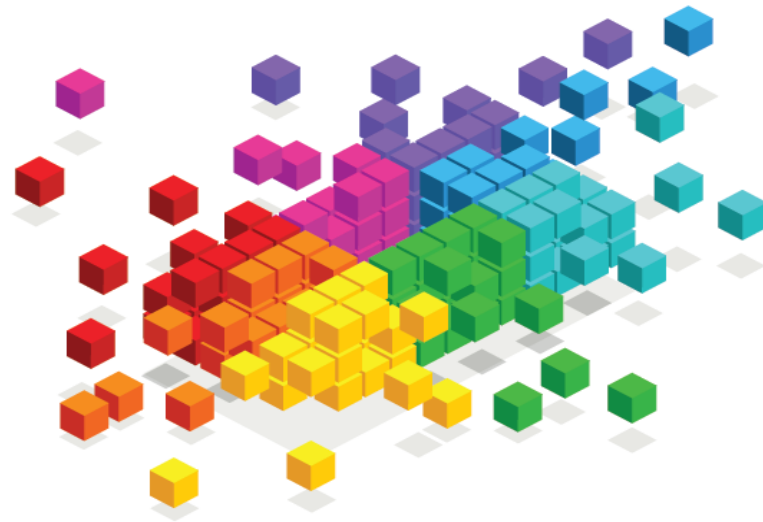


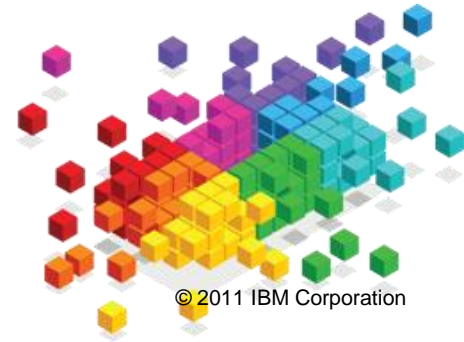
IBM Imaging Products Update

Putting Content to Work
ECM UserNet 2011



Products we'll cover today

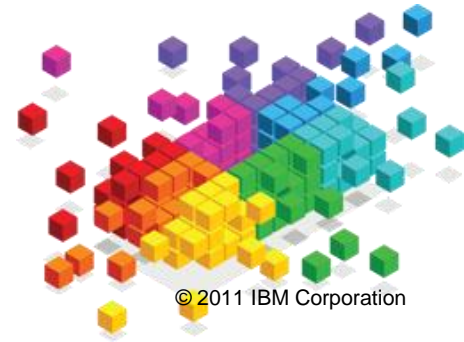
- IBM FileNet Image Services
- IBM FileNet IDM (Integrated Document Manager)
- IBM Production Imaging Edition



IBM FileNet Image Services

IS 4.1.2 >>>

- Current release IS 4.1.2
 - Many questions about withdrawal of IS
 - WE'RE NOT WITHDRAWING IS, but some customers were confusing End of Support for earlier versions of IS (see next slide)
 - Next release of IS will have 5+3 IBM support, which means IS will be supported at least until 2019!
 - Also, note latest supported release info is always available at <http://www-01.ibm.com/software/data/support/lifecycle/>

