

## IBM FileNet Records Manager



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### Overview

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*IBM FileNet Records Manager provides a comprehensive solution to the operational issues surrounding records management enforcement and organizational compliance.*

- *“To meet the increasingly stringent and complex legal, regulatory, and operational requirements for managing records, there must be significant improvements in the process by which organizations manage all of their records.”*
- *“53% of organizations do not include electronic records in their records management program” and “39% do not have a formal email policy regarding retention practices for email.”*

In order to meet current and future regulatory and compliance challenges and to avoid litigation, organizations require a highly extensible solution to securely capture, declare, classify, store and dispose of both electronic and physical records according to fiscal, legal and regulatory requirements. Historically a paper-based world of file folders, filing cabinets and off-site warehouses with elaborate and costly storage requirements, records management has recently been thrust to center stage and is now under the full media spotlight due to a number of spectacular corporate blunders.

Full regulatory compliance can now be achieved, maintained and verified by placing electronic and physical records under the control of IBM FileNet Records Manager.

Records Manager is a comprehensive Enterprise Records Management solution that combines content, process and connectivity to address real-world records management problems. It eliminates the need for a separate records-management application at the user desktop, and provides a single repository for records and other business content. Productivity is further improved since users do not need to switch between applications— records are captured directly from the originating application which eliminates the need to enter records information manually.

Users can quickly locate and produce any record for better decision making and to meet operational or legal needs. This provides your organization with quick and easy access to documents for more accurate legal assessment and legal defense strategy planning, increased visibility into records program effectiveness and policy adherence, and better defensibility of your compliance/record program.

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- *A recent Cohasset Associates, Inc. study estimates FileNet ZeroClick could contribute annual savings or cost avoidance of more than \$6.5 million per organization in a mid-sized deployment of 1,000 users, simply by reducing the time to manually declare and classify records.*

### The Path to Compliance

The key differentiator in Records Manager is its innovative FileNet ZeroClick solution, which is designed to enforce records management policies at the technology layer, eliminating user-related error, time and cost factors, and ensuring best-practice records management.

Records Manager, powered by FileNet ZeroClick, helps solve regulatory compliance challenges and manage risk by:

- Automating the entire records management lifecycle process
- Invisibly enforcing consistent compliance and records management policy throughout an enterprise
- Organizing, securely storing and quickly retrieving essential company records
- Reducing organizational risk, lowering operational costs, and improving productivity
- Enabling proof of compliance.

### Increase the Reliability Trustworthiness of Your Records

FileNet ZeroClick Capture ensures that an organization's records are consistently and accurately captured, classified, and authenticated. Consistent metadata capture provides highly qualitative records by linking them to persons, transactions,

dates and other business events. This increases the reliability and trustworthiness of records. FileNet ZeroClick Administration automates key records administrative tasks so that Records and Information Management (RIM) policy can be enforced at the enterprise level. This increases the reliability and trustworthiness of organizational records management programs.

### Cost Effective Records Management & ROI

Records Manager delivers significant opportunity for return on investment in the areas of automated records capture and records administration. By automating these records management tasks, you can dramatically reduce cycle time and error potential, and enforce compliance. Automating such tasks ensures accurate and consistent records capture and timely disposition of records while reducing risk, and labor time and costs associated with managing records.

Additional ROI can be realized in the form of reduced storage and discovery costs. When records are kept only as long as they are required and expired records are destroyed on time according to policy, records can be more easily found and produced, resulting in more efficient and less costly discovery processes.

## **Combining Automation, Reliability and Compliance for Cost Effective Records Management**

### ***FileNet ZeroClick Records Capture***

Automatically captures records from business users and line-of-business systems. With FileNet ZeroClick, records are an active as opposed to a passive element, and are tightly integrated with applications that run the business. Policies are uniformly enforced at the technology layer, not by business users or records managers. This increases the reliability and trustworthiness of records by ensuring that records are consistently and accurately declared, classified, and authenticated.

### ***FileNet ZeroClick Records***

***Administration*** Automates key records administrative tasks so that records are retained and destroyed according to Records and Information Management (RIM) policy. This ensures consistent enterprise-wide enforcement of your records policies, reduces legal risk and meets court expectations of reasonableness.

### ***Complete Automation of the***

***Records Lifecycle*** Reduces risk through enforced compliance by consistently capturing and managing records according to RIM policy.

***FilePlan Administration*** Provides central and departmental file plan administration for both electronic and physical records from a single administrative module.

### ***Seamless Email Integration***

Provides seamless integration with IBM FileNet Email Manager to automatically capture and manage email content as records.

### ***Federated Records Management***

Leverages IBM FileNet Content Federation Services to manage and provide easier access to records stored in other business repositories. Reduces operating costs by centrally managing records across the enterprise.

### ***Advanced Records Search &***

***Request*** Supports accurate and timely decision making by providing quick and complete access to all electronic and physical records. Ensures that accurate records are quickly available to support better decisions faster.

***Reporting*** Allows custom reports to be easily generated to meet additional user, management and audit requirements that may be required to demonstrate regulatory compliance. Reports are generated in Crystal Reports® .RPT format.

### ***Automation of Key Records Tasks***

Eliminates the time-consuming manual steps needed to review vital records, initiate retention, manage disposition review and approvals, and file plan folder creation. All user actions are tracked and audited for proof of compliance purposes. Captures chain of custody and process information for records.

***100% Web Based*** No desktop software eliminates end user installation and maintenance activities, training and support costs. Centralized enterprise deployment reduces the risk of rogue record copies on user desktops.

***Legal Holds*** Simplifies and accelerates the hold process by providing a single 'place/interface' to apply all organizational holds. Reduces labor time associated with pulling and holding irrelevant records. Reduces time-consuming and paper-intensive identification, preparation and review process.

***Physical Records*** Supports the management, control and tracking of physical or information objects in the absolute physical form, such as paper records/folders, videotapes, core samples, microfiche, etc. Provides consistent management of electronic and physical records.

Records Manager is an Enterprise Records Management solution that supports the entire lifecycle of your enterprise records. With this solution, enforcement and compliance become both achievable and cost effective – to get into compliance and stay in compliance.

## **Platform**

### **Operating Systems**

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

### **Databases**

IBM DB2, Microsoft SQL Server, Oracle Database

### **Security Services**

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

### **J2EE App Servers**

IBM WebSphere, BEA Weblogic, JBoss

### **Enterprise Portals**

IBM Websphere, BEA WebLogic, Microsoft SharePoint, SAP NetWeaver

### **Storage Systems**

IBM, EMC, Hitachi, HP, NetApp, Sun

### **System Management**

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

## **Base**

### **Content**

- FileNet ZeroClick Records Declaration
- FileNet ZeroClick Disposition Management
- Advanced logging
- Reporting
- Security enforcement

## **Process**

- Process integration for declaration
- Process integration for disposition
- Process tracking

## **FileNet Expansions**

- Email Manager
- Business Process Manager
- Forms Manager
- Team Collaboration Manager
- Content Federation Services
- Capture Desktop
- Image Manager Active Edition

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.

Records Manager is designed to help organizations capture, organize, monitor, retrieve, retain and share email content to improve business decision-making and support compliance.



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Costa Mesa, CA 92626-1420  
USA

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