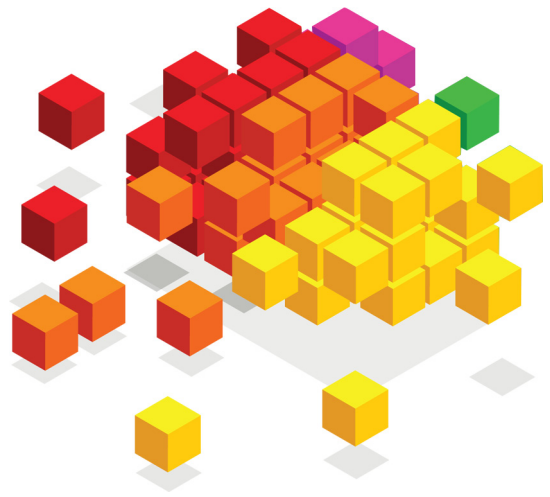


Albany

Putting Content to Work
ECM UserNet 2011



May 24, 2011

New York State Museum
Albany, New York

Welcome to the 2011 Albany UserNet conference! This year's conference will have three distinct tracks. The addition of the business track and RIM/legal track to our annual IT track will continue our tradition of hosting an exciting and worthwhile event by providing you with quality information on products and solutions as well as the opportunity to network with a broader set of your peers.

This is your user conference constructed around your comments, requests, and suggestions. In fact, each year your ideas and comments are used to improve this event. However, these improvements are only possible if we receive feedback from you, so please take a moment to fill out the event survey and feel free to stop any one of the IBM ECM representatives with your comments, suggestions, or just to say hi.

During varying times throughout the day, the exhibit hall will be open for you to visit and discuss your needs with partners and product experts. They are here to interact and provide you with solutions, so we encourage you to maximize your time here by taking full advantage of the many resources available this year. Please take a moment to acknowledge and thank our sponsors, for without their support, this event would not be as great as it is!

Thank you again for attending the 2011 Albany UserNet Conference.



Don't miss the 2011 ECM UserNet Virtual Conference

Recognizing that there's just no way to attend all the UserNet breakouts, plan now to attend the 2011 Virtual UserNet conference. An extension of the annual Regional UserNet event series, you will be able to:

- Interact with experts: **Four live sessions scheduled for June 21, 2011**
- Learn about leading industry solutions in the comfort of your own office
- Experience customized learning curriculum: You can select from more than 30 educational breakout sessions including presentations only available during the virtual conference.
- Network – Leverage the chat functions to share ideas for using information to drive ROI, reduce costs, manage risk and improve case management.
- **Attend for free!**

Register today at: <http://bit.ly/virtualUN>



● Business
 ▲ RIM & Legal
 ■ IT
 ✦ Hands-On Lab
 ◆ Customer Presentation

Thursday, May 24 th				
12:30pm - 1:45pm	Welcome & Keynote Address Paul Van Den Berg, Program Director for Content Products and Strategy IBM Enterprise Content Management Huxley Theatre			
1:45pm	Break & Vendor Expo			
2:00pm - 2:50am	● Classroom B IBM Watson and IBM Content Analytics	■ Huxley Theatre What's New from IBM ECM for IBM FileNet P8 Customers	■ Members Lounge What's New from IBM ECM for IBM Content Manager Customers	■ Classroom A Production Imaging Edition and other IBM Imaging Solutions Update
2:50am	Break			
3:00pm - 3:50pm	● Huxley Theatre Advanced Case Management in Government: The Roadmap for Effectiveness and Efficiency	■ ▲ Classroom B Information Lifecycle Governance Tech Talk and Product Update	■ ◆ Classroom A Best Practices: How Viewpointe Uses IBM FileNet ECM, IBM CMOD and N Series Storage to Build Next-generation Content Management Services and Manage Petabytes of Data with Ease	
4:00pm	Reception Sponsored by NetApp 4th Floor Mezzanine/Terrace			

Meeting Locations

General Session

The General Session and exhibits will take place in the Huxley Theatre.