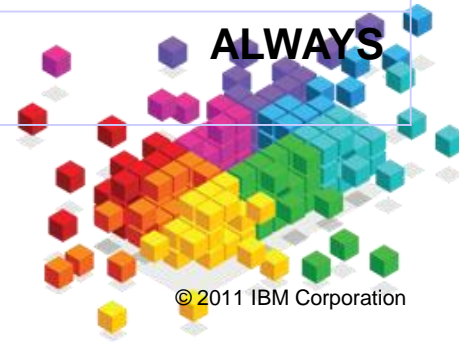


Product Support Lifecycle

Product	Version	Policy	GA	End of Support	Next release
IDM Desktop, Web Services, Open Client	4.1.3	E	Q2 2011		E-support
IDM	4.0.0	O	30-Sep-2006		
IDM	3.3.x	O	7-Nov-2003	30-Apr-2009	
IDM	3.2.x	O	19-Feb-2002	1-Jan-2006	
IMAE – Image Manager Active Edition	5.0	E	Q2 2011		E-support
IMAE	4.5.1	E	2-Oct-2009		
IMAE	4.5.0	E	27-Feb-2009		
IMAE	4.0.0	O	14-May-2007		
IS – Image Services	4.2	E	Q2 2011		E-support
IS	4.1.x	O	14-Jun-2007		
IS	4.0.x	O	16-Nov-2006	30-Apr-2009	
IS	3.6.3	O	12-Jun-2002	1-Jan-2008	
ISRA – Image Services Resource Adapter	3.4.x	O	14-Mar-2008		
ISRA	3.3.a	O	16-Aug-2006	30-Apr-2009	
ISRA	3.2.1	O	27-Apr-2006	30-Sep-2008	
HPII – High-Performance Image Import	3.3.8	O	7-Jun-2007		

Support Policy E = Extended Support, 5 years from GA + 3 optional (at a fee). O = Other Support, 3+2

<http://www-01.ibm.com/software/data/support/lifecycle/>
CHECK FOR LATEST / SUBSCRIBE TO RSS FOR UPDATES



IBM FileNet Image Services

Other IS-related news:

- Oracle run-time license support
 - These are Oracle licenses FileNet used to sell behind Image Services; these were withdrawn some years ago, but we have continued to allow the support contracts to be renewed.
 - We withdrew part numbers for support renewals
 - Announcement went out last month, to those with support contracts for Oracle run-time databases
 - Means that after December 31, 2011, IS customers using run-time Oracle would need to get their Oracle support from Oracle
 - No change in support for the use of Oracle with IS, this is just about support contracts for the run-time Oracle database itself

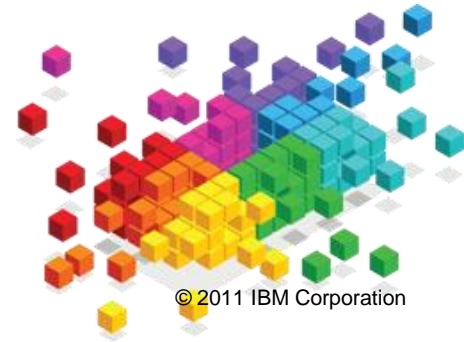
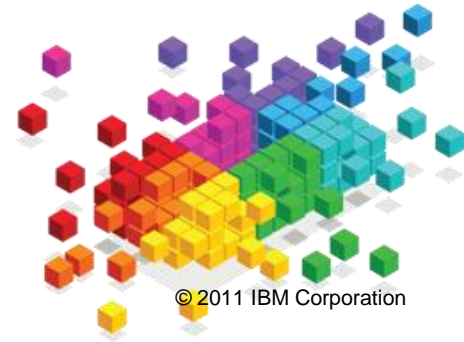


Image Services 4.1.2 Cumulative FP1-FP8

- Full support of IPv6
- Support of SNMP v3
- Currency
 - Support of TSM 6.1 and 6.2 for ISDS
 - Support of ISDS on HP Itanium
 - Remote Oracle on Linux
 - Windows Server 2008 SP2 and R2
 - Oracle 11g R2
 - SQL Server 2008 SP1 and R2
 - DB2 v9.7
 - WAL/ISTK and RAC on 64-bit Windows and Windows 7
 - HP-UX 11i (11.31) V3 Itanium/PA-RISC, Solaris 10 9/10, AIX 5.3 TL11, 6.1 TL5
 - VMware ESX 4.0
 - PowerHA (HACMP)



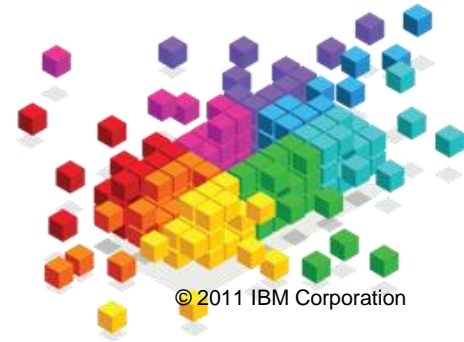
What's in IS 4.2, due later this quarter (Q2)?

