



A Partner Solution for Cross Industry

Automating Business Processes for Better Performance in Agile Environments

IBM **Information Management** software

## The Agile Factory Custodian Express Suite™

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Enterprise Level Process  
Management - Definition to  
Deployment*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Capture Desktop  
IBM FileNet Capture Professional  
IBM FileNet Content Manager  
IBM FileNet Forms Manager  
IBM FileNet Process Analyzer  
IBM FileNet Process Designers  
IBM FileNet Process Simulator  
IBM FileNet Team Collaboration  
Manager  
IBM FileNet Web Site Manager*

### Business Challenge

In today's complex and highly competitive business arena, organizations must strive to meet quality and performance benchmarks such as Service Level Agreements (SLAs) and Key Performance Indicators (KPIs), while reducing costs and mitigating risk. Additionally, they must adapt quickly in response to changing market dynamics to take advantage of new opportunities and/or avoid threats. In reality, this is often "easier said than done."

Without a systematic framework in place to manage the life cycle of business processes and information, it is nearly impossible to enforce best practice business and compliance rules across the enterprise. It is also difficult to understand the impact to business processes that are caused by changes in legacy applications. Without automation, process management also exacts a heavy toll on IT resources.

Leveraging technology to promote the re-use of customizable business processes across the enterprise – that can address local and site-specific requirements – is an effective way to improve an organization's overall performance and agility.

To maintain compliance, all relevant incoming and outgoing mail must be registered, including fax and e-mail messages. All registered incoming mail that has been accepted by the

addressee should be tracked (within a predefined timeframe). No content can disappear without a proper approval cycle and when a duplicate of a document is sent to a customer, it must be traced.

### Solution

With Custodian Express Suite™, The Agile Factory offers a one-stop solution to automate and manage your business processes and business content. It is based on the Integrated Composition Environment (ICE) paradigm defined by Gartner and provides all the needed business functionality for a quick start operation with IBM's Enterprise Content Management (ECM) suite of products.

Using its Custodian Framework, processes are built and maintained efficiently on an enterprise-level. Examples include:

**Incoming Mail** – Supports mail registration, document scanning, mail delivery to addressees within organizations and exception handling.

**Outgoing Mail** – Documents can be sent, with or without annexes, outside the organization to one or more addressees, including mailing lists. All outgoing mail is automatically registered and special mail handling is supported. The mailroom manages the different print queues centrally.

**The Agile Factory**  
Better Performing Business Processes

The solution also includes capabilities to support mailroom intake and document generation:

**Cockpit** - a user-friendly interface that manages electronic dossiers and handles all of an organization's processes. It seamlessly integrates with Microsoft Office and supports the appropriate role-based functionality.

**Mail Room Manager** - all relevant incoming and outgoing mail is registered through this module, which provides strong compliance support.

**Information Manager** - allows different dossier and document types, including their metadata, to be managed centrally. Document type definitions are integrated with the Document Studio so that the appropriate templates are used. An authorization model that is integrated with IBM ECM defines the roles and access rights of the organization's users.

### The Document Studio

A document generator creates new documents by using templates and rules. This approach pushes re-use and integration of document templates to a new and unprecedented level.

### Value Proposition

The Agile Factory's Custodian Express Suite helps business managers regain control over automating and improving their business processes, while allowing the organization to:

- Create an efficient process-driven front-office, while upgrading existing applications to a task-oriented approach.
- Maintain its agile processes with minimal IT support.
- Create an enterprise-level repository for the management of all business processes and related information from definition to deployment and maintenance (Gartner ICE paradigm).
- Benefit from innovative new levels of re-usability of business definitions, information objects and processes.
- Significantly reduce the implementation cycle of new and modified processes.
- Bring quality management and compliance to an unprecedented level while remaining transparent to the end-user.
- Support the replication of best practices and enforcement of business and compliance rules across the enterprise.

### Company Description

The Agile Factory specializes in implementing powerful and agile business processes that are easy to adapt and maintain in a fast-changing environment. Our solution manages the organization's processes on an enterprise level. We introduce change and compliance in an effective and dynamic manner.

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