Breakouts

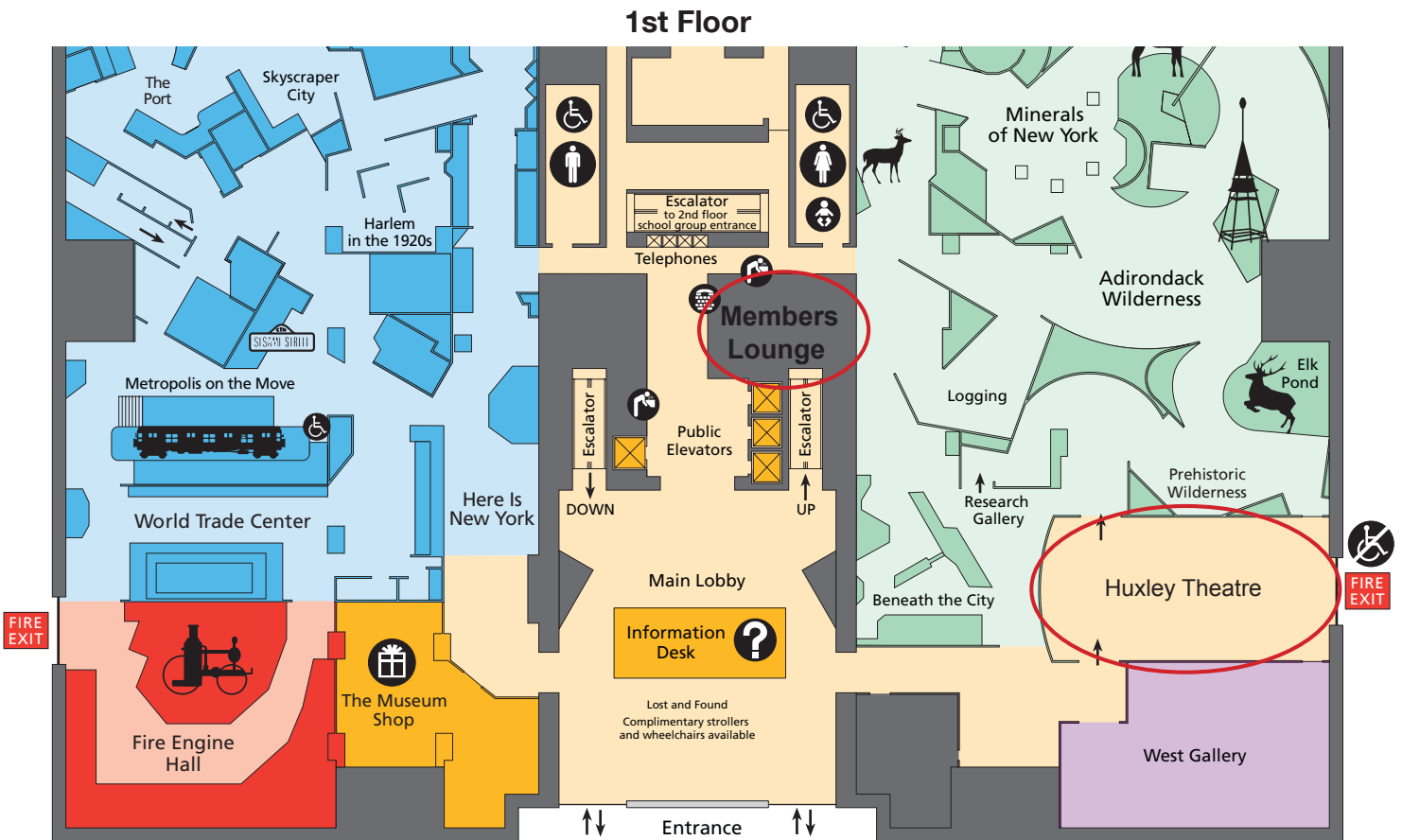
Breakouts take place in the following rooms:

1st Floor

- Huxley Theatre
- Members Lounge

Concourse Level

- Classroom A
- Classroom B



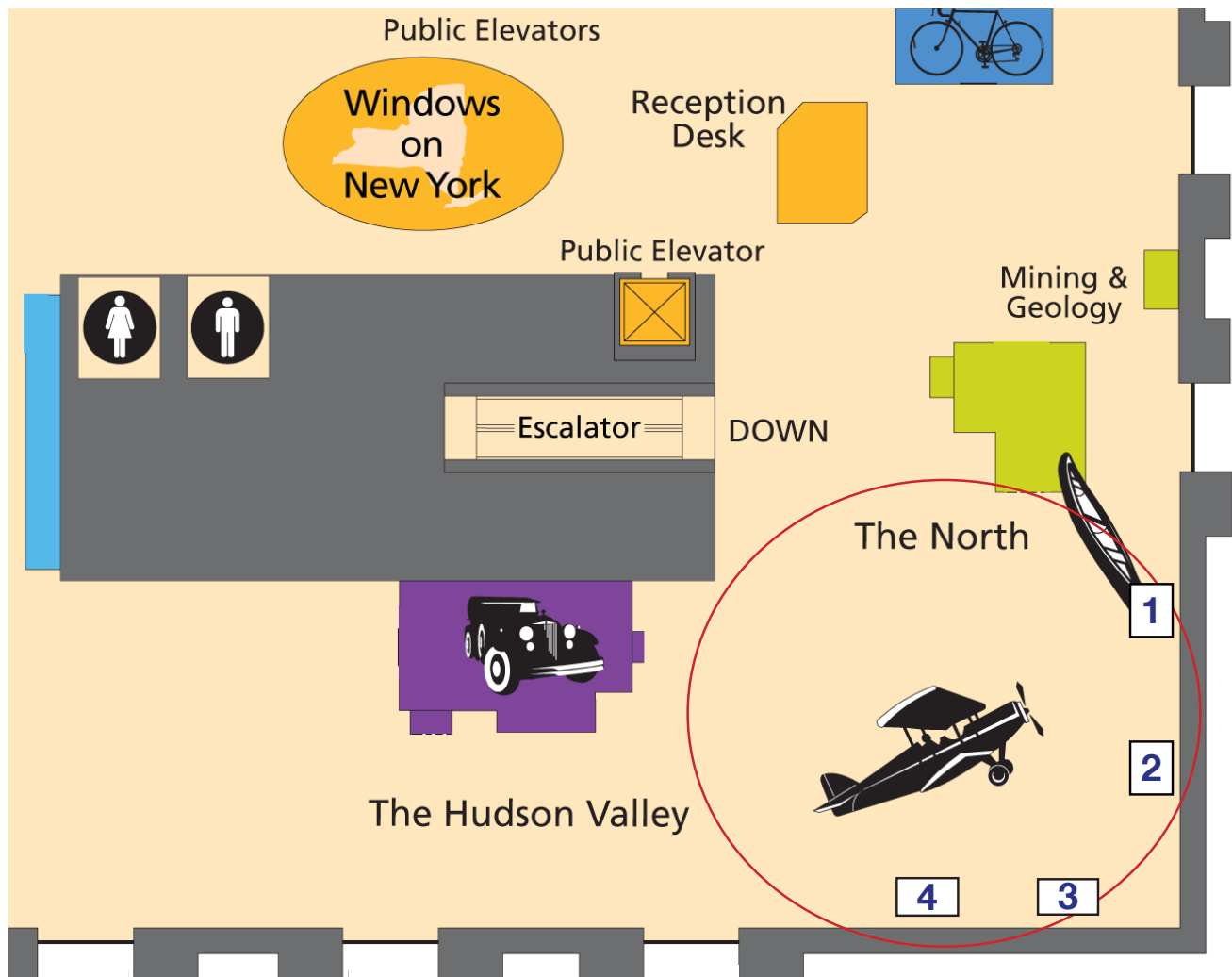


Exhibition Area








The sponsor expo, lunch and the reception will be held in on the 4th Floor near The North and The Hudson Valley exhibits.

