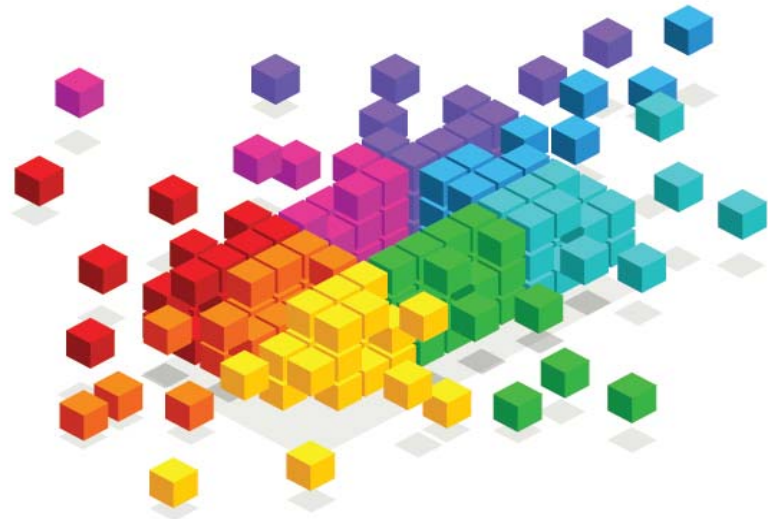
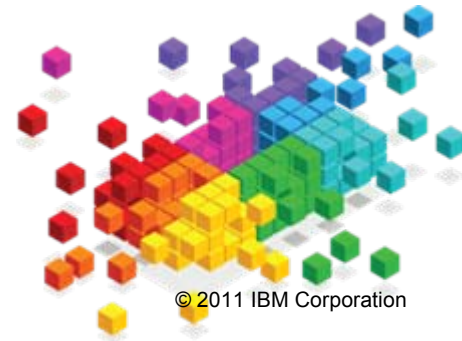


# What's New from IBM ECM for IBM FileNet P8 Customers

Putting Content to Work  
ECM UserNet 2011

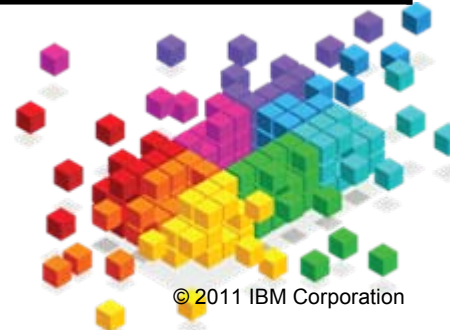


Feature	Benefit
Unix and Linux support	Increased deployment options (additional OS platform support)
J2EE Content Engine	Increased deployment options
Compound Document support	Speeds and simplifies creation and management of compound documents and overall structure of complex documents
New security framework	Support for any LDAP model; single sign-on support makes end users more productive
Performance & scalability	Enhanced distributed caching enables faster content retrieval for geographically distributed deployments. Improved scaling and high availability options
.Net API	Ability to develop .Net applications using a native API



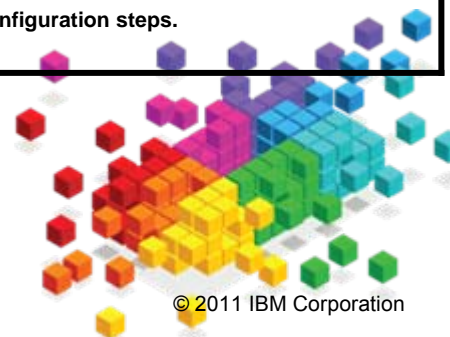
# FileNet Content Manager: 4.5 Features & Benefits

Feature	Benefit
Office 2007 Integration	Access the power of enterprise-class ECM with FileNet Content Manager without leaving your Office 2007 application user interface
New support for DITA object model	Users of FileNet Content Manager can now manage documents while leveraging the DITA standard to lower the costs of document publishing
Content Federation Services added as bundled component for FN-CM 4.0. Note: Limited use licensing terms apply	No additional license fees required to federate metadata into FileNet Content Manager from Image Services, Content Services, IBM Content Manager or IBM Content Manager OnDemand. Access metadata from these repositories as if it was native P8 content.
DB2 Workplace Edition added as bundled component for FN-CM 4.0 Note: Limited use licensing terms apply	No additional license fees required if using DB2 Workplace Edition exclusively with FileNet Content Manager.
WebSphere Application Server (Base Edition) v6.1 added as bundled component for FN-CM 4.0 Note: Limited use licensing terms apply	No additional license fees required if using WebSphere Application Server Base Edition exclusively with FileNet Content Manager.
Flexible API for both Java and .NET application development	Support of Service Oriented Architectures and the System Development standard of choice.
Improved Scalability	Support for tens of thousands of users simultaneously accessing repositories containing billions of objects across geographies with fast response times

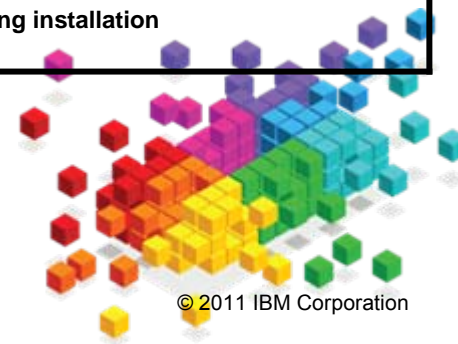


# FileNet Content Manager: 4.5.1 Features & Benefits

Feature	Benefit
Configuration Manager	Context-sensitive help makes the configuration process easier. Wizard steps the administrator through all the steps in the correct sequence. Task validations detects configuration error before they are committed, preventing small errors from forcing the need to repeat the configuration process
Deployment Manager	Simplifies the process of deploying applications across various instances (sandbox, development, QA/test, training, production, production support). Mapping of users, groups and services can be reused through multiple deployments. Change impact analysis validates converted export XML to identify problems BEFORE importing changes to the destination object store
Content De-duplication	De-duplication support is provided for content ingested into P8 from all content sources. Performed at the storage area level, de-duplication helps minimize storage requirements
Content Search enhancements	Full text indices are automatically divided into segments based on document date. This results in faster searches, as well as reduced load on CSE servers
WebSphere Application Server v7.0 added as non-chargeable bundled component	No additional license fees required if using WebSphere Application Server (Base Edition) v7.0 exclusively with FileNet Content Manager.
SharePoint Web Parts added as non-chargeable bundled component	No additional license fees required if using WebSphere Application Server (Base Edition) v7.0 exclusively with FileNet Content Manager.
Web-based documentation (InfoCenter)	No need to install documentation. Documentation can be customized, reducing size of documentation by excluding sections on operating systems, web applications servers and databases not relevant for your installation.
Consumability Improvements	Typical installation takes 25% less time. Separation of installation and configuration steps.



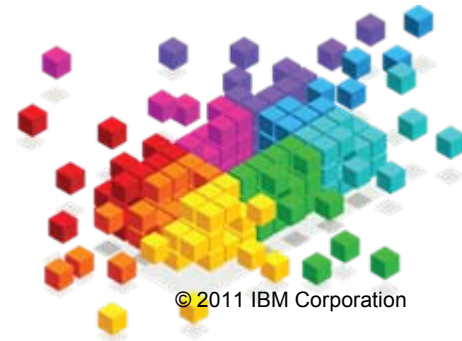
Feature	Benefit
Content Federation Services: “move Content”	In addition to CFS previous capabilities to federate metadata from multiple disparate repositories into FileNet CM, the “move content” features enables CFS to be used as a content migration tool, to permanently move content out of a source repository and into FileNet CM as the target repository
Text Search: IBM Content Search Services	Provides a second search service option to address the scalability and reliability requirements associated with building and maintaining large search indexes required for high-volume email archiving use cases
Text Search	Allow each object store in a P8 domain to be text indexed independently resulting in improved scalability.
Hitachi HCP device support	Provides native support for the Hitachi Content Platform (HCP) version 3.x as a Content Manager Fixed Content Device. This includes support for HCP WORM, retention, and data shredding features.
DB2 document properties	The maximum number of document properties for P8 when using DB2 has been increased by allowing document records to go beyond DB2 32K page size constraints for a single table by spanning the records over two tables.
LDAP Support	Support for alternative LDAP attribute as the content engine security identifier has been provided, allowing customers to identify and use their own unique identifier for all users across multiple LDAP domains.
Componentized documentation	Enables each section in the documentation to be refreshed independently.
Improved domain configuration	New web-based domain configuration tool
System health dashboard	Reporting of performance metrics
Enhanced client installer	Enables the dynamic downloading of the required server files during installation



# FileNet Content Manager: 5.1 Features & Benefits



Feature	Benefit
Content Federation Services: bi-directional support	Provides bidirectional replication of document properties/annotations between FileNet CM 5.1 and Image Services ( IS) 4.2 Note: also requires Workplace XT 1.1.5 )
Text Search: IBM Content Search Services	<ol style="list-style-type: none"><li>1. Enhanced support for ICC for email</li><li>2. Content API support for stored searches and search templates (for use with for Workplace XT 1.1.5)</li><li>3. Improved throughput and enhanced indexing request error handling</li><li>4. SSL support to encrypt server to server communication</li></ol>
Increase the maximum number of object stores for a Content Engine domain (500-1000)	Customers following an application deployment model that provide an object store for each application will be able to contain a larger number of applications within a single P8 domain
Storage encryption	Supports encryption of content files stored in Content Engine for any storage area

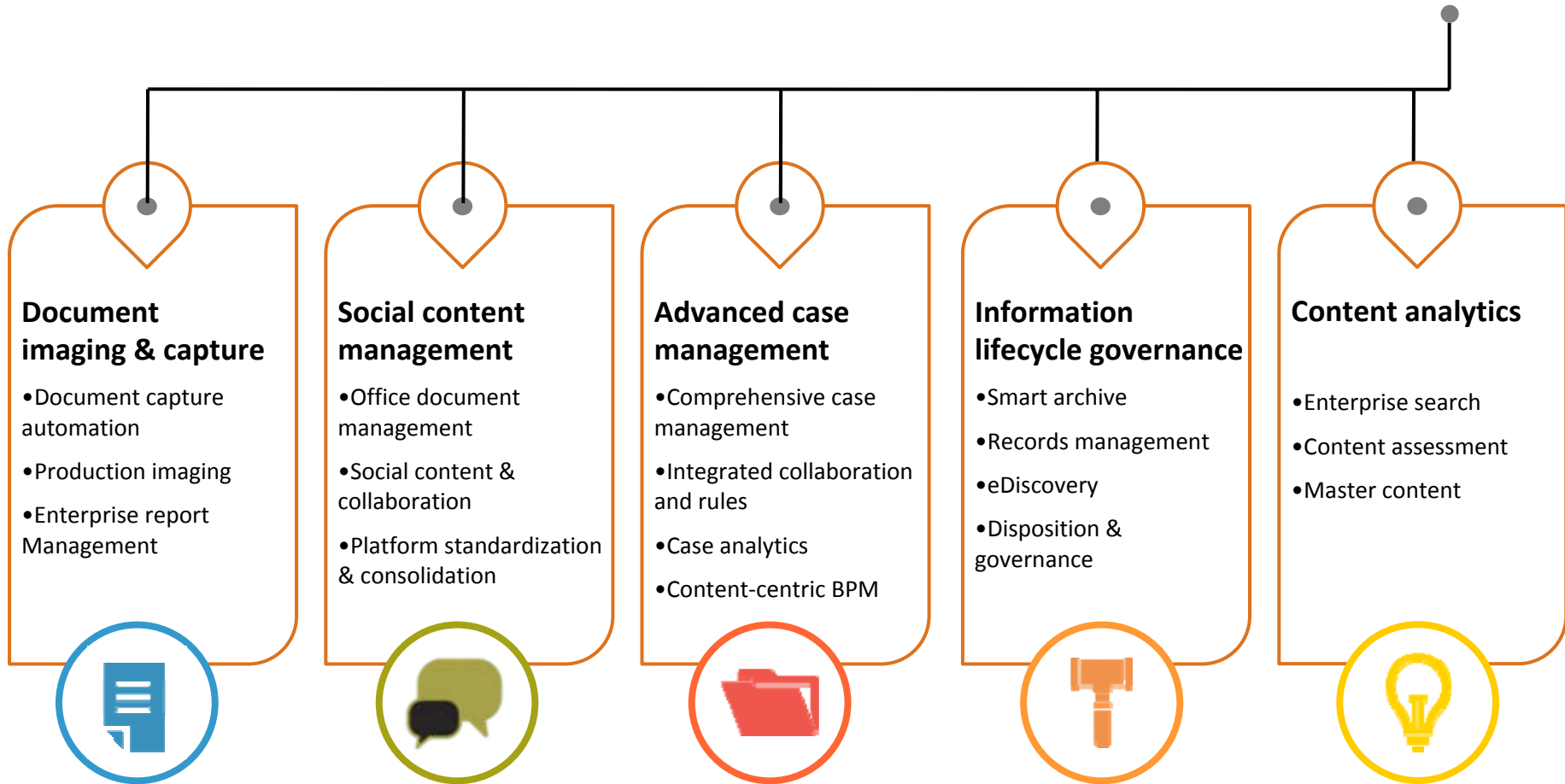


2010				2011	
Q1	Q2	Q3	Q4	Q1	Q2
ECM Widgets 4.5.2	OnDemand IBM i V7R1	OnDemand MP 8.5	Content Analytics 2.2	OnDemand z/OS 8.5	P8 5.1
Office Integ 1.1.5	OmniFind 9.1.	Capture 5.2.1	P8 5.0	Datacap 8.0.1	
	Quickr for ECM 1.1		IBM Case Manager 5.0		
			Content Collector 2.2		
			ICC for SAP 2.2		
			eDiscovery 2.2		
			Datacap 8.0		

