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Enterprise Content Management from FileNet

Accelerate Your Business Benefits with IBM FileNet P8

White Paper

Leading Technology Drives You Ahead

As the world leader in enterprise content management (ECM) solutions, FileNet, an IBM company, focuses on providing you with next-generation technologies that align the value of your business content with the power of your business processes across the entire enterprise.

Since the launch of the IBM FileNet P8 platform in 2003, we have invested heavily in adding unprecedented levels of capabilities to our ECM solutions. FileNet P8—the world's first standardized ECM platform—is a highly scaleable business process, content management, and compliance platform that allows you to better access, manage, share and process unstructured content throughout its lifecycle.

As part of FileNet's commitment to bringing you next-generation technologies, our latest FileNet P8 version 4.0 delivers greater data center and integration capabilities to optimize performance within an organization's IT infrastructure at a lower cost of ownership. Capabilities range from broader platform and standards support to industry leading high availability, performance, scalability and security features.

"It has been my observation that most people get ahead during the time that others waste."

Henry Ford
Founder of the Ford Motor Company

The power of FileNet P8 allows you to accelerate your technology and deliver optimal performance in key business areas:

- → **Productivity**: reduce cycle times and simplify processes through automation
- → **Service**: increase knowledge worker efficiency with seamless access to content
- → **Compliance**: help ensure compliance with stringent records management processes
- → **Collaboration**: facilitate collaboration by securely sharing content among teams

One system, one solution

FileNet P8 is a true enterprise-class ECM platform that services a broad range of ECM processes, from human resources to new business and sales. FileNet P8 gives you the flexibility to develop solutions to address new situations as your business changes—anything from minor shifts in policy or regulations to major mergers and acquisitions.

Streamlined processes

IBM FileNet Content Federation Services ensure fast and easy access to critical information in various repositories and business applications with a single catalog view of all business-relevant content throughout the enterprise. Business processes are streamlined as employees, business partners, and customers are able to access content from disparate systems and communicate more effectively, improving performance and accelerating decision-making processes.

Lower total cost of ownership

Once content in native and non-native content repositories is federated to FileNet P8, you can align all of your content-driven processes across your entire organization. The ability to consolidate a multitude of heterogeneous systems and vendors into a complete enterprise view of all the content in your organization simplifies data protection and eases the cost of content management.

CASE STUDY I

Impressed with the cost and compliance benefits IBM FileNet P8 brought to one of its departments, a leading Fortune 500 insurance company now runs 13 mission critical applications on FileNet P8 across a number of insurance product lines, including new business underwriting and servicing.

FileNet P8's federation capabilities lower the total cost of ownership by reducing the following burdens:

- →The development efforts associated with working with multiple repositories
- →The number of maintenance contracts throughout your organization
- →The complexity of multiple operating systems
- →The need to employ a variety of skilled resources
- →The confusion caused by disparate programs and repositories
- →The headache of dealing with multiple vendors

High-performance criteria

By focusing on performance, scalability, reliability, security, and support, we have redefined the role ECM plays in your operations. The robust FileNet P8 platform meets all the criteria of an advanced data center:

- → Interoperability with industry leading storage devices, desktop and packaged applications, messaging, middleware, and portal technologies,
- → Standards support
- → High availability
- → Disaster recovery
- → High performance
- → Scalability
- → Security and integration with LDAP and Single Sign On providers
- → Manageability and integration with enterprise systems management tools

Event-driven architecture

The event-driven FileNet P8 architecture maximizes automation and shortens your process cycle time while reducing the most expensive cost element in your process—user intervention.

When you *accelerate with P8*, you turn your existing passive content into active content and gain the ability to automatically respond to events that occur within your architecture. For example, a loan application waiting for a credit report can either automatically move to the next stage in the process once that credit report is captured in the system or it can be forwarded to a knowledge worker for further enquiry.

Automation for compliance

In 2004, the expenses of complying with the Sarbanes-Oxley Act added up to millions of dollars for many companies. Unlike the move to Y2K compatibility, compliance regulation is a recurring cost. FileNet P8 helps ensure compliance through automation rather than costly armies of accountants, lawyers, and auditors.

Successful businesses realize that effective compliance management processes are also best business practices that create a more effective, communicative, and efficient organization with a competitive advantage.

"I've always found that the speed of the boss is the speed of the team."

Lee Iacocca
Former president, CEO and chairman of the Chrysler Corporation

Open standards flexibility

The FileNet P8 platform is based on a variety of open standards that include HTML, HTTP, Java, XML and Web Services. Support of these standards enables IT departments to build specific business applications on top of the ECM platform in the language of their choice. With a single point of integration, developers can swiftly connect to content or processing management capabilities through Web Services.

