Enterprise Content Management 2012
UserNet Forum - Istanbul
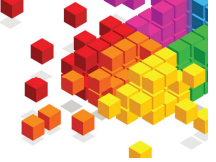
Content Manager OnDemand Product Overview - CMOD

Bud Paton
World Wide Technical Professional

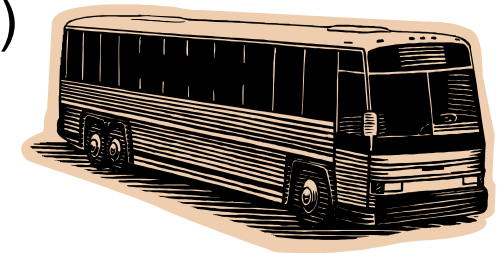# Confused about Enterprise Content Management?

Difference in Repositories

- There is a reason that ***Report Management Repositories*** are different to ***Content Management Repositories***

  - Report Management (CMOD)
    - Optimized for large "loads" of many, many similar documents
    - Static in nature; read-only (e.g. computer reports)
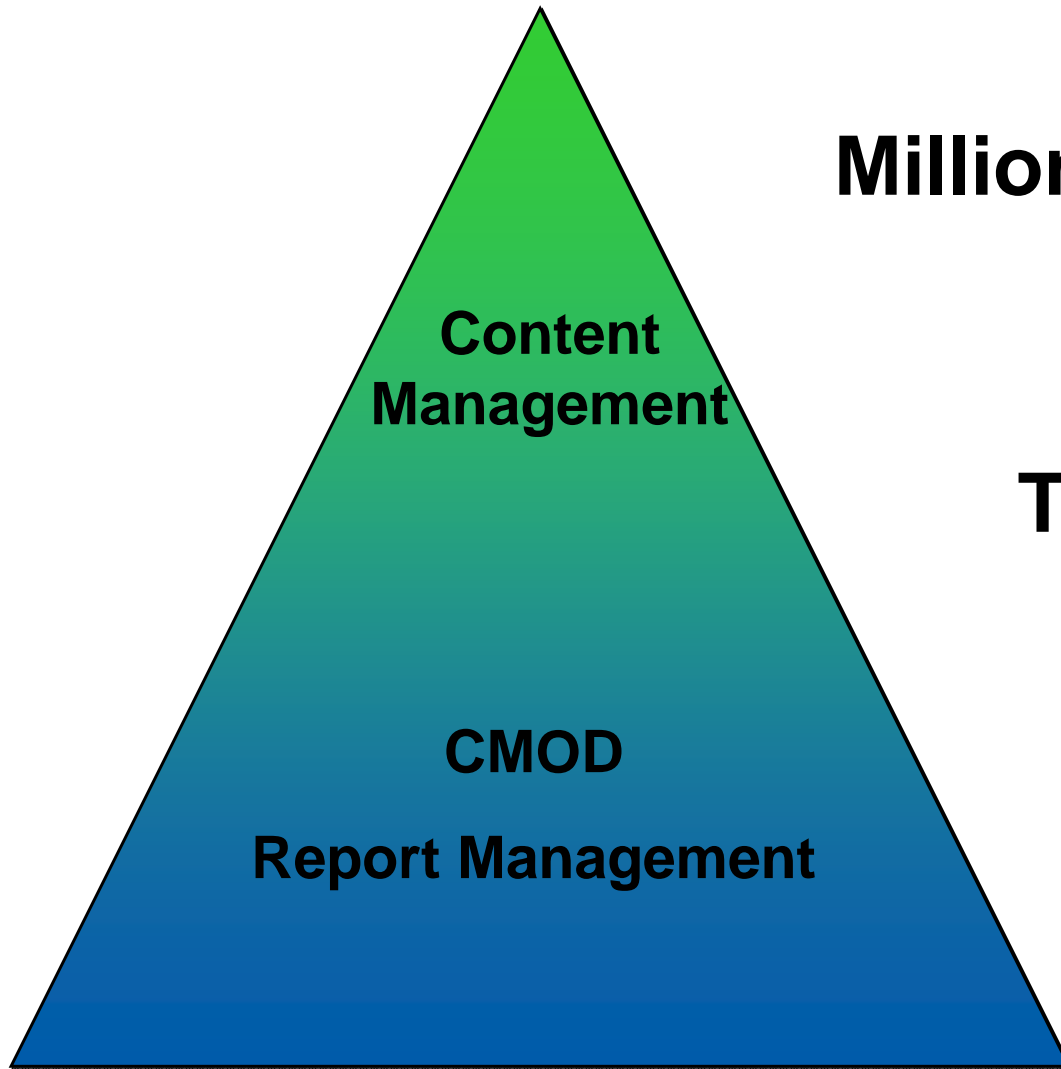
  - Content Management
    - Optimized for many files of varying size, format and complexity
    - Interactive in nature; BPM, read/write (e.g. office documents)

- *Forcing content from one repository into the other compromises the special features, scalability and performance of the optimized repository*
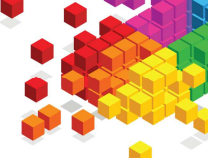
Volumes of Information Matter

Millions

Content
Management

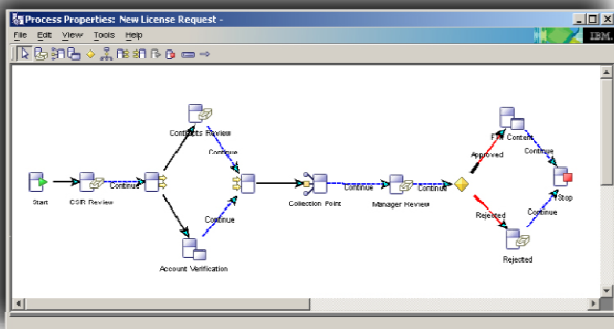Tens of Millions

CMOD

Report Management

Tens of Billions

OnDemand Compared to FileNet P8 & CM8

Filenet P8 & CM8

- ECM system for active content
- Integrated process management
- Designed for individual documents
- Collaboration/document creation
- Automation of paper-based processes
- Versioning
- Event framework

