterprise Engineer helps organisations to reduce costs, lower the risk of non-compliance, improve efficiency and accelerate project execution.

McLaren entered into a strategic ISV agreement with FileNet in January 2004 to implement Enterprise Engineer on FileNet P8 in support of the FileNet Manufacturing Initiative. A key part of the agreement is the advanced sharing of roadmap information to ensure future alignment and compatibility of Enterprise Engineer with the FileNet P8 platform. Enterprise Engineer is available from McLaren Software and accredited partners.

Regional Coverage

- Pan-EMEA
- Germany
- United Kingdom & Ireland
- South Africa
- Nordics
- Central Europe
- Middle East
- Austria & Switzerland
- France & North Africa
- Italy
- Belgium, Netherlands & Luxembourg
- Spain
- Portugal
- Greece
- Israel
- Turkey

Vertical Markets Served

- Government
- Manufacturing
- Oil & Gas
- Utilities
- Natural Resources
- Life Science
- Engineering/Construction
- Process Manufacturing

Key Business Requirements

1. Reduce operating costs and accelerate project execution – Employees are able to do more work in less time, boosting overall productivity and raising efficiency across the enterprise
2. Mitigate the risk and cost of non-compliance – Closely managing sensitive documents and the processes that drive them allows companies to maintain compliance with evolving mandates and laws
3. Maximise the value of engineering content – Content is easily accessible to approved users throughout the extended enterprise
4. Minimise rework and plant downtime – Improved accuracy helps to eliminate errors and ensure that processes are executed properly
5. Improve auditability and tracking of critical documents – Tracking sensitive documents throughout their lifecycle enables fast and complete audits
6. Grow customer/supplier relationships – Faster response times and greater accuracy allow for smooth transactions and increased overall satisfaction

Business Challenge

Organisations that operate and maintain large plants and facilities (e.g. refineries, factories, airports, power stations, water treatment plants) are facing growing competition and an increasingly through regulatory environment. To be successful, these companies must be able to:

Business Challenge (cont.)

- Ensure accurate and timely sharing of information both among internal departments and external entities, including operators, regulatory bodies, and general contractors
- Extract greater value form their assets while reducing operating costs
- Maintain compliance with a variety of industry-specific regulations.

Managing millions of engineering documents – such as drawings, data sheets, contracts, technical specification, safety manuals, analysis results and financial projections – and their complex interrelationships is critical to achieving these business requirements. However, organisations have traditionally invested in "departmental" or CAD management solutions that only meet very specific business requirements and often cannot easily integrate with other business units throughout the organisation. This leads to glaring information gaps that can significantly educe the company's ability to manage the risks associated with complex programs of work.

ECM Solution/s or Services Overview

To help organisations address these critical business requirements, McLaren Software and FileNet have joined forces to provide the Enterprise Engineer application suite on FileNet's Enterprise Content Management (ECM) platform, FileNet P8. Enterprise Engineer is an integrated suite of user configurable content management applications designed to help companies manage large volumes of engineering content across the enterprise. It manages engineering documents and drawings, monitors their lifecycles, and securely drives the business processes that move them throughout the enterprise in a timely and efficient manner.

Enterprise Engineer helps organisations:

- Reduce the risks of automating critical business processes – These automated business processes can be leveraged throughout the extended organisation, allowing internal project members, partners, subcontractors, regulatory authorities and other third parties to utilise content in a consistent way that is fully auditable and helps to ensure compliance
- Protect engineering content, including drawings, and business processes – It ensures that the status of critical documents is understood at every stage of a business process, and that this information is communicated and used effectively throughout the enterprise.

In addition, Enterprise Engineer ensures content is stored, accessed and managed in a secure and predictable way.

ECM-related Customer Success Stories

Weyerhaeuser Company, one of the world's largest integrated forest products companies, was incorporated in 1900. In 2005, sales were $22.6 billion. It has offices or operations in 18 countries, with customers worldwide. Weyerhaeuser is principally engaged in the growing and harvesting of timber; the manufacture, distribution and sale of forest products; and real estate construction, development and related activities.

Weyerhaeuser started working with the McLaren Software team in 2004 as part of McLaren's early adopter program for the third generation Enterprise Engineer application suite supported by FileNet P8. In 2006 Weyerhaeuser has now implemented the Enterprise Engineer solution across 105 milling facilities, supporting 1,000 users.

"Weyerhaeuser has been an exceptional early adopter customer and a member of the Customer Advisory board, providing great feedback on our third generation Enterprise Engineer solution," said Paul Muir, CEO of McLaren Software. "Enterprise Engineer and FileNet P8 have successfully been able to meet Weyerhaeuser's need for a highly scalable solution that could support distributed facilities while keeping central control over the engineering content. That ability was a key factor to our success in winning the additional business."

For Further Customer success stories available from www.mclarensoftware.com.

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Company Overview

Mora Tech AB was established in 1982 providing our customers with Information Management solutions for technical documentation and CAD. In 1997 Mora Tech became a FileNet ValueNet Partner to provide a solution for document management for the development of Arlanda International Airport in Stockholm. After this first project with FileNet Mora tech has delivered 25 FileNet-based solutions to customers in Sweden and Denmark. In 2005 Mora Tech became an IBM Partner when providing an ECM solution to a large Swedish Insurance Company. Mora Tech has 20 employees, the majority with more than five years' experience with ECM solutions.

Regional Coverage

- Nordics

Vertical Markets Served

- All industries

Key Business Requirements

1. Increased customer service
2. Better compliance integration with business processes
3. Unified access to information

Business Challenge

Independent of industry every organisation faces the challenge of managing customer/citizens interaction in an individual and efficient manner. It is essential to establish a platform that can provide support for integration with business content and business processes to be able to provide a simple tool to ensure equal quality in the service provided by the business. When customers interact through multiple channels like e-mail, web-forms, telephone, SMS, Fax and physical mail, it is important to direct these contacts via a unified interface. With the process support we can provide simple solutions to publish progress in customer cases via the web to decrease the number of "easy" tasks for the customer care staff.

ECM Solution/s or Services Overview

Mora Tech is focusing on CM and ECM solutions built on FileNet or IBM's ECM-platform. We have developed an application framework for Swedish governmental organisations that includes Journal Management, Document Management and Archiving. This solution also includes a project portal for property management, including bulk delivery of drawings. On FileNet's P8 platform we have developed a customer service process application for the finance and insurance industries.

ECM-related Customer Success Stories

A National Authority engaged Mora Tech to develop a solution for Property Management within a large construction project. The solution contributed to the efficient management of documents and drawings delivered by up to 700 external subcontractors.

One of the most successful net-brokers in Sweden engaged Mora Tech to deliver a solution for efficient customer management. A solution that included FileNet P8 CM, BPM and EMail Manager was developed.

A large Swedish insurance company was looking for a unified platform to handle all the customer information; print files, correspondence, mail etc and integrate with a Siebel CRM-system. Mora Tech was engaged to develop a strategy for the company and to implement a solution. An IBM CM platform was elected by the customer and is now under implementation. The first phase, OnDemand, is now in production.

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Company Overview

Nacon Information Technology comes from several research and innovation international groups, located at CERN – European Center for Nuclear Research. Nacon has gained remarkable experience in the financial sector by designing and implementing solutions and products for business content and process management. Nacon's strategy is focused on technology and know-how. This mixture is ideal to develop solutions based on each individual customer's requirements and, at the same time, to provide the best quality of service to its clients.

Regional Coverage

- Italy

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Utilities

Key Business Requirements

1. Customer care: fast answers to customers in order to reduce approval time
2. Simplify the management of business processes
3. Paper-based approval processes increase the cost of doing business. Paper, shipping, handling, data verification, scanning, re-keying and storing can all be significantly minimised and, in many instances, completely eliminated, if documents are kept in an electronic form

Business Challenge

- Re-engineering business processes
- Delivering a dynamic and scalable Web based system
- Providing a centralised and integrated system which can manage the evolution of the process
- A content and document system platform which can manage the entire process and related data and documents.

ECM Solution/s or Services Overview

The BO-Cheque solution allows the user to validate cheque signatures and to manage the historical archive via a single powerful tool. The solution handles the output of the Service Centre's document digitalisation; it also displays and validates new documents via Intranet Web. It is also possible to automatically combine the signature specimen with front and back images of the cheque. This function displays both documents at the same time so that it is possible to validate the formal regularity of the title.

ECM-related Customer Success Stories

FinecoBank: loan solution based on FileNet P8.
Gruppo Banca Carige: claims management solution complying with Italian ABI laws.

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Company Overview

For more than ten years National DataServe & Turnkey Solutions Co. (DataServe) has excelled as a systems integrator and solutions provider. It offers its diversified customer base with an array of total solutions that include Enterprise Content Management, Storage Systems, Business Intelligence, Interactive Voice Response and Fax Server in order to automate the enterprise business processes; especially non-structured data such as images, documents, voice and web content together with integration services and engineering support.

DataServe is a FileNet-IBM VAR in Saudi Arabia with track record of successful implementation of the largest number of ECM projects and IVR in Saudi Arabia thanks to its great team of FileNet certified engineers.

Regional Coverage

- Middle East

Vertical Markets Served

- All industries

Key Business Requirements

1. Having access to potential information
2. Being able to track their business processes
3. The ability to optimise their work

Business Challenge

The current explosion of unmanaged content has left many organisations with content stored in multiple locations and without a consistent categorisation to identify its nature. This makes it hard for users to find and reuse content that they need for their day-to-day jobs. The result is much time wasted in searching for and re-creating information. Without a centralised way to control "content disarray," IT Departments have difficulty in managing information efficiently, along with sensitive documents from unauthorised access and proper archiving. Also organisations manually process paper content. Claims processing or loan origination, for example, can involve passing numerous paper applications and forms from one individual to another. Manual processing of paper is inherently slow and organisations can lose business and customers because of a perceived lack of responsiveness. Organisations that try to automate these processes using basic tools such as e-mail often find it difficult to do in a manner that truly brings about improvements.

IMPACT OF OUR SOLUTIONS ON CLIENTS
ECM solution helps our clients protect and manage content so that they can unlock the value of this important business asset. The ECM solution can help them to:

- Quickly find and re-use the information they need
- Protect sensitive business information from unauthorised use
- Facilitate structured and collaborative creation of documents
- Gain process efficiency by automating manual tasks
- Gather and validate business-process input data from multiple channels with a single form
- Rapidly develop, deploy, and manage electronic forms solutions.

ECM Solution/s or Services Overview

DataServe's ECM capabilities help our Clients overcome the business challenges outlined above. Built on a well-integrated platform, ECM easily extends content management to every information employee in an organisation through integration with familiar tools. Clients can use the document management capabilities in ECM the solution to consolidate diverse content from multiple file shares and personal drives into a centrally managed repository with consistent categorisation. Integrated search capabilities can help them find and share this information. Integrated collaboration capabilities, such as automated workflow, help people work better together to create, review, and approve documents in a more structured way – they no longer have to rely solely on e-mail to share documents. Mobile workers can also use these documents offline when they are not connected to the network.

The ECM solution helps businesses to streamline content-driven, collaborative business processes by providing the tools and platform for automating them. Electronic forms solutions provide a mechanism for gathering and validating input for these business processes across Web sites and other programs.

DataServe has implemented successfully the majority of projects that utilised FileNet technologies covering Interoffice Communications Applications, HR Workflow Automation, Document Management Applications, Siebel-CRM integration, GIS integration and Oracle Finance integration.

Our technical staff is qualified and certified to install, implement, and test FileNet products, solutions, and services with quality assurance standards to the best interest of DataServe and the concerned customer. Warranty and after sales support are an area where DataServe is never surpassed.

Professional services is an indispensable part of our business which involves study, implementation, integration, and customisation of our solutions to fit our clients' requirements. Besides, wide-ranging training on our all solutions those clients so that they can gain the optimal benefit.

ECM-related Customer Success Stories

1. GOVERNMENT
- Shura Council
- The Custodian of the Two Holy Mosques' Secretariat Office and Private Office
- National Information Center - Ministry of Interior
- Almabaheth - Ministry of Interior
- Civil Affairs- Ministry of Interior
- General Security - Ministry of Interior
- Interpol (Ministry of Interior)
- Medical Administration Department - Ministry of Interior
- Emirate of Holy Mecca
- Emirate of Al-Medinah Al-Monawarah
- Ministry of Justice
- Girls Colleges Agency – Ministry of Higher Education
- Royal Saudi Navy- King Abdelaziz Military Base in Jubail
- Royal Saudi Air Force/ Prince Sultan Air Military Base in Kharj
- Private office & Secretariat of the Supreme Court Head Office
- Private office & Secretariat of HRH the Two Holey Mosque Servant
- Royal Commission of Jubail & Yanbu, RCJY
- Supreme Council for Tourism, SCT
- Riyadh Military Hospital, RMH
- General Intelligence Presidency, GIP.

2. BANKING
- Riyad Bank
- Islamic Development Bank
- SAMBA Financial Group
- Al-Rajhi Bank.

3. INSURANCE
- National Company for Cooperative Insurance (NCCI).

4. UTILITIES & TELECOM
- Saudi Telecomm. Co. (Several Projects)
- Ettihad Etisalat, Mobily
- Saudi Electricity Company – Central
- Saudi Electricity Company – South
- Saudi Aramco
- National Shipping Company of Saudi Arabia.

5. MAINTENANCE & CONSTRUCTION
- Samama Group
- Abdullah Fouad Company.

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Company Overview

Network Appliance, Inc. (NetApp) is a world leader in unified storage solutions for today's data-intensive enterprise. Since its inception in 1992, Network Appliance has pioneered technology, product, and partner firsts that simplify data management. NetApp® storage solutions include specialised hardware, software, and services for open network environments. Major corporations and service providers, including Citicorp Securities, Lockheed, Merrill Lynch, Oracle, Texas Instruments, and Yahoo!, utilise NetApp global data management solutions. Information about Network Appliance™ solutions and services is available at www.netapp.com. NetApp has a significant presence in all parts of EMEA, including the UK, Northern, Western, Southern and Eastern Europe, the Middle East, and South Africa. Major EMEA offices are located in the Netherlands, UK, France, and Germany, with additional sales offices in Austria, Belgium, Denmark, Finland, Israel, Italy, Luxembourg, Norway, Poland, Russia, South Africa, Spain, Sweden, and Switzerland. Our products are sold in EMEA both directly and through channel partners.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

NetApp FAS and IBM N series storage solutions are ideal for ECM customers who have more than 1 TB (terabyte) of content and are interested in the following objectives:

- Increasing ECM performance or availability
- Improving system scalability and data protection
- Reducing risk of data loss or non-compliance
- Simplifying data management
- Lowering infrastructure cost.

Business Challenge

Global enterprises increasingly rely on FileNet and IBM enterprise content management (ECM) solutions to manage critical business content. IBM Software customers increasingly pour all their unstructured content – including images, documents, reports, and e-mails – into ECM repositories, which are growing at a rapid pace. At the same time ECM-managed content is being shared and published to more Websites and users, increasing demands on the content management system. The intense data demand created by growing ECM projects requires a long-term, quality storage solution to deliver maximum value. Enterprises are finding that choosing the wrong storage can hurt performance, lower system availability, or make it difficult to back up and protect both metadata and content. Those using FileNet or IBM CM for email archiving and records management often require non-erasable (WORM) storage but cannot use optical storage. Choosing simple DAS (direct attached storage) or the wrong network storage can put data at risk and increase management costs. ECM users who need a more scalable and reliable storage solution or who want better data protection and compliance capabilities are increasingly evaluating scalable, reliable, and easy to manage enterprise network storage solutions such as the NetApp FAS series or IBM N series storage.