16 product releases in 2010/11 with major new capabilities

# IBM Enterprise Content Management

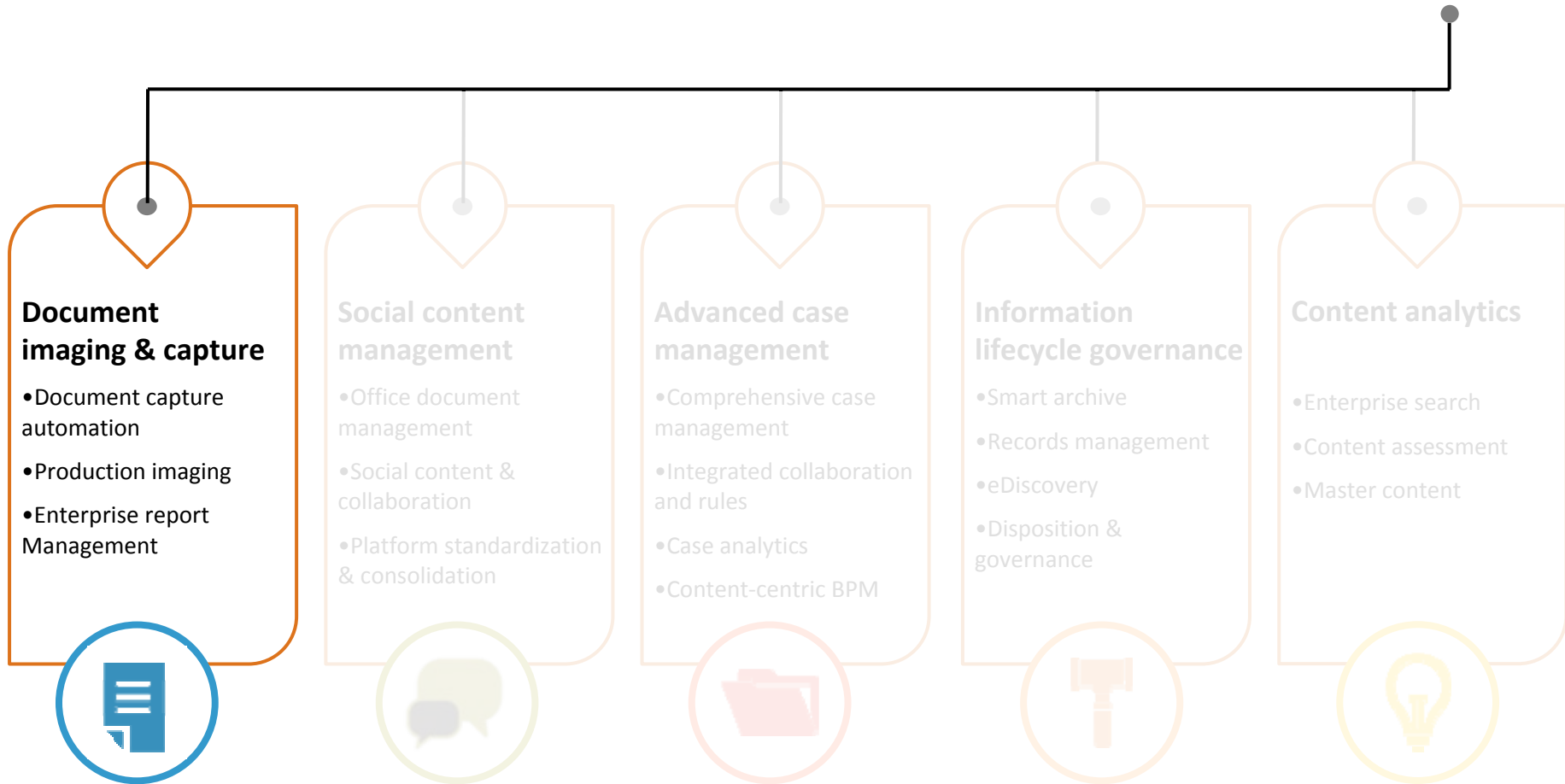
The path to value lies along one or more specific *business solution entry points*





# IBM Enterprise Content Management

The path to value lies along one or more specific **business solution entry points**



# IBM Production Imaging Edition

Combine the power of advanced capture and scale of ECM

**New!**

## Desired business outcomes

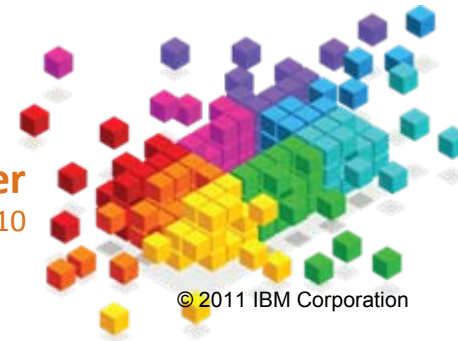
- Manage the entire lifecycle of document imaging
  - Capture and manage document workflow
- Scale from distributed locations, at a departmental level, to enterprise wide deployments
- Perform for billions of document images, and tens of thousands of users
- Cut costs and improve productivity
- Eliminate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

### Solution summary

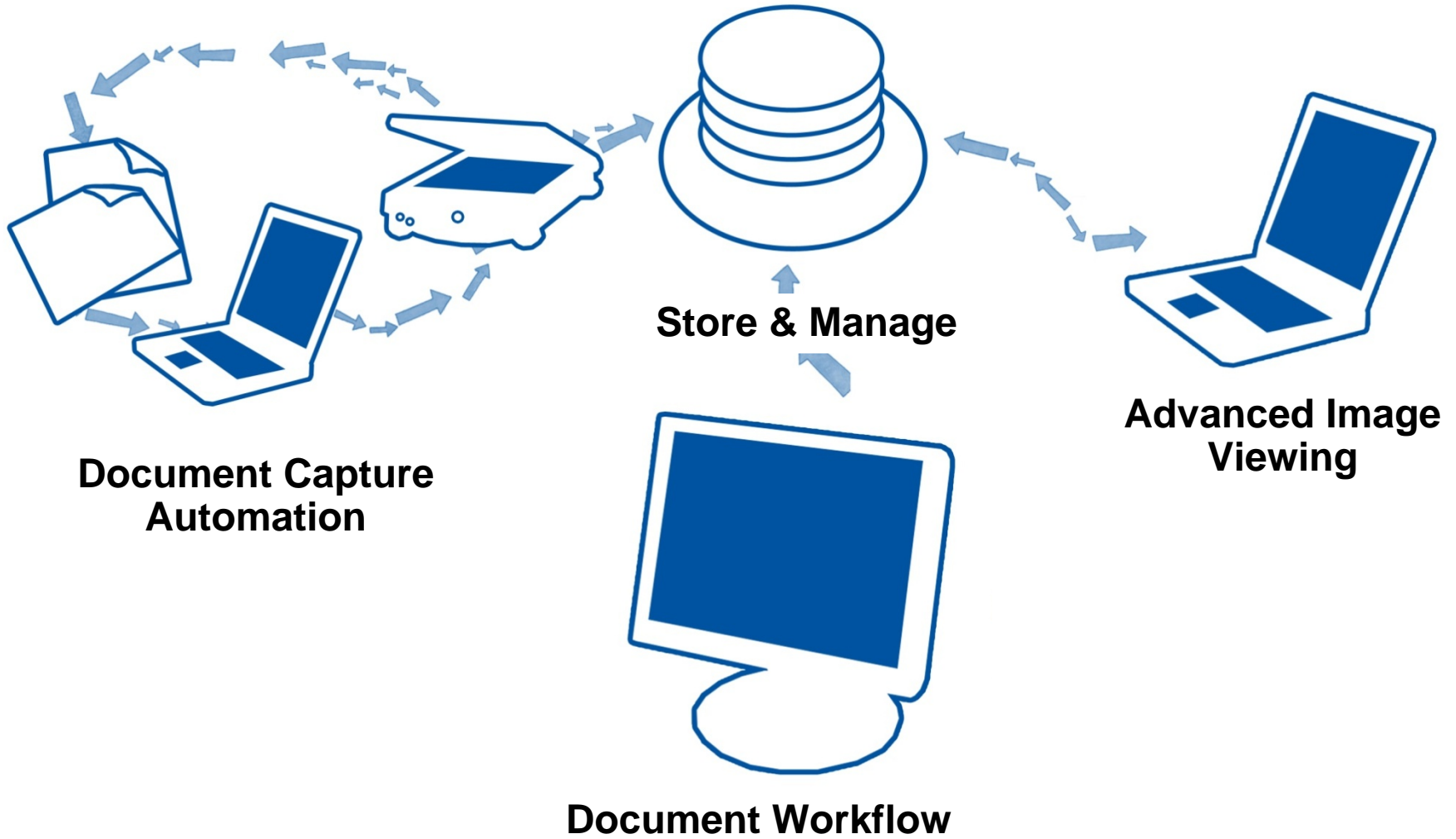
- Delivers capabilities for the entire lifecycle of document imaging and capture
- Comprises capture, document-centric process, an industry-leading ECM repository, and the ability to view, annotate, and redact document images
- Avoids costs associated with multi-product & multi-vendor alternatives

