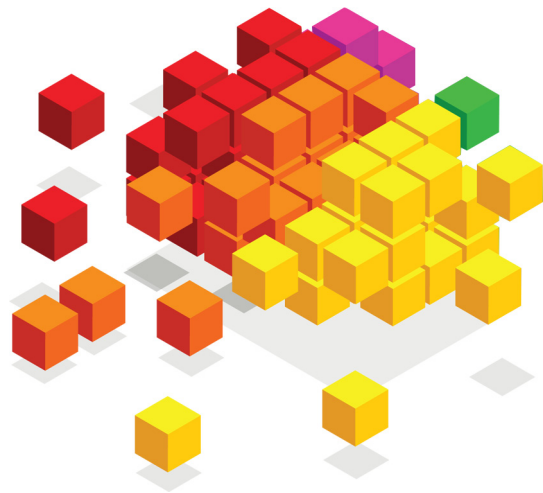


Seattle

Putting Content to Work
ECM UserNet 2011



May 4, 2011

Hilton Bellevue
Bellevue, Washington

IBM

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
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- 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>



My fellow IBM Enterprise Content Management colleagues,

Welcome to the annual 2011 Pacific Northwest User Group conference here in Bellevue, Washington. This year's theme "Putting Content to Work" promises to be an exciting and worthwhile event by providing you with quality information on products and solutions as well as the opportunity to network with fellow peers.

New this year is the customized content in three unique categories covering Information Technology Professionals, Business Leaders, and RIM & Legal Experts. We hope identifying the various types of breakouts will provide you new opportunities to collaborate with your corporate partners in looking for industry specific ECM solutions.

At various times during the conference, our exhibit hall will be open for you to visit and discuss your needs with the partners and product experts. They are here to provide you with solutions, so please take the time to stop by for a visit and take advantage of the resources provided for you. Without these sponsors, we would be unable to offer this event free of charge.










Each year we try to introduce some new ideas while keeping some of the tried and true ones that have worked well in the past. But we can only continue to improve when we hear from you, so please take the time to fill out the event survey as your feedback is an asset to the continued success of this conference. You are always welcome to stop one of the board members or any of your IBM ECM representatives to share suggestions as well.

Thank you for attending the 2011 Annual Pacific Northwest Conference and we look forward to seeing you at the next User Group meeting.

Your Pacific Northwest User Group Board

*Roger Heikens
David Shaw*

 Business	 RIM & Legal	 IT	 Customer Presentation
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Tuesday, May 4 th				
8:00am - 8:45am	Registration and Breakfast			
8:45am - 10:00am	General Session & Keynote Address Paul Van Den Berg, Program Director, Content Products and Strategy, IBM ECM Bellevue Grand Ballrooms A-C			
10:00am	Break and Vendor Expo			
10:30am - 11:25am	 King County III What's New from IBM ECM for IBM Content Manager Customers	 King County I-II What's New from IBM ECM for IBM FileNet P8 Customers	 Redmond Production Imaging Edition and other IBM Imaging Solutions Update	 Kirkland IBM Watson and IBM Content Analytics
11:25am	Break			
11:40am - 12:25pm	  Kirkland Best Practices: Building a Next-generation Information and Records Management Archive Using IBM FileNet P8, IER and N Series Storage	 King County III IBM's Advanced Case Management - Delivering Better Customer Outcomes	  King County I-II Information Lifecycle Governance Tech Talk and Product Update	
12:25pm	Lunch Reception, Networking, Meet the Partners (Sponsored by NetApp) Bellevue Grand Ballrooms A-C			