ECM Solution/s or Services Overview

NetApp storage solutions combined with either FileNet or IBM CM software provides a highly reliable, scalable, and easy to manage ECM solution. For details of the joint NetApp-FileNet solution, please see the brochure, "FileNet and NetApp Unify Enterprise content Management and Content Storage" downloadable at: http://www.netapp.com/ftp/filenet-brochure.pdf.

ECM-related Customer Success Stories

NetApp customers in EMEA include: Deutsche Telekom, Norsk Hydro, Saudi Aramco, Deutsche Bank, Bavarian Motor Works (BMW), Renault, Arup, Scottish Life, Lenzing AG, Fujitsu-Siemens Computers, T-Systems, Dassault Systems, Herbert Smith, and the Birmingham (England) City Council.

FileNet or IBM CM customers in EMEA using NetApp storage include AON Insurance, Cegetel, Citigroup, Credit Mutuél de Bretagne, Deutsche Bahn Railways, Alliance & Leicester Bank, Phoenix Insurance in Israel, and many others.

To locate the NetApp EMEA office for your country, visit http://www.netapp.com/sales/.

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Company Overview

Companies deal with a variety of information every day. About 80 percent of this information is available in an unstructured manner – for example as e-mails, notes, presentation slides, web contents, contracts or protocols – often containing profit relevant data. In order to use these documents effectively, they are edited manually and their contents are combined with standard systems – like ERP systems. All this takes time – and is extremely labour-intensive.

For more than ten years, nextevolution AG in Hamburg has been committed to optimising these processes. With modern information technology the processing steps are automated and the unstructured and ever-changing information is transferred into the company's data pool. nextevolution helps companies to generate knowledge and use the entire database as competitive advantage. The IT consultancy's service offerings range from Process Design and Realisation to Coaching and accompanying Change Management.

Our employees consult customers of various sectors throughout the EMEA Region. The main focus is to provide solutions in the areas of Enterprise Content Management (ECM), Financials, Business Intelligence, Logistics and Portals. In this connection, nextevolution cooperates with leading software suppliers like FileNet, BEA, Oracle, Microsoft and SAP.

To provide optimal customer service, nextevolution has offices in Hamburg, Munich, Berlin, Frankfurt and Vienna.

Due to our continuous success we are one of the best FileNet partners in Germany and one of the most important partners in the EMEA Region.

Regional Coverage

- Pan-EMEA
- Germany
- Austria & Switzerland

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government
- Manufacturing
- Oil & Gas
- Utilities
- Communications
- Retail
- Transportation
- Service Companies

Key Business Requirements

1. Management of unstructured content
2. Streamline / automate processes
3. Increase efficiency

Business Challenge

Management of unstructured content
Companies are dealing with a variety of different content information. The rate of unstructured content within large companies is constantly increasing. Customers need technical support to manage this business critical information.

Streamline / automate processes
Today business processes are more and more complex and business critical. Customers expect strategic technical solutions which help to address these requirements.

Increase efficiency
Strong competition forces companies to reduce total costs, time to market and time to deliver. Paper-based processes have to be reduced and moved to electronic ones, and content added "just in time".

ECM Solution/s or Services Overview

In our field of expertise, ECM, we design and realise the customer solution professionally and consolidate it in content management, business process management, team collaboration, web site management and records management, as well as in classic archiving and ERP connectivity.

nextevolution solutions based on IBM FileNet P8:

Business letter generator
External correspondence is the company's face to the customer. There are requirements such as legal issues, corporate identity and the need to archive correspondence in a correct and easy way. With our business letter generator for IBM FileNet P8, nextevolution offers a powerful tool for automated generating, sending and archiving documents and other information.

With our process approach of generating relevant correspondence "just in time", we achieve high user acceptance and fulfilment of all internal and external requirements. Automatic rendering of documents to multiple formats such as PDF allows customers to archive their output in a standardised and recoverable way.

SOA with IBM FileNet P8
Strategic integration of content and process and deployment of this embedded information on a portal or website have been the key issues of a customer use case that nextevolution has developed.

The basis of these strategic components are Content-, Process- and Web Site Management (CM, BPM, WSM) of IBM FileNet's P8 platform, as well as the IBM WebSphere Portal.

We provide a tight integration of IBM FileNet P8 Content Manager functionality and WebServices within further portal applications at the same time with integration of IBM FileNet P8 WSM applications in the IBM portal. Additional Value is provided by extension of IBM FileNet P8 Content Manager base functionality around extended authors functionality within the portal.

The whole development took place as JSR168 portlets for standard functions of IBM FileNet P8 Content Manager embedded within the IBM portal (SOA architecture. This Customer case is a good example for a strategic and fully integrated ECM Infrastructure based on IBM and IBM FileNet core components.

ECM-related Customer Success Stories

- Alcatel
- Alte Leipziger
- Bayer
- Bayer-Schering Pharma
- Bauer
- Berlin Chemie
- Condor
- Cosmos
- Credit Suisse
- Deutsche Leasing
- EADS
- Europcar
- Europäisches Patentamt
- Hamburg Mannheimer
- HVB Banque Luxembourg
- Jungheinrich
- Kaufland
- Knorr Bremse
- Lufthansa Technik
- Viessmann
- Wella

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Company Overview

As a consulting, software development and implementation company, Novadoc's specialty is to provide quality Enterprise Content Management and Business Process Management solutions. Novadoc assists and supports its customers in facing the challenges of running and improving their businesses by using advanced technology offered by industry-leading software suppliers. With 100% client satisfaction being the highest priority, Novadoc uses its expertise and technology know-how to deliver complete enterprise solutions. With more than 10 years of experience in providing ECM solutions and professional services to leading organisations, Novadoc has a proven track record of success in the design, implementation and support of comprehensive solutions that meet today's content management, compliance and legal challenges. Novadoc realises that choosing state-of-the-art software applications is only half of the solution. Tailoring the solutions to meet customers' business requirements is how Novadoc assists their customers to succeed in this challenging and quickly changing environment.

Regional Coverage

- Belgium, Netherlands & Luxembourg

Vertical Markets Served

- All industries

Key Business Requirements

1. Streamline business processes
2. Automatic and interactive document generation
3. Compliance

Business Challenge

1. Streamline business processes: If document production is not an integrated part of the business process at the moment, the end-user decides when and how to create documents. This can result in documents going missing or customer records not being completed.
2. Automatic and interactive document generation: Your organisation relies completely on end-user action for the creation and storage of documents. Therefore documents might not be created in the same way or not created at all and storage (of the latest) version is not guaranteed.
3. Compliance – Document compliance is based on 'cut and paste actions' and re-reading is the only way to check compliance.

ECM Solution/s or Services Overview

ActiveDocs dramatically increases organisational productivity by providing business-critical document creation solutions. Business processes can be standardised across your organisation so it's easy to adhere to quality standards, branding and compliance requirements.
ActiveDocs is ideal for businesses with interactive, ad-hoc custom documentation needs as well as high-speed, high-volume, server-based document creation requirements. ActiveDocs enables businesses to integrate their document creation needs into other core management information systems such as Financial, CRM or ERP solutions. ActiveDocs shortens document creation time by letting users focus on content creation and not how to type or format it. Contracts, proposals, reports, letters and more, can be created in no time – what used to take hours now takes only minutes. You'll be saving money right from the word "Go!". The FileNet P8 ActiveDocs Connector provides functionality for automatic and interactive document generation and automatic storage within the FileNet P8 Content Engine and integration with the Process Engine and the BPF (Business Process Framework).

ECM-related Customer Success Stories

The FileNet P8 ActiveDocs Connector is implemented at the Provincie Groningen and the Provincie Limburg in the Netherlands. Both customers are in a migration process from FileNet Panagon to P8. Part of the migration and the implementation of FileNet P8 is the integration with Activedocs for document generation. Based on the FileNet P8 ActiveDocs Connector, documents and document sets can be generated automatic and interactive. By the use of a web wizard interface the end-user is guided through the process of document creation. At the end created documents are automatically stored in the P8 Content Engine and attached to the right process. Not only is the created document stored but also all the 'answers' are saved, and based on these answers the next document version can be generated based on the previous one. By using ActiveDocs and the FileNet P8 ActiveDocs connector the organisations are 100% sure that documents are created at the right time, in the right way and stored at the right location.

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Company Overview

Oceanus have been trading for 10 years and have nearly 200 man years of FileNet experience. Initially they provided consultancy and services in the image and workflow markets. For the last 5 years Oceanus have been providing software solutions based around Case Management and more recently Systems Monitoring and Management. The two products that form their solutions have both been developed by Oceanus and are strategic solutions in a number of blue chip customers. The case management solution (CMS) is highly configurable and can be dynamically configured for a variety of industries. Further, the CMS solutions are implemented to fixed costs and always within fixed timescales, usually 6 to 12 weeks. Their systems management and reporting tool (ROBOT) not only monitors the CMS application but will also interface to existing non-FileNet related applications. An example of the Oceanus customer base is: Mellon Financial Services, Zurich Financial Services. Alliance & Leicester International, O2, Carphone Warehouse, Barclays Bank, Cumberland Building Society, and Nottingham Building Society.

Regional Coverage

- United Kingdom & Ireland

Vertical Markets Served

- Financial Services
- Insurance
- Utilities
- Communications
- Managed Services

Key Business Requirements

1. Predictable costs
2. Low cost geographic locations
3. Consistent performance
4. Managing customer expectations
5. Managing cross departmental information

Business Challenge

PREDICTABLE COSTS: Extensions or enhancements to the business offering need to be supported by first class controls and business analytics which in turn afford predictable costs.

LOW COST GEOGRAPHIC LOCATIONS: The advent of low cost geographic locations has companies relocating large elements of their production facilities with a requirement to have technological solutions to map against the new structures.

CONSISTENT PERFORMANCE: Market niches require responsive businesses that can absorb increased volume without a linear growth in personnel, needing a stronger reliance on flexible easy to use and deploy solutions that are consistently performing.

MANAGING CUSTOMER EXPECTATIONS: Businesses used to control the customer, but the climate is changing and the customer now votes with their feet. To address this, businesses need to individualise each customer and meet and exceed their expectations.

ECM Solution/s or Services Overview

Oceanus' mainstream product (CMS) offers a highly configurable solution that changes its identity according to the market and business areas it is required to address. For example, it is equally capable of addressing a mortgage case as it is an insurance case or a customer services case. Each of the screens used in a business environment can be readily and easily tailored to provide not only different layouts and individual fields, but interfaces to host systems and different classes of user. Furthermore, CMS will accept any communication channel and accommodate it in a case that moves around the organisation. Equally, it will return the result of the case transaction by any communication channel making it exactly the sort of flexible solution a company can use to balance its changing communication options. This has become a major feature when organisations have wanted to extend the use of CMS to additional user areas. A good example of this would be at O2, where three business critical applications now run, covering in excess of 5,000 users operating in 12 distinct locations including India. A central repository of information has been developed over time and resides on a FileNet server and is accessed by a variety of departments providing an ever increasing level of information that in turn allows more queries to be resolved 'first time' by a wider number of users.

ECM-related Customer Success Stories

At Mellon Financial Services, the Child Trust Fund application is one of a number of truly distributed solutions running on the FileNet system. With some servers on the East coast of the United States, the business capture activity in the UK and a mixture of Customer Services in India and the United Kingdom, Mellon provide a managed service solution for a number of blue chip customers each with their own Service Level Agreements. The ability to scale with predictability per customer (i.e. a major UK clearing bank is a customer of Mellon) was a key differentiator for that clearing bank in their selection of managed service provider. The architectural challenges posed by the distributed operating model have also proved to be a distinct commercial advantage where the Indian operation relies entirely on technology to provide its solution – there is no paper, nor could there be.

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Company Overview

Offnet Italia, Certified ISO 9001:2000, was established in 1985 as a company involved in Software Development and System Engineering. In the years Offnet Italia has acquired meaningful experiences designing and implementing Contact Centre and CTI solutions, CRM applications, ECM and Document Management, Internet/ Intranet and e-Business applications. The aim of Offnet Italia is to operate in the ICT market and to supply its Customers with the most valuable support, working in partnership with them and supporting them during the analysis, design, and development phases. The rich know-how acquired thanks to our operating relationships with market leading international partners and to several projects successfully carried out, allows us to look at technological innovations as the essential components of our value system. Offnet Italia focuses its strategy on innovation, with solutions that besides quality and reliability, ensures the degree of excellence required by companies operating in the present market.

Regional Coverage

- Italy

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Utilities
- Telecommunications

Key Business Requirements

1. Extensive access to core and customised FileNet functionalities via Web-Based Portals
2. Protocol Management and Digital signature integration in Document Workflow
3. Preservation of original image information and management of related dynamic information
4. Integration of Knowledge Management with FileNet Document Management

Business Challenge

Actually Central Public Administrations have to respond to the Interoperability Government Requirement, a requirement that can be met using our strong and extensive approach based on Web Portals and Web Services. Central Public Administrations must move to digital management of Protocol and Signature and our integration of those functionalities in the document management workflow enables the transformation of the document lifecycle into complete electronic management inside the Public Organisations and towards the Citizen. This capability can be integrated even with our CRM platform, thereby giving a Customer Care approach to document management. Official documents (image and text) have to be managed in original format and can be treated in a workflow relating to their dynamic information such as notes which have their proper security. Our experience with Knowledge Management systems allows us to connect knowledge to document management, addressing the modern information management requirements for areas such as Customer Contact Centres.

ECM Solution/s or Services Overview

Based on FileNet "Capture Desktop", Offnet Italia has developed a customised software application – ActiveX – that allows the acquisition of documents both through Scanner (paper documents) or through File Import (electronic documents/up to 200 different formats). The application operates in a Web environment. Contextually to the acquisition in Web modality, documents are classified and indexed on File Content Services in accordance with classification rules that correctly meet the System requirements. This application has been integrated in "Schede Paese – Demetra", a Document Management System carried out for the Italian "Ministero del Tesoro". For a more detailed description of the System see below "ECM-related Customer Success Stories".

ECM-related Customer Success Stories

1. Comando Generale Arma dei Carabinieri "Document Management System" for the electronic management of Carabinieri's photographic archive through bar-code.

2. Consip/Ministero del Tesoro "Schede Paese – Demetra". The implementation concerns the carrying out of a Web Portal for the management of economic and financial information and documents regarding Emerging Countries. The Portal can be accessed via Web, both with Intranet (login and password) and Internet (through trusted token card).

3. Consip/Ministero Economia e Finanze "SIGeD" – SIGeD is the Informatics System that includes the development and maintenance of "Documents Electronic Management" and "Document Workflow Management" for the Italian Ministry of Finance. The System, that also includes consultancy services, has been developed on the FileNet Suite and Microsoft.Net platform and allows Document workflow, Protocol management and Digital signature.

