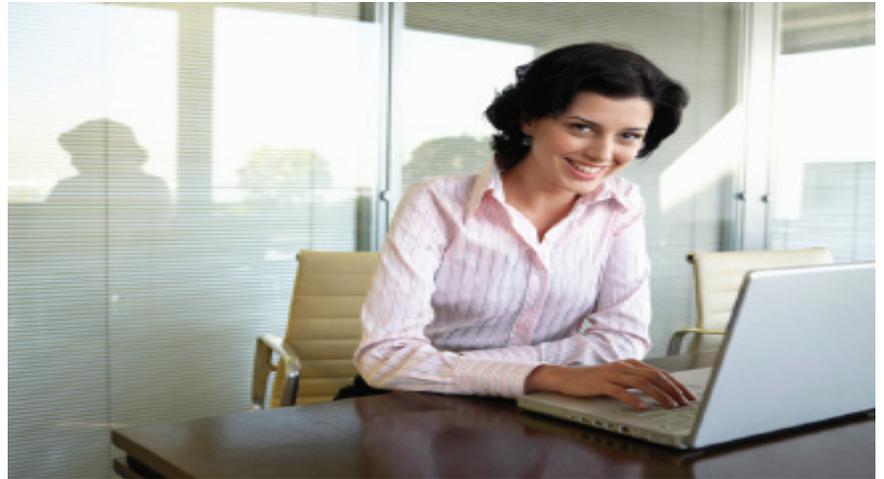IBM

Information Management

IBM FileNet Content Manager

Highlights

■ **Starter Pack option provides a full-function solution that delivers a rapid return on investment**

■ **Provides Agile ECM capabilities through support of active content, Content AnyWhere feature and a pervasive & persuasive user experience**

■ **Helps improve the quality of decisions by providing the right information when it's needed**

■ **Makes content more accessible, secure and manageable to support business initiatives**

■ **Delivers active content that can drive process automation, reducing time, cost and risk**

■ **Delivers solid ROI, as demonstrated by real-world deployments**

■ **DITA support makes creation of technical publications faster and less expensive**

Improving business decisions by managing information

Thousands of decisions, large and small, are being made across your business every day. Each one affects your short-term effectiveness and long-term success. Improving the quality of those decisions begins with having the right information—when it's needed. This information is contained in numerous forms of content spread across your organization. Managing this content is essential to the success of your business.

IBM FileNet® Content Manager software conquers these challenges by combining the power of content

and process to substantially improve the availability and agility of content in your business functions.

FileNet Content Manager combines comprehensive content management functions with specialized document management capabilities to gain active control over your unstructured corporate assets.

Meeting the growing challenge of handling enterprise content

Based on IBM's experience, this unstructured information represents 80 percent of your total information. Worse, it is growing at more than 75 percent per year.

Regardless of the content format, managing and making intelligent use of the information contained within an organization has become a necessary element of enterprise competitiveness. Simply stated, content must be easily accessible, protected and placed under full life-cycle and compliance management to support critical business initiatives.

Achieving real-world results that deliver proven ROI

The active content capabilities of FileNet Content Manager have delivered a significant return on investment (ROI) for organizations worldwide, and deployments have yielded a wide range of benefits as:

- *Processing work faster while significantly reducing processing costs*
- *Improving productivity by drastically reducing the time spent looking for information*
- *Delivering substantial reductions in fixed costs*

Enabling more informed decisions—in less time

When it comes down to the moment of decision, you need the right information. That moment happens in an instant—thousands of times a day. FileNet Content Manager can help ensure that the right information is available when it's needed most. Its capabilities can help your business:

- *Reduce the costs associated with managing and accessing all forms of content*
- *React immediately to customer demands by automating processes triggered by business and customer events*

- *Leverage content across multiple legacy repositories*
- *Enhance information security, accuracy and regulatory compliance and, consequently, reduce and better manage risk*
- *Extract the information and knowledge contained in your documents and other content*
- *Extend the reach of information wherever and whenever it is needed*
- *Leverage existing investments by joining disconnected systems so they can share content*

Providing and supporting Agile ECM capabilities

IBM FileNet Content Manager provides or underpins many facets of Agile ECM.

Content AnyWhere - The Content Federation Services feature bundled in IBM FileNet Content Manager enables federation of content from multiple IBM and 3rd party repositories, providing centralized access to federated content. Content AnyWhere means that customers can choose to manage content in-place, postpone or avoid costly content migrations, yet still standardize on P8.

Active Content - IBM FileNet Content Manager provides sophisticated event and subscription capabilities so that a variety of actions associated with content can trigger pre-defined actions, transforming content into active content, enabling automation to drive down costs throughout the organization. Your business can respond immediately to the business and transaction events that set critical

processes in motion and drive them quickly to completion, increasing the overall responsiveness and agility of your business.