Meeting Locations

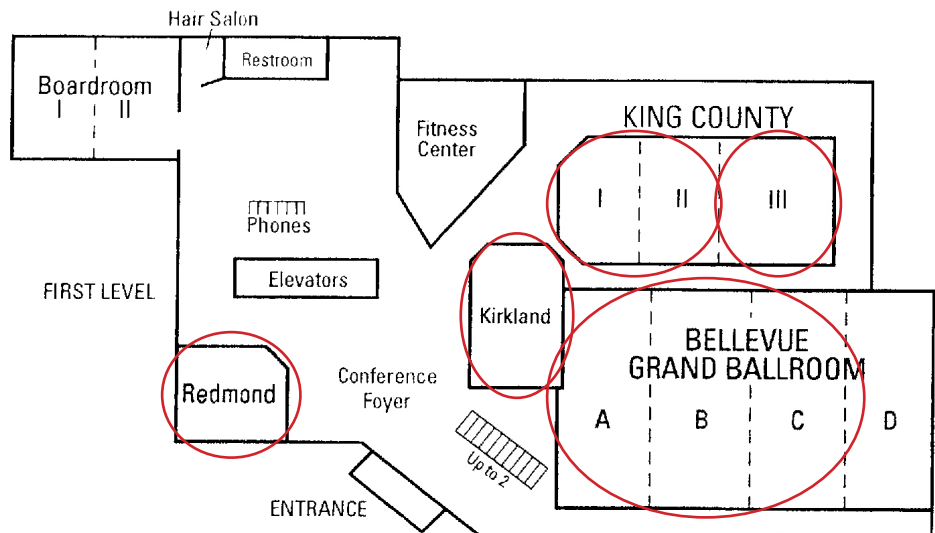
General Session

The general session/exhibits take place in the Bellevue Grand Ballrooms A-C

Breakouts








Breakouts take place in the following meeting rooms:

- Redmond
- Kirkland
- King County I-II
- King County III





Presentation Information

Category	Breakout	Speaker(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.
	Best Practices: Building a Next-generation Information and Records Management Archive Using IBM FileNet P8, IER and N Series Storage	Zev Rubenstein & 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 US bank. The goal was to create a hosted, managed solution that reduced cost, risk and cycle time for multiple bank data management applications, and the same time to develop the tools required to support ingestion and management of numerous data types. By implementing this POC in 2009, we not only met our business requirements, but we also leveraged the unique dev/test capabilities to bring our new OnPointe™ services online. This POC validated our plan to use IBM N series unified storage for a production rollout. Throughout 2010, Viewpointe worked with IBM to solidify the OnPointe™ architecture with FileNet P8, CMOD, N series storage, and other IBM ECM and analytics tools.
	IBM Watson and IBM Content Analytics	Rashmi Vittal	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.
	IBM's Advanced Case Management - Delivering Better Customer Outcomes	Doc Mills	IBM's Advanced Case Management strategy gives your knowledge workers the ability to deliver better results for your customers. Today's challenge is to optimize the outcome of all the interactions between your organization and its constituents, whether citizens, consumers, or business partners. The ultimate goals are to improve service, increase loyalty, and grow revenue while efficiently addressing internal processes and policies. Using industry scenarios and use cases, we will describe how IBM Case Manager can be used to provide better solutions for servicing your customers, managing incidents, or conducting investigations - with a clear focus on delivering successful outcomes.
	Information Lifecycle Governance Tech Talk and Product Update	Genifer Graff	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	Reginald Twigg	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	Reginald Twigg	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.

Exhibition Area

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.