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

— Forrester  
2010

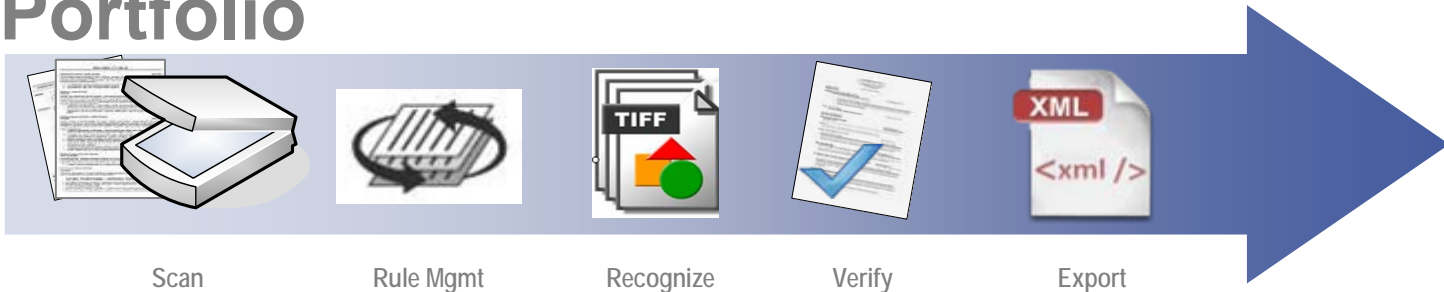


# IBM Production Imaging Edition

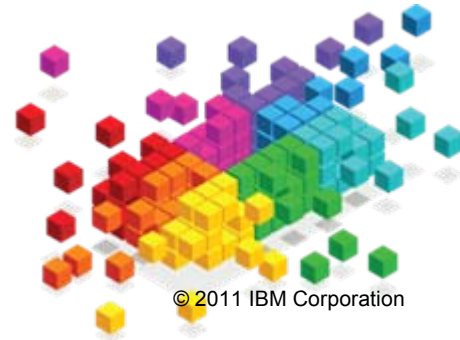


Announced August 10, 2010

## End-to-End Portfolio

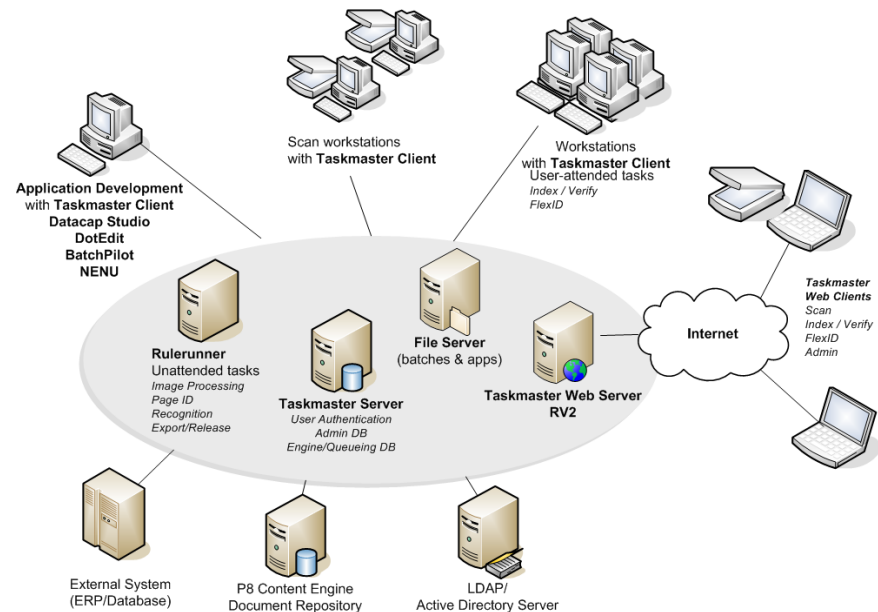
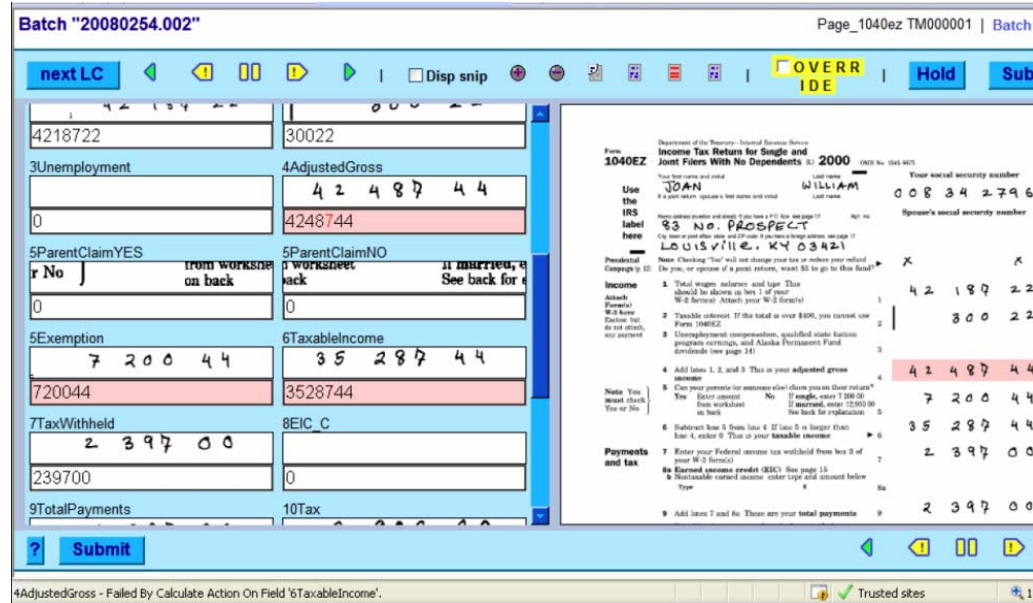


- **Over 20 years of innovation in Capture space**
- **Best of breed *technology***
- **Open and extensible**
- **Leading recognition engines**
- **Distributed capture; desktop and web based**
- **Rules management via Rulesrunner Service**



## Advanced Document & Data Capture

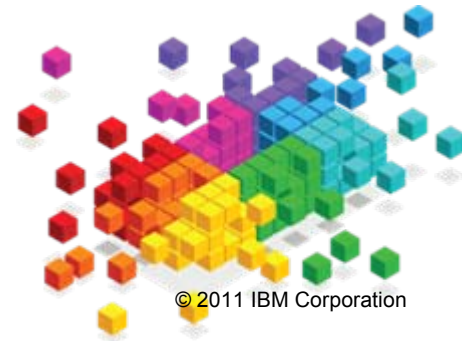
- Automatic document recognition, classification and data extraction
- Web support for distributed deployments
- Optimized manual data entry
- Flexible functional security
- Data lookup capability
- Powerful background processing
- SOA via Web Services
- Feeds line of business systems and ERP
- Advanced Account Payable



## New in Taskmaster

- Taskmaster Medical Claims Capture
- Taskmaster Accounts Payable Capture
- Fingerprinting portable across deployments
- Web-based real-time activity reports
- Centralized configuration of distributed environment
- Rulerunner Enterprise delivers scalability
- Windows Single Signon
- Rendering to PDF & alternate formats
- Integration with FileNet Capture

- Capture to
  - FileNet P8
  - FileNet Image Services
  - IBM Content Manager
  - SharePoint
  - Documentum
  - Opentext LiveLink
- Capture from
  - Scanners
  - RightFax
  - Email and attachments



# IBM Enterprise Report Management

Essential for high volume print output: e-capture and e-presentment

## Desired business outcomes

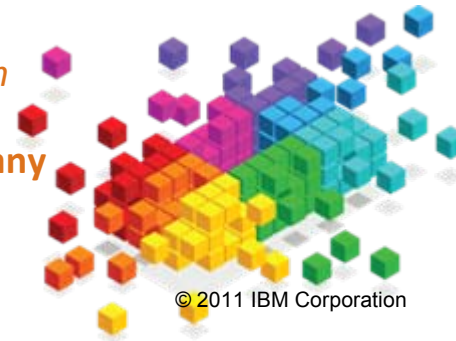
- Improved customer responsiveness
- Web access: to print/paper documents, 24x7
- Improved customer self-service
- Reduced printing costs and paper use: go green
- Avoid storing print/paper documents
- Replacement of legacy systems

## Solution summary

A 'View Not Print Solution' for customer service & avoidance of print and storage costs  
Fast and significant ROI  
Up to 90% storage savings  
Proven, scalable technology  
Pervasive access  
Replacement for outdated systems

*“Reduced costs for printed customer bills saving \$25 million annually. Increased small business customer satisfaction and gained \$750,000 in promise-to-pay revenue during initial six months of operation”*

**— A large telecommunications company**





## Clear market leader in Enterprise Report Management!

Designed and Optimized for large “loads” of many individual static documents; read-only (e.g. computer generated reports)

## CM On Demand 8.5 released in Sept 2010

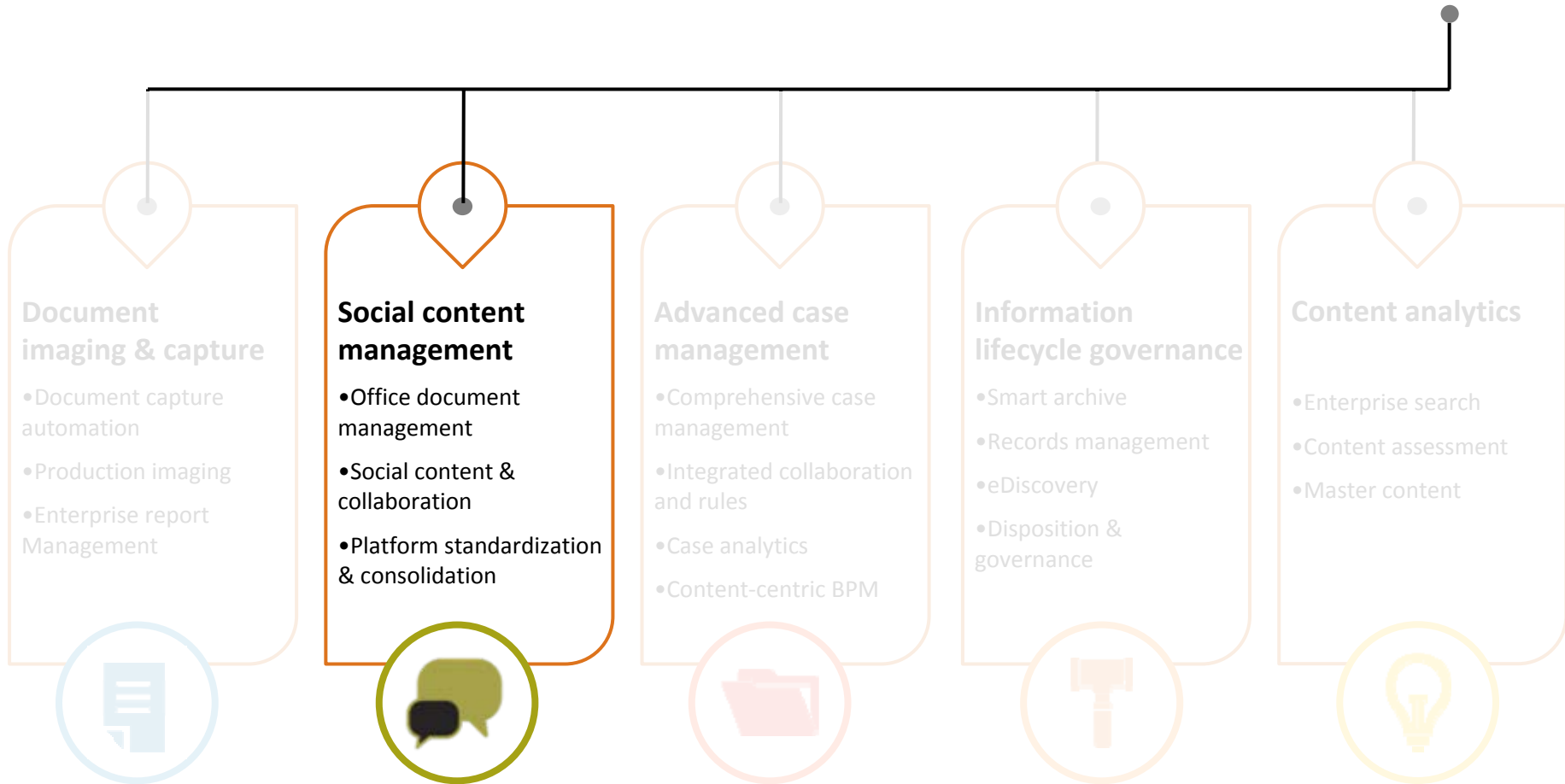
- Improved enterprise-wide secure access via SSL
- Simplified back-office reporting
- Faster Access and improved PDF Indexing
- Expanded multi-lingual deployment
- Retention & records mgmt
- Proven legacy vendor replacement capabilities, services & partners

11/01/99	CLASSICAL MUSIC DISTRIBUTORS	PAGE 01		
10:17	MONTHLY SHIPPING REPORT			
MSR94	FROM 10/01/99 TO 10/31/99			
CUSTOMER: Betty's Music Store Muscatine Plaza 200 Lower Muscatine Cedar Falls, IA 50613				
ACCOUNT NUMBER: 11887 CONTACT: Betty Yoder				
MEDIA QTY	DESCRIPTION	LABEL/NO.	UNT_PRC	AMOUNT
ORDER NUMBER: 536017 SHIP DATE: 10/06/99				
CD	4 Bartok, Sonata for Solo Violin	MK-42625	8.99	35.96
	7 Mozart, Mass in C, K.427	420831-2	9.00	63.00
	2 Luening, Electronic Music	CD 611	10.19	20.38
TAPE	9 Scarlatti, Stabat Mater	SBT 48282	5.99	53.91
ORDER NUMBER: 536039 SHIP DATE: 10/21/99				
CD	11 Beethoven, Pathetique Sonata, Arau	420153-2	5.99	65.89
	8 Mendelssohn, War March of the Priests	SMK 47592	8.99	71.92
	10 Pizzetti, Messa di Requiem	CHAN 8964	9.59	95.90
LP	6 Misc., Modern Trombone Masterpieces	ADA 581087	10.79	64.74
TAPE	6 Gershwin, An American in Paris	ACS 8034	5.99	35.94



# IBM Enterprise Content Management

The path to value lies along one or more specific **business solution entry points**



# Social business drives an unprecedented need for insight from natural language conversations

**500 billion impressions**  
annually made about  
products and services <sup>1</sup>

**770 million people**  
worldwide visited  
a social networking site <sup>2</sup>

**44x information  
growth** by 2020 <sup>3</sup>

**Public**

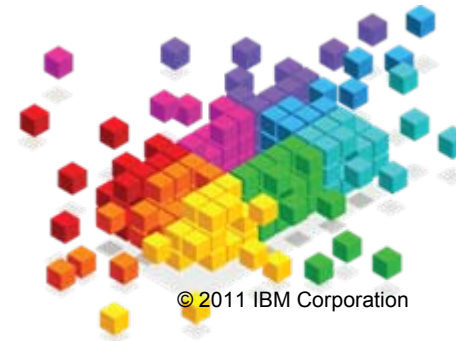
Conversations about quality, experience, price, value, service ...



**Corporate**

Conversations about strategy, projects, issues, risks, outcomes ...

In addition to conversations about quality, experience, price, value, service ...