CMOD

- Long term archive for static content
- Designed for computer generated output (statements, policies, etc.)
- Large data-streams with potentially millions of documents daily
- High-performance batch loading
- Efficient storage and retrieval
- Print data-stream segmentation and indexing

Documents:

Statements for Ellis

Statements for Hawley

Statements for McInroy

Datastream
End-of-Month
Statements

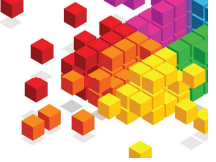# Key Use Cases for OnDemand

High-Volume Archival of Static Content	eStatement Presentment	eReport Management
☐ Statements, invoices, Confirms, …	☐ Enable direct customer access to bills and statements	☐ Back-office research on reports
☐ Check images and other static content	☐ Enable call centers to access the identical statement or bill	☐ Mining information from Statements & reports
	☐ Reduce paper and mailing costs	

Types of Content Supported

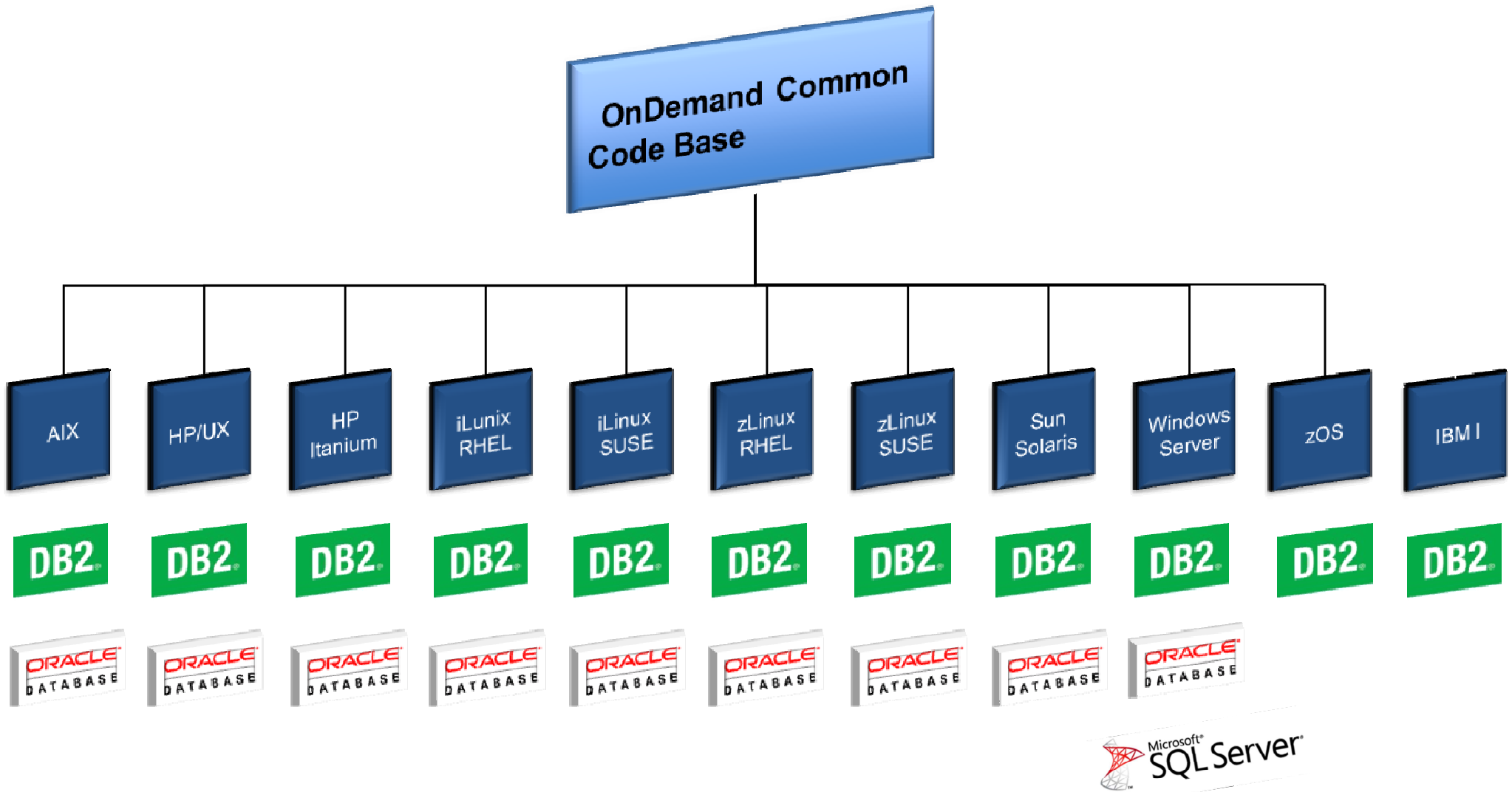Faxes

Complex Print Documents

PDF Documents

PC Documents

Internal Reports

Photos

Check Images
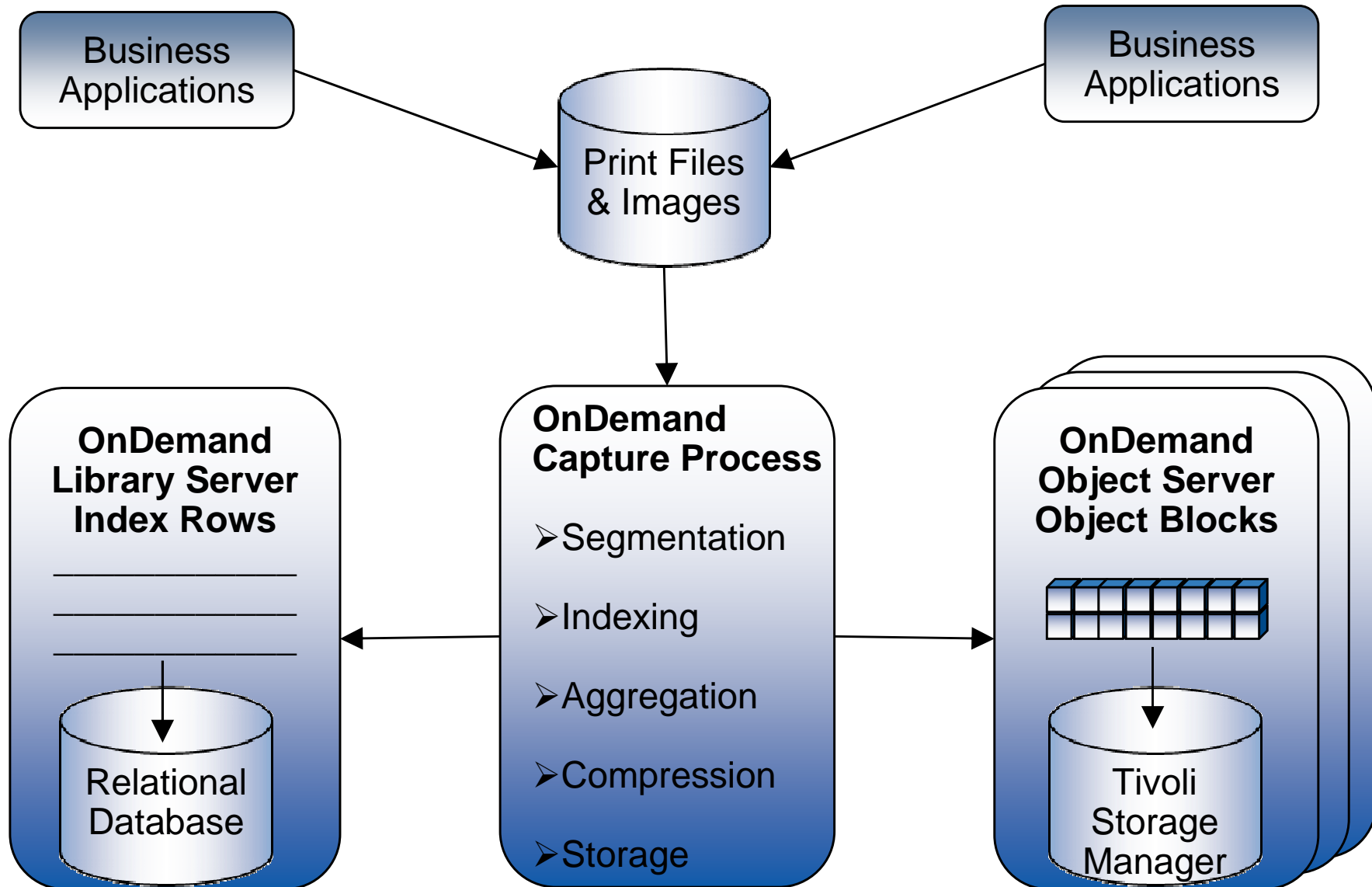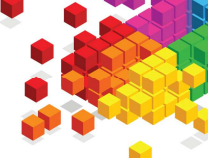
CMOD Platform and Database Support

Key OnDemand Architecture Components

OnDemand Clients

| Windows | Web | CICS | Admin | Appl Dev Kit (ODWEK) | Batch Load |

SSL

OnDemand Server

| WINDOWS | AIX | RHEL | SLES | HPUX | SOLARIS | LINUX | zOS | IBM i |

OnDemand Library Server

- DB Table Segmentation
- Metadata Management
- Index Management
- Query Management
- DB Optimization

Common Services

- Security
- Retention Management
- Logging/Audit
- Compression
- Large Object Handling
- Print Distribution

OnDemand Object Server

- AFP Indexing
- PDF Indexing
- Line Data Indexing
- Cache Mgmt
- TSM/OAM Management
- JES Spool Management

