IBM FileNet Forms Manager

Overview

- **Manage and maintain** enforceable records and audit trails for legislative and regulatory compliance measures.

- **Speed processing and improve accuracy** of Human Resource benefits enrollment and vacation requests.

- **Support data exchange** in the supply chain with manufacturing partners and suppliers.

All large organizations, whether in the public or private sector, face similar challenges: how to improve efficiency and service in environments that are increasingly constrained by budgetary cutbacks or regulatory issues.

Many organizations are discovering the solution is eForms management. As they examine their business processes up close, organizations are finding they can significantly reduce costs in these processes because so many are driven by forms. Forms management is key to the maintenance of these processes and to the automation and control of the forms that drive them.

Electronic forms, or eForms, enable companies to intuitively and automatically aggregate, process and format content to develop intelligent forms to drive critical business processes throughout the enterprise. They enable users to create and manage online forms that have the same look and feel as paper forms, yet are more advanced, easier to use and implement, which results in reduced data entry time and improved data accuracy.

Electronic forms support better, faster decision making by leveraging content, process and connectivity – speeding critical business decisions that are made hundreds of thousands of times every day.

Overview

- **Build** customer loyalty, brand preference and competitive advantage through high quality, responsive customer service.

- **Support** collaboration and virtual team environments around the globe with easy access to forms over the Web.

- **Improve** operational efficiency by enabling resource-constrained companies and government agencies to do more with less, and provide faster and better access to services for all constituents.

The Forms Manager Advantage

IBM FileNet Forms Manager is a total eForms management solution that gives organizations a unique degree of control over their eForms processes.

Forms Manager's data validation ensures that the user fills the form with the proper data, in the proper format. In addition, lookups minimize errors by reducing the amount of data that must be entered manually.

Increase accessibility – For business processes that span different functional departments, being able to access the right form at the right time is critical. With Forms Manager, eForms can be accessed from a Web browser. Once complete, forms can be automatically routed via email to other stakeholder departments. Forms Manager not only makes eForms available to a wider audience, it also ensures that eForms are always accessible and up-to-date.

Expand data exchange opportunities – By supporting industry standards such as XML, Forms Manager facilitates the exchange of data with other systems. Forms Manager supports a host of other standards and protocols, including encrypted digital signatures, Web services and the Microsoft®.NET platform.

Deliver improved business benefits and better, faster decision-making

– By starting with the proper input, delivered via intelligent eForms that accelerate business transactions, Forms Manager ensures the right information is easily accessible to people, processes and systems within your organization. Its capabilities will help your business:

- Improve regulatory compliance

- Reduce costs and streamline business processes

- Increase revenue and improve customer service

- Gain a competitive advantage by accelerating how work gets done

A Platform for Tomorrow, Today

Forms Manager offers enterprise-level scalability and flexibility to handle the most complex forms challenges, as well as integration to all your existing systems. Forms Manager uniquely provides a scalable framework that allows you to expand capabilities to manage enterprise content and provide greater process control across your enterprise. While there are thousands of ways to manage a few forms, there is only one way to manage thousands of forms – Forms Manager.

Combining Content, Process and Connectivity for Competitive Advantage

Out-of-the-Box Intelligence Allows form designers to configure database lookups, auto-increment, pre-fill and advanced calculations, all with a click of the mouse.

Verified Data Reduces the time spent filling out forms and eliminates costs associated with errors with pre-filled data and validity checking.

Instant Routing Accelerates any business process by allowing electronic forms to be sent, received and processed instantly.

Superior Design Environment Intuitive eForm design environment is modeled on graphic design software. No HTML or Windows user interface coding is required; no back-end scripts are required.

Pure HTML eForms Eliminates the need to distribute third-party software or plug-ins to every form user because HTML eForms can be used inside the Web browser.

Electronic Audit Trail Allows eForms to be sent, saved and tracked as they proceed through the business process. Accurate PDF copies can be generated at any stage for document storage or printing.

Desktop eForms Enables forms to be downloaded for offline use anywhere, anytime.

Multiple Workspaces Allows multiple workspaces or libraries with separate security settings to be created to make forms available to customers, suppliers, internal employees or the general public.

Security Ensures forms are only accessed by authorized users with its choice of Active Directory or Forms Manager authentication.

Unified Deployment Eliminates the need to duplicate design efforts for the desktop, Web and printing by allowing forms to be designed once and deployed in multiple formats to multiple eForms environments with a single click of the mouse.

Version Control Ensures all users have access to the most current and approved forms.

Revision Checking Enables blank forms that users have downloaded to their desktops to automatically update themselves to the latest revision when the form is opened.

.NET Ready Takes advantage of the Web services capabilities of the Microsoft® .NET platform – first eForms management solution explicitly designed to do this.

Database Connectivity Easily configures database lookup and submit using such standards as HTTP or ODBC.

Mail Support Allows eForms to be sent and received with SMTP mail notification.

Rich XML Promotes easy data exchange with other business applications because online eForms and form data are stored in rich XML format. Also promotes wide accessibility and distribution with on demand rendering in HTML or PDF.

Platform

Operating Systems

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

Databases

IBM DB2, Microsoft SQL Server, Oracle Database

Security Services

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

J2EE App Servers

IBM WebSphere, BEA Weblogic, JBoss

Enterprise Portals

IBM Websphere, BEA WebLogic, Microsoft SharePoint, SAP NetWeaver

Storage Systems

IBM, EMC, Hitachi, HP, NetApp, Sun

System Management

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

As the clear market leader in Enterprise Content Management (ECM), IBM's ECM solutions help organizations make better decisions, faster by managing content, optimizing business processes and enabling compliance through an integrated information infrastructure. IBM's ECM portfolio delivers a broad set of capabilities and solutions that integrate with existing information systems to help organizations drive greater value from their content to solve today's top business challenges. The world's leading organizations rely on IBM enterprise content management to manage their mission-critical business content and processes.

Forms Manager is an ECM solution that provides everything needed to easily design, deploy and process electronic forms to speed business decisions. Forms Manager quickly transforms cumbersome paper forms into full interactive eForms that directly connect to the applications that drive business, reducing costly errors, streamlining operations and increasing overall customer responsiveness.