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Company Overview

OmniSystems is part of the MDS Holdings Group, a leading IT and Technology Provider in over 70 countries with a yearly turnover of 1.3 Billion US$ and over 1,950 employees.

We have a flexible and persistent sales force that pursues the satisfaction of our customers. Our dedicated team of pre-sales consultants and professional services experts work on providing end-to-end solutions that address specialised customers needs. They have the skills and expertise to tackle the most complex business problems and to implement fine-tuned solutions with a high level of reliability, availability and scalability. They remain on the leading edge of technology through their continual technical education and permanent exposure with our suppliers' specialists.

We are committed to providing quality services and ongoing support to guarantee successful implementation and operation of mission-critical projects. Our technical experts are trained to provide after-sales support with guaranteed response time and 24/7 availability.

Regional Coverage

- Middle East

Vertical Markets Served

- All Industries

Key Business Requirements

1. Preserve documents from decay and/or destruction
2. Provide ease of access to users across the organisation/scalability
3. Cut physical storage costs
4. Streamline processes by implementing workflow
5. Provide better security in accessing documents

Business Challenge

1. Preserve documents from decay and/or destruction
   Physical documents and archives face decay and/or destruction as document stores and warehouses are not compliant with any standard. Putting documents in an electronic format will give an organisation security in case of "disaster" (humidity, fire, flood, war…).

2. Provide ease of access to users across the organisation/scalability
   Documents are proliferating (especially electronic documents, emails, faxes…) and users are having more and more difficulties to organise and retrieve them. EDM suites will provide ease of access to documents and will scale efficiently.

3. Cut physical storage costs
   Organisations are using prime locations (head office, branches…) to store documents for practical reasons (closer to the users). Putting documents in an electronic format and giving on-line users access will facilitate moving document stores to remote low-cost locations and liberate space.

4. Streamline processes by implementing workflow
   Organisations are implementing new processes in order to optimise business and be more competitive. It is crucial to implement the proper workflow tools to achieve this.

5. Provide better security in accessing documents
   Confidentiality is a real issue nowadays. EDM's are providing a more secure and traceable way of accessing information across the organisation.

ECM Solution/s or Services Overview (cont.)

We are providing solutions and services around IBM Content Manager and Content Manager On-Demand to the following industries:

- Banking
- Broadcasting and Multimedia
- Telecommunications
- Government
- Hospitality Management
- Enterprise and Retail
- Education
- Manufacturing

Our solutions range from stand-alone document management systems to document repositories integrated with eBanking applications or workflow applications. OmniSystems has established strategic partnerships with International technology leaders. In addition to its International relationships, OmniSystems has also established local partnerships with ISV's and System Integrators providing local office consultancy and support. By keeping the customers best interests in mind, our team is keen on providing complete solutions with guaranteed performance and fast return on investment.

Our services include:

- Business Consulting
- Implementation
- Systems Integration including the handling of Arabic language
- Tools & Reports Development
- Support
- Training

OmniSystems Content Management solutions are providing customers with security and protection in case of "disaster" by creating an electronic version of the physical documents and a central and unique repository for physical and electronic documents including emails.

By giving all users in the organisation access to documents our solutions are helping them to achieve better productivity especially that our solutions are highly scalable and can easily grow and adapt to customer needs.

The rich security features of IBM CM provide customers with a unique environment that ensures that the right person will access the right information at the right time to execute the right action. Furthermore, the system provides logging features that provide traceability over users interactions.

Our customers are relocating document stores to low-cost areas now that they can access any document on demand. Implementing automated workflows has helped customers streamline the business processes and enhance their productivity and response time.

ECM-related Customer Success Stories

Banque Libano-Francaise
COLD and EDM solution based on IBM CM and CMOD on AIX platform with high availability (HACMP). Over 200 reports were integrated and indexed. Automated distribution procedures were implemented for over 600 users. Other types of documents (signatures, checks, advices…) were integrated in one single repository providing a single view of the bank's documents through the portal (Websphere Portal). We integrated this environment with the core banking application (Oracle based) to provide employees access to selected information from within the branch application. We also integrated the environment with the eBanking application (J2EE application) providing customers with access to cheques and statement of accounts.

Presidency of the Council of Ministers (PCM)
Development of a workflow application (Lotus Workflow) handling 32 processes managing the various interactions of the PCM activity. The application was integrated to IBM CM to provide a central repository with a single view to all users. IBM CM was also used to manage documents versioning and to handle data movement and retention (disk to tape) using the features of TSM (Tivoli Storage Manager). All applications and documents are in Arabic.

SOLIDERE
Solidere is the biggest real-estate and property management company in Lebanon. It manages downtown Beirut and all sea reclaimed areas. We have implemented IBM CM to manage paper based documents (7 million), electronic documents, emails, maps, GIS information, …giving over 250 users access to centralised information. We are integrating Kofax for rapid scanning, quality control and indexing. Release to IBM CM is seamless. The application is also integrated with JD Edwards for the exchange of financial and operational information.

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Company Overview

Open Connections is an established supplier of Electronic Document Management, Data Capture, Imaging, Web Content Management and Workflow solutions to commercial and government clients, with over 10 years in the marketplace. Our standalone and integrated systems are backed by full consultancy and support services.

Regional Coverage

- United Kingdom & Ireland

Vertical Markets Served

- All industries

Key Business Requirements

Our systems are normally applied to organisations wanting to improve efficiency, productivity and levels of customer service.

Business Challenge

To decrease organisation response times while driving up productivity requires automated and integrated systems. We are experts in the automation of document capture through OCR, ICR and other techniques. We are also expert at providing IBM FileNet products into an existing infrastructure in a seamless and cost-effective manner.

ECM Solution/s or Services Overview

Project Management: Our project managers are skilled in understanding the technical and commercial aspects of any project. Their role is to liaise with suppliers and third parties, and the customer at every stage of the implementation process. They will plan and monitor the operational, procedural and resource requirements for both successful implementation and long-term expansion, using formal project controls and project management techniques. The project manager will also undertake regular project reviews with relevant parties.

Business Analysis, Design: The Business Analyst is responsible for looking into how the proposed system will fit in with a customer's current and/or planned business practices. This includes how they wish to search for, access and index data and the planning of system library structures. The System Architecture and Design Service addresses all aspects of the structure of your system, including system administration and security planning, backup and disaster recovery routines, documenting the system layout and performance planning.

Development and Integration: As with any client/server solution, all components of the new application require integration with your existing infrastructure. Our technical specialists are skilled and experienced in integration at all levels, including providing additional functionality.

Customer Services and Upgrades: Open Connections is committed to helping our customers realise the full benefits of their solution in the shortest timescale with minimum disruption. Open Connections installation engineers are fully qualified, and our UK operation, Open Connections is BS EN ISO 9002 accredited for the supply and installation of proprietary computer hardware and software. This demonstrates our commitment to quality in all areas of our business. Open Connections have a great deal of experience of upgrading and migrating customer's document management systems. There are two approaches we take depending upon the customer's in-house expertise.

ECM Solution/s or Services Overview (cont.)

Support: Our over-riding aim is to ensure the ongoing success of our systems after implementation, through the provision of technical support packages that are both reliable and flexible to suit each customer's system, infrastructure and needs.

Training: Open Connections offers comprehensive training programmes for system managers, administrators and users of its solutions. The training aims to ensure quick user acceptance and understanding of the inherent benefits of the new system, leading to a faster return on a customer's investment.

ECM-related Customer Success Stories

Established in 1970, Gissings is an independent firm of employee benefit advisers and actuaries that designs total packages for pensions, healthcare and flexible benefits with a range of innovative products. Located in the City of London, Gissings is at the heart of the financial sector. The company's 300 employees are dedicated to delivering first-class service to its 600 clients. This case study explains why Gissings is committed to implementing Electronic Document Management (EDM) technology, in order to drive automation into its business and thereby ensure future growth and unparalleled customer service. The company's existing EDM project within Pensions Administration is described, together with the solution benefits and Gissings' future plans for expanding EDM technology into other areas of its business.

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OptiX

Company Overview

OptiX was established in 1994 and from the very beginning has specialised in designing, realising and implementing comprehensive document and information management systems.

Our main priority is to deliver modern, efficient and reliable IT solutions that assure our customers have a successful realisation of their strategies. The many years of experience enable us to design and implement optimally customised solutions created in very close cooperation with our partners – undisputed leaders in their branches of industry.

Thanks to intensive development OptiX has reached the dynamics significantly exceeding the average among companies with a similar business profile. Due to our strong, stable financial situation we are able to offer our customers safe, professional co-operation in areas concerning the implementation of proposed solutions and maintenance services.

We are proud that our know-how in the development and integration of highly customised solutions make us a leading IT company on Polish market.

Regional Coverage

- Central Europe

Vertical Markets Served

- All industries

Key Business Requirements

1. Business Performance
2. Employee Effectiveness
3. Cost Savings
4. Compliance
5. Enterprise Platform

Business Challenge

- Standardisation and optimisation of content & process infrastructure – lower TCO

- Content & process enablement of enterprise applications – ERP, CRM, PLM, etc.

- Compliance support – lower risk, lower costs

- Enhance productivity – without adding resources

- Reducing risk – identify issues before they become problems

- Improved customer service – without increasing costs.

ECM Solution/s or Services Overview

Full range of services covering analysis and design, implementation, deployment and support:
- ECM class systems at any level of complexity
- Archiving of paper and electronic documents
- Business process modelling and management
- Comprehensive maintenance service (24/7)
- Dedicated training programs.

ECM-related Customer Success Stories

- Industry – KGHM Polska Miedź SA
- Insurance – Zak_ad Ubezpieczeń Społecznych
- Banking – Bank Gospodarki Żywnościowej SA
- Insurance – Allianz Polska SA
- Insurance – PZU Życie SA
- Telecom – PTK Centertel SA
- Telecom – PTC ERA GSM
- Other – British American Tobacco

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Company Overview

Since 1998, Ovations has helped many of South Africa's largest organisations to achieve sustainable business improvement through the introduction of world-class business systems and processes. We have a track record built on proven methodologies, tailored solutions, exceptional skills and best practices that work in the real world.

Ovations' consultants are capable of working both in advisory and execution roles, from strategy through implementation and supporting solutions post implementation. We are partners who are not just along for the ride, but shape the journey based on real experience rather than untested theoretical knowledge. Our model is based on long-term, sustainable relationships with our clients. Our teams are shaped around a number of senior and mid level consultants with only a few juniors/learners per team. This is why we are able to offer our clients less risk, yet more reward.

Our culture is one of continuous learning, which means that we stay right at the forefront of global best practice. We'll innovate when appropriate, but we'll ensure that we do so in a way that mitigates your risk. We believe that innovation should never mean abandoning quality or consistency.

Regional Coverage

- South Africa
- United Kingdom & Ireland

Vertical Markets Served

- Financial Services
- Communications
- Insurance

Key Business Requirements

1. Reduced total cost to business
2. Reduced and managed operational risk, and improved compliance with legislative and internal governance requirements
3. Better management of business-critical company assets (paper, records and knowledge)
4. Better organisational agility
5. Improved worker productivity
6. Increased revenue through improved business and content management processes.

Business Challenge

- Business processes are manually intensive. Lack of management control and insight impact business agility and flexibility.
- With no content management system in place (or a variety of content management systems in use), an organisation's content (paper, records, electronic documents, voice interactions and images) may not be effectively or efficiently stored, managed, shared or used.
- Significant overheads are associated with physical paper storage and use, including storage space, transport and production costs (printing, copying and faxing). These costs are further exacerbated by the duplication of records.
- Legislative requirements around content retention and destruction may not be met. Content retention and destruction policies are complex to implement, monitor and control in a paper-based environment.
- Organisations may have a lack of proper security and access around content. Confidential information may not be adequately protected.
- Incorrect, inadequate or inconsistent documentation can lead to poor decision-making throughout an organisation.
- Disaster recovery procedures may not be sufficiently robust to protect an organisation.
- Knowledge management and sharing may be difficult to implement.
- Technology is not fully utilised to meet the demands of technologically advanced customers and integration with legacy systems impacts business flexibility and agility.

ECM Solution/s or Services Overview

Ovations Ovaflo – a fully integrated work management framework and user interface
Ovaflo is a suite of business process and content automation components. The high-performance, Web-based solution can be deployed at an enterprise or departmental level. With a standard set of applications and functions required by typical business processes, Ovaflo provides an integrated user interface that offers users a consistent, function-rich perspective. In addition, Ovaflo can be extended via the Ovaflo framework so that custom components can be built and added to the system at key configurable points.

Ovaflo has been developed using an open adaptor approach to multiple repositories, is highly configurable and easily extensible without disrupting the base code structure. This ensures a scalable, flexible solution with a rapid deployment time. Ovaflo standardises, integrates, automates and centralises all end user functionality and experience for business process management (BPM), enterprise content management (ECM) and related line of business systems using a common interface and implementation methodology. Ovaflo is fully integrated with FileNet and other BPM suites, and enables customers to lower overhead costs by spending less time creating and managing business process management user interfaces, configurable framework and implementation methodology. Implementing Ovaflo as a work management framework produces tangible benefits that translate into a sound return on investment, reduced total cost of ownership and improved service levels.

Ovaflo delivers the following measurable returns to business:
- Rapid deployment so businesses can quickly achieve their return on investment
- A tried and tested implementation methodology, reducing the error rate and implementation risk, leading to higher quality outputs
- A high degree of out-of-the-box functionality that merely requires configuration. This reduces the time traditionally spent on process automation development, and negates the need for ongoing maintenance and technological updates
- A standard interface that offers consistency across all the business process management interface requirements and which users can navigate with ease
- Real-time information that reflects all work in progress
- An interface independent of the content source, which allows personnel to complete tasks without accessing and searching multiple repositories or systems. This reduces search time and improves productivity and efficiency.

ECM-related Customer Success Stories

Ovations has delivered the following successful projects:
Document Management System for Zurich Financial Services (ZFS)
The successful implementation of a Document Management System for ZFS using FileNet ECM, BPM and Ovaflo as the front end to the system resulted in the following benefits: Sub-second document retrieval; Improved indexing capabilities; Provision of a central repository for worldwide content; and Integration into a work management system with the associated improvements in overall document processing systems.

SA Eagle Workflow and Document Management Solution
The SA Eagle solution is an enterprise-wide implementation of FileNet P8 through the Ovaflo work management portal. The workflow solution is centralised, allowing work to be performed and routed between processing centres across the country, while the document management solution is distributed for optimal performance. A full input handling solution based on P8 Capture was developed to support scanning, as well as inbound fax and email channels. It also provides remote users the ability to submit fully indexed electronic documents. The enhanced functionality of the new solution offers SA Eagle improved efficiency and management of work efforts in the organisation without needing to change their current ways of working dramatically.

Mutual & Federal BPM implementation and Enterprise Content Management strategy and implementation roadmap
Implementation of process automation and integration into core insurance systems using FileNet P8 and Ovations Ovaflo work management framework. Ovations assisted with assessing and defining an Enterprise Content Management strategy and framework as well as records management policies, which laid the foundation for the alignment of current ECM related operations with the establishment of new initiatives.