# IBM Social Content Management

## A Modern Transformation: Driving Business thru Connections and Content

- Use Social tools to put high-value content to work
- Connect content with Subject Mater Experts
- Manage content securely and extend with ECM Services

The screenshot displays the IBM Social Content Management interface. At the top, there are navigation tabs for 'My Communities' and 'Public Communities', and a search bar. The main header shows 'Zeus Project Planning' with options to 'Stop Following this Community' and 'Community Actions'. A sidebar on the left lists navigation options: Overview, Members, Wiki, Activities, Blog, Bookmarks, and 'Custom Library' (which is highlighted). The main content area features a 'New to Custom Library?' notification, a 'You are in: Marketing' breadcrumb, and buttons for 'Upload a File' and 'New Folder'. Below this is a table of files in the library:

Name	Last Updated	Updated By	Size
<b>Small Business Solutions.odt</b>	Yesterday	Samantha Daryn	281 KB
<b>draft spreadsheet.ods</b>	Yesterday	Samantha Daryn	6 KB
<b>Company meeting.odp</b>	Yesterday	Samantha Daryn	1.16 MB
<b>Prospero Org Chart.ppt</b>	1/27/11	wpadmin	129 KB

At the bottom of the interface, there are links for 'Home', 'Demo', 'Help', 'IBM Lotus Support Forums', 'How to Bookmark', 'Server Metrics', 'About', 'IBM Connections on ibm.com', and 'Submit Feedback'.

# IBM Social Content Management

## A Social Content User Experience for your business

### IBM Connections 3.0.1 integration with IBM ECM

- Easily configure your ECM library from within Connections
- Display ECM folders and content within a Community
- View, edit, check-in, & check-out documents
- Select document or item types and edit properties
- Prompt users for metadata, driven from FileNet CM

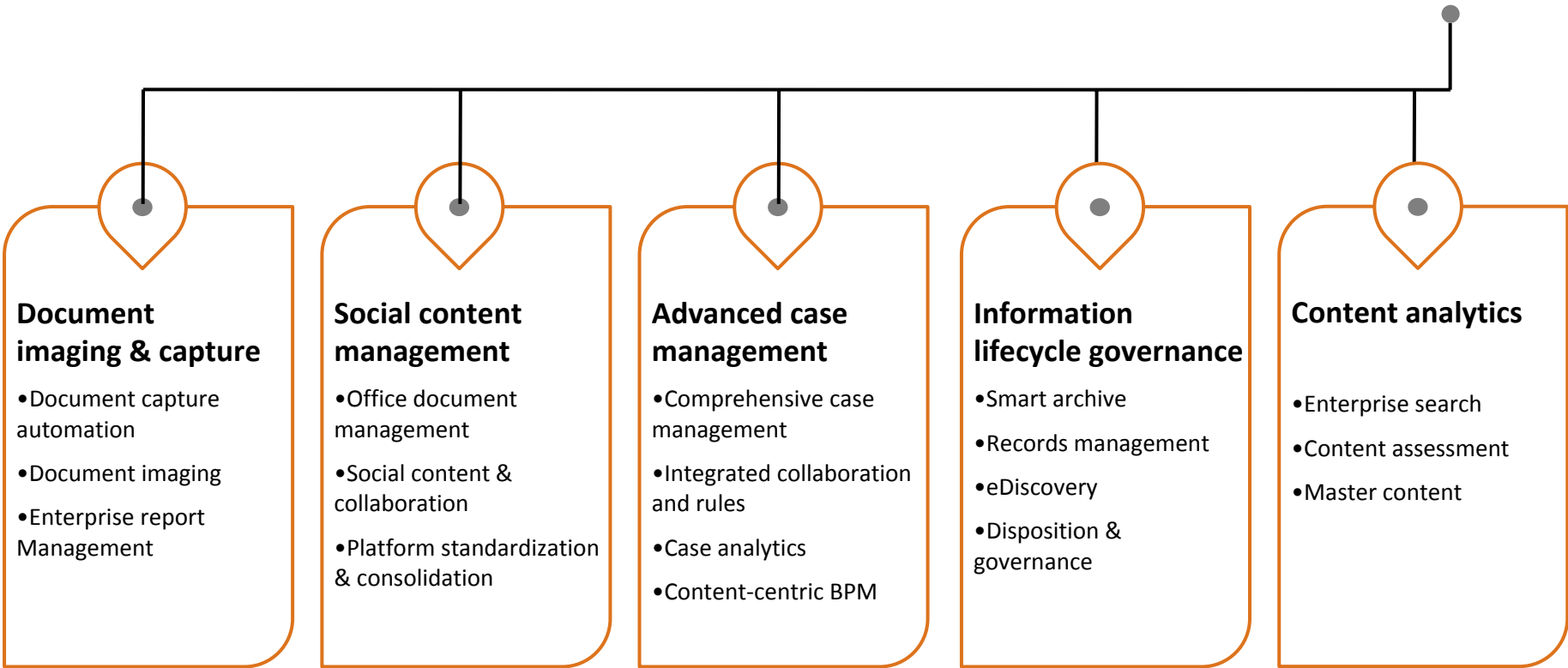
The screenshot shows the IBM Connections interface for a community named 'Zeus Project Planning'. The page includes a navigation bar, a search box, and a document library table. A 'New to Custom Library?' banner is visible at the top of the content area.

Name	Last Updated	Updated By	Size
Small Business Solutions.odt	Yesterday	Samantha Daryn	281 KB
draft spreadsheet.ods	Yesterday	Samantha Daryn	6 KB
Company meeting.odp	Yesterday	Samantha Daryn	1.16 MB
Prospero Org Chart.ppt	1/27/11	wpadmin	129 KB



# IBM FileNet Content Manager

A foundation for one or more *business solution entry points*



IBM FileNet Content Manager

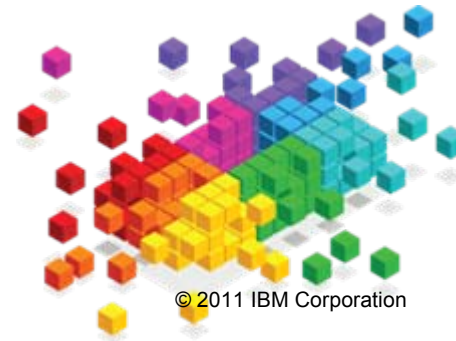
## Integration with Microsoft Office ....User-centered design

- Document management for everyone in the enterprise!
- Document review and approval process without leaving office!



## Usability testing quotes :

- *“ The beauty of it is that it’s not a whole new training process - people can install it and learn it in 5 - 10 minutes.”*
- *“... superior to Microsoft’s review documents”*





Home Insert Page Layout References Mailings Review View Focus Corp

Browse Search Recent Documents Favorites Checkouts

Check In Check Out Cancel Checkout Save View/Modify Properties View/Modify Security

Object Store: BCS Demo Entry Templates Add

Tasks Start Process Process

Help About Resources

**Properties**

Location **EBO Networks** in object store **Focus Corp** using entry template **EBO Networks Long Term Contracts**

Class  
Focus Contracts  Major Version

\* Document Title: EBD Networks LLC.docx

\* Approval Target Date: 11/2/2009

\* Authoring Division: Legal

\* Review Status: Ready for Review

\* Type of Document: Long Term Contract

Agreement Date: 11/30/2009

\* Agreement Policy: PN-239324

Governing Law: Colorado; Iowa; Kansas; Missouri; Nebraska;

Law Firm: Butler, McCabe & Kruger

Add Cancel

Limited Liability Company

**Contract**

For

**EBO NETWORKS COMPANY, LLC**

This Limited Liability Company Agreement is entered into of January 15, 2003, by ATLANTA TEC, INC., a Delaware corporation (the "Member") as the sole member of EBO NETWORKS COMPANY, LLC (the "Company"), and by Domenic Borriello of C T Corporation Staffing, Inc. (the "Independent Manager") as the Independent Manager. The Member desires to form a limited liability company pursuant to the Limited Liability Company laws of the State of Delaware upon the following terms and conditions:

**ARTICLE 1**

Name and Place of Business

The name of the Company is EBD NETWORKS COMPANY, LLC.

**Browse**

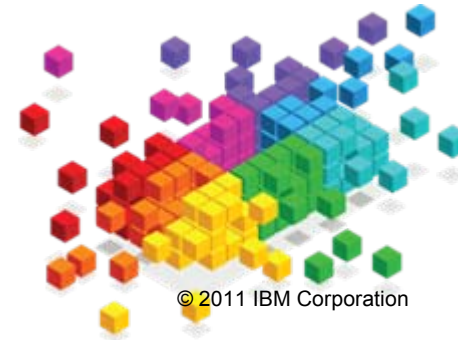
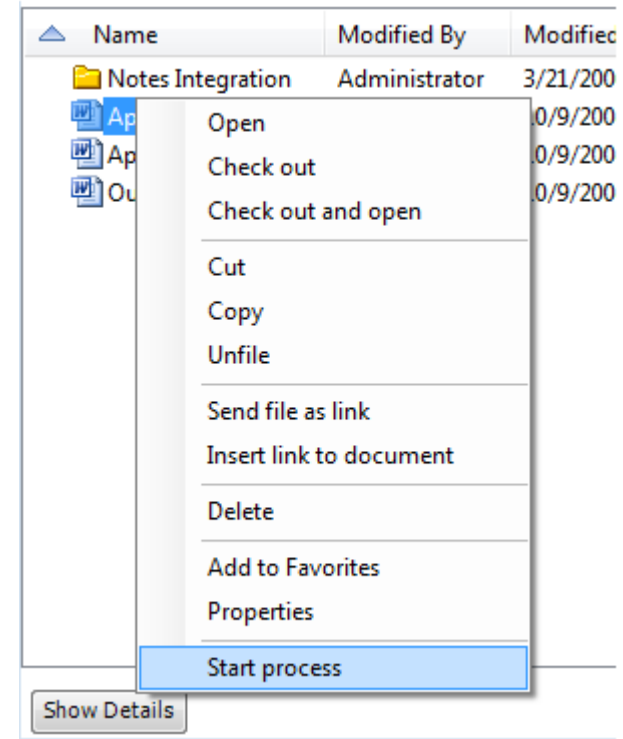
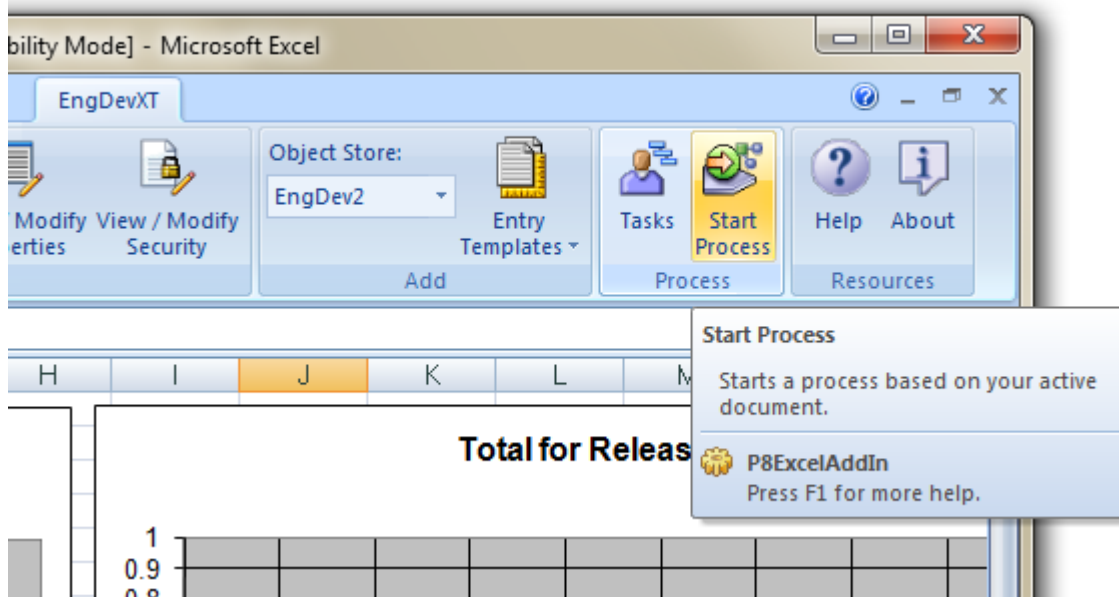
- Favorites
- Checkouts
- Recent Documents
- Focus Corp
  - Customer Contracts
    - Atlanta TEC
    - EBO Networks

Filter by: None

Name	Modified By	Modified On	Size
Show Details (Ctrl+D)			

## Starting a Process

- Start an approval process within Office
- For the active document or any document in P8





# Starting a Process – Sequential or Parallel

Start Process ▼ ×

Process type: Parallel (review at the same time) ▼

Define
Attachment

\* Reviewers list:

suser

\* Process name:

Sales presentation

On reject:

Return to originator  
 Return to previous reviewer

Instructions:

Please read an approve or reject

Allow reassign

Notify when process complete

Approvals required:

All ▼

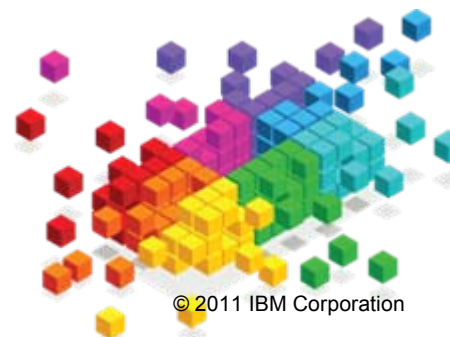
Deadline:

▼

All  
 At least   
 At least  %

OK

Start
Cancel



Process Task

Task: **Review** Process Name: **Focus Corp Invoice Review** Deadline: **No deadline**

Review Attachment History


Instructions: Please review the following invoice from Focus Corp

\* Response: <select a response>

Comments:

*Review and approval actions*

Save Complete Cancel



**FOCUS CORPORATION**  
1938 HARBOR BOULEVARD  
COSTA MESA, CA 90210

**Invoice**

**CUSTOMER INFORMATION**

Account #	
Customer Name	
Address	10384 Bay Street
City, State, Zip	Las Vegas, NV 92626-1420
Contact	Bill Williams
Telephone	716-398-3409

**ORDER INFORMATION**

Service/Product Description	Unit Price	Units	Price
Call Center Headsets Model 982	\$75.00	1000	\$75000.00
Call Center Headsets Model 198	\$100.00	25	\$2500.00
			<b>\$77000.00</b>

**Tasks**

Process	Task	Status	Received On
Capital Budget Analysis	Review	In Process	3/1/2010
EBO Invoice Review	Review	In Process	3/1/2010
Focus Corp Invoice Review	Review	In Process	3/1/2010
Focus valuation worksheet	Approval Notification	In Process	3/1/2010
Project proposal for JK Enterpr...	Rework	In Process	3/1/2010

Automatically load the next task in the list

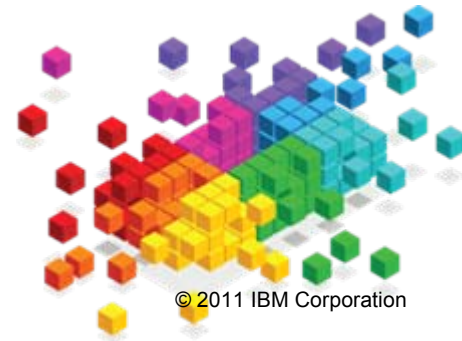
*Review tasks in inbox*

# FileNet P8 Content Manager 5.0

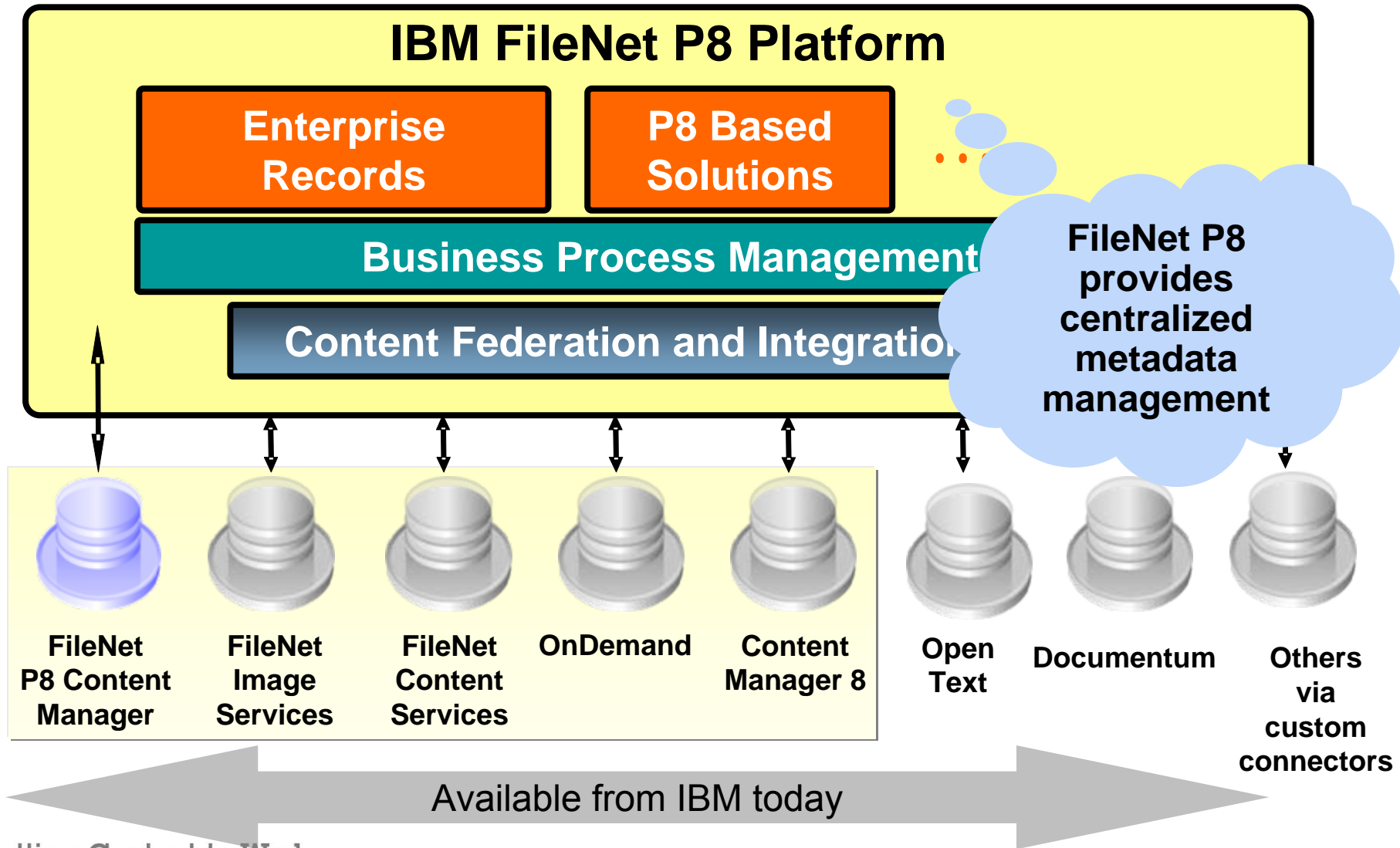


Released 4Q 2010

- New IBM search engine
- CMIS support
- Case management services in support of the upcoming IBM Case Manager offering
- Content Federation enhancements
  - Option to move content to P8 via federation
- All major services on Linux



IBM's **Content Federation** enables clients to leverage high-value ECM capabilities with content in disparate repositories



OASIS approved standard for content management

- Open repositories
- More application choices from ISVs
  - IBM Partners are building CMIS applications, e.g., WeWebU, Genus, ISIS Papyrus, Zia

## CMIS @ IBM

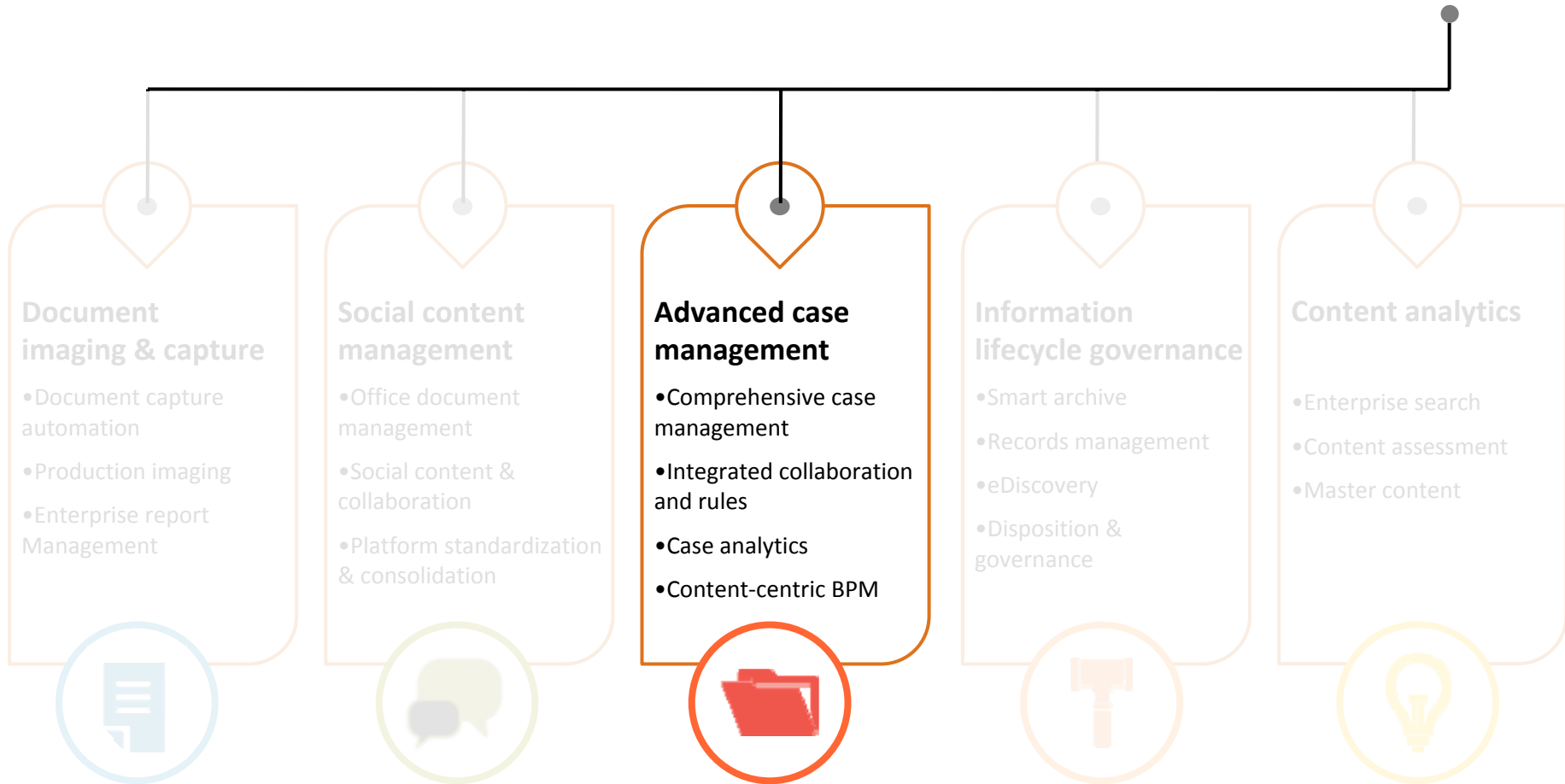
<http://www-01.ibm.com/software/data/content-management/cm-interoperability-services.html>

- CMIS production support targets
  - FileNet Content Manager – delivered
  - IBM Content Manager – 2Q 2011
- CMIS CM8 Tech Preview available on developerWorks today



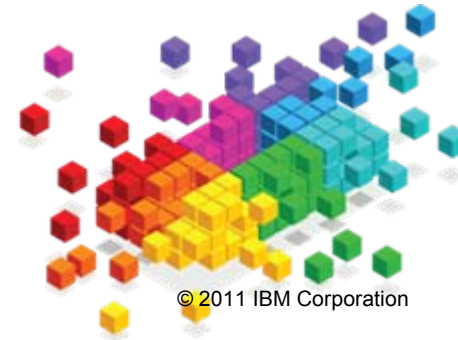
# IBM Enterprise Content Management

The path to value lies along one or more specific *business solution entry points*



Released 4Q 2010

- Case management services
  - In support of the upcoming IBM Case Manager offering
- Process Engine is now Java-based
- Linux and zLinux support
- Multi-tenancy
- Ability to install PE with standard user privileges
- Leveraging Cognos reporting capabilities
- Enhanced performance and capacity
  - 60% - 80% improvement in API response
  - 2.0 - 4.5 X throughput improvement on same hardware





*Business User*



*Business Analyst*



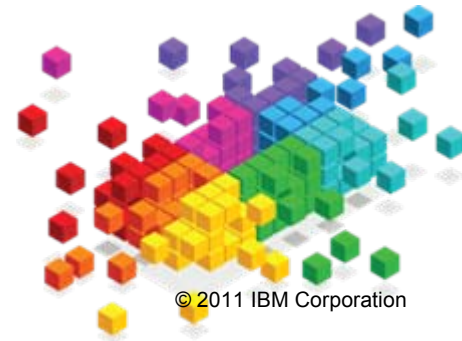
*IT Developer*

Enabling ...

