



**Information Management** software

## IBM Content Manager OnDemand

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### Highlights

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- ***Effectively captures, indexes and delivers reports, statements and other computer-generated output across the organization***
- ***Helps improve ROI by transforming costly, high-volume print output through electronic information capture and presentation***
- ***Archives documents to support electronic bill presentment and payment solutions***
- ***Electronically transforms volumes of report-oriented data into records***
- ***Enables print streams to be stored in their native format without the need to transform them during archiving***
- ***Automates and optimizes storage management, delivering cost and retrieval benefits***

### **Gain a competitive edge**

Still using yesterday's paper-based technology to manage today's electronic content? You're not alone. Many companies still distribute their transaction-related content through print documents—even though this is an expensive and inefficient option for business users and customers alike. This outdated practice can not only affect user productivity and reduce customer satisfaction, but also increase content management, printing and storage costs. To keep pace in today's marketplace, businesses need to get the right information to the right people at the right time—easily and cost-effectively—so they can achieve and sustain a competitive advantage.

IBM Content Manager OnDemand software is a comprehensive enterprise report management (ERM) and electronic statement presentation solution designed to deliver critical business information across your organization—where and when it is needed. A key component of the IBM content management portfolio, it can enable you to capture and manage high-volume

computer output, such as statements, invoices and back-office reports, and to archive scanned documents, checks and content from other sources. Using Content Manager OnDemand, employees can quickly answer queries and resolve issues, searching online by customer account or invoice number—instead of having to search stacks of invoices and statements or to scroll through microfiche.

### **Leverage rich functionality**

Content Manager OnDemand helps you perform many essential functions, such as document indexing, through its capture system, which automatically extracts index information from reports and documents and then builds a relational database. It segments the information into logical units, providing users direct access to the required information without their having to retrieve the entire report file. And it enables them to selectively retrieve reports and report segments through a user interface that supports fill-in-the-blank queries. They can generate a document list and then 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 IBM Advanced Function Presentation (AFP), Adobe® PDF and line data—stored in Content Manager OnDemand. Users can search across a broad range of documents and dynamically organize information based on common attributes with logical folders that create groups of archived information by customer, topic or index.

Hierarchical document storage management across magnetic, optical and tape devices through IBM Tivoli® Storage Manager software enables organizations to move data between storage devices and to manage backup or disaster recovery. Users can also lock down individual documents within a report to prevent expiration at the document level.

Content Manager OnDemand integration with IBM FileNet® P8 software enables users to search and view content across enterprise content management (ECM) repositories and also allows Content Manager OnDemand content to be leveraged by FileNet P8 content, process and compliance applications.

### **Enhance productivity and make your business more responsive**

Content Manager OnDemand can help your organization offer customers and business partners online access to information, making it convenient for them to communicate and interact. For example, you can archive bills and statements in Content Manager OnDemand so that they are available over the Internet with electronic bill presentment and payment solutions.

Enhanced retention management lets individual documents within a report be locked down to prevent expiration at the document level. Document lock-down can be set from the OnDemand Microsoft® Windows® client or via an administrator batch script.

Integration with IBM Business Partner solutions also can enhance the power of your archive solution, enabling you to assemble and distribute information through multiple channels and to mine, assemble and personalize documents. In addition, enterprise-wide report mining and analytics can help unlock data buried in Content Manager OnDemand archives. Users across your organization can obtain concise, actionable information as needed to help optimize decision making.

### **Point, click and retrieve**

Because of the point-and-click functionality of the GUI, Content Manager OnDemand is easier for users to navigate and for the IT staff to administer. It provides a standard, intuitive client with features such as thumbnails, bookmarks, notes and shortcuts. Manual editing is not necessary because the Content Manager OnDemand administrator GUI includes support for indexing Adobe PDF data streams. Users can view documents through Web browsers, portlets, Microsoft Windows and IBM CICS® systems. Logical views for customizing the look of a document can help meet individual needs, enabling users to delete, replicate and rearrange columns to enhance their productivity and provide additional security filtering.

Taking advantage of easy-to-use Microsoft Windows GUIs, system administrators can configure the system, define reports and documents, and manage access and security. Content Manager OnDemand system statistics are written to a system-logging facility, which allows administrators to charge for system use and maintain an audit trail. They can access the system log online using the IBM Web Interface for Content Manager OnDemand (IBM WEBi) or a Microsoft Windows client.