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Company Overview

Partner Solutions SA is a Portuguese company with offices in Portugal, Spain and Angola. It has more than 40 employees exclusively dedicated to ECM & BPM solutions and today more than 30,000 users across several market segments, including Banking and Insurance, Communications, Utilities, Transportation and Public Central and Local Administration.

Regional Coverage

- Portugal
- Spain
- South Africa

Vertical Markets Served

- All industries

Key Business Requirements

1. Business Performance
2. Compliance and Systems Integration
3. Cost Savings

ECM Solution/s or Services Overview

Partner Solutions has developed several solutions to address specific customer needs: ApliDoc – Full Document solution that runs on the FileNet platform; ApliScan – High volume production scanning station with full integration with FileNet; ApliUrb – Urbanism Processes Management for Local Government, using FileNet BPM; ApliMed – Hospital Urgent Care Services Management. Partner Solutions has a FileNet Certified Team prepared to help our customers in Systems Architecture Projects, Consultancy, Development and Maintenance.

ECM-related Customer Success Stories

Some of Partner Solutions' references in Portugal and Spain are described below:
- Fiscal Courts – BPM solution for national coverage of 18 courts serving more than 800 users. This solution won a prize for Public Administration in 2005
- DGRN – ECM solution for ID cards management with more than 40 million stored images. MillenniumBCP – Several ECM & BPM banking projects such as Fraud Management, Mortgage Processes, Human Resources serving 15,000 users
- Zurich – Full policies management integrated with e-mail, fax, legacy systems and CRM
- AXA Portugal – Full Claims Management with fax and legacy system integration
- Vodafone Portugal – Contracts Management with Paper Forms integration
- Telefonica Group – Architecture Consultancy and FileNet Platform Management
- Câmara Municipal Santa Maria da Feira – Full BPM for Urbanism Processes Management.

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Company Overview

For more than 20 years Plasmon has been the trusted source for professional archive solutions with demanding commercial and public sector organisations worldwide. Plasmon has a long-standing partnership with FileNet, providing hundreds of archive solutions for FileNet customers based on G-Series libraries and the UDO Archive Appliance. Plasmon archive solutions provide unmatched data longevity and unquestioned record authenticity for the long-term access and preservation of valuable business information. Plasmon solutions enable companies to meet regulatory obligations and manage risk associated with record retention, while providing competitive advantage through fast access to archived data. For more information, visit www.plasmon.com

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Manufacturing
- Communications
- Retail

Key Business Requirements

1. Retain their valuable business assets for very long periods of time
2. Ensure that their data archive is compliant with regulations for record authenticity
3. Provide quick access to archive records in a very cost-effective way over the life of the data
4. Enable a flexible and low cost disaster recovery strategy to secure the archive data

Business Challenge

Today, all organisations are faced with the challenges of retaining their records for a longer period of time in a secure and cost-effective way. While RAID based archive technology provides fast performance, it is inflexible and very expensive to operate over the life of an archive spanning decades. Magnetic tape provides high capacity, but must be carefully maintained to ensure that records are not lost as the tape ages.

By contrast, Plasmon's UDO archival storage solutions are based on extremely robust optical storage. The UDO Archive Appliance delivers the performance of RAID, with true WORM recording that cannot be matched by magnetic storage. Unlike tape, UDO access times are very fast and UDO media life is far greater, with no ongoing maintenance. When compared to RAID, a UDO solution is more flexible, and both acquisition and operating costs are much lower.

Plasmon's UDO Archive Appliance solutions provide the record authenticity and data longevity demanded by industry regulations in a flexible architecture that delivers very low total cost of ownership.

ECM Solution/s or Services Overview

Plasmon's UDO archival storage solutions provide a complement to the ECM products and services offered by both FileNet and their network of software partners. Certified as a P8 storage solution, the UDO Archive Appliance is used by a wide range of applications as the repository for documents that need to be retained in a compliant format for many years. The UDO Archive Appliance is a field proven, and cost-effective archive solution.

ECM-related Customer Success Stories

Plasmon has a very long-standing relationship with both IBM and FileNet. The IBM 3996 range of UDO libraries are provided to IBM by Plasmon as part of an OEM relationship. FileNet has also supported Plasmon's optical archive solutions for many years and there are hundreds of new and legacy FileNet customers that rely on Plasmon solutions for secure long-term archival storage.

Plasmon's UDO Archive Appliance is a P8 certified storage solution and FileNet customers using UDO archive solutions can be found worldwide across a diverse range of applications and industries.

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Company Overview

PT Sistemas de Informação (PT-SI) is one of the largest and most complete Portuguese companies in the Information Systems Consulting and Integration sector. With approximately 90 million euros in Operational Returns in Services and Integration, PT-SI manages more than 840 highly qualified professionals, over 82% of whom are university graduates.

PT-SI is part of the largest private group in Portugal. Portugal Telecom is quoted on the Lisbon and New York Stock Exchanges and represents 4% of the Portuguese Gross National Product (GNP). It employs 30 thousand people and serves more than 40 million customers, scattered trough 4 continents.

PT-SI is the first Portuguese company (in volume) offering IT Services in the Portuguese market, according to IDC. Ranking the 3rd position in market share being the first 2 both, multi-national companies.

PT-SI mission is to contribute to competitiveness, efficiency and quality of companies and organisations with which it has partnerships. These objectives were achieved trough providing a quality service.

Regional Coverage

- Portugal

Vertical Markets Served

- All industries

Key Business Requirements

1. High Volume and Complex Business Processes
2. ECM Solutions with High Volumes
3. Integrated Solutions, especially integrated workflows

Business Challenge

PT SI has a lot of experience in implementing high volume solutions and has several solutions implemented and in production. These solutions handle more than 2,000 new work items every day, across more than 100 different business processes. Also, we have solutions that have more than 40 million stored documents, and receive around 40,000 new documents every day. All of PT SI FileNet P8 based solutions are perfectly integrated with all other enterprise solutions, like Automatic Data Capture, SAP, Siebel, Tibco, and others.

ECM Solution/s or Services Overview

PT Sistemas de Informação (PT SI) has been a FileNet ValueNet Partner since 2003, and since then PT SI as won 3 International FileNet Awards (2005 – Most Innovative Solution in SEMEA; 2004 – Most Innovative Solution; 2003 – Best ValueNet Partner), as a result of several innovative solutions, based on FileNet P8.

Daily, more than 10,000 users, distributed by several PT Group companies, use PT SI's BPM/ECM solutions, based on FileNet P8.

PT SI implemented the first FileNet P8 3.0 solution, back in 2004. This solution has an international published success story.

ECM Solution/s or Services Overview (cont.)

PT SI also has another success story on implementing a FileNet P8 based solution that improves Customer Relationship Management and allows the aggregation of multiple customer records into a single view and facilitates the streamlining of space and access through a paperless environment, governed by automatic data capture and document routing and archiving rules.

ECM-related Customer Success Stories

From the Portugal Telecom Success Story, already published:
"The FileNet P8 architecture offers many advantages in terms of sophisticated workflow capabilities and support for a universal document repository. We regard our FileNet solution as highly innovative because of its ability to unify and manage a wide range of business processes." - Nuno Baptista, Department Manager, PT SI. "The main challenge was to unify the business processes involved and implement a single IT platform to support them," explained Nuno Baptista, PT SI. "There was also a need to re-engineer the processes with a view to streamlining and automating them for improved efficiency."

PT set out to develop a unified business process management (BPM) and workflow platform that would combine ease-of-use with robustness and efficiency, while enabling tight control of all processes. PT decided to base its new consolidated solution on FileNet P8 in combination with SAP R/3. SAP was already the core business software across the group, while several PT companies had already implemented FileNet solutions in the wake of a decision to adopt FileNet as the enterprise content management (ECM) standard for the group. Existing SAP and FileNet solutions were consolidated into a single customised solution, which is responsible for modelling, implementing, automating and controlling a total of 157 business processes. They range from changing employees' HR data to approving invoices. In total, the system has some 2,000 end-users.

From the doc.com solution description:
PT-SI's doc.com solution allows the aggregation of multiple customer records into a single view and facilitates the streamlining of space and access through a paperless environment, governed by automatic data capture and document routing and also document archiving rules. Any request arriving by fax, letter or email from a customer is classified and aggregated to its account by querying the common customer database. The document is automatically interpreted, classified and archived in FileNet Image Manager. A business process starts several semi-automatic workflows and, when all issues are resolved, a response to the customer is generated by letter, fax or email and archived in the same system. In addition, the solution allows for the creation of split-aggregate workflows to manage multiple issues from the same customer.

PT-SI's doc.com solution is based on three different components: CRM, a middleware framework, and document repository and capture software based on FileNet Image Manager. Since its inception, this PT-SI solution has grown to 15 interfaces with other enterprise applications. PT-SI's doc.com solution has 2,000 users, processes more than 40,000 documents per day, has 220 remote capture stations and 500 fax lines.

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Company Overview

Research Engineers is the German branch of the US based company BPO Management Services (BPOMS), a business process outsourcing (BPO) service provider offering a diversified range of on-demand services. These include human resources, information technology, enterprise content management, finance and accounting, in order to support the back-office functions of enterprises on an outsourced basis. BPOMS supports middle-market businesses being new to the BPO market, established businesses that already outsource and businesses seeking to maximise return-on-investment from their in-house workforce.

Research Engineers is an OEM Partner and Specialist in the fields of viewing, redlining and online collaboration. The great know-how of the company is based on the development of viewing and redlining products since the early nineties. Over the past 6 years Research Engineers is focused increasingly on Java- and Web-based Technologies. Research Engineers is your local and professional project partner for the integration of viewing and redlining functionalities to FileNet Products.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. The ability within a workflow to view imaged documents of various file formats and to be able to electronically mark-up and approve the documents without altering the original image file Java based document viewing
2. Operating system independence
3. Seamless integration into FileNet P8, IS, BPM & TCM
4. Need for customisation to fit the client's specific requirements

Business Challenge

- Viewers included with imaging/workflow software do not provide the required functionality - eReview renders more than 200 File Formats (2D Documents/Drawings as well as 3D CAD Models) and enables the user to annotate them
- Technology Fit - the availability of Java based viewers which are platform independent and support a wide variety of file formats - eReview is fully J2EE compatible and thus usable on each J2EE Web Application Server
- eReview works on Windows, Linux, Solaris…
- Proven & seamless integration with various FileNet applications - eReview has a proven track record of successful deployment in mission critical business applications
- Customisability - Viewers that may fit the other criteria are not easy to customise - Research Engineers has close to 10 years of expertise developing and integrating viewing technology for the FileNet environment.

ECM Solution/s or Services Overview

Research Engineers develops and markets eReview, a Java based viewing, markup & online collaboration tool which can be seamlessly integrated into FileNet P8 Workplace and FileNet Team Collaboration Manager (TCM).

ECM Solution/s or Services Overview (cont.)

eReview's Viewing (document display) and Markup (application of annotations) functionalities represent a standard requirement of practically every FileNet installation. A product suitable for this purpose distinguishes itself through an easy to use user interface, as well as through the functionality to display a multitude of file formats such as raster, CAD and vector formats, or documents from office applications and in the PostScript/PDF format.

eReview is a suitable View & Markup tool and is optimised for FileNet's product line. eReview makes it possible to display and edit over 200 different 2D/3D document and graphic formats, without requiring access to the diverse and often expensive original programs with which the files were created. The Markup technology employed in eReview for document editing does not modify the original document in any way, because the notes added by the user are stored in a separate accompanying file. This guarantees the integrity of the document and prevents uncontrolled modifications. This "local", i.e. single user, functionality alone makes eReview an often indispensable supplement to FileNet P8 Workplace.

When working together with TCM, eReview can take it a step further. Multiple users can examine the documents simultaneously, from different locations via the web in an online collaborative session. This real-time teamwork can save time and money while helping to minimise misunderstandings during document and graphic editing.

ECM-related Customer Success Stories

Deutsche Post (German Postal)
Integrated into the FileNet IS based electronic document processing architecture, eReview allowed quick access to the pertinent documents for viewing, annotation and stamping depending on the business rules and privileges. eReview's UI configurability allowed users to start with an interface very similar to the previous system, and move up to more complex features on demand. This minimised any learning curve when introducing eReview.

Steria Mummert GmbH
Steria has partnered with Research Engineers to offer a combined solution to their customers based on FileNet P8 and eReview. eReview is tightly integrated with a Government application, based on FileNet P8, to allow users to view and markup documents in a variety of formats, right from the FileNet interface. Steria and Research Engineers have already made headway in introducing this combined product to one of the leading government organisations in Germany.

DRV Bund (German Pension Funds)
Moving to an automated enterprise workflow achieved faster claims processing. The use of electronic signatures on documents and consequent identification of signed documents resulted in higher turn around. eReview's API and architecture made the integration easy and ensured platform independence. eReview Java Bean technology helped integrate .net and java applications.

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Company Overview

IBM's history in the Kingdom goes back to 1947, when a group of IBM specialists arrived in Dhahran to install the first information-handling system for the Arabian American Oil Company (ARAMCO). With the rapid economic development in the Kingdom, Saudi Business Machines Ltd. (SBM) was established in 1981 as the General Marketing and Services Representative (GMSR) of IBM World Trade Corporation in Saudi Arabia.

Today, SBM is the Kingdom's leading IT company providing end-to-end enterprise Information Technology solutions across all industries. Its capability as a total solutions provider is further enhanced with its portfolio of services in networking, systems integration, consultation and implementation, business recovery and operations support. The company also provides tailored maintenance and support services for a vast range of IBM and non-IBM products.

SBM has a workforce of more than 600 employees operating throughout the Kingdom from its headquarters in Jeddah and branch offices in Riyadh, Al Khobar and Jubail.

Regional Coverage

- Middle East

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government
- Manufacturing
- Oils & Gas
- Utilities
- Communications
- Retail
- Transportation

ECM Solution/s or Services Overview

We provide all IBM ECM-related Professional Services to all industries in Saudi Arabia.

ECM-related Customer Success Stories

Saudi Business Machines' customers include:
- Royal Commission
- Al-Rajhi Bank
- Saudi Electricity Company
- Bank Al-Bilad
- Saudi Arabian Monetary Agency
- NADEC
- Bank Al-Jazeera
- Dammam Municipality.

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Company Overview

The IT services and software house science + computing ag specialises in sophisticated computing environments in the product development process (CAD, CAE, CAT). The company concentrates on the efficient design, administration and utilisation of complex Unix, Linux and Windows networks. Amongst other things, science + computing supports its customers in the optimisation of process cycles, in the management of workflows and in the data administration during simulation and computation. Over 200 employees are working at the four branch offices in Tübingen, Munich, Düsseldorf and Berlin. Among science + computing's customers are Audi, BMW, DaimlerChrysler, Porsche and Infineon Technologies.