- Text Search
- Batch Optimization
- Batch Print

ODWEK Common Services

- Datastream Transforms
- Datastream Viewers

LDAP   RDMS   TSM   OnDemand Cache

9

CMOD Architecture

Business
Applications

Business
Applications

Print Files
& Images

**OnDemand
Library Server
Index Rows**

_____

_____

_____

Relational
Database

**OnDemand
Capture Process**

➢Segmentation

➢Indexing

➢Aggregation

➢Compression

➢Storage

**OnDemand
Object Server
Object Blocks**

Tivoli
Storage
Manager

CMOD Storage Management

OnDemand
Object
Server

OnDemand
Disk
Cache

Tivoli
Storage
Manager

*Disk Cache
(e.g. RAID)*

TSM Disk

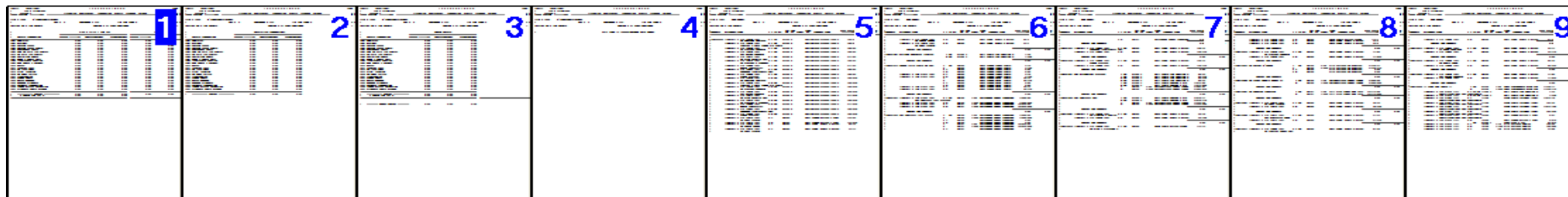*TSM Tape*

Off Site Backup
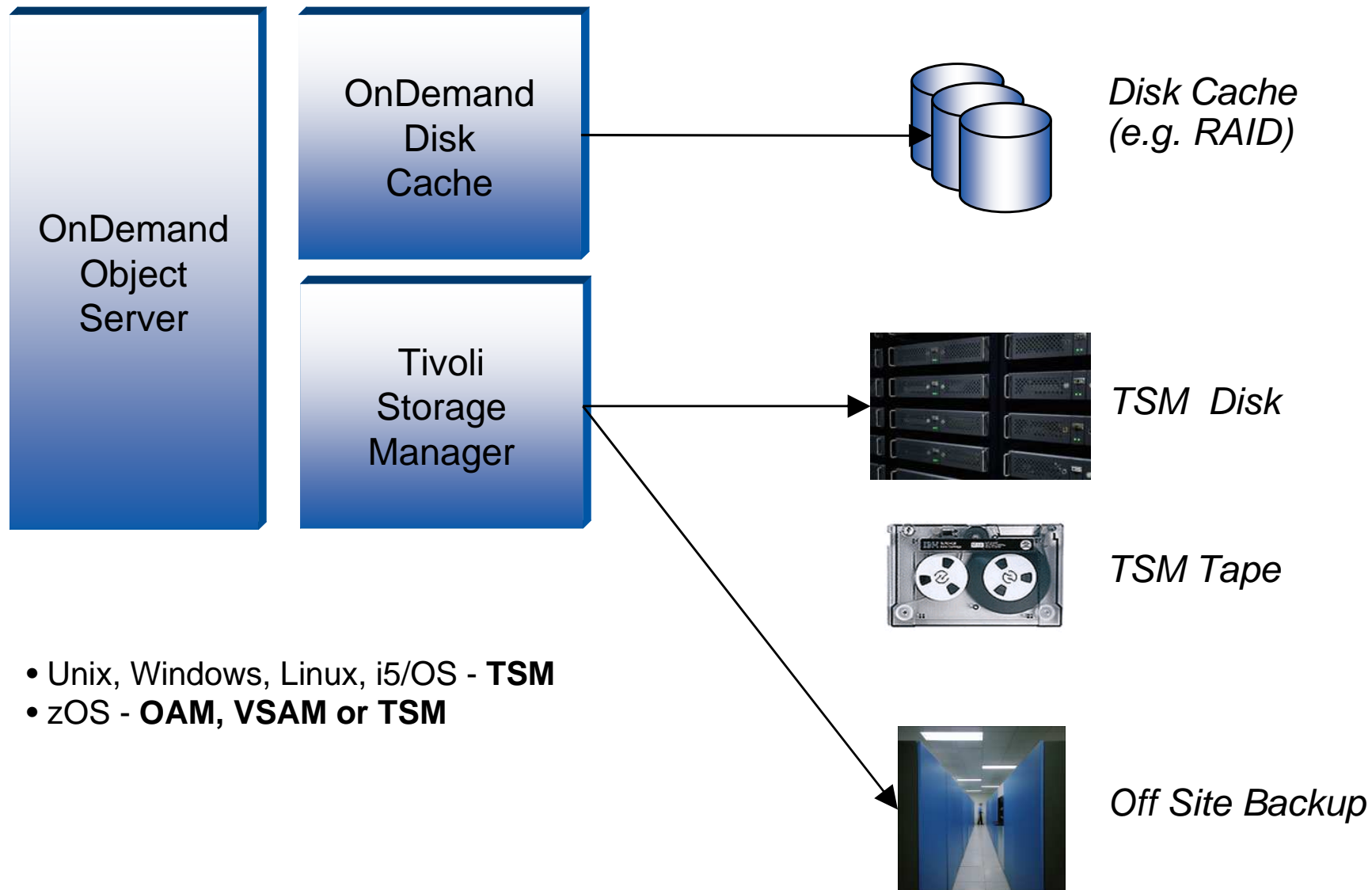
- Unix, Windows, Linux, i5/OS - **TSM**
- zOS - **OAM, VSAM or TSM**

CMOD Segmentation, Compression & Indexing

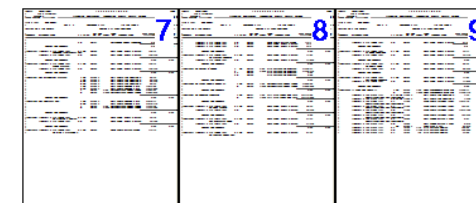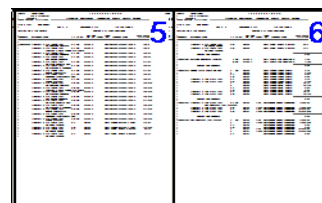*Print Data Stream (e.g. 500K pages total)*
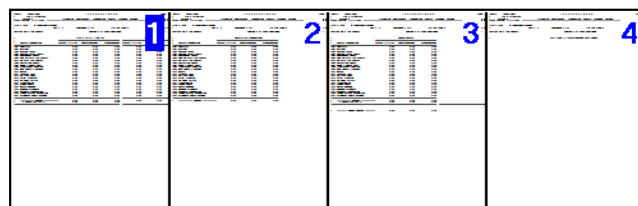

Statement 1

John Smith

123-11-2001

Statement 2

Ron Smith

523-22-6678

Statement 3

William Smith

709-03-4332

DATABASE

Storage Manager

John Smith	**123-11-2001**
Ron Smith	**523-22-6678**
William Smith	**709-03-4332**
	Fixed Resources
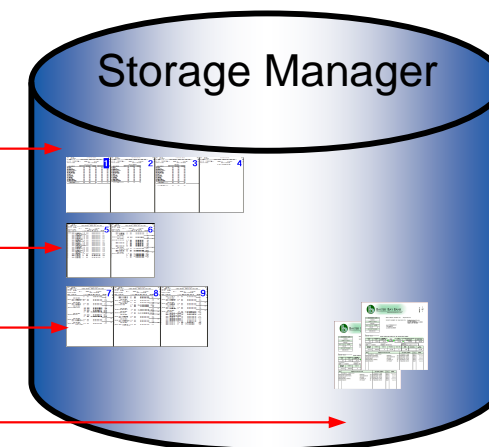
CMOD Compression