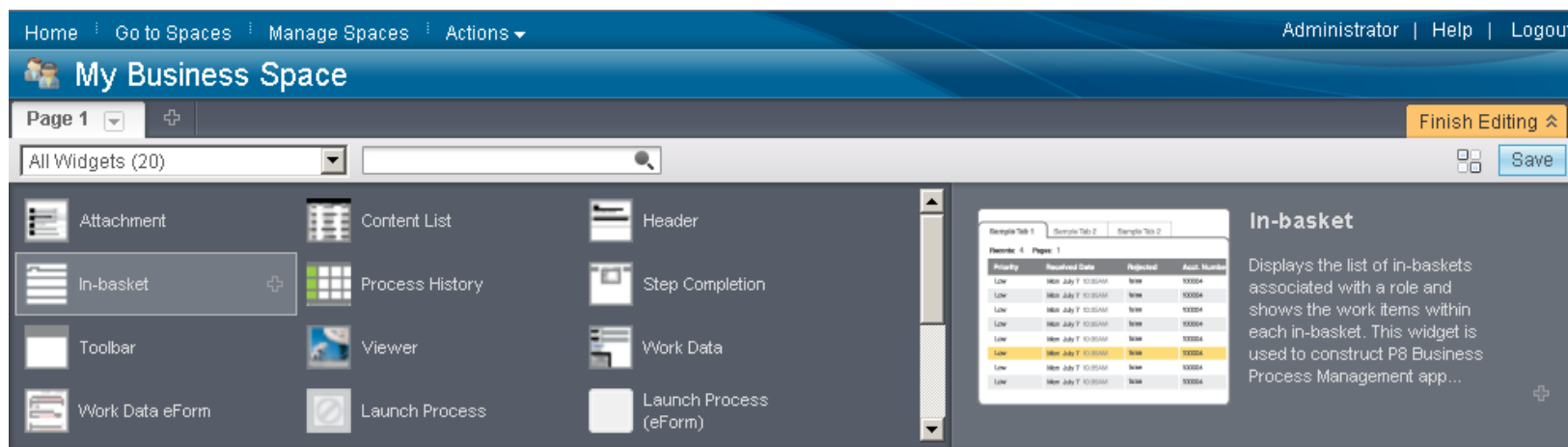
- Better collaboration of business users with IT
- Shorter time to get applications done
- Modern and easy to use interfaces

Delivered via ...

- Widgets – web 2.0 UI components
- Mash-up framework for composing solutions







## Home Page Widgets

- ECM Toolbar
- ECM In-basket
- ECM Process History
- ECM WEBi

## Helper Widgets

- ECM Launch Process
- ECM Launch Process (eForm)
- ECM Display Web Page

## Step Processor Widgets

- ECM Header
- ECM Work Data
- ECM Work Data eForm
- ECM Attachment
- ECM Step Completion
- ECM Viewer
- ECM Content List

## Utility Widgets

- Data Viewer
- Web Site
- Web Feed
- Script Adapter



# Evolution of business needs...

“As a result of ... continuous improvement initiatives, more heads-down, **mass-production-style ... activities ... are being eliminated** through automation, continuous improvement, or the rethinking of job assignments”

“**Predictable, highly repetitive work** will be handled as much as possible through straight-through processing that **the worker doesn't see or touch.**”

“**Older process automation approaches** based on old mass-production concepts are no longer adequate in an era of people driven processes.”

“Now these **ad hoc, human-driven** process flows **rival production and straight-through process types**, yet they receive far less attention and funding than more structured processes”

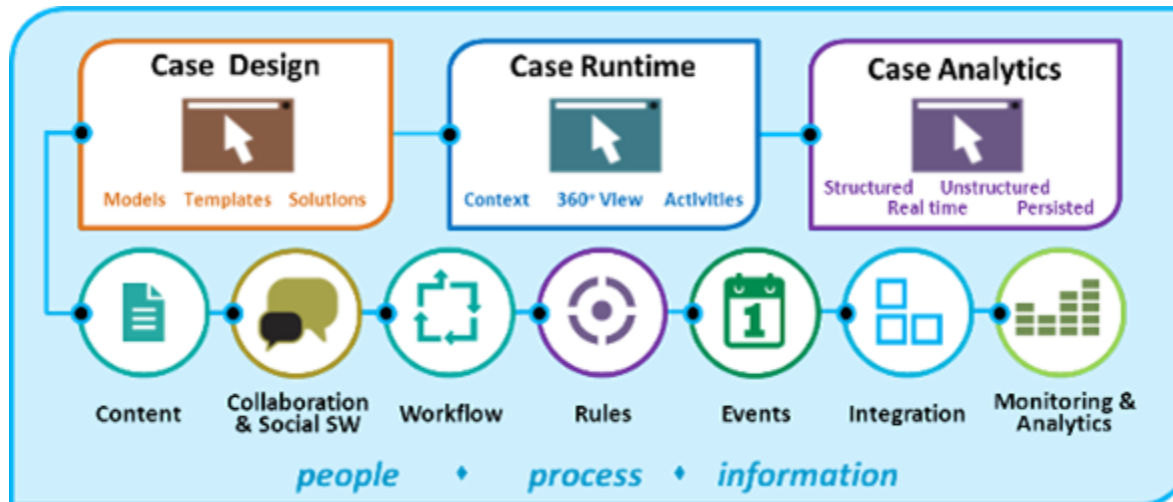
Source : Forrester, “Next Generation of Knowledge Worker Processes Will Dominate Enterprises”, Oct. 2010



# IBM Case Manager: An Agile, Flexible Platform

## *Simplifying the delivery of solutions*

- *Agile/ flexible platform that can be leveraged across departments or agencies – Reduces costs/ promotes best practices*
- *Lower the barriers to delivering solutions and effecting change in organizations - business users can design and deliver solutions*
- *Leverage current investments – easily integrate with existing processes and include information from content repositories*



## IBM ECM to IBM Case Manager

*Today, interactions are typically complex; requiring people to make important decisions based on collected information and expertise. Organizations are seeking an easier path toward outcomes.*

### Case Scenarios

- Comprise complex work activities that require people to make important decisions and take actions based on information and expertise
- Require engaging both structured processes and dynamic task creation and management
- Demand a single consolidated user interface for all aspects of cases on for both design and run time
- Benefit from robust analytics to determine exposure/risk or best path to outcomes

Your investment in ECM provided benefits from *Active Content*

### IBM Case Manager

- Content management
- Workflow
- Dynamic tasks
- Collaboration
- Social capabilities
- Business rules
- Integrated Analytics
- Compliance
- Integration
- Solution templates

Put Active Content to work in an integrated case management system with significant time to value benefits

# IBM Case Manager Client – Widget based



- Role-based and personalized
- Flexible and extensible
- Provides deep context for case work

**Review Dispute**  
View Instructions

Buttons: Add Comment,  Get next, Issue Credit, Rebill, Process Chargeback, Send to Fraud, Save, Close

**Dispute Details**

Customer Info | Transaction Info | Dispute Info

Last Name: Jones  
First Name: Jane  
Contact Preference: Phone  
Customer Status: Premiere  
 Is verified

**Case Documents**

Buttons: Add, View, More Actions

Home >

Name	Modified	Modified by
dispute form.pdf	OCT 25, 2010	rdee
hotel invoice.pdf	OCT 25, 2010	rdee
hotel reservation.pdf	OCT 25, 2010	rdee
letter.pdf	OCT 25, 2010	rdee

**Document Viewer**

PoleStar BANK  
9-15-2010

Full Name: Jane J. Jones      Account # XXXXXXXXXXXX4567  
Phone Number (Home): (555)435-9856      Disputed Amount: \$469.95  
Phone Number (Work): (555)653-9078      Merchant Name: wheretosleep.com  
Post Date: 10-2-2010

Signature (Required): *Jane Jones*      Date: 10-02-2010

Dear Jane Jones:

Thank you for your recent request to help resolve a dispute with a recent purchase that was made using your Polestar Bank credit card. Please complete, sign and date the above request for information and then mail, fax or email us the form along with three items we need to proceed on your behalf:

- Copy of the original online reservation invoice

**Case Tasks**

Buttons: Add Task

**Required**

- Review Dispute (Started on OCT 26, 2010)
- Receive Documentation (Completed on OCT 25, 2010)
- Generate Correspondence (Completed on OCT 25, 2010)
- Initiate Dispute (Completed on OCT 25, 2010)

**Optional**

**Case History**

Show: Summary

1-10 Previous Next

**OCT 26, 2010**

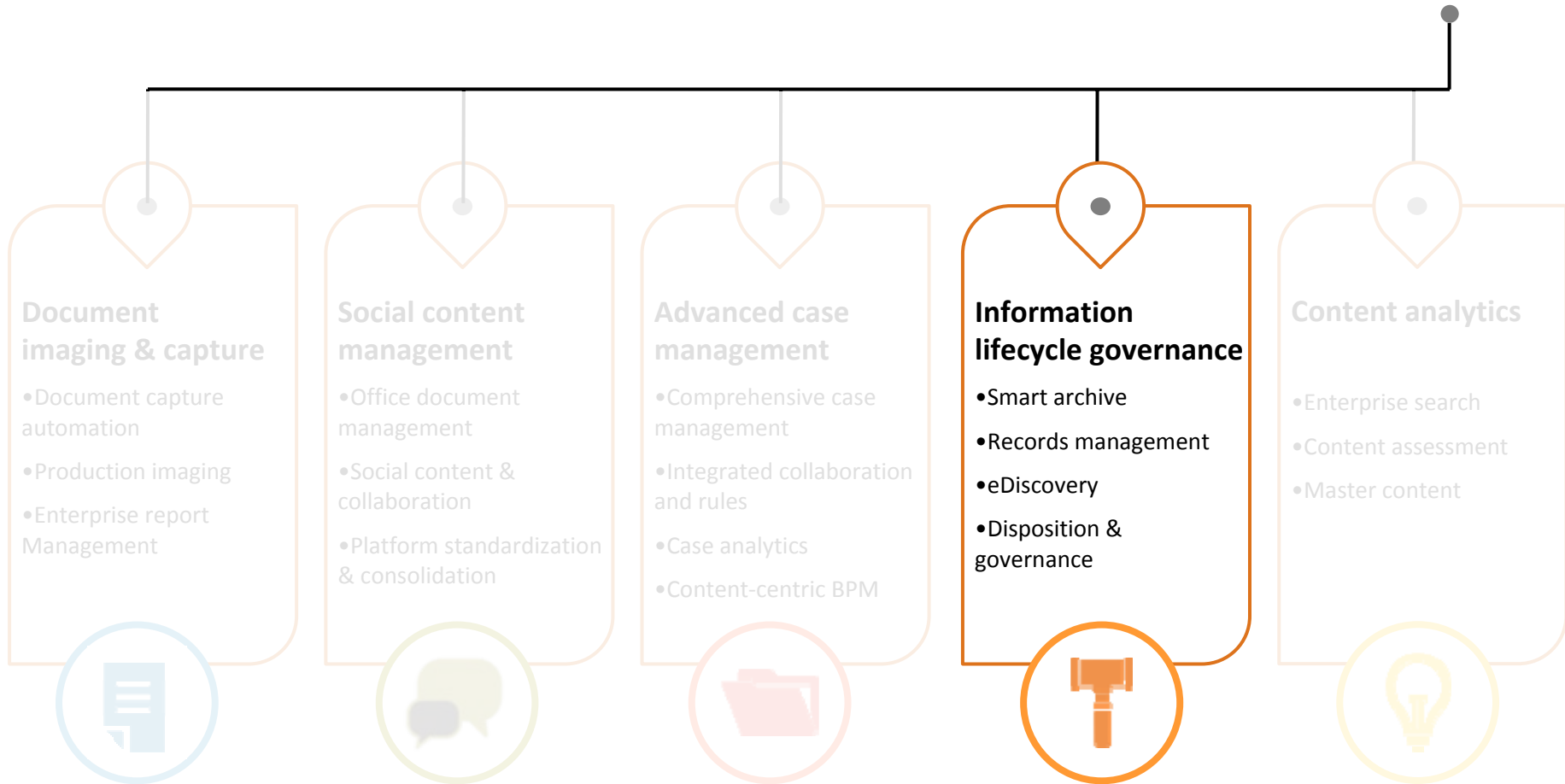
- hotel invoice.pdf (Document added) rdee
- hotel reservation.pdf (Document added) rdee
- dispute form.pdf (Document added) rdee
- letter.pdf (Document added) rdee

