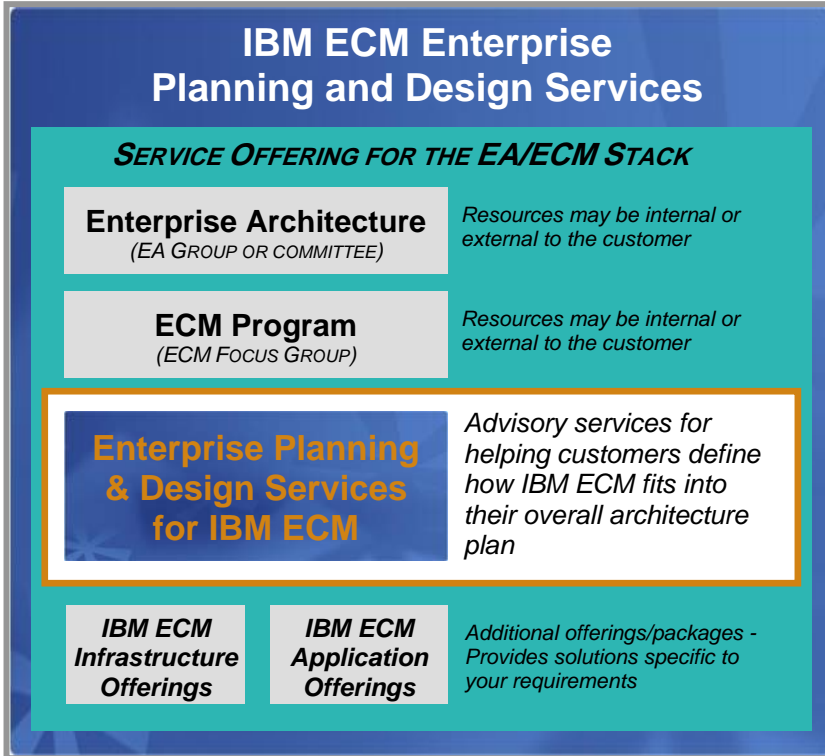


Enterprise Planning and Design Services for IBM Enterprise Content Management



Design Services can bring to your organization are many. To begin with, our specialists have some of most in-depth ECM product knowledge and implementation experience available – no one has worked more with our technology. Secondly, we have a comprehensive library of ECM best practices culled from hundreds of projects - the recommendations we make will be the ones that best fit your specific environment and requirements. And finally, we work hand-in-hand with Engineering, Product Management, and our world-class ECM Support organization – we can get your requirements in front of these groups to help influence product direction and enhancements.

Overview

Enterprise Planning and Design Services for IBM Enterprise Content Management. Helping you define how IBM ECM can be deployed to support your current and future business needs.

The Issue

You've made a big investment in IBM Enterprise Content Management (ECM) to help address major business challenges, like:

- Increase employee productivity
- Enhance business processes
- Address risk and compliance concerns
- Improve operational efficiency

You have a lot of ideas about employing IBM ECM technology throughout your organization, but may not be sure how or where to start. Where do you go for help?

The Solution

Enterprise Planning and Design Services for IBM ECM help minimize the pressures and risks of implementing our product suites across your enterprise. We'll get you moving confidently in the right direction.

How You Benefit

The advantages Planning and

Our Focus

To provide you with the most value, IBM ECM Enterprise Planning and Design Services focuses on the following areas:

- System Management Standards and Approach
- Security Standards and Infrastructure Approach
- Integration and Development Standards
- Product Architecture, Capabilities and Best Practices
- Data Management Standards and Approach
- Storage Management Standards and Approach



ECM Maturity

The stage you are at in your acceptance and adoption of Enterprise Content Management will determine how our ECM Planning and Design Services can be used to best fit your needs. Before starting your project, we'll help you determine your level of ECM maturity with the use of our exclusive ECM Maturity Checklist, and then design a service deliverable matched to your requirements.

Service Examples

For a better idea of how we can customize a level of service to meet your exact needs, let's take a look at some examples from actual customer engagements.

Case #1

No. of Resources: One ECM architect
Length of Engagement: 12 months
Service: Participation in planning sessions, conference calls, and discussion threads regarding ECM architecture Best Practices, and high-level approach documentation on configuration, deployment, maintenance, and others.

Case #2

No. of Resources: Two ECM architects
Length of Engagement: 6 months
Service: High-level documentation on approaches for Disaster Recovery/High Availability, customization/development, performance considerations, and security roles.

Case #3

No. of Resources: Two ECM architects
Length of Engagement: 3 months
Service: High-level documentation on the approach for Enterprise-wide ECM, specific to the customer's needs.

IBM ECM Planning and Design Services will get your EA/ECM teams where they want to go.

Other Services Also Available

For additional detailed planning, we also offer IBM ECM Infrastructure and Application services. Your Lab Services representative can provide more information on these service offerings.

Contact

To learn how IBM ECM Lab Services can help meet your business needs, please contact your local Lab Services representative at <http://www.ibm.com/software/data/services/contacts.html>.

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