New Features

- Bi-directional CFS, will allow IS users to better federate documents between IS and P8
- NOTE – will also need FileNet Content Manager 5.1 (due out later this year)
- FN CM > IS federated metadata updates made visible to IS client applications
- FN CM annotations – new or updated - made available to IS client applications
- New FN CM documents made accessible to IS client applications
- Annotation security synchronized between P8 and IS

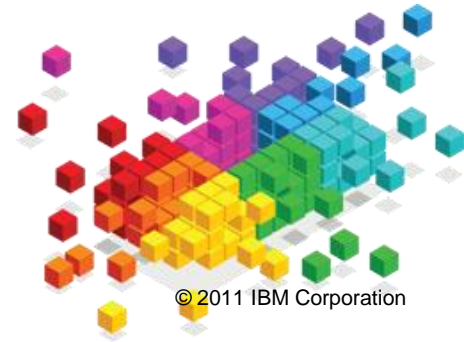
SWG Requirements

- FIPS 140-2
- Common Logging R1, R2, R13, R14, R15
- Windows 7, Windows Server 7 support



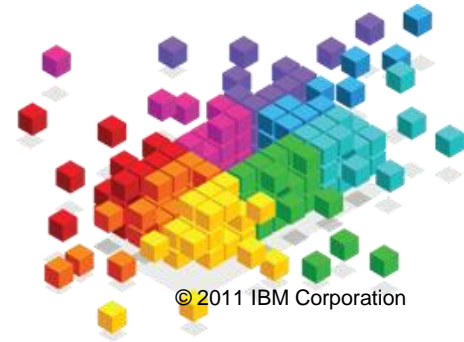
Important Storage News

- End of Life for Near Line Storage (NLS)
 - Not planning to qualify NLS with next release of IS
 - NLS 2.0.x, terminal release, supported only with IS 4.1.0 and 4.1.x
- NLS has been replaced with Integral Single Document Storage (ISDS)
 - ISDS has been in Image Services since 4.1.1

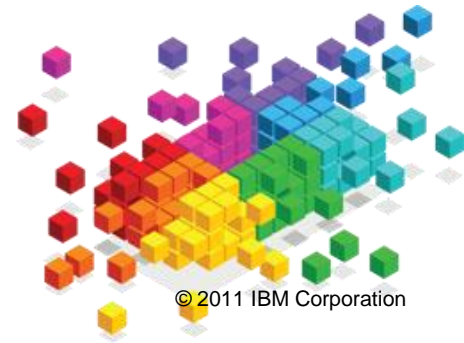


Why You Should Start Using Integral SDS

- NLS functionality has been included in ISDS since 2007
- ISDS is a robust, server-side architecture and more stable
- Better performance
- All CFS-IS “modes” supported; not just “mode 2”
- More scalable: up to 255 SDS Units instead of 1 NLS Unit
- Compliance: SDS references protected in MKF
- High Availability: integral with IS (starts/stops/fails over with IS)
- No longer need to worry about compatibility with IS versions
- Tools integrated in Image Services
- You don't have to migrate NLS-written content to ISDS
- **FOR MORE INFORMATION, CONTACT PATRICK CHESNOT -**
pchesnot@us.ibm.com



IDM News



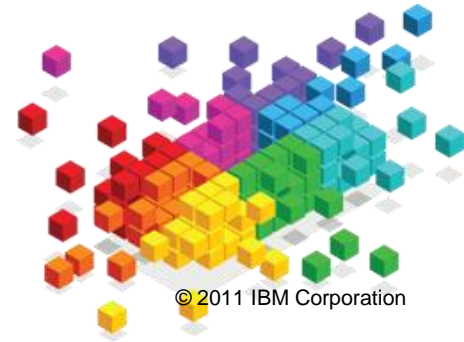
IDM 4.0.2 Cumulative FP1-FP8

▪ SWG Requirements

- Windows XP and Windows Vista platforms are FDCC compliant
- IPv6 compliant

▪ Currency

- IE 8.0
- OutsideIn 8.1.9
- IDM Viewer supports viewing of JPEG 2000, PDF/A file formats
- Microsoft Windows 7 is certified as of IDM 4.0.2 FP8
- Acrobat Reader 9.1
- Microsoft Windows XP SP3
- Microsoft Windows 2008 Active Directory
- Microsoft Windows Vista SP1
- Microsoft Windows Server 2008 with IIS 6.0 compatibility
- Microsoft Windows 2008 is certified as of fix pack IDM Desktop 4.0.2-FP8 for administrator only