For maximum flexibility and integration, the FileNet P8 platform works with the industry's leading Java 2 Platform, Enterprise Edition (J2EE) application servers, databases, desktop applications, clustering software, security software, operating systems, and hardware. While J2EE is a popular environment for developers, FileNet also recognizes the importance of Microsoft .NET and provides a .NET API that allow developers to choose the most productive environment to build components, such as search engines or process applications.

Storage openness

Through an ability to interface with a wide array of the most popular storage systems, FileNet P8 offers you flexibility to work with a wide array of storage devices and technologies without the fear of being locked into a single-vendor scenario. The openness and choice of the FileNet P8 platform keeps you in control of strategic storage solution vendor decisions.

Seamless and secure access

The standardized FileNet P8 platform delivers seamless and secure access to information that may be scattered across your organization in multiple systems—when an account executive needs access to a customer's information to understand and respond to requirements for example, that content is instantly available.

High-performance acceleration at your fingertips

We believe so strongly in the power of FileNet P8 that we created the *Accelerate with P8* program to help you—our existing imaging and content management customers—determine the benefits FileNet P8 can bring to your company. The *Accelerate with P8* program offers a holistic approach to understanding, planning, and managing the adoption of FileNet P8 and provides financial incentives, education, and support throughout the entire process. With FileNet P8, your business can quickly and easily realize the benefits that come with a standardized ECM platform, including:

- → **Open architecture**: rapidly deploy business-specific components and rationalize your systems across the entire organization for a lower total cost of ownership
- → **Event-driven automation**: effectively manage compliance requirements and implement best practices with straight-through processing
- → **Secure, reliable, scalable, and highly available IT infrastructure**: efficiently manage increasing amounts of business-critical information and evolving processes

CASE STUDY II

Over a ten-year period, a Fortune 50 telecommunications company increased its adoption of FileNet technologies from managing a discrete accounts payable (AP) function to managing all of their AP process and content applications. By the end of 2003, the company had purchased an enterprise license agreement for more than 140,000 users, greatly enhancing its productivity.

- → **Highly integrated, interoperable product suites**: maximize your purchasing power and buying flexibility with a wide suite of targeted product options
- → **Business process management (BPM) capabilities**: implement simulation and analysis tools to control and improve your processes

Fast track to the FileNet P8 family

Tight integration between existing Image Services repositories and FileNet P8 puts you on the fast track to next-generation FileNet technologies. With FileNet P8 Content Federation Services, you can put your historical database of files, images and data to work in other business scenarios, increase its functionality, and extend its value through the FileNet suite of product offerings.

FileNet continues to lead the way in ECM technologies. Our commitment to research and development has led to exciting enhancements in our product line, bringing you more horsepower than ever before.

The latest offerings in the extensive FileNet P8 family include:

IBM FileNet Image Manager Active Edition

Image Manager Active Edition takes your current FileNet imaging solution to the next level by combining the proven benefits of Image Services with the comprehensive, event-driven architecture and content management capabilities of Content Manager. The result? A truly unique active imaging solution that preserves your critical image content and increases its value in new applications throughout the enterprise.

The benefits companies enjoy with Image Manager *Active Edition* include:

- → **Reduced costs**: standards-based tools decrease the time-consuming creation of new code and system maintenance
- → **Improved productivity**: robust FileNet P8 architecture efficiently manages content and automates processes
- → **Better compliance**: extensive auditing, multi-layered security, and permanency capabilities minimize vulnerability to compliance and corporate governance mishaps

IBM FileNet Content Manager

Content Manager allows you to evolve your Content Services investment into an enterprise-wide ECM platform and extend your existing deployments to solve pressing business issues such as compliance and risk management.

As technology standards advance, content management capabilities are expanding to include XML text snippets, rich media, Web content, forms data, and even XML data, while still requiring advanced document and fixed content capabilities. Content Manager manages all types of digital content and provides greater process control and consistency across the enterprise.

Content Manager workflow and process management capabilities are far more extensive than those of Content Services. The following are just some of the key advantages Content Manager provides over Content Services:

- → Support for content stored in multiple FileNet and non-FileNet repositories is managed by Content Manager without a costly migration or integration effort

CASE STUDY III

IT divisions often work as competitive business units and face strict cost management programs inside large organizations. FileNet, an IBM company, worked closely with one Fortune 50 financial services company to examine how the value of the IBM FileNet P8 platform could be transferred to their internal customers. Nine of their business units now use FileNet P8 solutions and FileNet is considered to be one of the company's essential technologies.