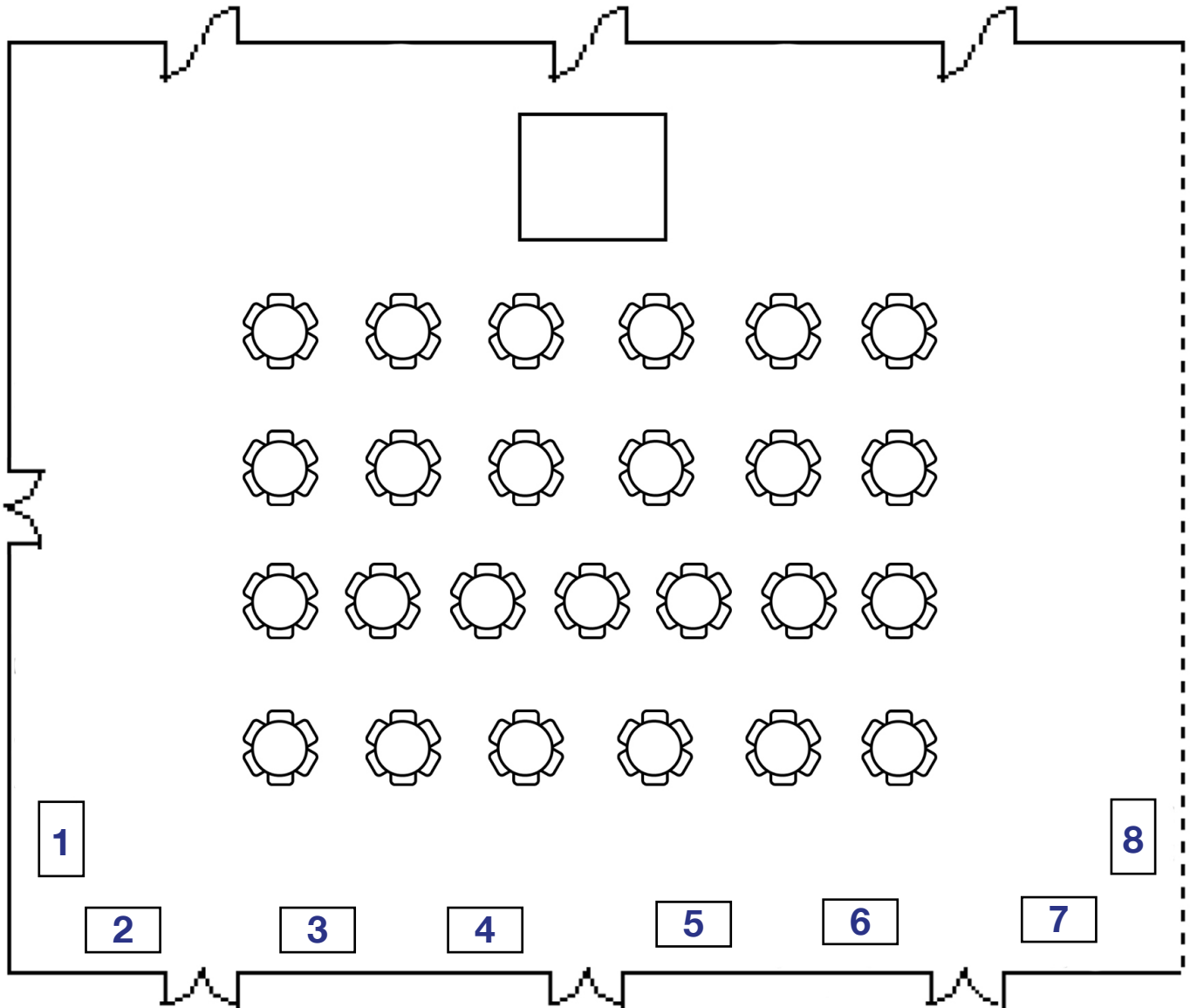



Exhibit #	Sponsor	Exhibit #	Sponsor
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2	Tritek Solutions	6	ImageSource
3	enChoice	7	Maria Systems/Sword-CTSpace
4	Snowbond Software	8	



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>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 KwikWork®, 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>ImageSource® is a full-service Enterprise Content Management systems integrator, providing infrastructure and services that streamline information processes using advanced paperless technologies. We help you leverage your information assets through document imaging, distributed capture, workflow and integration with existing business software systems.</p> <p>Our comprehensive approach, including analysis, training and support, will advance efficiencies, security, compliance and competition through your entire organization.</p>
	<p>Miria Systems and Sword-CTSpace are working together to deliver the right mix of people having the business knowledge and technical experience necessary to assist your organization in the deployment of Engineering Document and Drawing Management solutions.</p> <p>Sword's Fusion Enterprise supports distributed project and owner teams, automating key project document control procedures using 100% web-based software. Fusion Enterprise ensures that all project information is captured, processed and delivered rapidly. The solution's advanced transmittal and distribution management tools replace slow, repetitive clerical processing.</p> <p>Miria is an IBM Premier Business Partner and FileNet ValueNet/Support Provider, with offerings focused on Asset Management for the Energy / Utilities market including engineering document management, work order management, and environmental compliance.</p> <p>Sword and Miria deliver high-value business applications to the world's largest companies. Both companies, leaders in Business Process Improvement, help their customers across regulated industries optimize performance, increase efficiencies and maximize ROI.</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>
	<p>TriTek Solutions, an IBM ECM Software partner since 1998 and Premier PartnerWorld member, has become the leader in the design, development and delivery of Enterprise Content and Business Process Management solutions. Offering industry-specific applications for the financial services, insurance, utilities and government verticals, TriTek is dedicated to solving the greatly varied and complex business problems of its customers. Having earned the distinguished honor of IBM FileNet North American Partner of the Year three of the past 7 years, TriTek's community-wide leadership status in the implementation of IBM FileNet-based ECM and BPM solutions is consistently recognized.</p>

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Fast, Efficient Storage Solutions for IBM Enterprise Content Management



Visit the NetApp booth to see how IBM N series can help you reduce risk, cost and complexity for your Enterprise Content Management environment.

IBM ECM applications on IBM N series storage require half the storage space, increase business agility, and reduce risk compared to traditional solutions.

- Unified storage reduces complexity for ECM deployments with a single IBM storage platform for database, index, BPM, content, and compliance.
- Reduce business interruptions with **unique hot backup** and application-consistent recovery capability for the *entire* IBM ECM application, even if federated.
- Use up to 50% less storage end-to-end for IBM ECM environments.
- IBM N series includes deduplication and compression to help you store more data using less disk, and even works for file versioning and compliance content!
- Supports FileNet P8, FileNet IS, Content Manager and CMOD.

Attend the Viewpointe Customer Case Study sessions for more information!

Visit the IBM N series Community to download more information: www.netapp.com/ibmnseries