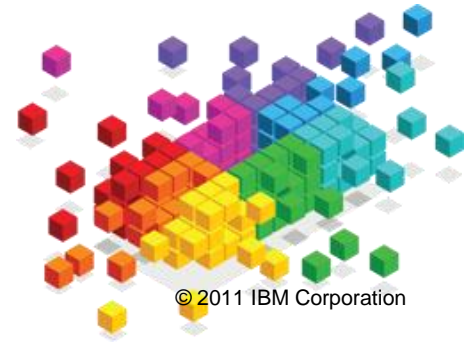
What's in IDM 4.0.3? (due later in Q2)

- **Currency/3rd-party upgrades**
 - Microsoft Outlook 2007
 - InstallShield 2009
 - IDM Desktop/Web Service – compiler upgrade from VC++6.0 to VS 2005
 - Open Client – compiler upgrade from VS 2005 to VS 2008
 - Open Client – Support for .NET 3.5
 - Pixtran 8.5
 - Snowbound v15

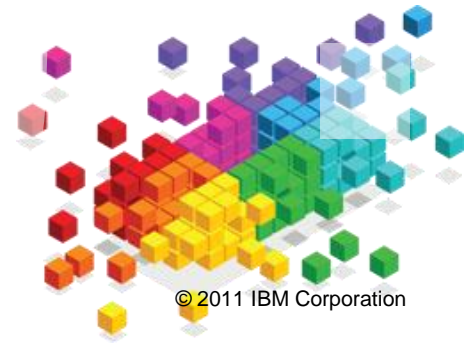
- **Consumability/Features**
 - Silent un-install improvements
 - Ability to view TIFF images with LZW/JPG compression
 - IDM Find Improvements - Searching on “closed” docs

- **SWG Requirements**
 - Click-thru installer license
 - FIPS 140-2
 - External Diagnostic Information/Logging (aka Common logging - Partially Compliant. Planning implementation to LOG-R1 level. Remaining 14 requirements will be taken up in future releases)

- **Extended Content**
 - Support for 64-bit qualification (32-bit emulation mode) – will be supported for Image Services repository only (Content Services not supported on 64-bit)



IBM Production Imaging Edition (PIE)



Paper impact on operations and profits

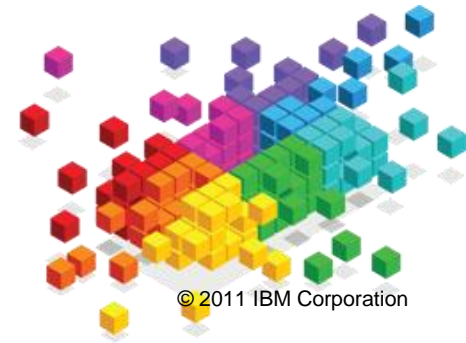
- **27%** of organizations have growing consumption of paper and use of photocopies, but falling in 39%
- **53%** of organizations invested in extensive scanning and capture are seeing a reduction in paper
- In the largest organizations it is still **equally balanced**
- Only **14%** use capture and process across multiple departments
- **58%** of SharePoint users are not storing scanned image files and only **9%** are executing any workflow with scanned images

Source: AIIM Industry Watch, Capture & Business Process, Dec 2010



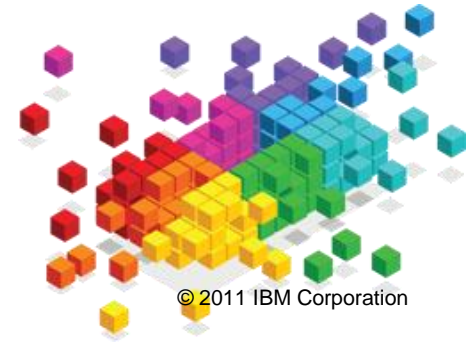
Why Invest in IBM Production Imaging?