**OCT 25, 2010**

Done

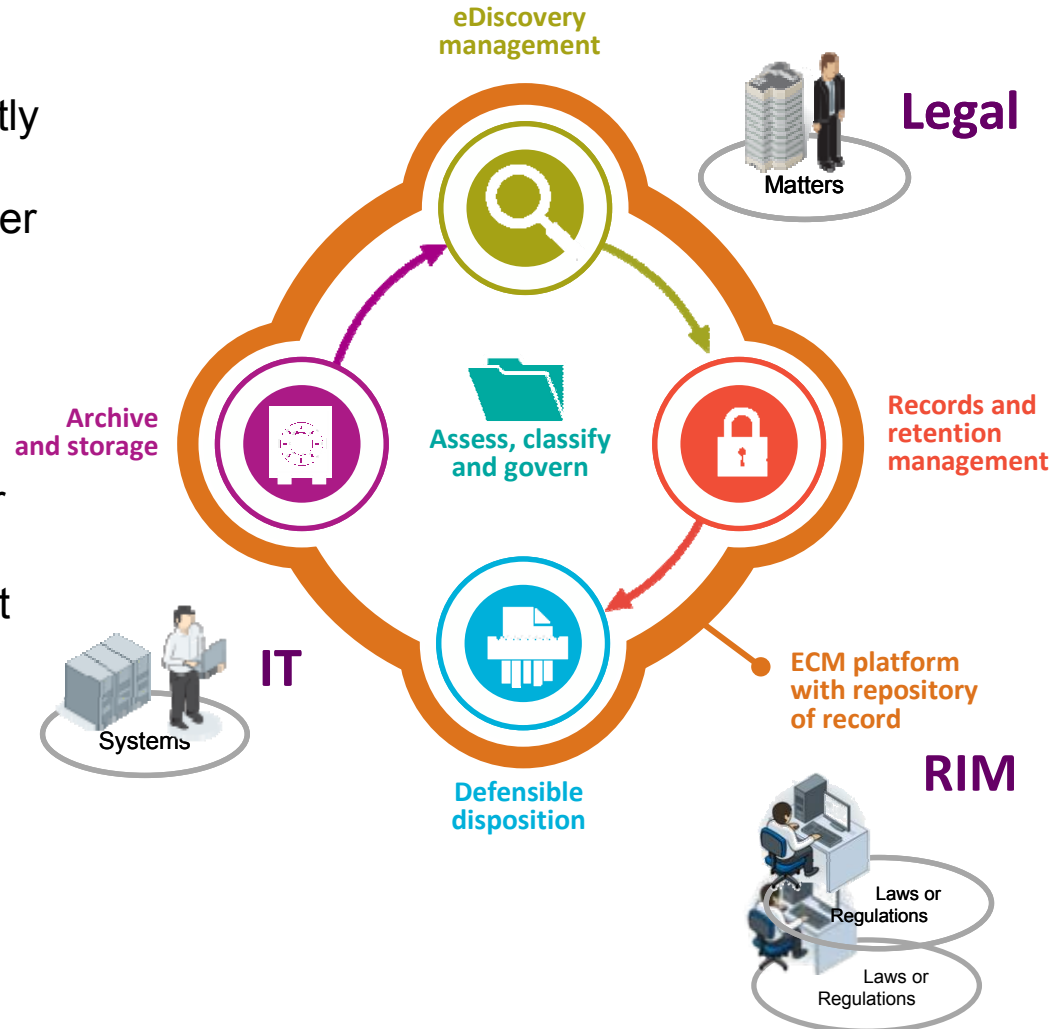
# IBM Enterprise Content Management

The path to value lies along one or more specific **business solution entry points**



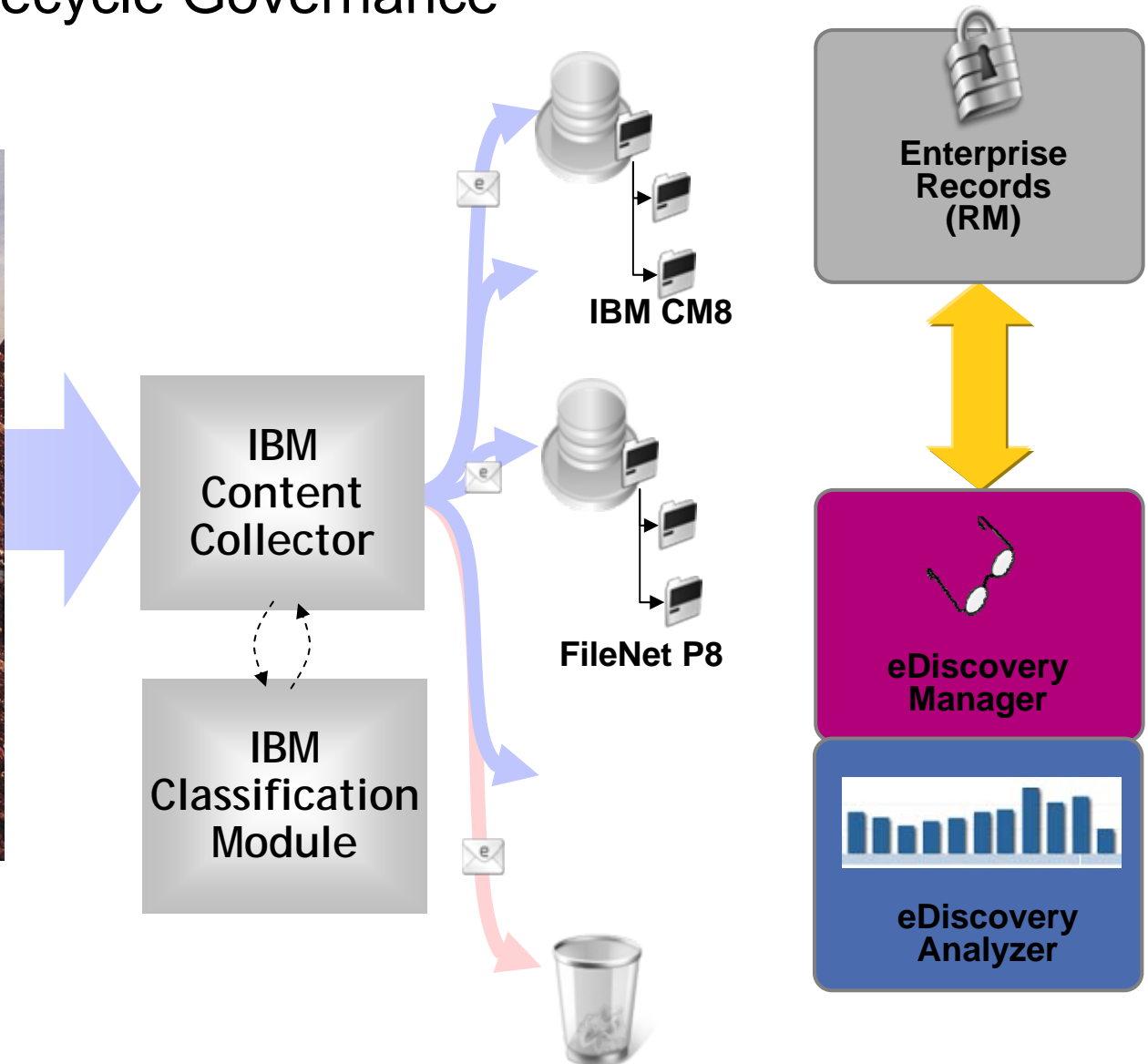
# IBM Information Lifecycle Governance

- IBM Information Lifecycle Governance (ILG) is a solution portfolio that enables customers to more effectively retain, classify and archive information, efficiently meet eDiscovery obligations, and defensibly dispose of information, to lower both cost and risk.
- IBM ILG includes solution sets for legal, IT and RIM buyers including:
  - Smart Archive solution for IT
  - eDiscovery Management solution for Legal
  - Records and Retention Management solution for Records and Information Managers
  - Disposal and Governance Management solution for the CIO
- IBM's comprehensive approach systematically links policy amongst stakeholders, to the information assets, for lowest cost and risk





# IBM Information Lifecycle Governance





# IBM Acquires PSS Systems



Announced October 13, 2010

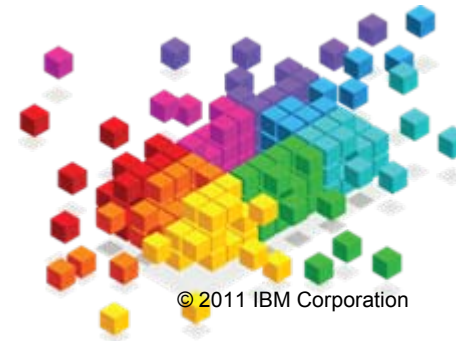


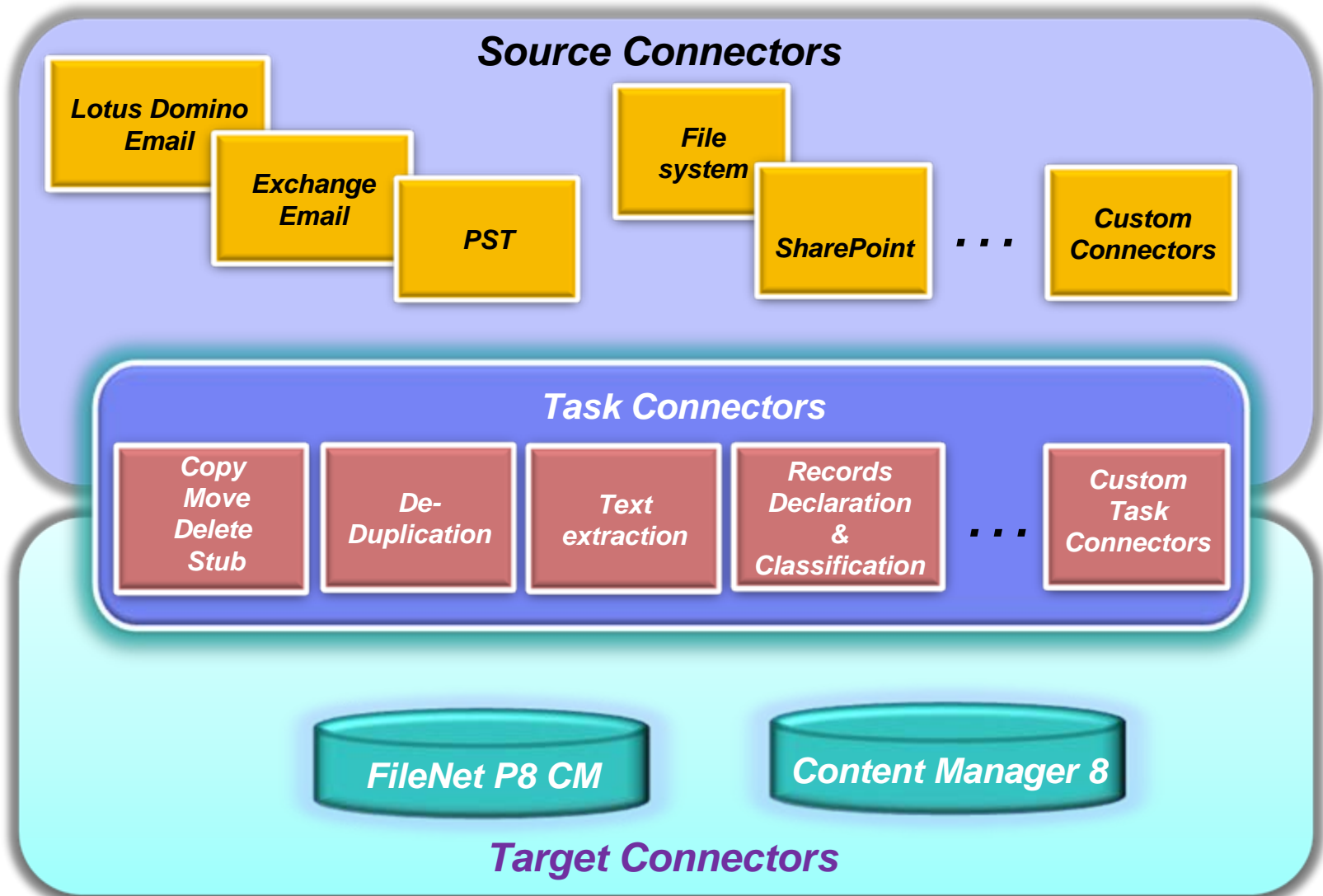
An IBM Company



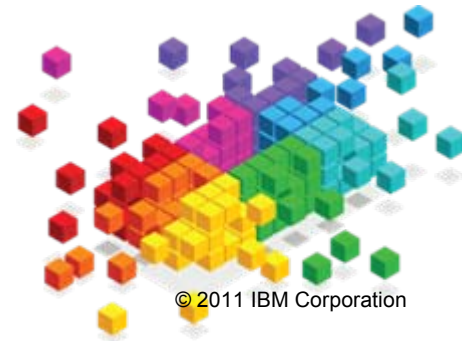
Rigorous eDiscovery  
Value Based Retention  
Defensible Disposition

- A leader in Legal Information Governance solutions with
- Supported by CGOC community of experts and best practices
- Extends our ECM based Information Lifecycle Governance solutions