Regional Coverage

- Germany
- Austria & Switzerland

Vertical Markets Served

- Manufacturing

Key Business Requirements

1. Requirements management
2. Document imaging and archiving
3. Simulation data management
4. Enhancement and excellence of the product conception and development process
5. Automation of the product conception and development process

Business Challenge

Product conception and development is a complex process spanning a variety of people and resources across departments. A new product is targeted to accomplish specific goals. These goals must be translated into requirements for different functional units of the product and further broken down into detailed specifications for each product component. Contradicting requirements for one component resulting from the goals for different functional views must be resolved. An escalation mechanism needs to be enacted. A change of requirements must be communicated to all relevant areas. The accompanying documents should be bundled and versioned for easier decision making. Simulation data and product data needs to be in a congruent state. The respective data systems must be interfaced and the data updated. Processes for seamless data conversion between PDM and SDM are needed, as are scanning, electronic archiving and the automated processing of business documents.

ECM Solution/s or Services Overview

science + computing ag supports the requirements management in the product conception and development process in the manufacturing industry with FileNet P8. A process is built to manage the requirements through their life-cycle from the goal-setting at enterprise level to the resolving components specification. All requirements and their vertical and horizontal dependencies inside and across functional and business units are documented in the ECM system. The requirements processes are represented and automated with FileNet BPM. The requirements process splits the top-level requirements into requirements for assemblies, supports the vertical breakdown of the requirements from the assembly to each component and links the requirements of the components across assemblies. Plausibility checks and identification of conflicts are greatly enhanced. Transparent documentation is enforced. Product-independent managing structures for product requirements are established.
The requirements management with FileNet provides: extensive and integrated method of resolution, high scalability, consistent data management (reducing redundancy), high flexibility when integrating with existing infrastructure, management of requirements changes, and support in specification creation. With FileNet ECM and BPM science + computing ag supports the integration of PDM and SDM systems. Interfaces to existing systems are built, processes for data transfer and conversion established. Data changes are forwarded to the relevant people. science + computing ag provides full service for FileNet Image Manager.

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Company Overview

Siemens IT Solutions and Services is one of the world's leading IT service providers. Since its foundation in 1995, Siemens IT Solutions and Services has developed from a company with just one customer and one type of business – operating data centres for Siemens – to a global provider of comprehensive information and communication technology solution and services. With it 34,100 global headcount, 450 in the Slovak Republic, the range of Siemens IT Solutions and Services service and solution offerings covers all elements of the Consult-Design-Build-Operate-Maintain service chain. For our customers, this means that a single source can supply everything they need – from process consulting to the design and implementation of application systems, from the operation of the IT and communication infrastructure right through to technical maintenance.

Regional Coverage

- Central Europe

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Oil & Gas
- Utilities
- Communications
- Transportation

Key Business Requirements

1. Improve internal processes, make them transparent, more precise and effective
2. Increase level of customer services
3. Increase competitive advantage

Business Challenge

Improve internal processes, make them transparent, more precise and effective: Customers need support in maintaining large amount of documents, archiving, searching, creating consistent electronic files for all clients, agents and loans; Process automation, tracking and high level management; Statistics and overviews; Automated distribution of received correspondence; Improved Savings and Loan Services; Optimisation of departments' productivity and efficiency in operations; and Reduced training time for specialists.

Increase level of customer services: This necessitates Simultaneous and fast access to all electronic documents and files; Decreased turnaround time for document requests from days to seconds; Decreased quantity and costs of phone calls; Historic overview of the relationship to clients, dealers, agents.

Increase competitive advantage with improved internal processes and better customer services.

ECM Solution/s or Services Overview

KODIS is a complex ECM solution, which covers the three areas – a) different types of electronic documents management (scanned, forms, images, XML files, audio, video, email), b) original paper documents and files management, c) business processes management, together with legislative compliance. The solution is based on FileNet technologies, is modular, and can be customised to company needs. The FileNet architecture provides a unique platform for enterprise content management, business processes and integration with company's information systems. KODIS brings to users real time information, provides tools for business process consistency and control, allows managers to make better decisions and fulfil companies' enterprise prospects.

ECM-related Customer Success Stories

Czechmoravian Building Society Prague (Českomoravská stavební spořitelna): The largest building society in Czech Republic, headquartered in Prague. Scope: To improve the company's processes, make them transparent, more precise and effective. Maintaining a large amount of documents, archiving, searching, and liquidation for: Application Savings, Claims Processing, Loans Processing, Customer Service, Dealers & Agent Files, Processing Correspondence, Registry and Archiving Installation. The solution is based on FileNet Image Services, COLD, FileNet Capture, FileNet Desktop, and FileNet Print. The pilot project was implemented for savings in 1999, the Optical Archiving System was upgraded to a complex CODIS application, including all existing OAS features and capabilities to manage all received and outgoing correspondence for savings. The next extension of CODIS was in the field of building loans. The system was improved and expanded by server clustering, next archiving capacity, scanners and licenses, adding more application functionality. The last extension of CODIS was implemented for Dealer's and Agent's Files and their processing. All the main company's processes are under the control of the CODIS application, based on FileNet technology. The CODIS system implements modules – Registry, Scanning and import of documents using bar code technology, Clerk – work basket, Manager's tools, Physical archiving, Supervisor, Operator, Image Import, Cold, etc.

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Company Overview

Silicon Plains is a Premier IBM Partner specialising in Enterprise Content Management and Business Process Management solutions in the United States, Europe and Asia Pacific. Their headquarters is in Des Moines, Ia., with offices throughout Asia. Silicon Plains has a global presence with 130 employees delivering out-of-the box solutions based on IBM middleware.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government
- Manufacturing
- Oil & Gas

Key Business Requirements

1. To Increase productivity through process automation
2. To improve customer service through process automation
3. Lower total cost of ownership
4. Compliance with regulatory and audit requirements

Business Challenge

Inundated with volumes of information, including applications, release forms, verification letters, policies, contracts, statements and waivers, many insurers struggle to manage the requisite paperwork, impacting their ability to differentiate themselves by providing exceptional customer service.

Additionally, organisations must meet ever-increasing regulatory mandates for the proper handling of client information. Moreover, meeting the requirements of regular audits and overall customer service metrics presents a continual challenge. An automated system that manages the massive wake of paperwork and processes generated by each of these transactions, ensuring that the necessary information to make critical decisions is available to employees on demand, would significantly enhance response times. A system that boosts employee productivity, while eliminating errors that subject insurers to operational risk, would provide a competitive advantage and increase the bottom line.

ECM Solution/s or Services Overview

With dedicated sales, project management and technical teams, Silicon Plains captures and automates critical business content and transforms it into accurate, reliable and retrievable information. Silicon Plain's DotSphere is currently the only solution that Integrates FileNet BPM and IBM DB2 Content Manager.

Silicon Plain's clientele throughout the United States and India have reaped numerous benefits from DotSphere, including:

- Design to deployment within one to four months
- Decreased IT administration costs by up to 40 percent
- Increased IT utilisation by up to 25 percent
- Additional revenue with increased productivity
- Improved management visibility into processes and
- Compliance with regulatory and audit requirements.

ECM-related Customer Success Stories

In such a paper-intensive business, Prudential was maintaining files with a vast array of documents for each of its insured. These documents required manual sorting, filing, and retrieval. They also occupied a tremendous amount of physical space. The company recognised that an automated environment was essential to sustain competitiveness and long-term profitability. The key to this automated environment was implementing an ECM and BPM solution. Prudential selected Silicon Plains due to their expertise with the IBM ECM products and their workflow product, DotSphere.

The solution resulted in huge savings in terms of time, resources and accountability. The key was to enable Prudential to maintain and raise their service standards. The business benefits for Prudential are:

- Improved Customer Satisfaction
- Improved ROI
- Elimination of lots of paper – reducing processing time
- Increased productivity due to process automation
- Executive Level Dashboard monitoring
- Extensive report generation and management of the reports.

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Company Overview

Steria Mummert Consulting is among the ten leading providers of management and IT consulting services in the German market. For more than 40 years the company has been integrating its acknowledged business excellence with comprehensive process and technology know-how, thus enabling its clients to achieve a lasting improvement of their performance record. Steria Mummert Consulting focuses consistently on the following branches of industry: banks, insurance, public services, telecommunications, utilities, healthcare and transport. In addition to this, the company translates technologies into added-value solutions embracing various branches of industry. Steria Mummert Consulting accompanies its clients across the entire value chain, from consulting and systems integration to the takeover of IT and business processes. In Germany and Austria the company employs approximately 1,300 people having many years of experience in the effective implementation of sophisticated projects. Steria Mummert Consulting is a company of the French Steria Group which, with a turnover of nearly 1.3 billion Euro and more than 10,000 employees, belongs to the top ten European providers of IT services.

Regional Coverage

- Germany
- Central Europe
- Austria & Switzerland

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Utilities
- Communications
- Transportation

Key Business Requirements

1. To design and expand efficient and innovative customer relations
2. To optimise and automate business processes in particular to make them more cost-effective
3. To preserve the knowledge and information of organisations and to improve its accessibility

Business Challenge

Many of our customers still rely on paper-based business processes. Some industries are at the forefront of using ECM technology, others are only beginning to think of using it. Insurance companies usually have sophisticated ECM solutions that have matured over several decades; consolidation of existing solutions and leveraging new technology is the mainstream. Banks often have island solution in the archiving sector, but lack a consistent and extensive use of state-of-the-art ECM technology. The public sector just begins to introduce ECM applications but is quite open minded. Case Management systems unifying ECM technology and business logic according to the DOMEA standard are still the trend. Since the expectations are quite high and the complexity of modern ECM solutions is often underestimated, many ECM applications lack full functionality or are difficult to deal with from a user's point of view in the public sector. The manufacturing area typically either uses or intends to use archiving solutions in connection with ERP system. For the management of technical drawings especially, highly sophisticated solutions have been established but are normally not part of an integrated ECM infrastructure.

ECM Solution/s or Services Overview

Steria Mummert Consulting provides ECM consulting ranging from pre-studies, reviews on existing solutions and product evaluations to the conception and planning of applications to their implementation and support. Based on solutions we have built for our customers in the past we furthermore provide the following solutions:

The electronic claim file allows instant access to all the facts relating to a damage claim. The workflow component ensures that a case of damage is processed promptly and according to the regulations and allows automation of processing procedures in processing the claim.

The caseworker receives access to the electronic client file, e.g. via direct integration of the file in the CRM software. By clicking on the client name or client number, the caseworker has access to the entire contents of the file.

Through the integration of the electronic personnel file into the HR application environment (e.g. SAP R/3 HR), direct access to the relevant documents can be obtained. Documents produced in the course of processing can be adopted via electronic allocation.

The implementation of the electronic credit file takes place by means of a central electronic archive, which mirrors the bank's internal requirements of the credit file.

The electronic contract file supports all processes in the lifecycle of a contract, from contract negotiation/signing through to setting time limitations. Automation of the processing of incoming invoices in connection with invoicing in SAP ERP systems.

ECM-related Customer Success Stories

Ärzteversorgung Westfalen-Lippe (doctors' provision service)
- Introduction of a cross-departmental mail basket solution.

DekaBank
- Development, introduction and operation of a document management system in deposit administration.

Deutsche Post IT Solutions GmbH
- SAP – Archive linking, real estate administration.

Deutsche Post AG
- Archive call for tenders.

Deutsche Rentenversicherung Rheinland (German pension scheme Rhineland)
- Design and implementation of a BPM and DMS for various pension scheme processes.

Grundeigentümer Versicherungen (landowners' insurance)
- Design and implementation of a comprehensive document management and workflow system in the customer service centre.

LBS
- Norddeutsche Landesbausparkasse Berlin-Hannover, LBS Schleswig-Holstein and LBS Saarbrücken (regional building societies)
- Automated processing and archiving of housebuilding applications
- Development, introduction and operation.

Schweizerische Unfallversicherungsanstalt (Swiss accident insurance agency)
- Building up e-dossiers on the basis of FileNet P8.

VPV Versicherungen (insurance)
- Constructing and implementing a central archive system and scan centre.

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Company Overview

A singular vision -- "The Network Is The Computer" -- guides Sun in the development of technologies that power the world's most important markets. Sun's philosophy of sharing innovation and building communities is at the forefront of the next wave of computing: the Participation Age. Sun can be found in more than 100 countries and on the Web at http://sun.com.

Regional Coverage

- Pan-EMEA
- Germany
- United Kingdom & Ireland
- South Africa
- Nordics
- Central Europe
- Middle East
- Austria & Switzerland

- France & North Africa
- Italy
- Belgium, Netherlands & Luxembourg
- Spain
- Portugal
- Greece
- Israel
- Turkey

Vertical Markets Served

- All industries

Key Business Requirements

1. Records management
2. Workflow management
3. Web content management
4. Document-centric collaboration
5. E-mail archiving

Business Challenge

In an environment of increased regulatory complexity and scrutiny, raised expectations with respect to corporate governance and evolving legal precedents, past approaches to the retention and management of data may no longer be acceptable. Understanding these stringent requirements, Sun has integrated its storage, systems and software technologies with ECM solutions from our Sun Partner Advantage Program ISV partners. Sun's approach provides a comprehensive Information Lifecycle Management solution, optimising utilisation, scalability, and flexibility. These solutions are specifically designed to help organisations manage growing electronic data volumes and meet compliance requirements, while lowering total cost of ownership and boosting performance across the enterprise.

ECM Solution/s or Services Overview

FileNet Image Services has been integrated into a solution with the SunSAR connector and the Sun StorageTekTM 5x20 NAS Appliance with Sun StorageTekTM NAS Compliance Archiving Software. This solution meets both corporate and government compliance requirements. The Sun StorageTek NAS Compliance Archiving Software for the Sun StorageTek 5x20 NAS Appliance adds the ability to create Compliance Volumes in which WORM (Write Once Read Many) files can be created. WORM files cannot be modified and they can only be removed after the retention period is met. The Sun StorageTek 5x20 NAS Appliance when coupled with the Sun StorageTek NAS Compliance Archiving Software is collectively called the Sun StorageTek Compliance Archiving System, and meets stringent data retention and protection requirements such as those set forth by the US Securities Exchange Commission (SEC)'s rule 240.17a-4.

ECM-related Customer Success Stories

Customer: NYC Department of Finance.
Customer Challenge: New York City's Department of Finance (DOF) needed to improve the accuracy and speed of public and internal access to real and personal property records, and create a more efficient system for the back office processing and recording of property documents and related fees and taxes.

Solution: Sun Microsystems, BearingPoint, and FileNet Corporation developed a complete, large-scale property records solution for complete online management of the information lifecycle, from scanning and processing to storing and retrieving all future and current real and personal property records dating back to 1966. This solution, ACRIS, is built on a stack of high-powered Sun servers, Sun storage and FileNet's industry-leading P8 Image Manager Suite for ECM, to provide secure public and internal management of over 40 million documents for more than 7,000 daily users.

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Company Overview

SWORD Group (€142M revenue, €15.7M net profit, 1,500 consultants) has an excellent track record in business compliance solutions, with proven technical expertise in information management. It delivers best-of-breed products worldwide via a strong partnership with IBM FileNet.

SWORD is member of the IBM FileNet ValueNet network and is certified as a TSP partner (Technical Support Provider).

The Group prides itself on being able to deliver outstanding, client-centric solutions which draw on extensive knowledge and experience.