- Imaging systems save companies a lot of time and money
- Document Imaging is a low-risk, high value investment
- It makes organizations more efficient
- Documents can be shared around the world
- Customer service is improved
- The problem of lost files is eliminated
- File access is immediate
- It provides a backup and means to recover after a catastrophic event
- It decreases future staff requirements



What is IBM Production Imaging?

- IBM Production Imaging Edition (PIE) is the first and only solution on the market that provides a SINGLE PRODUCT to manage the entire life-cycle of document imaging
- PIE comprises Capture, imaging-centric process management, an ECM repository, and the ability to View, Annotate, and Redact document images
- PIE is a single product / part number
- Our competitors TALK about end-to-end solutions, but their customers are still required to buy multiple, individual components to address capture, BPM, ECM, image viewing, and redaction
- IBM Production Imaging Edition is the first IBM solution to leverage IBM Datacap for document capture, and the first time IBM has sold Daeja ViewONE Pro



IBM Production Imaging Edition

Desired business outcomes

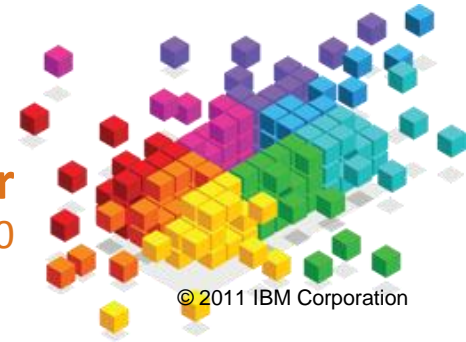
- Manage the entire lifecycle of document imaging
 - Capture and manage document workflow
- Scale from distributed locations, at a departmental level, to enterprise wide deployments
- Perform for billions of document images, and tens of thousands of users
- Cut costs and improve productivity
- Eliminate lost documents

“Imaging solutions represent a low-risk, high-value investment that can be extended through an enterprise.”

— Forrester
2010

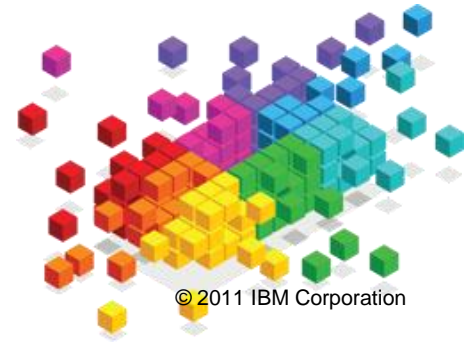
Solution summary

- Delivers capabilities for the entire lifecycle of document imaging and capture
- Comprises capture, document-centric process, an industry-leading ECM repository, and the ability to view, annotate, and redact document images
- Avoids costs associated with multi-product & multi-vendor alternatives



Production Imaging Edition (PIE)

- One PID (part number) released December 2010
- Includes:
 - Datacap Taskmaster
 - FileNet Content Manager
 - FileNet Process - Designer, Analyzer, Simulator, Tracker, Visio Connector
 - Daeja ViewONE Pro - Advanced Viewing, Streaming & Redaction
- \$1,550 UVU
- Also PIE Add-on for CM, BPM, and Case Manager licenses
- Available for P8 v4.5 and 5.0