The IBM ECM local user group would like to thank the sponsors who are participating this year. Without their involvement, this event would not be possible.

Exhibit #	Sponsor
1	NetApp
2	Snowboud Software
3	enChoice, Inc.
4	ASE Technologies




Presentation Information


Category	Breakout	Presenter(s)	Summary
Keynote	Does ECM Still Matter?	Paul Van Den Berg	The business of enterprise content management has changed considerably. Today's businesses need faster, deeper business insight. But you can't have insight into your business without insight into your content. IBM commissioned three global studies of CEOs, CIOs and CFOs. The results will be discussed in the context of ECM, showing how business leaders can use the information today to help their companies stand out in a complex world. You will also learn practical advice involving the latest IBM ECM strategies around document imaging and capture; social content management; advanced case management; content analytics, and information lifecycle governance.
	Advanced Case Management in Government: The Roadmap for Effectiveness and Efficiency	Campbell Robertson	Many organizations grapple with a strategy for ECM deployments. The need for converging technologies to improve case management or information lifecycle governance is paramount. This session will illustrate two use cases of clients who have or are implementing various stages of Advanced Case Management (ACM). ACM is the transformative model for: incorporating structured with unstructured information while enforcing advanced rules and business processes; providing a collaborative environment to capture all decision making aspects; and for employing content analytics to derive even greater knowledge. An Impact Analysis Tool will be discussed, allowing participants to start to build a business case for ACM.
	Best Practices: How Viewpointe Uses IBM FileNet ECM, IBM CMOD and N Series Storage to Build Next-generation Content Management Services and Manage Petabytes of Data with Ease	Lou Dibenedetto & Kevin Kearns	To meet the record retention, compliance, archive and eDiscovery challenges facing businesses today, Viewpointe needed a robust, next-gen environment capable of extremely high transaction rates and nearly zero planned downtime with low management costs. Viewpointe created OnPointe™, the trusted solution for digital storage and records management. The first step in building OnPointe was to deploy a proof of concept (POC) utilizing IBM FileNet P8 ECM for a major U.S. bank. The goal was to create a hosted, managed solution that reduced cost, risk and cycle time for multiple bank data management applications. By implementing this POC in 2009, Viewpointe not only met its business requirements, but also leveraged unique development and test capabilities to bring its new OnPointe services online. Also, as service demands grew for its industry-leading Check Archive service, Viewpointe needed to enhance its core service offering to keep pace with the growing petabytes of data under management while concurrently optimizing both performance and cost. Their platform of choice was IBM Content Manager on Demand (CMOD) using IBM N-series storage to enable extremely high transaction rates and availability. Viewpointe found this combination of CMOD and N-series storage exceeded both their internal and customer expectations for data reliability, cost and performance.
	IBM Watson and IBM Content Analytics	Jeff Sumner	Between February 14 & 16, an IBM computer called "Watson" competed on Jeopardy!, beating two of the show's most successful contestants--Ken Jennings and Brad Rutter. More than just a game player, Watson is a breakthrough in the scientific field of open-domain Deep Question Answering and Natural Language Processing (NLP). Come learn how you can leverage IBM Content Analytics and the same NLP technology found in Watson to develop answers to your critical business questions.
	Information Lifecycle Governance Tech Talk and Product Update	Linda Clark	IBM Information Lifecycle Governance (ILG) solutions enable organizations to more effectively retain, classify and archive information, efficiently meet eDiscovery obligations, and defensibly dispose of information, to lower both cost and risk. Learn about the latest ILG product updates (including Content Collector, eDiscovery, Enterprise Records, PSS Atlas and related products).
	Production Imaging Edition and Other IBM Imaging Solutions Update	Tom Simalchik	While IBM continues to develop its FileNet Image Services, Image Manager Active Edition, and related products, it recently announced IBM Production Imaging Edition (a solution bundle comprising Datacap Taskmaster, FileNet Content Manager, imaging-centric workflow components, and Daeja ViewONE Pro). This presentation will provide an update on current and upcoming imaging product releases, and a detailed look at Production Imaging Edition.
	What's New from IBM ECM for IBM Content Manager Customers	Cengiz Satir	In this session, you will hear the latest updates on IBM ECM products, including new releases as well as new capabilities in existing products such as IBM Content Manager, Datacap, Content Manager OnDemand, and Case Management, Compliance and Analytics suites.
	What's New from IBM ECM for IBM FileNet P8 Customers	Wayne Senitta	In this session, you will hear the latest updates on IBM ECM products, including new releases as well as new capabilities in existing products such as IBM FileNet Content Manager, Case Management, Production Imaging, Content Manager OnDemand, and Compliance and Analytics suites.



