

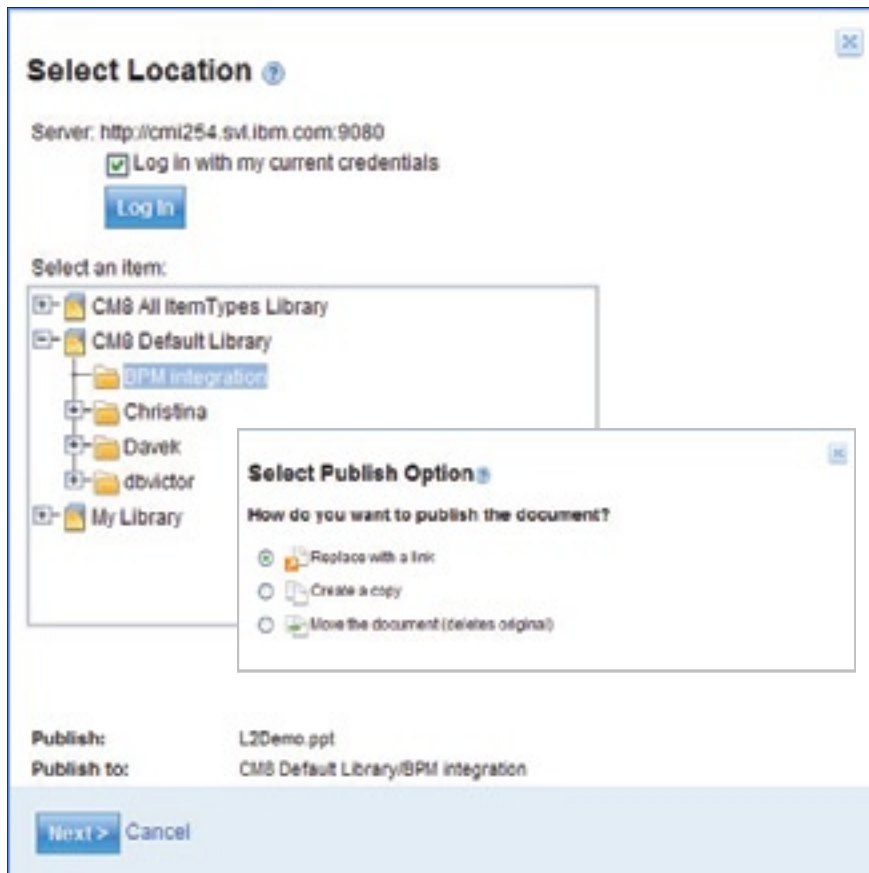


**Information Management** software

## ECM services for IBM Lotus Quickr

### Highlights

- **Optimizes the value of enterprise content through seamless discovery and access**
- **Integrates with business processes to support compliance without disruption**
- **Classifies organization-wide content into the necessary content repository and infrastructure**
- **Extends advanced ECM services across broader collaboration and content deployments**



ECM services for Lotus Quickr software simplifies content management and collaboration tasks.

### Driving innovation and collaboration

In today's fast-paced global marketplace, nimbleness and innovation are essential to competitiveness. The results of a recent CEO study conducted by IBM reported that many organizations are struggling to keep up with rapid changes, both internally and externally driven. CEOs told us that they know they need to become globally integrated to compete effectively.\*

Effective integration and collaboration within the organization, with business partners and with customers, is based on successfully managing and sharing business content. And to be effective, widely dispersed knowledge workers need to easily access, create and collaborate on business content.

Enterprise content management (ECM) services for IBM Lotus® Quickr™ software unites collaboration and content management across the enterprise. The solution leverages IBM FileNet® Content Manager or IBM Content Manager software along with IBM Lotus Quickr software to support intuitive collaboration for users and improved management of content.

## **Bridging the gap between basic content services and ECM**

Web 2.0 tools and social software applications drive innovation and enable more authors to create and collaborate on business-critical projects. Collaboration solutions such as IBM Lotus Quickr software use Web 2.0 technology to transform the ways teams share everyday business content. Lotus Quickr makes it easy for people—both inside and outside the organization—to author ideas and work together on cross-organization projects. Ad hoc content creation fuels innovation, while corporate information proliferates. However, collaboration software is not designed to categorize and repurpose large amounts of information.

To manage this growing wealth of content, many organizations are turning to ECM solutions, like IBM Content Manager and IBM FileNet Content Manager software. These solutions deliver critical capabilities for managing content and support consistency in classifying and categorizing information. ECM solutions help maintain document revision control and enable users to find relevant information across multiple repositories. And they enforce established compliance and records management rules.

What's been missing is a way to bridge the gap between collaboration and basic content services that meet ad hoc needs and more specialized ECM solutions that adhere to corporate management controls for content. Recognizing the increasing role of collaboration and the proliferation of content creators, IBM developed its business content services (BCS) strategy. BCS is an ECM shared-services approach that helps you take control of your content—from creation and collaboration to reuse and storage. It provides a comprehensive solution to manage content by integrating collaboration and basic content services with industry-leading ECM systems. BCS encompasses a centrally provisioned content infrastructure that addresses the entire spectrum of business content—spanning from personal content creation and sharing, to team content collaboration and workgroup content management, to content-enabled applications. And it delivers virtually unlimited scalability and multiplatform support because it is based on open standards.