- **Line Data**
  - 10:1

- **AFP (Advance Function Presentation) data stream**
  - 8:1

- **PDF**
  - Size "reduction" and "compression"
  - Size reduction
    - Remove Images, Fonts, Forms
    - CMOD stores "resources" forever

- *If 10 TB then only 1-2 TB of storage*

CMOD Performance and Scalability

- CMOD is a very efficient and scalable repository
    - Supports petabytes of data and millions of users
    - Manages information very efficiently – minimizing database overhead
    - Uses object aggregation to achieve high compression ratios
        - More than 10:1 for some types of data
    - Transfers data compressed from server to client when possible
- The largest CMOD customers currently have:
    - More than 150 Billion objects stored
    - Millions of retrievals per day
    - More than 19 petabytes of data
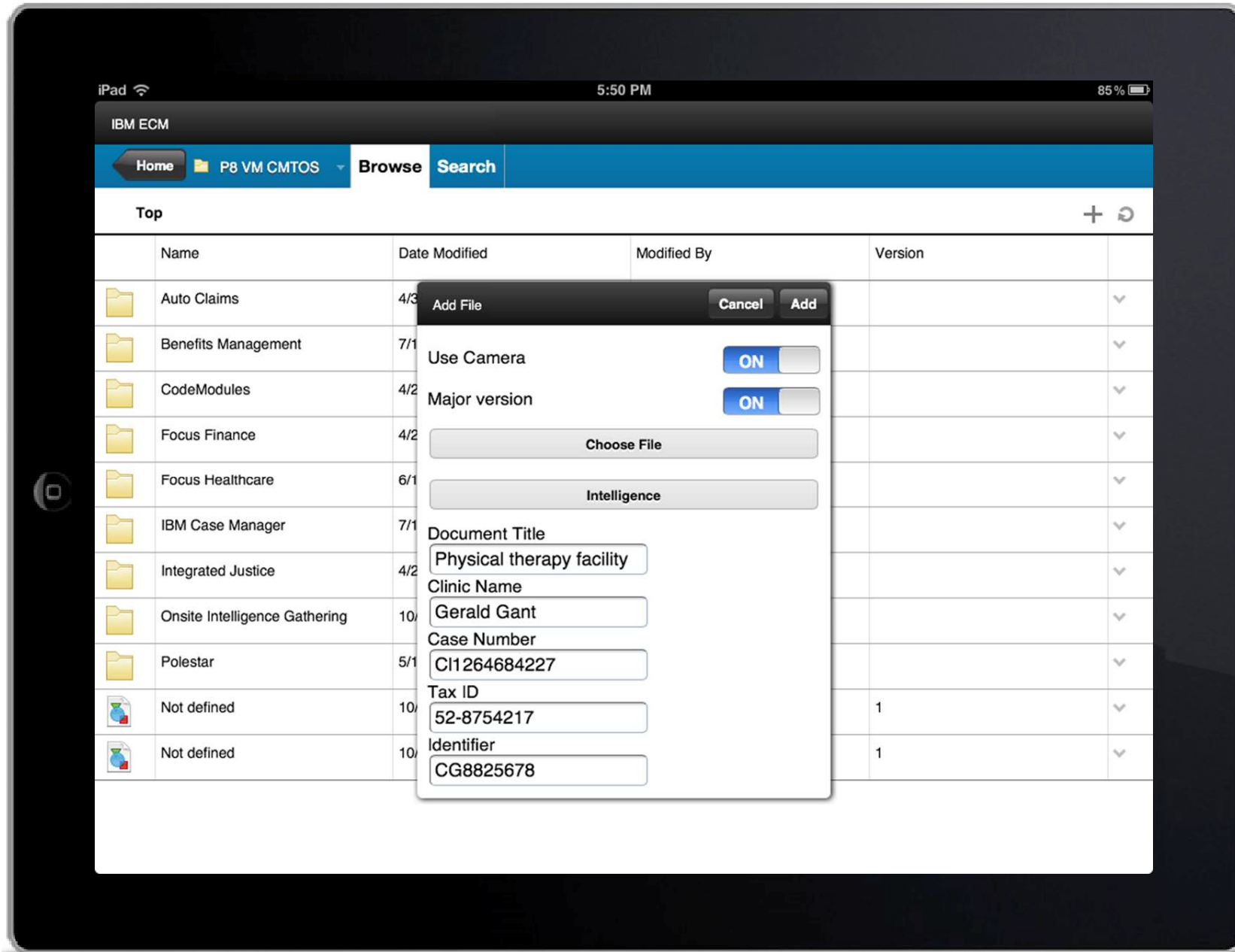
Searching for Data