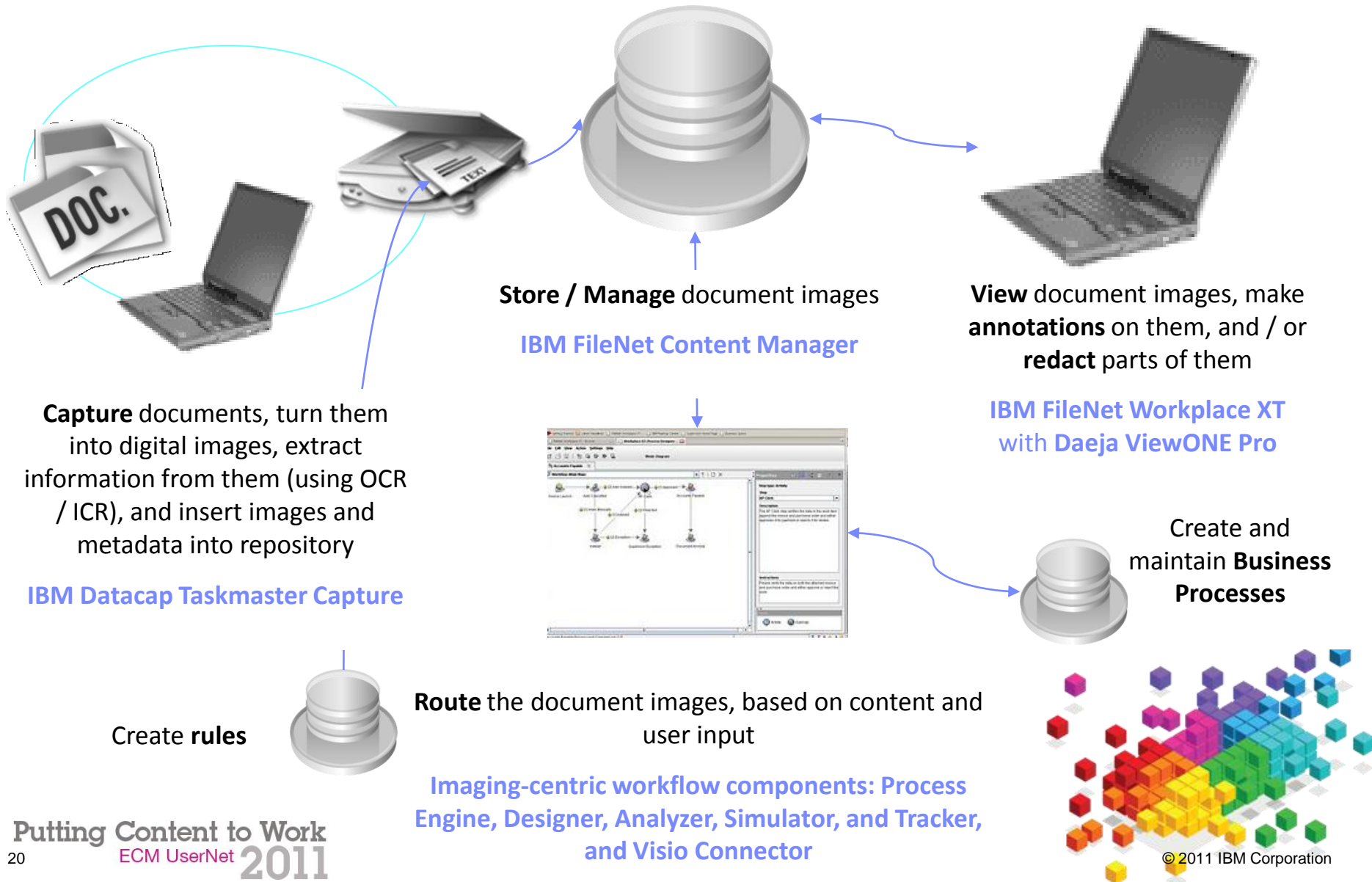


The Value of Production Imaging Edition

- Why you might want PIE
 - If you need Capture, Content, Process & Advanced Viewing, you need PIE
 - At \$1,550 per UVU PIE is better value than buying components or dealing with alternative Capture page count issues
 - PIE provides a flexible license and platform for meeting future Document Imaging needs