ECM services for Lotus Quickr (either IBM FileNet Services for Lotus Quickr or IBM Content Manager Services for Lotus Quickr) is an adaptable Web service component that provides integration between IBM Lotus Quickr and ECM systems from IBM. Using this integration, today's knowledge

workers leverage intuitive Web 2.0 technology and familiar desktop user interfaces for collaboration, while taking advantage of advanced content, compliance and business process management functions available with ECM software from IBM.

## **Uniting collaboration with content management**

ECM services for Lotus Quickr software, together with Lotus Quickr and ECM software from IBM, delivers an integrated, comprehensive enterprise content management and collaboration solution.

## **Gain seamless access to business documents**

Unlock enterprise content and provide end users with seamless access to business documents across the enterprise, leveraging Lotus Quickr collaboration tools and everyday business applications. Knowledge workers can now create, share and collaborate on their business documents using Lotus Quickr connectors embedded into familiar desktop applications—including Microsoft® Office, Microsoft Outlook, Microsoft Windows® Explorer, IBM Lotus Notes®, IBM Lotus Sametime® and IBM Lotus Symphony™ software. Using the Quickr connectors, end users perform basic content operations as a natural extension of these applications, including check-in/out, round-trip editing, versioning, send/copy links, view-edit properties, approve/reject, publish-draft and create-from-document-type functions.

**Manage content to achieve compliance**  
ECM services for Lotus Quickr software provides a security-rich, scalable and central content store for compliance, accountability and reporting purposes. It effectively manages content to address regulatory requirements, corporate governance mandates and legal discovery needs, as well as integrates with your business processes.

**Organize content across the enterprise**  
ECM services for Lotus Quickr software provides the content repository and infrastructure necessary for normalizing and dynamically classifying content across the organization. This helps your organization achieve agility and innovation through the use of collaborative tools, without sacrificing the business controls provided by a powerful ECM system.

**Extend ECM control over content**  
ECM services for Lotus Quickr software extends advanced ECM services—including business process management and records management—to broader content and collaboration deployments. This helps organizations connect the right people with the right information at the right time.

### **Capabilities of ECM services for Lotus Quickr software**

ECM services for Lotus Quickr software integrates the robust content management of IBM enterprise content management solutions with the robust collaboration features of Lotus Quickr software and allows users to:

- *Transfer collaborative content from Lotus Quickr to an ECM repository.*
- *Incorporate existing ECM content inside a Lotus Quickr team place.*
- *Search Lotus Quickr and ECM content from a Lotus Quickr user interface.*
- *Use the Lotus Quickr connectors to interact with content in Lotus Quickr, Content Manager and FileNet Content Manager software.*
- *Extend advanced ECM services and function to broader content and collaboration deployments.*

### **Getting started with ECM services**

For clients who have a license for both Lotus Quickr and ECM software from IBM (either Content Manager or FileNet Content Manager), ECM services for Lotus Quickr are included at no additional charge. Clients who have a license for IBM ECM software but not for Lotus Quickr can purchase Lotus Quickr to leverage the integration of collaboration and content management capabilities offered by ECM services for Lotus Quickr.

For customers who are new to ECM, IBM Content Manager Collaboration Edition software is an easy way to get started with the IBM collaboration and ECM solution. Content Manager Collaboration Edition software is an integrated bundle that includes both Lotus Quickr and a restricted version of Content Manager specifically intended for organizations that want to leverage the capabilities of ECM via the Lotus Quickr user interfaces.

### **Why IBM?**

Collaboration and ECM services from IBM help the world's top companies to make better decisions, faster. As a marketplace leader in content, process and compliance software, IBM supports a broad set of mission-critical solutions that help solve today's most difficult business challenges: managing unstructured content, optimizing business processes and helping satisfy complex compliance requirements through an integrated information infrastructure. ECM



services for Lotus Quickr software is one part of the integrated ECM platform from IBM. IBM's integration offerings include content repositories, application connectors and adaptors for marketplace-leading products. Monitoring solutions work together to help you unify content, process and compliance efforts while supporting flexibility, accelerated application deployment and a lower total cost of ownership (TCO).

### For more information

To learn more about ECM services for IBM Lotus Quickr software, contact your IBM representative or IBM Business Partner, or visit:

[ibm.com/software/ecm](http://ibm.com/software/ecm)

### Additional information

ECM services for Lotus Quickr software:

[ibm.com/software/lotus/products/quickr/ecm/](http://ibm.com/software/lotus/products/quickr/ecm/)

Podcasts and Webcasts:

[ibm.com/software/lotus/ecm/webcast](http://ibm.com/software/lotus/ecm/webcast)

[aiim.org/ResourceCenter/Podcast/Podcast.aspx?id=34971](http://aiim.org/ResourceCenter/Podcast/Podcast.aspx?id=34971)

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Software Group  
3565 Harbor Boulevard  
Costa Mesa, CA 92626-1420  
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\* IBM, 2008 Global CEO Study, May 2008.