CMOD Clients

- Windows Client

- Web Development Toolkit (ODWEK)
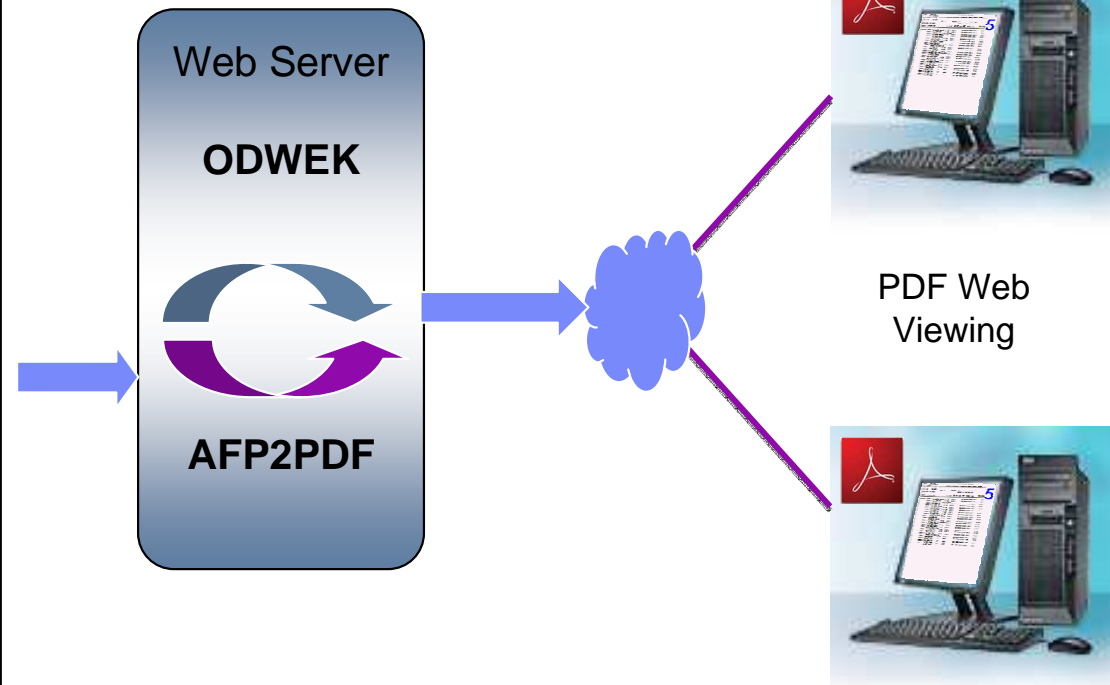
- CICS Client

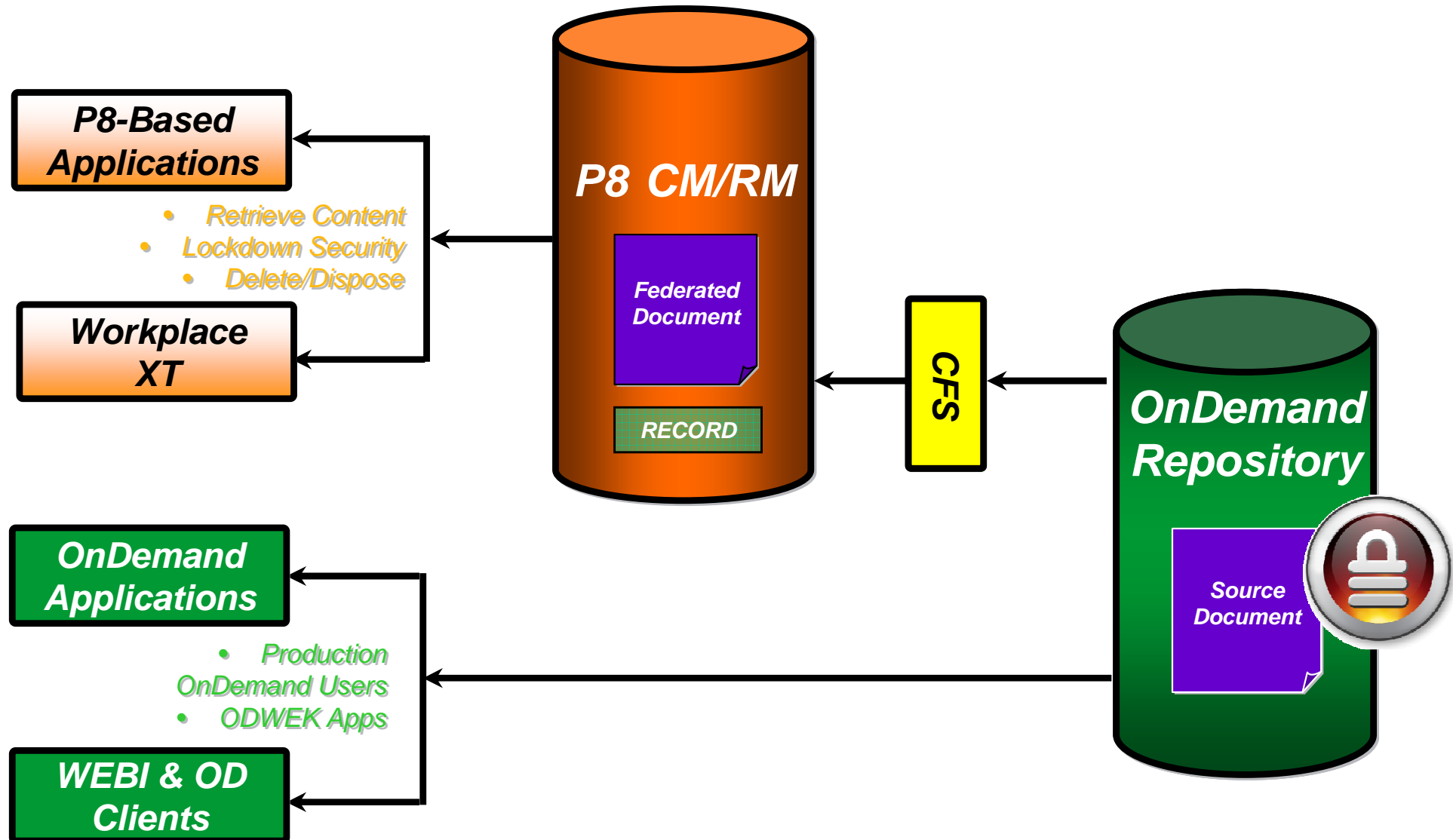