IBM

IBM Content Manager OnDemand

■ **Quickly captures, stores and provides online access to print output from across your enterprise**

■ **Presents documents to support electronic bill presentment and payment**

■ **Creates CD-ROMs automatically or on-the-fly for distribution to remote locations and offline users**

■ **Features point-and-click interface for ease of use and administration.**

With its enterprise report management capabilities, Content Manager OnDemand lets customer service agents get right down to the business of helping customers — without having to pause to search through files for information.

In our highly mobile society, where business can be conducted virtually anywhere, on-demand access to information is critical to building loyal customer relationships. Successful businesses are measured by how well they can utilize their customer-related information.

IBM Content Manager OnDemand provides an enterprise report management and electronic statement presentation solution that can help you meet your customers'

high expectations for immediate responses to their inquiries. A key component of the IBM Content Manager portfolio, Content Manager OnDemand enables high-volume capture of computer output as well as support for archiving scanned documents.

From reports, statements and invoices to e-mails and scanned documents, Content Manager OnDemand equips you to automatically organize and store any printed output. Using the

e
®
business

solution, your customer service representatives won't have to search through stacks of invoices and statements or scroll through microfiche to locate specific data. They'll be able to do quick online searches by customer account or invoice numbers to answer inquiries and resolve issues.

Rich functionality at your command

Content Manager OnDemand offers several essential functions:

- *Document indexing through the OnDemand Capture System, which automatically extracts index information from reports and documents and then builds a relational table. These index values segment the reports into logical information units, providing users direct access to the data sought without retrieving the entire report file.*

- *Document retrieval enabling selective retrieval of reports and report segments. With a user interface that supports "fill-in-the-blanks" queries, users can generate a document list from which they can choose reports to view, annotate, print or fax. In addition, the server-based text search capability enables users to search for specific text embedded in certain document formats — including AFP, PDF and line data — stored in Content Manager OnDemand.*

- *Document viewing through Microsoft® Windows NT®, Windows® 98, Windows 2000, Windows ME, IBM CICS® clients and IBM OS/2®, as well as through optional Web browser interfaces. Built-in security features enable administrators to control access to the system and its archived documents.*

- *Logical views for customizing the look of a document to meet users' needs. You can also delete, replicate and rearrange columns to enhance viewer productivity and provide additional security filtering.*

- *Logical folders for creating groupings of archived information by customer, topic or index. This arrangement enables users to search across a broad range of documents and to dynamically organize information based on common attributes.*

- *Hierarchical document storage management across magnetic, optical and tape devices managed by IBM Tivoli® Storage Manager. Tivoli Storage Manager also provides facilities for migrating data between storage devices and managing backup or disaster recovery of copies of the data.*

**Empowering customers with Web self-service**

With Content Manager OnDemand, you can offer your customers online information searching, a more convenient way for them to interact with your business. For example, bills and statements archived in Content Manager OnDemand can be made available over the Internet with electronic bill presentment and payment (EBPP) solutions such as Checkfree i-Series.

"Microfilming was our standard archiving procedure, but we needed to make archive inquiries faster and cheaper. With IBM Content Manager OnDemand we found both an economical and practical solution."

– Georg Jarzak, IT Systems Technique Manager, EMI Electrola

Not only can EBPP capabilities go a long way in enhancing customer service, but they also can save you money. By using Content Manager OnDemand to archive your business-critical documents, you can save significantly on storage space and virtually eliminate costs associated with preparing and distributing microfilm.

Point, click and retrieve

A graphical user interface (GUI) that guides users with point-and-click functionality makes Content Manager OnDemand easy to navigate for end users and easy to administer for your IT staff. Client enhancements in the latest release include PDF thumbnails and additional definable shortcuts. Arabic is now supported, as well as AFP for both Arabic and Hebrew. In addition, the OLE interface and controls have been enhanced.

