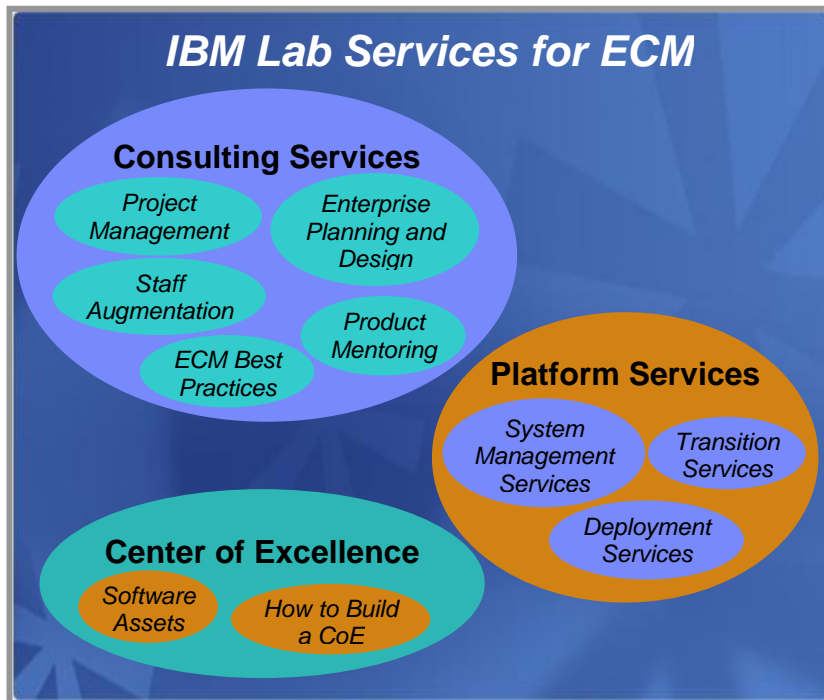


IBM Lab Services for Enterprise Content Management



Overview

IBM Lab Services for Enterprise Content Management – Providing packaged and individualized offerings ranging from simple product installations and basic configurations, to system management services, and customized architectural planning and design services. We also have these offerings and as well as many others:

- *ECM product mentoring and subject matter expertise*
- *Staff augmentation services*
- *ECM “Best Practices” guidance*
- *Product deployment packages*
- *Transition services*
- *Custom-defined services*

Distinct Business Requirements

Whatever your business or industry, your organization has business models and processes that are unique. It stands to reason your Services needs are equally unique. IBM Lab Services for Enterprise Content Management (Lab Services) understands this and offers services to support your Enterprise Content Management (ECM) initiatives regardless of your requirements.

The Offerings You Need

Lab Services has offerings focused on three distinctive types of deliverables: Consulting Services, Platform Services, and the Center of Excellence. These offerings are

grouped to provide the most value. For example, the Platform Services offerings begin with the installation and configuration of our ECM products, and continue on with services that address system management and transition needs.

The Expertise You Want

Lab Services is staffed by professionals who specialize in specific ECM disciplines, ensuring that each Service is delivered by people who really know the technology. To complete the Platform Services example above, the ECM professionals who perform these services are well-educated on installation and configuration methodologies, as well as the methodologies supporting the various system management, transition, conversion, and upgrade offerings.

Lab Services Defined

The value that Lab Services delivers is truly defined by our service offerings. As discussed previously, Platform Services installs and configures IBM ECM products and systems. We also offer proactive services that can help maintain those systems, improve performance, ensure capacity needs are met, and help develop disaster recovery plans. And Platform Services can help when it's time to transition to a new platform, migrate media, or to upgrade to a new platform.



Consulting Services works with your ECM teams to help build your business solutions through the use of in-depth business needs analysis, recommendations on ECM best practices, and proof-of-concept prototype builds. We can also provide Project Management and Staff Augmentation as well as any custom-defined service you may require for your ECM projects.

The Center of Excellence leverages best-in-class use cases to help your teams define ECM goals and building blocks to create your own internal ECM Center of Excellence. Additionally, the Center of Excellence also delivers services around a number of highly-defined software assets that extend product functionality.

Offerings + Expertise = Your Needs
Lab Services helps you to be successful. Whether you've just purchased your first IBM ECM system, are planning to upgrade to a new platform, need advice on how to deploy ECM across your enterprise, would like to augment your teams' skill sets through product mentoring, or need assistance building your own Center of Excellence, we're here to help.

Individual Offerings

Platform Services

- *Deployment Services*
- *System Management Services*
 - Performance Optimization
 - Capacity Planning
 - Disaster Recovery
 - Remote System Administration
- *Transition Services*
 - FileNet P8 Transition Planning
 - FileNet P8 Migration Services
 - Upgrade Planning
 - Platform Conversions
 - Media Migrations
 - Competitive and legacy System Conversions

Consulting Services

- *Enterprise Planning & Design*
- *Project Management*
- *Staff Augmentation*
- *System Design and Development*
- *Architecture Planning*
- *Solution Prototyping*
- *Custom-Defined Services*

Center of Excellence

- *How to Build a Center of Excellence*
- *Software Assets to extend product functionality*

Contact

To learn how IBM ECM Lab Services can help meet your business needs, please contact your local Lab Services representative at <http://www.ibm.com/software/data/services/contacts.html>.

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Printed in the USA

07-07

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