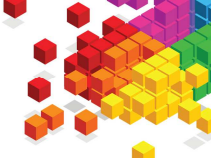- *IBM Content Navigator*
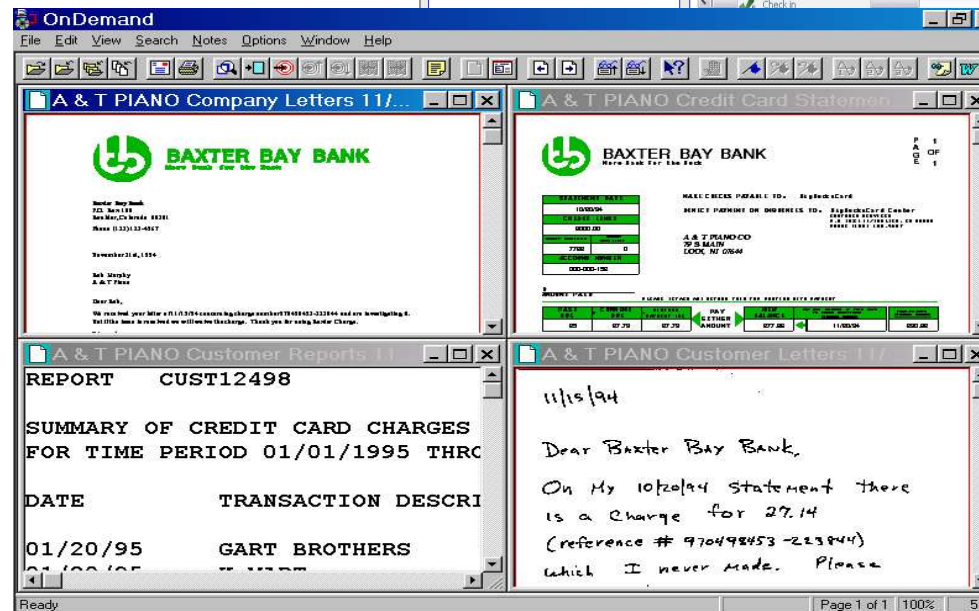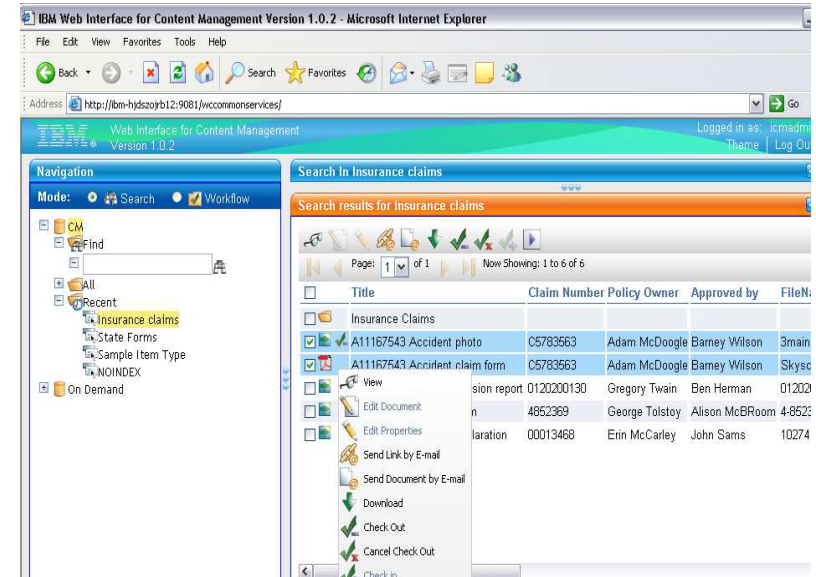
IBM Content Navigator - Mobile