Regional Coverage

- United Kingdom & Ireland
- South Africa
- France & North Africa
- Belgium, Netherlands & Luxembourg
- Greece

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Oil & Gas
- Utilities
- Communications
- Patent Office
- Life Science
- Engineering/Construction

Key Business Requirements

1. For more than a decade, SWORD has delivered integrated content management solutions working with IBM FileNet
2. SWORD is a leader in ECM best practices
3. SWORD's ECM services drive greater ROI through more effective use of existing assets
4. SWORD's ECM services methodology provides consistent and effective project management analysis, implementation and deployment

Business Challenge

SWORD enables organisations to unite teams, content and associated business processes. ECM manages information throughout its entire lifecycle, from creation to archival/disposal. This practice enables organisations to comply with laws, guidelines and standards imposed by internal and external regulatory authorities.

The delivery of robust content capture, intelligent business process automation and rigorous change control provides clients with a focussed business methodology. SWORD's products and services are based on our expertise in FileNet and our knowledge of our clients' industries. From consulting to system integration, SWORD ensures the successful completion of the project.

ECM Solution/s or Services Overview

Key ECM solutions delivered by Sword:
- Information Acquisition: Capture of multiple information sources into a secure repository
- Organisation: Structure and content relationships are configured to minimise search time and ensure complete information is delivered to the right people at the right time
- Change Control: Secure processes are adopted to meet changing business needs without loss or duplication of data
- Retention & Disposal: Rules automation ensures documents are classified and kept for reference or disposed of according to business and regulatory demands.

With more than 6,000 man/days on FileNet P8 integration in France over the last 2 years, SWORD has acquired a high level of expertise and experience, rather unique in France and abroad. It amounts to more than 9,000 man/days in Europe. We have at least 12 employees certified on FileNet technology, and more than 85 of SWORD's employees in USA and Europe are trained and skilled on FileNet technologies. They bring advice, assistance, development and maintenance support to major customers. SWORD is certified by IBM FileNet to sell, install, develop, maintain and support every solution based on FileNet technology.

ECM-related Customer Success Stories

A significant example of the Sword / IBM FileNet partnership is the success story related to one of the major French financial institutions: the "Caisses d'épargne".

The first step of this ambitious project was the scanning of all the contract and credit files of the sole regional Caisse d'Epargne Rhone-Alpes.

Sword is now generalising this application to the 12 "Caisse d'épargne" which represent 12 million customers and 17,000 employees. Some BPM functionalities will enrich the initial solution.

At the same time, the amount of documents has been extended and legal constraints have been added in the scope of the project leading to more than 15 million documents being captured into FileNet P8 every year.

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Company Overview

As a full service provider, the sycor group of companies covers the entire range of information and communication technology. Headquartered in Göttingen (Germany) sycor has subsidiaries in Wiesbaden, Pittsburgh (USA), Montreal (Canada), Singapore and Shanghai (China). In addition to management and strategy consulting, sycor offers mainly SAP and Dynamics AX services as well as customised solutions for the areas of telecommunication, archiving, E-business, IT-outsourcing and networks.

sycor provides one-stop-solutions: concept, implementation, realisation, operation and support. The focus of the company lies in medium-sized manufacturing companies in the chemicals industries (plastics production and processing companies), healthcare (manufacturers of medical devices) rental, as well as printing and packaging. In addition to that, sycor offers its wide range of services for the oil and gas industry. In Asia, sycor also serves the banking and insurance industries. The group of companies was established in 1998 and in 2006 achieved sales revenue of 23 million with almost 200 employees.

Regional Coverage

- Pan-EMEA
- Germany
- Central Europe

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Manufacturing
- Chemical/Pharmaceutical

Key Business Requirements

Enterprises often take the advantage of ERP-Systems, like SAP as the leading IT-System, to reach their business objectives. Some of those strategic goals could be addressed even more effectively by using the advantages of the ERP-system together with FileNet's P8 Image- and Content Management capabilities.

The main objectives are compliancy, especially to GOBS and GdPDU, process optimisation (less paper-based, more automised) and the increased of performance and productivity. As an experienced SAP and FileNet Partner, sycor provides expert skills within the broad range of SAP and FileNet.

Business Challenge

In today's competitive markets, there is no room for cost-intensive, inflexible information technology that does not not supporting the business. The alignment of business and IT-strategies leads to the reduction of costs and risks, the capitalisation on market dynamics and a quick return on investment.

The most demanding objective is to manage enterprise content, to integrate SAP data and to improve system performance at the same time.

Based on experience, sycor provides you with:
- Improved storage utilisation
- Higher data availability
- Reduced management costs
- Highly scalable capacity and performance.

With an archiving solution, significant gains in productivity will be within reach. After an SAP R/3-update, applications will work faster and runtimes of system jobs will be reduced. Last but not least, the business unit's IT professionals will be able to focus their efforts on value-added tasks.

ECM Solution/s or Services Overview

In a broad range of projects, carried out around the world, sycor has builtd profound experience in both the areas of SAP and FileNet and our solutions mainly focus on improving the collaboration of FileNet and SAP.

The sycor Workflow Connector (sWC), for example, enables enhanced connectivity between SAP and FileNet. The sWC is an online interface between SAP Business Workflow and FileNet eProcess. As a tool set for communication between the two systems, the sWC realises significant savings in costs and time. The toolset allows the implementation of workflows involving both, FileNet BPM and SAP Business Workflow, to complete multiple process steps.

Business processes can be implemented in one system (FileNet or SAP) or individually paged out. Furthermore, workflows can be initiated in one system and continued in the other. Workflows also can be set up to allow passing control back and forth between the two systems.

The sWC offers a fast and efficient process implementation. In addition to that, all existing functions in SAP and FileNet can be used.

ECM-related Customer Success Stories

- Otto Bock Kunststoff Holding GmbH, Duderstadt, Germany
- Otto Bock HealthCare GnbH, Duderstadt, Germany
- Agip Deutschland GmbH, Munich Germany
- Sensus Metering Systems, Ludwigshafen Germany
- Bishan Toa Payoh Town Council (BTPTC), Singapore
- Axa Insurance Pte Ltd, Singapore.

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Company Overview

Technomind SpA specialises in IT and Business Consulting, Software Development, Service Delivery, Product Distribution, Added Value Software Technologies, Reselling Esio Insurance Application Solutions, NETICON srl, Integrated Web Communication Services, Web marketing and Consulting.

Technomind group is organised and focused on the following areas: Services & Software Solutions, Products & Software Technologies, Business & Management Consulting, and Web Communication.

The group is focused on and has experience in: Data Warehouse and Business Intelligence, Infrastructure Technologies, Professional Resources, Application Management Services, Physical & Logical Security, Software Development, Business Process Management as a methodology able to reduce the gap between business and IT, Costs and timing PM. We also offer: Program and Project Management, Qualified professional resources with PMI certification which is a globally recognised methodology, and Security.

Activities started: October 2002

Customers: more than 100

Revenues: about 35 ML Euro in 2006

Certified according to IS9001:2000 quality standards for software development.

Regional Coverage

- Italy

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Oil & Gas
- Utilities
- Communications
- Transportation

Key Business Requirements

1. Addressing compliance requirements while implementing and supporting processes that will also improve efficiency
2. Strong collaboration
3. Making organisations more efficient and drive down the cost of doing business

Business Challenge

The organisation may be tempted to opt for 'compliance in a box' simply to address an immediate requirement. Such a strategy is no excuse for investing in technology that cannot scale or extend in the future to deliver benefits beyond the initial requirement. For some industries, all customer communications must be kept. And, for a collaborative product design process, companies must be sure that the results are kept as business records. In order to attain maximum value, companies need to fully embrace not just ECM technologies, but also the cultural and process changes that underpin a change in working practices.

ECM Solution/s or Services Overview

Technomind provides a Framework of solutions, based on the real needs of individual Companies, focused on the technologies infrastructure and management protection.

Technomind follows the standards and methodologies (COBIT 3.0, OSSTMM, ITACA) in order to fulfil the BS-7799:2000 and ISO 17799 specifications. In addition, Technomind provides Partner recruitment, Presales support, Marketing, Sales, Professional Services support, Training Services: Distribution, Value Added Reseller and SW selection.

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Company Overview

Tecnocom, a leading Spanish company in the field of Information and Communication Technology (ICT) has undergone major developments since it was created in 1967, until reaching its present position.

Tecnocom has a network of offices throughout Spain, in Madrid, Barcelona, Valencia, Bilbao, Seville, Málaga, Murcia, La Coruña, Santiago de Compostela, Vigo and Gijón, and head offices in Portugal, Mexico, Peru, Colombia and Brazil.

Tecnocom offers its clients a full range of Services in the areas of Consulting, Outsourcing, Applications Integration, Network Maintenance and Management, System Integration, Network Integration, IP Convergence and Security.

Its wide experience in these fields gives Tecnocom a privileged position for offering its clients advanced Solutions and Services that cover the whole spectrum of ICT. In 2006, the Company started a business project with a clear goal of leading this sector in Spain, and becoming a point of reference in the rest of its markets. As a result of this new strategy, Softgal, Softgal Gestión, Eurocomercial, Grupo Scorpion and Open Solutions, all merged within Tecnocom.

Regional Coverage

- Spain
- Portugal

Vertical Markets Served

- All industries
- Financial Services
- Insurance
- Healthcare
- Government
- Manufacturing
- Oil & Gas
- Utilities
- Communications
- Retail
- Transportation

Key Business Requirements

1. Reduce internal process cost.
2. Improve efficiency in business process
3. Improve business decisions
4. Align strategical objectives tovs company process

ECM Solution/s or Services Overview

Tecnocom today is one of the main Spanish IBM partners due to his its experience during severalover several years regarding with the IBM solutions portfolio in Services, Software and Hardware. IBM was in partnership with Open Solutions (now merged within Tecnocom) for more than 15 years. Softgal (now also merged within Tecnocom) was a FileNet partner for the and the last 3 years of FileNet. (now merged in IBM) partnership with Softgal (now merged within Tecnocom)Combined, this expertise ensures the highest quality experience and success in any initiative based on IBM & FileNet ECM requirements.

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Company Overview

TDS offers IT outsourcing, IT consulting and HR services to mid-sized enterprises and major corporations. The company offers highly-tailored solutions in all areas of IT outsourcing – from selected applications to entire IT infrastructures, and with an emphasis on the FileNet and SAP space. The IT consulting division provides advice on FileNet and SAP systems. As a long-standing FileNet and SAP expert, TDS has in-depth knowledge of the application portfolio of both companies. Especially the combination of in-depth FileNet and SAP know-how is unique in the market and helps companies to streamline business processes that span their two major business applications. Currently, TDS employs around 720 staff, and in 2006 posted revenues of approximately 92 million euros. Fujitsu Services has been the majority shareholder of TDS since early 2007, with around 80 percent of equity. A subsidiary of the Fujitsu Group, Fujitsu Services is one of Europe's leading IT service providers.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Chemicals & Pharmaceutical

Key Business Requirements

1. Streamline business processes to either save cost, improve business agility, improve customer satisfaction
2. Comply with legal regulations
3. Improve the quality of business decisions by providing the right content to the right people at the right time

Business Challenge

Streamline business processes to either save cost, improve business agility, improve customer satisfaction
Business processes don't stop at application borders and are always accompanied by unstructured content. FileNet BPM is suited to easily overcome these application borders and to integrate all information workers in one process on one company-wide content repository.
Comply with legal regulations
By providing best in class BPM and Content Management capabilities, FileNet P8 is best suited to help companies to easily comply with legal regulations like SOX or Basel II.

Improve the quality of Business decisions by providing the right content to the right people at the right time
At the end of the day all businesses around the world are based on decisions made by people. To enable people to make the right decision, companies need to provide them with the best possible content at the right time. FileNet P8 has all the capabilities to manage valuable information and to provide them to the right people at the right time.

TDS relies on FileNet P8 to help our customers to get more done with less effort.

ECM Solution/s or Services Overview

TDS is focusing their FileNet service portfolio around three areas: Integrating FileNet P8 with SAP, Credit Approval Management solutions for the banking space based on FileNet P8, and BPO offerings for FileNet ECM.

ECM Solution/s or Services Overview (cont.)

Since TDS combines ECM with SAP know-how we leverage these strategic assets to implement solutions that integrate FileNet ECM and SAP users in common business processes and on one enterprise-wide content pool. This combination breaks down existing borders between two business critical applications and unleashes the benefits of a truly integrated solution that spans structured and unstructured information.

TDS' Credit Approval Management solution helps enterprises from the banking space to handle their credit approval process more effectively to increase productivity and customer satisfaction at the same time. Besides the process enhancements, the TDS solution comes with a full-blown application to handle credit and customers' details in one easy to handle record.

Besides solution and consulting TDS offers hosting services for FileNet P8. This hosting service can be combined with comprehensive Application Management for all FileNet P8 modules. For companies who rely on pricing models which adapt easily to their business needs TDS has a comprehensive BPO (Business Process Outsourcing) offering for FileNet P8 prospects and customers. The BPO model allows customers to use FileNet P8 solutions tailored to their needs and pay only for the functionality they used on a monthly basis.

ECM-related Customer Success Stories

norisbank AG is a German market leader and a well-known specialist in the credit and consumer loans business with last year's balance sheet reaching a four billion euros. Its easyCredit brand has been present on the German market since 2001 and offers fast and easy credits and loans to private customers through its branches, partner network or the internet.

In order to accelerate business processes around its core product easyCredit - an instalment credit – and to increase efficiency in the back office, norisbank AG decided to install an ECM solution. "Our customers expect availability and 24/7 support for credit applications. At the same time, costs have to be kept to a minimum," explains Christian Armann, project leader at norisbank. "To fulfill these requirements, we were looking for an ECM solution that could increase efficiency and accelerate processes for back office operations without the need to change or employ new personnel." Moreover, this system needed to be scalable, in order to accommodate increased workflow.

After careful examination of several ECM solutions, norisbank selected FileNet's P8 suites built upon the FileNet P8 platform. The combined solution fulfilled current requirements for auditable archiving and offered the necessary flexibility to accommodate complete workflows. External IT services provider and FileNet partner TDS Informationstechnologie AG was employed to provide consultation, implementation and outsourcing strategies. The software had to be tailored to norisbank's needs and integrated with both a new scanning solution and the existing banking environment. In order to ensure that enterprise-critical business processes were kept up and running 24/7 and to enable norisbank to concentrate on core business activities, the company decided to run the ECM solution from TDS' central service centre.

As part of a project named "ElektrA", all incoming mail is digitised for processing or electronic archiving. TDS specialists continuously adjust the system in response to the bank's changing requirements. "We adapt continuously to the changing requirements of the enterprise. We have a team of experts who exclusively support the ECM solution," explains Thomas Juergens, project leader for ECM projects at TDS. "They are able to adapt immediately to new regulations and requirements."

The reduction in paper-based documents enables norisbank staff to undertake complex procedures via a mouse-click. This is significant because easyCredit norisbank administers archive six million documents to fulfil regulatory requirements alone.

norisbank succeeded in reducing administration time and costs by implementing FileNet's ECM technology. The entire credit application process was successfully accelerated and automated and back office productivity rose by 30 to 40 per cent. Last year, FileNet awarded norisbank's ECM solution with its "Innovation Award" for the best BPM solution.

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Company Overview

The Agile Factory specialises in implementing powerful and agile business processes that are easy to adapt and maintain in a fast-changing environment. Our solution manages the organisation's processes on an enterprise level. We introduce change in an effective and dynamic manner.