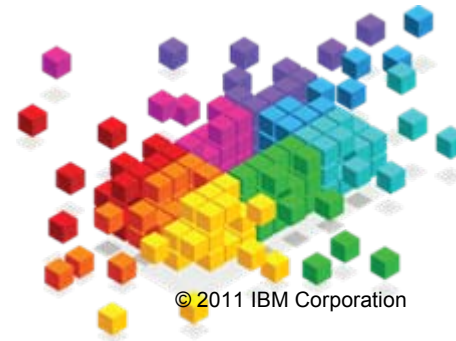
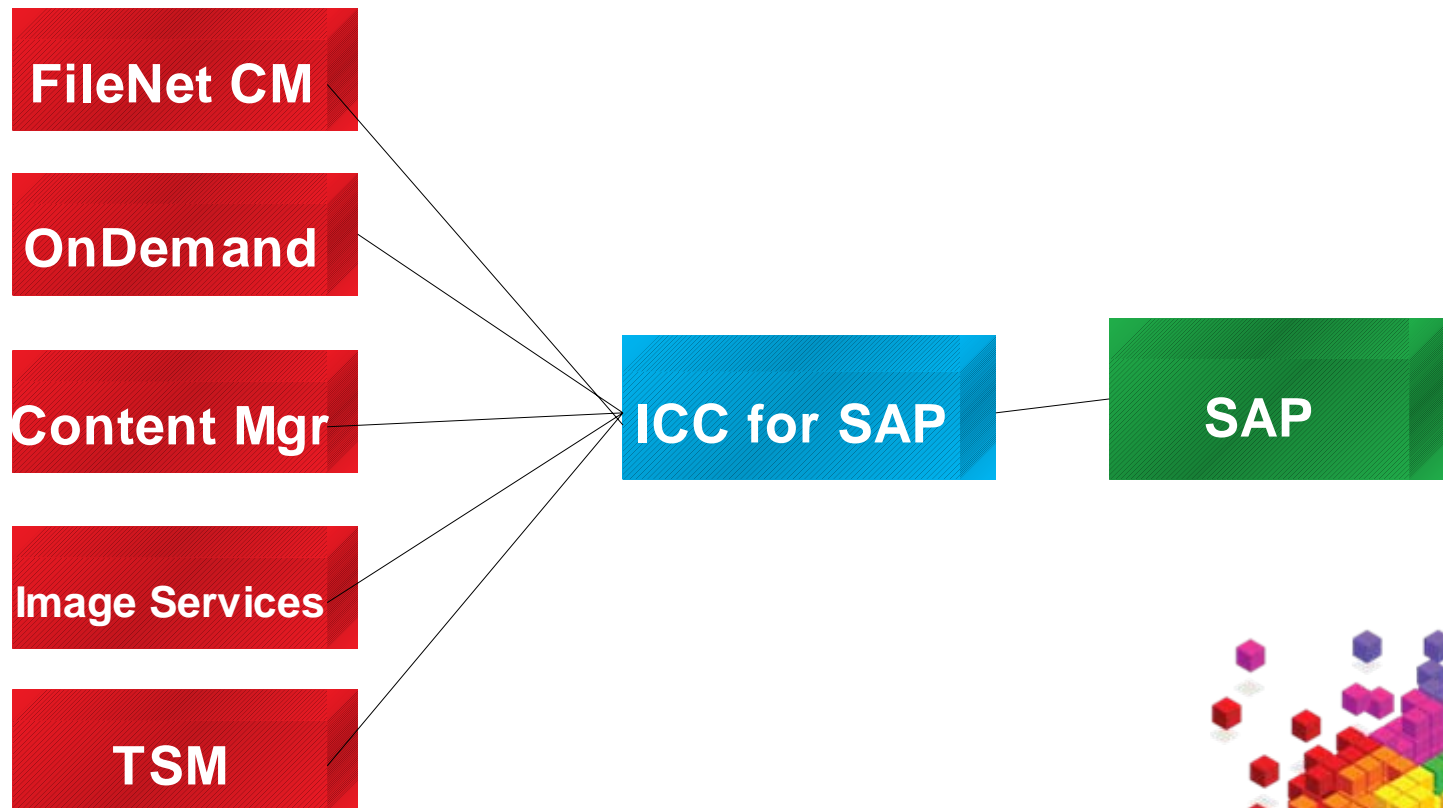




- IBM ECM as **robust enterprise-wide repository** behind departmental SharePoint sites
- FileNet P8 Content Manager and IBM Content Manager
- Support for **documents, wikis, blogs**
- Move/copy/stub
- Enabling archiving, records and retention management, business process management, enterprise search, ...
- "Sweeping" of pre-existing site content
- Auto discovery of new SharePoint sites
- Single sign-on
- Mapping of properties and security
- Deployment to SharePoint farms

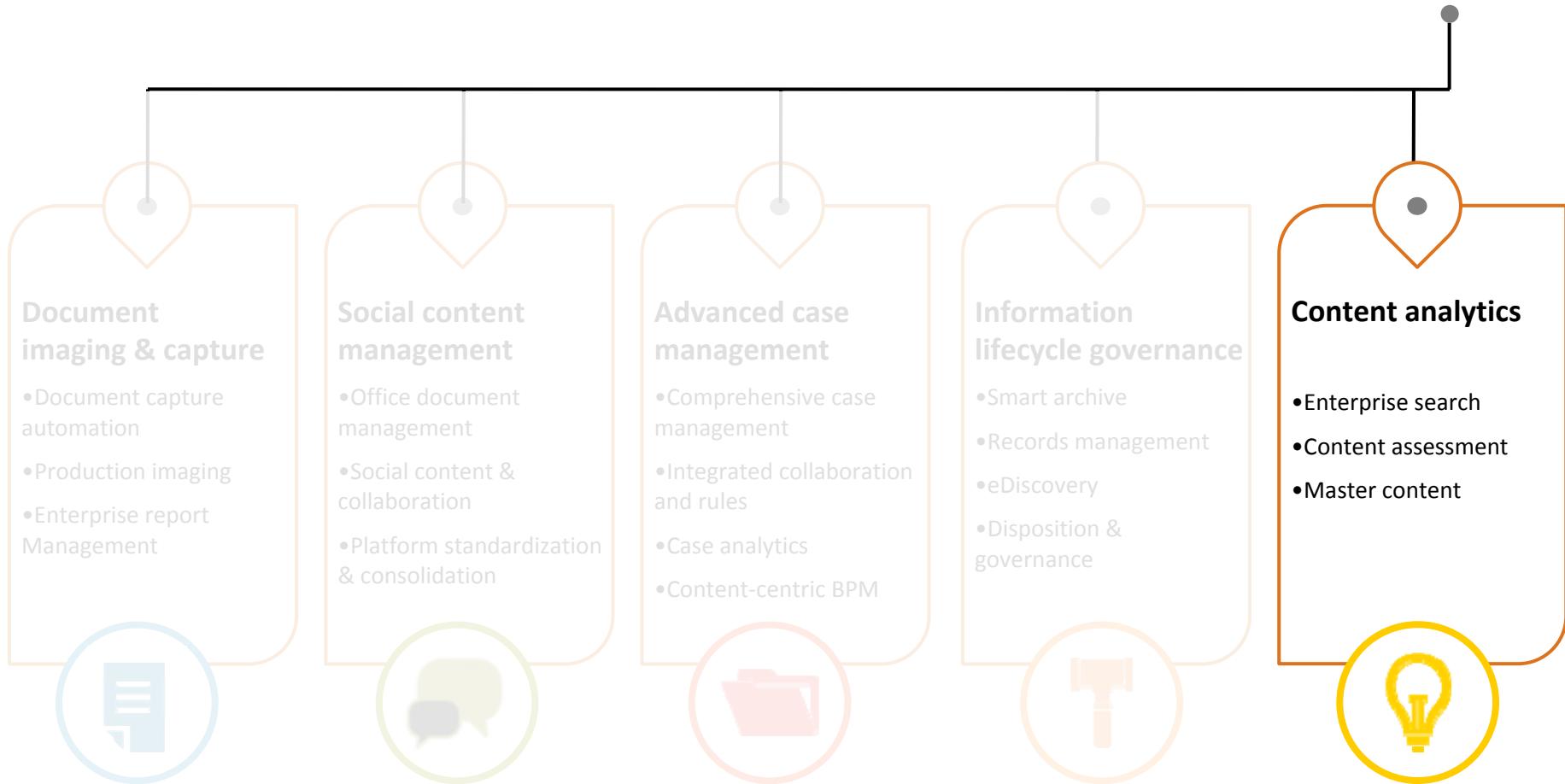


- New product that unifies CommonStore SAP and FileNet ACSAP → ICC for
- Index transfer capability
- No migration required, just a simple install



# IBM Enterprise Content Management

The path to value lies along one or more specific **business solution entry points**



# Unlock **valuable insight** from content

*What our clients are doing with Content Analytics*

Understand what customers want **before they ask.**



**Detect fraudulent claims** before they are paid.



**Dynamically deploy** resources to the areas of greatest threat.



**Save lives** by quickly identifying critical safety defects.



**Are you unlocking the value of your unstructured content?**

# Going from raw information to rapid insight

Uncover business insight through unique visual-based approach

## Aggregate and extract from multiple sources

... to form large **text**-based collections from multiple internal and external sources (and types), including ECM repositories, structured data, social media and more.

## Organize, analyze and visualize

... enterprise **content** (and data) by identifying trends, patterns, correlations, anomalies and business context from collections.

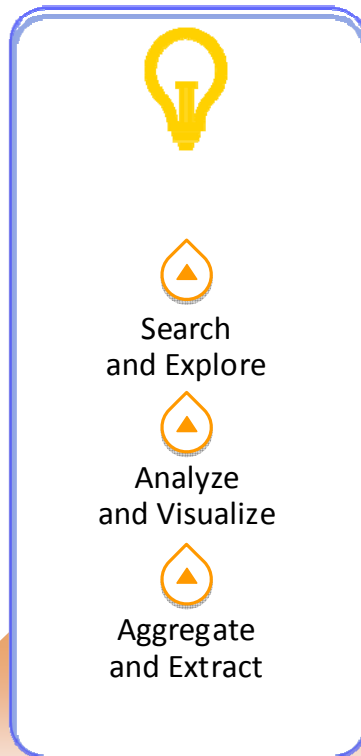
## Search and explore to derive insight

... from collections to confirm what is suspected or uncover something new without being forced to build models or deploy complex systems.



# Enabling the power of rapid insight

## IBM Content Analytics



- Find relevant enterprise content quickly and securely
  - **OmniFind Enterprise Edition**
- Assess enterprise content to decommission the unnecessary and govern the content that matters
- Customize rapid insight to industry and customer specific needs
  - **IBM LanguageWare Tooling (included)**
  - **IBM Classification Module (optional)**
  - **IBM Text Analytics Group (services)**
- Enable deeper insights through integration to other systems and solutions
  - IBM ECM and ACM solutions
  - IBM Cognos and SPSS Analytics Systems
  - IBM InfoSphere and Netezza Data Warehouse Systems



# IBM Content Analytics v2.2 Highlights

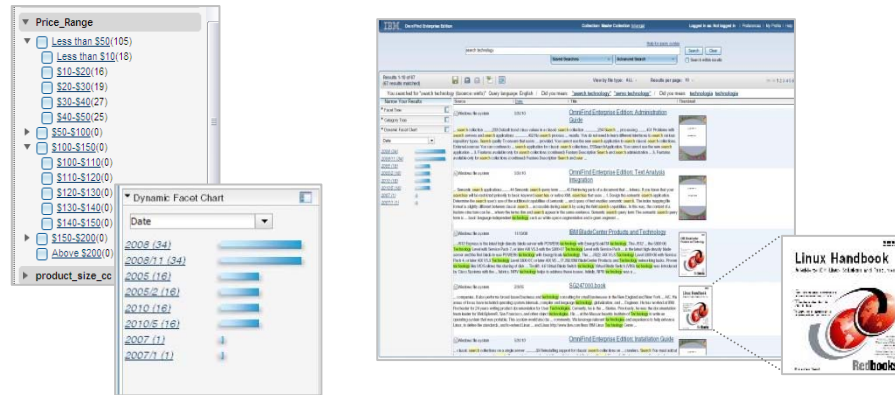
## *A platform for rapid insight*

- **Dynamically search and explore content for new business insight**
  - New Connections and Dashboard views to easily detect insights; plus add your own custom views
- **Interactively assess for content preservation and decommissioning to reduce storage costs and risk**
- **Powerful solution modeling and support for advanced classification tools for more accurate and deeper insight**
  - Enhanced analytics configuration tools
- **Deliver rapid insight to other systems, users and applications for complete business view**
  - Quickly generate Cognos BI reports, link between Cognos reports and ICA views; deliver analysis to ACM solutions



# OmniFind Enterprise Edition v9.1 Highlights

## *Enterprise Class Knowledge Driven Search*



- **Enhanced “text analytics” driven end-user experience**
  - High-performance faceted navigation based on text analytics
  - Saved searches, type-ahead search, search profiles, document previews and more
- **Enhanced administrative experience**
  - Increased scalability, flexible scale-out with HA, new relevancy tuning, advanced query statistics and reporting
- **Industry-standard content processing with the Apache UIMA based platform**
- **Enterprise level scalable and secure search to a wide range of content sources and document-level security**
- **Next release: OmniFind EE and ICA to merge into unified offering**

# Thank YOU