Publishing Documents on the Web

CMOD/P8 Architecture

P8-Based Applications

- Retrieve Content
- Lockdown Security
- Delete/Dispose

Workplace XT

P8 CM/RM

Federated Document

RECORD

CFS

OnDemand Repository

Source Document

OnDemand Applications

- Production OnDemand Users
- ODWEK Apps

WEBI & OD Clients
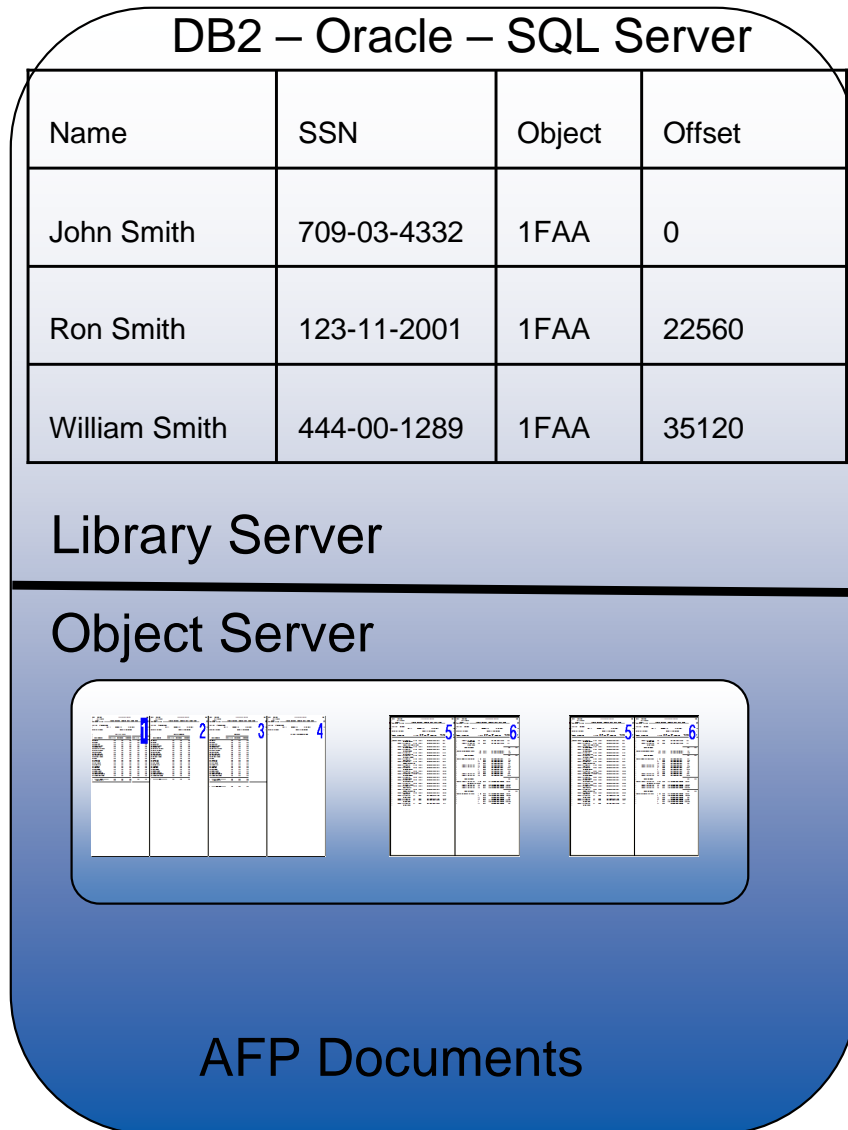
CMOD Retention Management