Diamond Level Sponsors

	<p>NetApp creates innovative storage and data management solutions that deliver outstanding cost efficiency and accelerate business breakthroughs. Our dedication to the principles of simplicity, innovation, and customer success has made us one of the fastest-growing storage and data management providers today.</p> <p>Customers around the world choose us for our “go beyond” approach and broad portfolio of solutions for server-to-storage virtualization, business applications, data protection, and more. Our solutions provide nonstop availability of critical business data and simplify business processes so companies can deploy new capabilities with confidence and get to revenue faster than ever before.</p> <p>Discover our passion for helping companies around the world go further, faster at www.netapp.com.</p>
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Silver Level Sponsors

	<p>Riptide Server provides P8 users with a powerful server-side output management solution. With Riptide, users can output disparate document types to email, fax or printers without the document's originating application. The Riptide API provides 3rd party applications with complete control of the output process and can combine content from the repository, file system and local client. Integrate Riptide with WorkPlace or WorkPlace XT with Riptide's Connector. Set up server-side batch output processes, build packets with cover pages or simply provide users with an easier, more efficient means to output content. Riptide is one click output for P8!</p>
	<p>An IBM Premier Business Partner, enChoice® offers the most comprehensive range of enterprise content management solutions and services available, from system design and installation to deployment, hosting, and single-point-of-contact support. Solutions are offered for a wide range of business needs including content management, business process management, records management, and data protection. The company delivers fast ROI by leveraging Kwik-Work®, its award-winning universal user interface, to deploy IBM® FileNet® P8 quickly, easily, and cost-effectively. It is also the only company offering business continuity solutions such as CYA SmartRecovery™, its application-aware hot backup and granular recovery solution for P8 that maximizes availability while providing complete protection from all types of information loss and corruption. enChoice is a recipient of the 2009 IBM Most Distinguished Achievement Award, and possesses unrivaled ECM expertise, with over 500 implementations and 200 certifications.</p>
	<p>VirtualViewer®, Snowbound's pure HTML Zero Footprint viewer makes reviewing, collaborating, and processing documents quick and easy. It gives you anytime, anywhere access to your documents whether on your computer or on the go with your mobile device. VirtualViewer integrates with your IBM and FileNet application(s) to provide a universal User Interface for users to quickly and securely view, annotate, redact, and manipulate multiple formats including: PDF, Word, Excel, IBM ImagePlus MO:DCA (AFP, IOCA, MMR, PTOCA), TIFF, and more. VirtualViewer is the only pure HTML viewing solution you need to view virtually ANY document or image format, on ANY platform, anywhere. Complimentary trials/demos available at www.snowbound.com.</p>

IBM® System Storage™ N series

Fast, Efficient Storage Solutions for IBM Enterprise Content Management



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