Regional Coverage

- Pan-EMEA
- Belgium, Netherlands & Luxembourg

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Utilities

Key Business Requirements

1. Deliver better services to the customer in a increasingly differentiating market
2. Reuse business processes in the global arena easily customisable to the local business needs
3. Monitoring the business activities: are the right people doing the right things, the right way, within the acceptable timeframe (service level agreements, KPIs)?
4. Structured, integrated and agile process, and information management (from definition to deployment and maintenance) on a enterprise level
5. Protect existing investments

Business Challenge

As organisations continually strive to enhance customer service in the face of competitive and regulatory pressures, building and managing business processes that support daily change is a constant. Effectively monitoring business activities in terms of SLAs and KPIs, while reducing costs and mitigating risk, requires organisations to reduce the implementation cycle of process changes. Reusing business processes from the global arena and customising them to address local requirements, while at the same time automating the business process program using business objectives as the starting point, can be an effective way to increase an organisation's agility.

ECM Solution/s or Services Overview

Solution
The Agile Factory's Business Process Framework solution provides organisations, which have recently acquired the FileNet P8 software, with the structure needed to efficiently automate their business process program. Based on their Business Process Framework a program of multiple projects is defined including priorities derived from the stated business objectives. It then helps the organisation determine what the priorities are to manage change and how to integrate the processes into the existing ICT infrastructure. The integration of the automated processes with legacy systems is based on a gradual migration path to the Service Oriented Architecture (SOA) paradigm. In addition, assessment checklists and process review questionnaires help the customer define the key areas in which attention is required to make the difficult process of organisational change a success.

ECM Solution/s or Services Overview (cont.)

This Business Process Framework is supported by the Custodian Business Suite®, an Enterprise Process Management (EPM) platform developed using Microsoft.Net technology allowing business managers to define, deploy and maintain business processes with minimal ICT support and little disruption to end users. The platform also contains a generic user interface (the Custodian Cockpit module) where users can both, execute the steps of all processes in which they participate and manage their dossiers (cases). The Cockpit is available for the Microsoft environment and will become available on the Java™ platform soon.

Value Proposition
The Agile Factory's Business Process Framework solution helps business managers regain control over improving and automating their business processes while allowing the organisation to:
- Develop a process-driven, front-office application for upgrading existing applications to a task-oriented approach
- Create an enterprise-level repository for the management of all business processes and related information from definition to deployment and maintenance
- Benefit from innovative new levels of re-usability of business definitions, information objects and processes
- Significantly reduce the implementation cycle of new and modified processes
- Bring quality management and compliance to an unprecedented level while remaining transparent to the end-user
- Allow processes to automatically adapt to daily operational changes without human intervention.

ECM-related Customer Success Stories

Customer
Our customer, a government agency, needed to change the internal structure of its organisation to a process-driven environment which fits well with the objectives of the "Andere Overheid" government modernisation programme, with focus on effective, transparent and efficient government.

Our value
- We assisted the customer to establish a process-driven organisation, supported by its staff and focussed on effective, transparent and efficient management. A process-driven organisation, equipped with a framework that empowers it to react quickly to changes in legislation, exploit new opportunities, and gradually optimise and automate its processes. These processes include handling incoming and outgoing mail, primary business processes, financial support processes and decision making processes
- We provided the customer with a generic user interface, coupled with a new front office suite for its dossier managers, independent of the FileNet P8 server platform and supporting a seamless integration with the existing FileNet P8 environment, in order to unlock process-driven applications for its end users.

Benefits
- Using the Agile Factory's business process framework and its supporting technology platform - Custodian Business Suite®, the business regained control over improving and automating their business processes!
- Building and managing agile business processes that support daily change as the only constant in our today's business environment, becomes easy
- The implementation cycle of new and modified processes is reduced significantly through re-usability
- The repository-based solution brings quality management and compliance to an unprecedented level while transparent for the end-user.

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Company Overview

The Quality Group is a leading provider of product solutions that work alongside ERP, CRM and ECM / DMS to optimise business processes. We focus us on the areas of Contract Management, Shareholdings Management, Decision Management, Electronic Directory of Authorised Signatures, Regulation of Insider Dealing and Business Intelligence Solutions. Our product line MRC – Management Risk Controlling offers you in above-named areas specific solutions the ability to recognise and avoid risks through early recognition systems and effectively controlling remaining risk. The Quality Group is currently represented in four locations in Germany and has partners in 10 European Countries. Looking back on more than 180 standard software installations and over 350 successful projects, The Quality Group is the market leader in systems for information and risk management.

Regional Coverage

- Pan-EMEA
- Germany
- United Kingdom & Ireland
- Central Europe
- Austria & Switzerland
- Italy
- Belgium, Netherlands & Luxembourg
- Spain

Vertical Markets Served

- All industries

Key Business Requirements

1. Compliance
2. Business Performance
3. Risk Management
4. Contract Management
5. Shareholding Management

Business Challenge

The management of tasks – and the responsibility that accompanies them – is no longer exclusively to be found in operational control and the strategic direction of the company. Today, managers are more and more concerned with the demands of corporate governance and compliance with legal statutes and business regulations. To cope with these complex tasks and the associated risks, managers need suitable support systems. Our Risk Management Solution MRC – Management Risk Controlling – contains valuable tools to deal with this complex and broad set of responsibilities. The tools can be used to complement an ERP system, simplifying your daily management duties. It monitors the opportunities and risks associated with contracts, participation agreements and their associated documents. As well as this, it administers and monitors management decisions, signatories and regulations concerned with insider trading. The MRC system is suitable for all commercial sectors and supports critical tasks linked to contractual and shareholder relationships through efficient administration, direction and transparency.

ECM Solution/s or Services Overview

With its product line MRC – Management Risk Controlling, The Quality Group offers targeted solutions complementary to IBM FileNet P8 in the following subjects:
- Contract Administration and Controlling (LCM)
- Shareholdings Management and Legal Registration, Shareholdings Accounting, Basel II (AMI)
- Decision Making (DeM)

ECM Solution/s or Services Overview (cont.)

- Electronic Directory of authorised Signatures (SignManager)
- Regulation of Insider Dealing (COMPASS)
- Risk Analysis and Reporting (Business Intelligence).

The purpose of these integrated systems, which complement ERP, CRM and ECM / DMS systems, is to identify and avoid risks through a monitoring system and also to control remaining risks effectively and optimise opportunities.

ECM-related Customer Success Stories

Customers from various industrial sectors trust in The Quality Group's professional competence in internal control systems, especially contract and shareholdings management. Over 180 customers rely on The Quality Group's standard application, including:

- ABN AMRO
- Ahold
- Allianz
- Bayer Material Science
- Deutsche Bank
- Dresdner Bank
- Dyckerhoff
- Henkel
- Lufthansa
- Migrol
- o2 Germany
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THUNDERHEAD ®

Company Overview

Thunderhead is the leading provider of enterprise-level solutions for the Document Generation market, and is focused on providing standards-based products that help organisations manage their enterprise communications, maximising top-line benefits and cost savings, while improving customer interactions.

Different by design, Thunderhead's framework is designed to empower business users to control the communication generation process, rendering current proprietary, legacy, and in-house document solutions obsolete.

Thunderhead has quickly established itself as the market leader, with a number of the world's leading financial organisations deploying Thunderhead throughout their entire enterprises.

With its open architecture, Thunderhead is the world's first document generation platform to be built purely around XML and open standards facilitating easy integration with legacy databases and enterprise systems such as IBM/FileNet.

The Thunderhead framework provides organisations with a complete and extensible solution for the creation, maintenance and generation of highly personalised and contextual correspondence in any language and across any channel and compliant with industry and government regulations.

- Thunderhead customers typically realise a 50 percent improvement in template authoring and management processes
- Thunderhead customers typically experience a 25 percent increase in customer service/call centre productivity
- Thunderhead customers have reduced per-transaction process cycle times by as much as 77 percent and have experienced increases in back-office productivity of up to 50 percent
- Thunderhead implementations typically are 40 percent faster and require less professional service support than those of other document generation technologies
- The vast majority of Thunderhead customers operate in highly regulated industries, where Thunderhead allows them to respond rapidly, confidently, and inexpensively to new regulatory and market pressure.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Healthcare
- Government

Key Business Requirements

1. Cost savings
2. Increase in top-line revenue performance
3. Risk mitigation
4. Increased customer satisfaction and loyalty

Business Challenge

1. Cost savings: Improved efficiency in creating and maintaining document templates; Reduced customer service costs; Improved automation of document-intensive business processes; Reduced costs and timeframes for implementation and lower total cost of ownership; Reduced expenses from managing and delivering print-based communications

2. Increase in top-line revenue performance: Increased results and revenues from superior go-to-market execution (cross-sell/up-sell); Accelerated time-to-market for promotions, offerings, and new products and services

3. Risk mitigation: Enhanced visibility and control across corporate communications, ensuring superior quality, compliance, and brand equity; Reduced operational risk

4. Increased customer satisfaction and loyalty: Enhanced customer satisfaction and loyalty, resulting in superior retention and customer lifetime value.

ECM Solution/s or Services Overview

As a true enterprise communications solution, Thunderhead enables your organisation to better automate and control truly all of its document-based communications. We are not simply a back-office output solution for your print communications, but a broad platform that is capable of producing documents and correspondence for real-time and ad hoc customer interactions. We improve customer service by streamlining your customer communications processes while, at the same time, ensuring that your documents and correspondence are highly personalised, contextual, timely and accurate building customer satisfaction and loyalty. We also scale easily and cost-effectively to the needs of even the largest financial services organisations and our solution has been developed, from the ground up, to be implemented more quickly and less expensively than traditional document generation solutions. The bottom line is that technology that can be deployed more quickly and less expensively can also begin delivering ROI sooner.

ECM-related Customer Success Stories

Alliance & Leicester, one of the UK's major financial services groups, realised that to maintain competitive advantage in an increasingly competitive market, improve customer satisfaction levels and comply with ever-changing industry regulations, a dynamic, streamlined communications solution needed to be implemented. The solution would facilitate the requirement for a shortened, interactive loan application process to both existing and potential customers. The solution needed to sustain a broad range of communication channels to the customer, in order to deliver the flexibility to correspond with them based on customer choice. The solution also needed to facilitate business user control of template development, testing and editing. Thunderhead was ultimately chosen as the solution provider.

Since implementing Thunderhead, Alliance & Leicester has reduced the loan processing time from 6-7 days to 1-2 days, and revealed further opportunities to enhance customer service and operational effectiveness.

"In such a competitive market, it is vital that Alliance & Leicester is able to communicate with its customers in a way that is both contextually relevant and personalised. What's more, the use of SMS gives us the added advantage of being able to convert more loan agreements in a shorter time frame."

Richard Al-Dabbagh, Senior Marketing Manager

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Company Overview

TietoEnator is among the leading architects in building a more efficient information society. With about 16,000 experts, we are one of the largest IT services companies in Europe and the largest one in the Nordic countries.

Our leading-edge know-how is geared towards developing innovative IT solutions that realise and digitalise the visions of our customers. And we work in close partnership helping them to manage and run their business better.

We've chosen to focus on areas where we have the deepest industry expertise. The principal ones are global banking, telecom, healthcare, forest and energy. In these areas, we work hand in hand with many of the world's leading companies and organisations. We are growing with them and are now active in close to 30 countries.

Regional Coverage

- Nordics

Vertical Markets Served

- All industries

Key Business Requirements

1. Improving business performance
2. Compliance
3. Cost savings
4. Efficiency
5. Enterprise platform

Business Challenge

Improving business performance
- A demand for continuous service improvement, with less employees
- Content and processes must be made accessible by customers
- Demand for better business agility.

Compliance
- Local requirements must be met, many are about integrated case and records management
- With increasing volumes of digital content, it is increasingly difficult to manage records management and archiving
- Demand for open access to public information, but at the same time personal information must be protected
- Increased risk of losing documents and evidence of action when they are not securely managed.

Cost savings
- Too much precious time is spent on routine manual tasks.

Efficiency
- Non-digitised processes cause unnecessary delays
- Lacking reliable process execution metrics makes it more difficult to improve process efficiency.

Business Challenge (cont.)

Enterprise platform
- Existing, non-consolidated departmental content solutions increase total cost of ownership
- Access to content, which is either paper-based or held in different systems, is becoming increasingly difficult and time-consuming
- Big legacy systems which need to be replaced
- Getting to standard SOA based enterprise architecture
- Search for cross-enterprise integrated platforms.

ECM Solution/s or Services Overview

TietoEnator offers consulting and technical services to develop and deploy FileNet-based solutions.

TietoEnator has long experience and extensive competence on the different phases of FileNet-related projects, from business process consulting and pre-studies to solution development, technical implementation, deployment and support.

Together with its customers, TietoEnator develops solutions compliant with the local case and records management requirements.

ECM-related Customer Success Stories

TietoEnator has many government and other vertical customers with document and business process management systems based on the FileNet P8 platform. Often an integrated case management system is a part of the solution. Also, the solutions need to be integrated with the customer's other IT environment and solutions.

FileNet-based solutions enable TietoEnator's customers to manage their processes, records and documents throughout organisation departments in the most consistent, efficient and integrated way. The new FileNet-based systems enable staff in all of the customer offices to produce and share all of the records and other documents within a common archive.

Accessed by all employees, the FileNet-based solutions provide faster turnaround of service requests, resulting in improved cooperation and communication, as well as quicker decision making among organisational departments and with their customers. The scalable solutions will facilitate the deployment of key initiatives on eGovernment and digitalised services.

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Company Overview

TIS Group's approach has been key in forming a reputation based on trust and respect among its clients. As a result we became one of the regional leaders in implementing the newest information and communication technologies. There are almost 110 employees, all of them with BSc qualifications and fluent in English.

Beside the innovative and integrated solutions appropriate for improving e-community, TIS promotes the idea of modular design and integral information systems and offers easily adjustable applications. TIS provides consulting services in object-oriented information systems along with the implementation of B2B and Business Process Management solutions. In the field of developing and implementing core messaging platforms, value added services, mobile entertainment and media solutions, TIS is a leader in Central and Eastern Europe.

Regional Coverage

- Central Europe

Vertical Markets Served

- Financial Services
- Manufacturing
- Transportation
- Trade
- Media

Key Business Requirements

1. Reduction of operating costs
2. Increased operating productivity and efficiency
3. Improved features of the measures for protection of critical information and documents
4. Improvement of client and partner services
5. Simplified e-records of the entire business correspondence
6. Increased number of new deals

Business Challenge

Each company's operations generate a large number of information so improving productivity will inevitably enrich relations with customers, partners and employees.

According to the statistics, 85% of information is NOT stored in an automated file system or database – data is usually stored in a wide range of unstructured formats such as images, documents, e-mail, various reports, audio, video and web contents.

We are also aware of the following from our experience:
- An average document is physically or electronically copied 9-11 times
- The price of physical archiving is high (walking through archives accounts for 25%)
- Finding an incorrectly archived document is very expensive
- On average, employees spend 20-30% of their working hours on looking for or managing information stored in various documents...

The implementation of the Content Management System is a solution that will raise the quality of your operations and reduce the operating costs at the same time.