IBM WEBi also enables users to easily access reports, statements and e-mails and to check images and other computer-generated output stored in Content Manager OnDemand. It employs open standards and supports Web 2.0 and asynchronous JavaScript and XML (AJAX) technologies. This infrastructure supports a flexible, dynamic content management environment and a rich interactive interface. The architecture is designed to automatically incorporate continuous software and data updates into the system.

A Web-based system administration client allows you to perform many common functions using a Web browser. Administrators can add, view, update and delete users, groups, applications, application groups, folders, printers and storage sets. Compatible with Microsoft Internet Explorer, Versions 6.0.1 and 7.0, and Mozilla Firefox, Version 2.0, software, this client supports greater administration capabilities in a decentralized environment, helping to reduce the need for a large workstation footprint and extended Content Manager OnDemand administration skills in user departments.

### **Streamline records and compliance management**

Content Manager OnDemand is designed to help companies transform volumes of report-oriented data already stored in Content Manager OnDemand into records. Checks, statements, invoices and reports can be declared as records and efficiently managed from within FileNet P8 Records Manager. This process helps streamline records and compliance management and can offer several potential benefits:

- **Reduced risk exposure** —*By bringing records-enabling reports, checks, bank statements, customer invoices and other sensitive records-class content under the control of a single records management engine, your organization can manage its compliance requirements, which can help lower your exposure to risk.*
- **Lower discovery and litigation costs** —*Records administrators can perform a single search across multiple systems, including Content Manager OnDemand; identify relevant records; and hold or suspend normal disposition schedules until litigation is resolved.*

- **Lower records administration costs** —*You can streamline the process of managing records that are stored in Content Manager OnDemand and other systems from a single records administrator console, using a centralized file plan with reporting, hold, suspension, audit and disposition capabilities.*
- **Lower total cost of ownership (TCO)** —*By subjecting Content Manager OnDemand assets to consistent records management policies, you can enhance the value of your records-management solution. Federated records management can also help lower the cost and complexity of maintaining custom integrations across multiple repository release cycles.*

### **Support a variety of document formats**

Designed with flexibility in mind, Content Manager OnDemand supports multiple print data streams—including AFP, metacode, XML and printer control language (PCL)—and helps you capture and store electronic documents from various sources. It provides the ability to transform, repurpose and distribute documents, statements and reports for electronic statement presentment, along with the ability to store most data in its native format.



This enables administrators to define both the source and the archive data format for each report during its definition and setup. The ability to capture metacode and PCL data streams helps organizations with Xerox printers or business applications—such as SAP and PeopleSoft, which generate PCL output—to reap additional benefits with Content Manager OnDemand.

### **Choose among multiple platforms**

Content Manager OnDemand supports a range of environments, from small offices to large enterprises, and can grow along with your business. Depending on user requirements, you can implement IBM WEBi or Microsoft Windows clients. Either way, users can retrieve data stored in its native format and convert it dynamically into electronic-content formats, such as Adobe PDF, XML and HTML, for distribution. Content Manager OnDemand runs on a variety of strategic platforms, including IBM AIX®, Microsoft Windows, HP-UX, Linux®, Linux for IBM eServer™ zSeries®, IBM i5/OS®, IBM z/OS® and Sun Solaris operating systems. It also supports IBM DB2® Universal Database™, Oracle and Microsoft SQL Server platforms, providing an ERM solution on the database that best fits the environment.

### **Why IBM?**

Built on a robust, scalable and security-rich platform, IBM Content Manager OnDemand software can bring new levels of connectivity and information access to the organization. It can help organizations leverage business knowledge and information more effectively and respond more quickly to customer and marketplace needs—without putting new strains on the IT organization and infrastructure.

Enterprise content management solutions from IBM help the world's top companies make better decisions, faster. As a marketplace leader in content, process and compliance software, IBM delivers a broad set of mission-critical enterprise content management 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. More than 13,000 global companies, organizations and governments rely on enterprise content management solutions from IBM to improve performance and remain competitive through innovation.

### **For more information**

For more information, contact your IBM marketing representative or IBM Business Partner, or visit:

[ibm.com/software/data/ondemand](http://ibm.com/software/data/ondemand)

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November 2008  
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