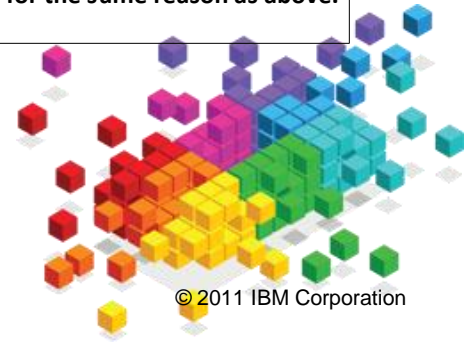


This is what PIE does



PIE Pricing

Product Name	Price
IBM Production Imaging Edition Authorized UVU	\$1,550
IBM Production Imaging Edition Employee UVU	\$773
IBM Production Imaging Edition External UVU	\$7.75
Add on PIE to FN CM (incl. Taskmaster, Imaging-centric workflow components, Daeja ViewONE Pro)	\$754
PIE Add on to FN BPM (incl. Taskmaster, Daeja ViewONE Pro)	\$350
Add on PIE to IBM Case Manager (incl. Taskmaster, Daeja ViewONE Pro)	\$350
Infrequent User licensing can be used for PIE where appropriate	
Note that you cannot buy fewer PIE licenses than there are FileNet CM licenses. This is to prevent selling a few PIE licenses just to get Datacap Taskmaster. If you have (for example) 5,000 seats of FileNet Content Manager, you must license all 5,000 for PIE (Full, or Add On)	
Nor can you buy 50 PIE licenses and use the Datacap Taskmaster components as part of a wider FileNet CM deployment, for the same reason as above.	



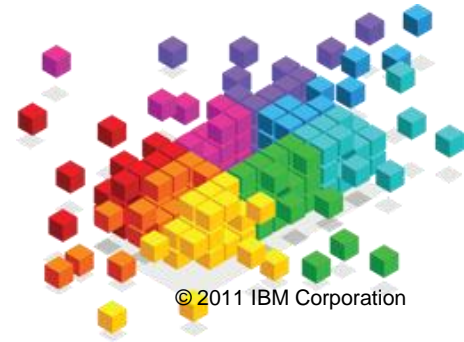
Datacap Taskmaster

- Base product delivers scan, image clean-up, multiple text recognition engines (machine and handprint), document ID, validations, verifications, export to FileNet P8, CM8, FileNet Image Services, and other ERPs and ECMs
- Integrated thin and thick client for distributed scanning and verification
- User-based licensing (as part of PIE, or standalone)
- See separate, Capture-specific presentations here at UserNet



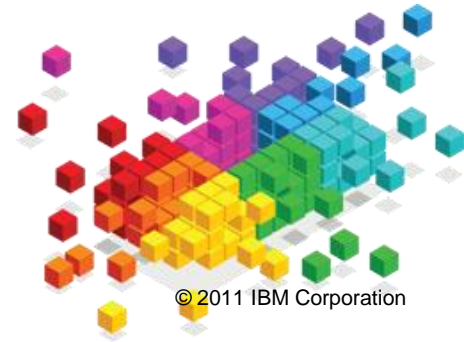
What are the Benefits of the ViewONE Pro element of PIE?

- Aside from going direct to Daeja, buying PIE is the only way an IBM customer can avail themselves of ViewONE Pro and its benefits
- ViewONE Pro offers support for PDF, Word, Excel, EML, and PSD files, in addition to the standard support for single & multi-page TIFF, JPEG, BMP, GIF, etc.
- Permanent Redactions
 - Permanently 'burn' redactions onto any supported image format, outputting a new TIFF image - or if the source document is a text-based PDF file, a new PDF - for secure archiving and distribution
 - Redactions can be effected ad hoc, (or in a future PIE release, in batches)



What are the Benefits of the ViewONE Pro element of PIE?

- **Universal Viewing**
 - Supports over 300 file formats including MS Office, AutoCAD 2003, Corel Draw, for MS Windows users. Crucially, this allows markups on all of these formats without editing the original file. This protects the integrity of records within the repository for today's stringent compliance requirements and also keeps network traffic to a minimum.



What are the Benefits of the ViewONE Pro element of PIE?

- **Document Streaming Server Module**
 - **Splits multi-page TIFF and PDF documents into single pages on the fly, allowing users to receive only the page(s) they're interested in viewing, rather than the complete document**
 - **Significant reduction in network traffic (which improves exponentially for large numbers of users)**
 - **By splitting a document (TIFF or PDF) and streaming a page at a time, network overhead is lowered, which speeds up the time to view. Also, pages 501 to 505 are streamed to the viewer while you're viewing page 500. When viewing page 501, page 506 will be streamed and so on.**