ECM Solution/s or Services Overview

Business problem
The need for a specialised business solution for document management and archiving that will meet the established aviation standards, and be integrated with the existing applications at the same time.

ECM Solution/s or Services Overview (cont.)

Solution
Installation and configuration of the IBM DB2 Content Manager product, definition and structuring of a specific number of documents and folders, definition of workflow for individual documents, definition of users and document handling authorisations according to user requirements.

Project results
- An operating programming solution tested on typical examples of the customer's operations
- Implemented in the customer's operating environment
- Accompanied by relevant user documentation
- Open to future upgrades and system expansions.

Next phases
For the next phases of software development further integration of TIS systems (solutions) is planned. These include: ZNALAC (ERP system), Dispatch (flight planning and monitoring system) and Maintenance Store (spare parts storage monitoring system), which are already integrated with the CM system.

The objectives of the integration are:
- Elimination of manual entry of attributes in import of electronic documents in the Content Management system, and
- Access to stored documents directly from the existing applications, without using the Windows Client.

ECM-related Customer Success Stories

Dubrovnik Airline Ltd. is a Croatian airline engaged in charter transport of tourists from European countries to their chosen tourist destinations in Croatia as its core activity. The company is headquartered at Dubrovnik Airport, which is the destination for almost 80% of all tourists arriving in Croatia by plane. The company is organised in accordance with the strict regulations valid in the European airspace, as Croatia is a full member of the JAA (Joint Aviation Authorities). Dubrovnik Airline is a user of TIS OIS's solutions, namely: ZNALAC (ERP system), Dispatch (flight planning and monitoring system) and Maintenance Store (spare parts storage monitoring system), which are integrated. For the next phase of software development Dubrovnik Airline is planning the integration of these systems with the CM system.

The objectives of the integration are:
- Elimination of manual entry of attributes and import of electronic documents into the Content Management system, and
- Access to stored documents directly from existing applications, without using the Windows Client.

The final account process with tour operators is also linked to the automatic sending of all documents in a Reconciliation Folder by fax or e-mail.

As a pilot integration, we have implemented automatic Roster document storing, representing the flight schedule and assignment of crews to airplanes for a specific period. Each Roster printout includes automatic storing of the PDF file so created in the CM System with no special intervention of the user, and the file is stored as a document with attributes (valid from, valid to, change yes/no). The notes added by the planner to the Roster document are stored as notelogs in the CM System. In addition to storing Roster documents directly from the Dispatch application, there is also the possibility to retrieve previously published documents with display of the document publishing date, the relevant period, indication of whether a new Roster was published or a change to an existing one was made, and display of the document in the Dispatch application by retrieving from the Content Management system - without the need to use special applications to access the CM and log into the CM System.

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Company Overview

Established in 1992, Total Technologies is a leading provider of ECM and BPM software solutions and those based on Bar Code technology, playing the integrator role for Romanian companies, covering many industries.

Through our many years of experience, Total Technologies has become established as a leading company in the supply of IT services and products, offering complete solutions, tailor-made to the specific needs of our customers.

ECM and BPM solutions developed by Total Technologies are enjoying great recognition, certified by the distinctions received on local and international plan.

Moreover, the leading position of our company in the Romanian software solutions market is due to the team of IT specialists, a team that has the advantage of a high level of professionalism, and to the special attention which our company gives to quality, Total Technologies being ISO 9001: 2000 certified.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- Financial Services
- Insurance
- Government
- Manufacturing
- Oil & Gas
- Utilities
- Communications

Key Business Requirements

1. Increasing the number of FileNet ECM solution implementations for the Romanian government sector
2. Approaching a Shared CM Business Model for small & medium businesses
3. Transition from FileNet Panagon to FileNet P8 Platform for our active customers

Business Challenge

1. In the context of the integration process of Romania in the European Union, the need to be compliant with European standards has become a stringent objective. This process will generate new business opportunities in the administration and government sectors concerning ECM solutions.

2. It may not be feasible for some small & medium companies to invest for a Content Management solution (hardware, software licenses, staff for administration etc.). Instead of owning the system, they can get it as a service with payment schedule. In this way involved FileNet servers are shared among customers.

3. Transition of the Panagon customers to FileNet P8 Platform continues to be a strategic objective of our company in 2007. It is designed to target our Panagon customer base representing five organisations. For these customers we will develop new applications directly on the P8 Platform and will offer them, by means of the "Accelerate with P8 program", the opportunity to preserve their current Panagon investment.

ECM Solution/s or Services Overview

The acquired experience in implementing ECM / BPM solutions for a wide range of fields and for resolving a large spectrum of work processes has led to the development of our PowerProcess solution, which assures document and process management, and connectivity with existing applications.
PowerProcess is enjoying more and more great recognition both locally and internationally. Therefore, PowerProcess, implemented at Romanian Television, has been recognised by FileNet as the Best Enterprise Content Management project from Southern Europe, Middle East and Africa. At the same time, PowerProcess was also given an award by IDG Romania with the Excellency Prize within the ROCS Event.

ECM-related Customer Success Stories

Our FileNet main references are: Special Telecommunications Service, Romanian Television Corporation, Ministry of Interior, Petrom, Uzinexport and Romanian Commercial Bank.
Our main product, PowerProcess, was dignified by FileNet into a Press Release (http://www.filenet.com/english/customer_center/emea_newsletter/romantv_en.asp):

"COSTA MESA, Calif.—May 10, 2004—FileNet Corporation..., today announced its ECM technology is being deployed by the Romanian Television Corporation, a national public electronic media organisation that produces and broadcasts news, current affairs, and entertainment programs for more than 3 million Romanians.

To improve business efficiency and facilitate collaboration, SRTV is using a solution known as PowerProcess from FileNet ValueNet partner Total Technologies, based in Bucharest, Romania.

The solution works as a Web portal, and streamlines the delivery of content and processes related to scheduling, allocation of resources, and review and approval of SRTV programming."

"As a public television station, SRTV's goal is to produce and broadcast quality television programming that adheres to the highest professional standards," said Constantin Constantinescu, IT&C Director, SRTV. "To this end, we have deployed the PowerProcess solution, built on FileNet ECM, to help us reduce costs, streamline operations, and make better decisions faster."

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Company Overview

T-Systems is one of Europe's leading providers of information and communications technology (ICT): Within the eutsche Telekom group, T-Systems is responsible for business accounts. The company optimises processes and cuts costs for its customers, thus providing them additional flexibility for their core business. It does this by making targeted use of industry expertise and cutting-edge technology. T-Systems' services encompass all levels of the information and communications technology value chain, spanning from ICT infrastructure and ICT solutions, up to, and including, business process management.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. Increase process efficiency
2. Consolidation of department solutions
3. Strategic requirements for transparency and knowledge exchange

Business Challenge

We offer the following to our clients:

1. Increased process efficiency. a) Lower process costs through optimised information logistic, e.g. lower cycle time, electronic in-box, abolition of electronic copies, output-optimisation. b) Increase of quality through abolition of changes in media or system

2. Consolidation of department solutions. a) Decrease of company expenses. b) Decrease of application-management costs

3. Strategic requirements for transparency and knowledge exchange. a) Statutory provisions (SOX, GdPDU, Contra G). b) Knowledge will be a production factor and competitive differentiator.

ECM Solution/s or Services Overview

The T-Systems Project Unit ECM provides worldwide high quality services in the ECM field. Our specific knowledge of the sector guarantees first class support with integrated solutions, which are just as individual as our clients' needs. We feature many years of experience and a high competence in problem solving. Our complete services encompass all competencies: everything from consultation and development to implementation and operation of ECM systems. Our services altogether represent more than just the sum of the individual competencies - we provide solutions.

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Company Overview

With over 30,000 professionals doing business in over 50 countries, Unisys is a leading worldwide technology services and solutions provider. Our consultants apply Unisys expertise in consulting, systems integration, outsourcing, infrastructure, and server technology to help our clients achieve secure business operations. We build more secure organisations by creating visibility into clients' business operations. Leveraging our unique 3D Visible Enterprise consulting methodology, we make visible the impact of our clients' decisions – ahead of investments, opportunities and risks. With hundreds of ECM customers worldwide, Unisys is a leading integrator of solutions based on document-intensive business processes. For more information, visit www.unisys.com.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries

Key Business Requirements

1. Streamline business processes
2. Improve compliance with regulations
3. Improve employee productivity
4. Reduce operational costs
5. Decrease time to market

Business Challenge

Our enterprise customers partner with Unisys to help them squeeze value out of their document-driven business processes to improve their competitive advantage.

ECM Solution/s or Services Overview

Unisys has been an active ValueNet Partner since 1999. Unisys globally employs hundreds of ECM experienced service delivery people, including many with direct FileNet experience and certification. Repeatable Solutions include The Paperless Bank Framework and Health and Human Services Framework. IBM is also a key corporate alliance partner of Unisys, providing strategic software tools such as Rational® for our 3D-VE consulting methodology, Tivoli® for our Enterprise Security program, and WebSphere® for our Insurance solutions.

ECM-related Customer Success Stories

Unisys large-scale implementations of FileNet include California Public Employee's Retirement System, CitiBank, Pennsylvania Public Utility Commission, Tennessee Secretary of State, SulAmerica/ING, U.S. Department of Agriculture, state Medicaid outsourcing operations, and other customers worldwide.

California Public Employees' Retirement System (CalPERS) serves more than 1.4 million members. "CalPERS is dedicated to improving customer service with innovative technology and business re-engineering," says Tim Garza, Chief of CalPERS' Enterprise Modeling and Management Division (EMMD), "so we decided to implement a document imaging and workflow solution to help us achieve that goal. Our primary objectives were to reduce transaction and operational costs while improving processing cycle time." CalPERS conducted extensive research and found FileNet to be the solution that was most closely aligned with the organisation's environment and strategic direction. After talking with several vendors, CalPERS chose Unisys. "We selected Unisys as the primary integrator based on their familiarity with the FileNet product, but more importantly for their knowledge of how to architect a scalable imaging and workflow solution," explains Garza. That knowledge paid off for CalPERS, which Garza says, "has reduced transaction costs by 20 percent, reduced operational costs by 30 percent and improved response time to customer inquiries from four days to real time."

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Company Overview

Customers who strategically choose an ECM infrastructure from FileNet or IBM can generate maximum ROI with ECM solutions provided by WeWebU IT-Solutions. Our front-end technologies, applications and our development platform demonstrably reduce the costs associated with rolling out as well as in operating an ECM system. At the same time productivity is rising and business processes are optimally supported. We achieve this with the unmatched user-friendliness, comprehensive base functionality, high scalability and easy expandability of our products which need no installation on the client PC and are, to a large extent, platform-independent, as well as with the know-how of our consultants and partners.

In addition to SIEMENS AG and DATEV e.G., the continually growing customer-base of WeWebU IT-Solutions mainly consists of well-known financial institutions like Hamburger Sparkasse, Sparkasse Bremen, Cortal Consors S.A., and NÜRNBERGER VERSICHERUNGSGRUPPE.

Regional Coverage

- Pan-EMEA

Vertical Markets Served

- All industries
- Financial Services
- Insurance
- Government
- Manufacturing

Key Business Requirements

1. Integration of data, documents and processes
2. Fast projects with low risks
3. Achieve compliance
4. Protection of investment
5. Reduced operating costs

Business Challenge

In order to work efficiently in an organisation it is of paramount importance to provide all data and documents in one place in a structured manner yet with easy but controlled access for all interested parties.

Hence, it is necessary to find the right integration platform that offers as much out-of-the-box functionality as possible in order to reduce the project risk of custom made solutions, to significantly accelerate their implementation and to provide long-term release safety of custom applications.

Since the usage of ECM systems is often too complicated for ordinary users they tend to store documents locally and do not save all versions. In addition many documents are stored redundantly which wastes memory capacity as well as time when searching for the latest and "correct" version. Thus compliance cannot be achieved and double editing of documents and additional work may result unless expensive user training is held.

The roll-out of clients causes costs and problems, especially in heterogeneous environments with different client operating systems, program versions and languages.

ECM Solution/s or Services Overview

WeWebU OpenWorkdesk is an integrated suite of applications with a web-based front-end that does not need installation on the client PC. It can be used almost like a fat client with, for example, drag & drop for adding documents, right-mouse-click menus and context-sensitive help-functionalities. Within one browser window users can comfortably switch between retrieval, file management and business process management and easily access data from integrated third-party systems. This increases efficiency and productivity. Due to a fine-granular rights and role concept the user is provided with exactly the information and functions he needs to complete his tasks. The tight integration of the process and content side helps to process work-items faster by providing all relevant information together. For example, direct access to the customer-folder from the work item reduces search-time and helps to make faster and better decisions.

WeWebU OpenWorkdesk is based on the WeWebU OpenECM-Framework. This is a complete toolkit for developing web-based ECM applications for IBM/FileNet repositories with minimal effort. With WeWebU OpenECM-Framework applications in a uniform look and feel beyond the boundaries of different IBM/FileNet ECM systems can be developed. Hence retrieval of data from different repositories with just one application can be accomplished. Thus, a company-wide ECM platform is built up independent of the existing repositories. Hence, investments into application development are protected even with a later change or upgrade of the ECM platform.

WeWebU Zero-Install Office Integration provides a user-friendly integration of IBM/FileNet repositories into Microsoft Office – for the first time without any client installations. Thus costs for installation, roll-out and support are avoided. Several DMS-functions are summariszed to standard Office menu items. In this way, the users do not have to care about the version status and other ECM terms and can continue to concentrate on their actual work. Furthermore, WeWebU Zero-Install Office Integration facilitates access to files and search templates of the respective ECM system. So, finding and editing Office documents which have already been stored is very easy. The users will save all documents in a structured manner directly within the ECM system without the need to store local copies. Therefore, automatically compliance is ensured and user productivity is high. WeWebU Zero-Install Office Integration can be used stand-alone or integrated into web-based ECM front-ends like WeWebU OpenWorkdesk or FileNet Workplace. With WeWebU Zero-Install Office Integration all Office users can leverage the powerful IBM/FileNet infrastructure and companies ensure compliance.

ECM-related Customer Success Stories

Hamburger Sparkasse, the largest German savings bank, and Sparkasse Bremen achieved reduced operational costs and higher employee productivity by migrating different legacy archives and Visual Basic applications to a modern, future-proof infrastructure based on FileNet P8. Project costs and risks were dramatically reduced by using the ready-made applications of WeWebU OpenWorkdesk with their broad range of functions. Both banks and Wincor Nixdorf Portavis, who operates the system, decided for OpenWorkdesk because it convinced technically and functionally. Over 5,000 employees can now access more than 35,000 credit files and about 35 million archived documents from both FileNet IS and P8 via web-browser with the ease and comfort known from fat clients. Time-consuming retrieval orders are not necessary anymore. Although both banks use the same ECM application, WeWebU OpenWorkdesk is always shown in the corporate identity of the respective institution. Its multi-client capability guarantees that the user always gets the appropriate design and only the functions he needs. Due to the very tight integration into FileNet P8, WeWebU OpenWorkdesk is highly scalable and flexible. The creation of this enterprise-wide ECM infrastructure provides the basis for reducing implementation times of future ECM projects over more than 50%.

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