- CMOD supports time-based retention at the application group level

- Document deletion is managed efficiently for different media types

- CMOD has native support for putting individual documents "on hold"

- CMOD also integrates with IBM Enterprise Records

CMOD Full Text Search Architecture
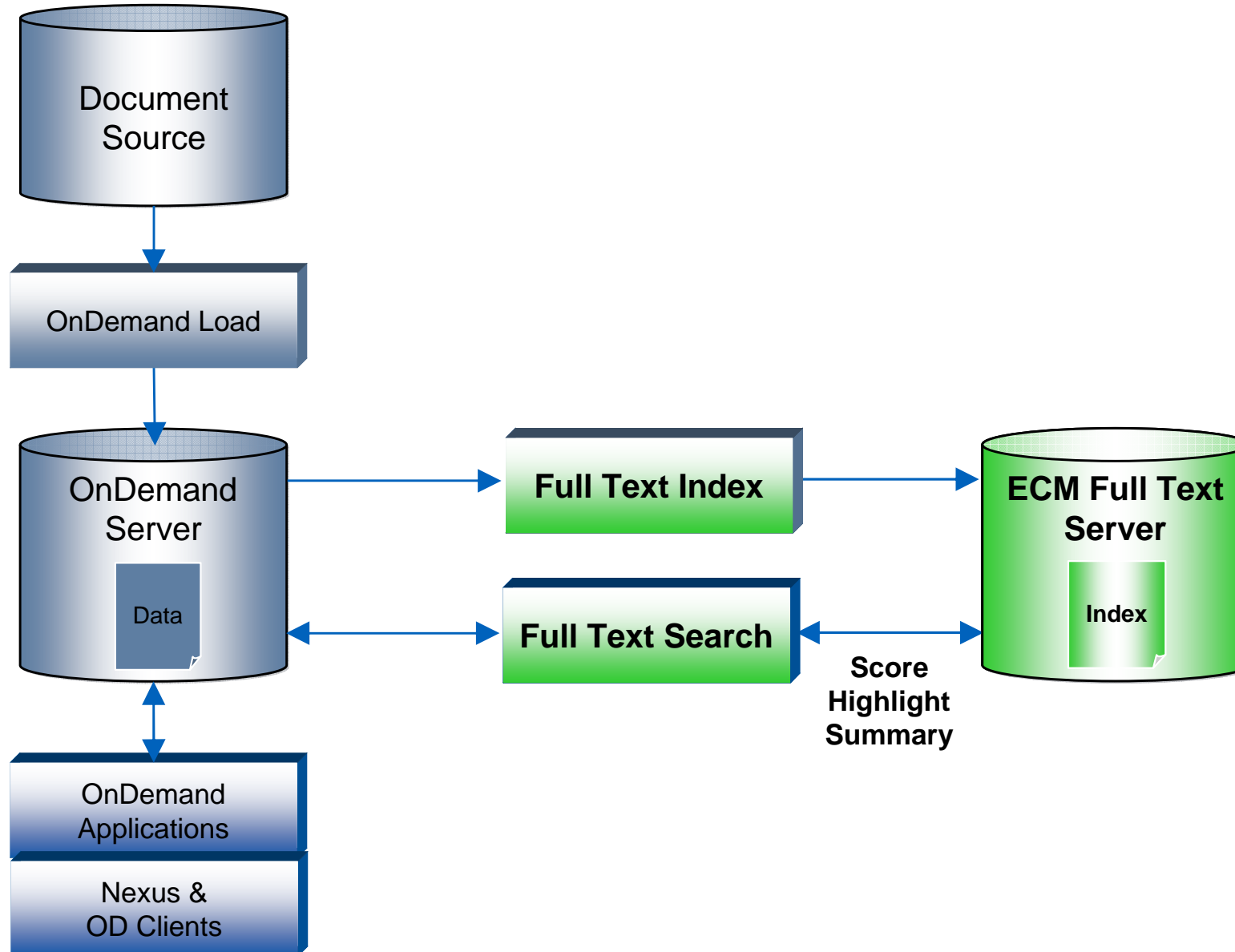
CMOD and SAP

- Act as ArchiveLink for SAP (with IBM Content Collector)

- Store "reports" from SAP

- Interact with SAP Customer Service applications
  - Calls documents stored in CMOD into SAP

Improve Customer Service With Rapid Call Center Access

Q. Do you need to reduce the time that call center agents take to resolve customer inquiries and reduce the number of call-backs?

A. CMOD allows call center agents to quickly see, on-line, documents that have been printed and mailed
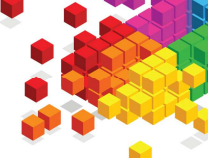
On-line Statement Self Service Empowers the Customer

Q. Do you need to reduce costs and increase customer satisfaction by streamlining your customer's access to information?

A. CMOD can produce significant and quick savings in printing, mailing & storage costs, and drive customers to view their statements on-line

Eliminate Printing with Report Archive and Distribution

Q. Do you need to reduce costs and increase efficiencies by streamlining access to reports for employees and trading partners?

A. CMOD can produce significant savings in printing, distribution & storage costs, and enable employees and trading partners to view their reports on-line

Content Manager OnDemand - CMOD

- *Excellent at Storage*
- *True Archive*
- *"FAST"*
- *Easy and flexible to implement*
- *Over 1,600 customer installations and millions of end users around the world*
- *CMOD users group*

- *DEMO!!!!*