- → Cross-repository search can be performed by relevancy rankings and multiple object types
- → Full lifecycle management capabilities with business event–driven content creation for automated updating and workflow solutions

IBM FileNet Business Process Manager

For organizations looking to cut costs and increase levels of service and productivity, IBM FileNet Business Process Manager (BPM) software automates, integrates, and optimizes business processes.

Unlike other BPM-only offerings, Business Process Manager uniquely integrates process and content management capabilities with deeply embedded analysis and simulation tools. These tools analyze the performance of your applications for areas of possible improvement and simulate change to test its impact before you move to production.

IBM FileNet Records Manager

Records Manager is an innovative FileNet ZeroClick solution designed to enforce records management policies at the technology layer, eliminating user-related error, time and cost factors while ensuring best practices records management.

Records Manager supports the entire lifecycle of your records, so enforcement and compliance become both achievable and cost-effective. By leveraging Business Process Manager capabilities, Records Manager enables you to manage compliance and records management processes as well as prove adherence to policy.

Records Manager helps address regulatory compliance challenges and delivers tangible return on investment by:

- → Reducing risk with consistent policy enforcement via automation of the entire records management lifecycle process
- → Lowering operational costs by reducing storage, discovery, training and infrastructure expenses
- → Improving productivity with automated routine records management tasks to allow knowledge workers to focus on higher-value activities

IBM FileNet Team Collaboration Manager

Team Collaboration Manager promotes effective group decision-making by removing barriers between people, data and processes.

Team Collaboration Manager provides contextual framework and collaboration tools, including discussion forums, live meetings, and interactive polls, so group members share information and participate in processes that facilitate group decision-making. These tools help organizations speed time-to-market, reduce costs, improve employee productivity, and enhance customer satisfaction.

Team Collaboration Manager can help your organization in the following ways:

- → Increase team interaction through the capturing and sharing of ideas, issues, and comments from team members
- → Shorten exception/resolution cycle times with a complete record of the decision-making process

→ Shorten project timeframes

→ Provide audit trails to support decisions

IBM FileNet eForms for FileNet P8

IBM FileNet eForms are a fast and efficient means of collecting, processing, and storing information to replace inefficient, manual, paper-based processes with streamlined, automated business processes.

FileNet eForms provides the tools necessary to easily design, deploy, and manage electronic forms and integrates into FileNet P8 ECM and BPM platforms. With eForms, you can capture data at the point of origination and incorporate it into your business processes quickly and easily.

Zero to sixty in one deployment

FileNet Imaging customers

With Content Federation Services, one or more FileNet Image Services repositories can now be fully federated under the FileNet P8 platform. More than just a simple point-to-point integration, Content Federation Services for Image Services allows you to employ image services as a true service for FileNet P8.

Content Federation Services for Image Services preserves the differentiated capabilities of the Image Services product while allowing you to take full advantage of the new capabilities of the FileNet P8 platform.

Customers who have invested in building custom applications on top of Image Services can maintain the Image Services catalog and synchronize metadata information across the two catalogs. FileNet has specifically allowed for this scenario to preserve your legacy applications that sit on top of Image Services. These custom applications will continue to function, even with the addition of Content Federation Services and the introduction of the FileNet P8 platform.

As a result, you can commit content to Image Services through custom capture and indexing solutions and, at the same time, fully leverage the powerful capabilities of the powerful FileNet P8 ECM product suite outlined in this paper.

FileNet Content Services Customers

For transitioning from Content Services to Content Manager, we have developed a high performance toolkit to help you transfer content and associated metadata easily and smoothly from your current Content Services repositories to FileNet P8's Content Engine. FileNet Professional Services and certified ValueNet partners are standing by to help you plan and execute your transition from Content Services to FileNet P8.

As with Image Services, we recognize that a number of our customers have made a significant investment in building business solutions on top of Content Services. Therefore we designed Content Federation for Content Services to enable existing Content Services customers to continue to support applications that run on top of Content Services while allowing the implementation of FileNet P8 and content federation from one or more Content Services repositories.

Mapping the road ahead

The *Accelerate with P8* program ensures that you are not alone as you move forward to the latest FileNet technologies. In addition to our own highly skilled professional services team, we have developed long-term relationships with an extended network of ValueNet Partners that provide specialized knowledge of FileNet ECM solutions and how to best apply FileNet solutions to specific industries around the world.

The *Accelerate with P8* program will guide you through each step of your move to FileNet P8, providing you with planning tools and technical information to help you understand all available options. And because we want to help you speed the return on your investment, we are also offering special financial incentives, discounts, and bundling options designed to help you adopt the latest FileNet technologies.

To find out how your organization can benefit from IBM FileNet P8, contact us at 1-800-FileNet (345-3638) or outside the U.S. at 714-327-4800. Or visit us at filenet.com/accelerate

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