Manual editing is no longer necessary, since the Content Manager OnDemand administrator GUI has been extended to include support for indexing PDF datastreams. End users can now define folders, applications and application group definitions using the wizard interface seamlessly with line data and PDF datastreams.
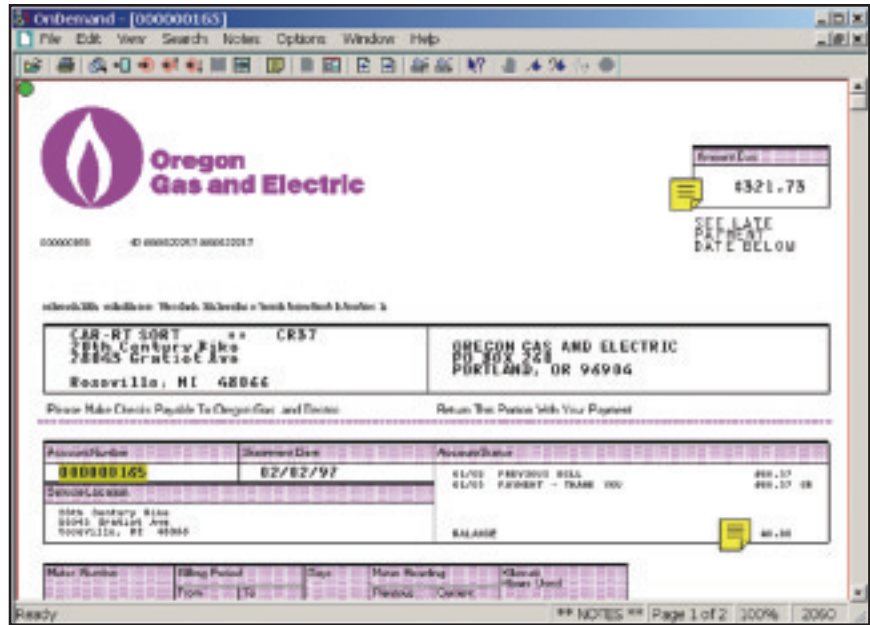
By enabling electronic bill presentment and payment, Content Manager OnDemand helps companies enhance their customer relationships by empowering these customers to view—and pay—their bills from the company Web site.

Through easy-to-use Windows NT, Windows 98 or Windows 2000 GUIs, systems administrators can conduct the following tasks:

- *Configure the system*
- *Define reports and documents*
- *Manage security.*

Content Manager OnDemand system statistics are written to a system logging facility to allow administrators to charge for use of the system and maintain an audit trail. The system log can be accessed online with Content Manager OnDemand clients.

Support for a variety of document formats

Content Manager OnDemand was designed with flexibility in mind. Its support of multiple print datastreams—including AFP, Metacode and PCL—means you can capture and store electronic documents from various sources. The latest version features tighter integration with the following Xenos transforms:

- *Metacode-to-AFP*
- *Metacode-to-PDF*
- *Metacode-to-Metacode*
- *PCL-to-PDF*
- *AFP-to-PDF.*

This tight Xenos integration enables the administrator to define both the source and the archive data format for each report during report definition and setup. The capture of Metacode and PCL data streams enables customers with Xerox printers or business applications such as SAP® and PeopleSoft, which generate PCL output, to reap additional benefits with Content Manager OnDemand.

An optional feature of Content Manager OnDemand enables you to create standalone CD-ROMs from data stored in the application. Documents to be placed on the CD-ROM can be selected from OnDemand clients or batch-processed before being loaded into Content Manager OnDemand.

The Content Manager OnDemand architecture exploits today's server growth capabilities by easily support-ing at least 12 million documents per day. And the software is compatible with industry-standard hardware and can scale from small office environ-ments to large enterprise installations.

Available on multiple platforms

Based on your users' requirements, you can implement a Web browser-based client or a Windows client. With either client type, you can retrieve data stored in its native format and convert it dynamically into e-content formats such as PDF, XML and HTML for distribution.

Content Manager OnDemand runs on a variety of strategic platforms, including Windows, IBM AIX®, IBM @server iSeries™, IBM OS/390®, HP-UX and Sun Solaris™. It also supports Oracle8i in addition to IBM DB2® Universal Database™ and Microsoft SQL Server 2000, providing you the flexibility to implement an enterprise report management solution on the database that best fits your environment.

For your enterprisewide e-content management needs, turn to Content Manager OnDemand, a user-friendly, scalable solution that puts your electronic documents into the hands of those who need them.

For more information

Please contact your IBM marketing representative or an IBM Business Partner, or call 1-800 IBM CALL within the U.S. Also, visit our Web site at **ibm.com**/software/info/cm/cd3

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