Enterprise Compliance - provided by ECM risk and compliance solutions, leverages the core capabilities of IBM FileNet Content Manager, such as document versioning, and lifecycle management.

Pervasive and Persuasive User Experience - IBM FileNet Content Manager comes bundled with WorkPlace XT, an out-of-the-box user interface designed for the business user. It also supports a variety of other user interface tools such as portals, integration with collaboration tools, integration with Office 2007, providing a pervasive and persuasive user experience.

Universal content types - stores virtually any kind of digitized information, including Microsoft® Office documents, XML documents, Web pages, photos, images, sound, process definitions and templates, content components and associated metadata descriptors. Manages the content and the associated metadata not simply as static items, but as individual business objects.

Enterprise search capabilities - enables end users to simultaneously search content categories, other metadata definitions and unstructured text using a single query. Allows content searches across federated repositories even when the user does not know where the content is stored.

Document management services - streamlines document management tasks by providing mature versioning and parent-child capabilities, compound document handling and integrated publishing support. Comes with pre-configured, customizable document wizards. Supports standards-based content (such as XML) to allow flexible document composition.

Full life-cycle management - enables management and control of the content life cycle to help improve efficiency and support compliance in content-related tasks such as publishing, expiration and retention. Maintains audit trails to help meet regulatory mandates. Enables management of the content life cycle at the software, not hardware, level to provide and promote choices in storage policies and platforms.

Transformation and rendition services - provides automated content publishing into multiple universal formats such as HTML and portable document format (PDF).

Unified repository and metadata model - delivers a single, unified content repository and metadata model virtually regardless of the type of digital content being managed. Uses a common metadata model to provide a comprehensive and streamlined environment for searches, and speeds application development by providing common API access to all content in a master catalog.

Interoperability with world-class FileNet imaging - leverages IBM FileNet Image Manager Active Edition software to provide power, scalability and performance that gives thousands of users rapid access to billions of fixed objects, such as documents, reports, print streams, faxes, e-mail and rich media.

Seamless ECM integration - provides the content management capabilities that all IBM FileNet P8 offerings utilize, enabling offerings to share the same content, metadata and policies in an environment where functionality and offerings are inherently integrated.

FileNet Content Manager provides comprehensive content management capabilities along with process management and connectivity to existing systems. Expanded ECM capabilities can be easily added for records management, large volumes of fixed documents, and for enhanced process management and connectivity.

DITA support – speeds and simplifies the creation of technical publications such as product documentation, user guides and maintenance manuals. Content is componentized, enabling it to be created once, and published multiple times in different media (printed documents, web pages, help files, etc). Re-use not only prevents duplicate authoring but also duplicate

translation, resulting in even greater savings. Relationships between components is mapped using DITA, so the integrity of content strucuture is maintained.

IBM FileNet Content Manager Starter Pack

The IBM FileNet® Content Manager Starter Pack is one of four full-featured ECM packages from IBM targeted for smaller or departmental deployments, allowing you to purchase just the right number of licenses to meet your current needs, which can help you realize a more rapid ROI. Plus, you can scale the solution up to a full enterprise deployment at any time as your business grows. With the IBM FileNet® Content Manager Starter Pack, you get out-of-the-box enterprise content management capabilities in tiered user license configurations, making it an excellent fit for smaller companies or single departments.

Platform
Operating systems
IBM AIX®, Microsoft Windows®, Sun Solaris, HP-UX, Red Hat Linux®, Novell SUSE Linux and zLinux platforms
Databases
IBM DB2®, Microsoft SQL Server and Oracle Database systems
Security services
IBM Tivoli® Access Manager, IBM Tivoli Directory Server, CA eTrust SiteMinder, Microsoft Active Directory, Novell eDirectory, Sun Java™ System Directory Server and Kerberos services

Java Platform, Enterprise Edition (Java EE) application servers
IBM WebSphere®, BEA WebLogic and JBoss software

Enterprise portals
IBM WebSphere, BEA WebLogic, Microsoft SharePoint and SAP NetWeaver software

Storage systems
IBM, EMC, Hitachi, HP, NetApp and Sun technology

Systems management
IBM Tivoli, BMC Patrol, CA Unicenter, HP OpenView, Microsoft Operations Manager software

Base

Content
- *Enterprise catalog management*
- *Specialized document management tools*
- *Robust library services*
- *Extensive classification capabilities*

Process
- *Specialized document versioning*
- *Audit and logging tracking*
- *Integrated business process mangement (BPM) managed content/process flows*

Related Offerings
- *IBM FileNet Records Manager software*
- *IBM FileNet Image Manager Active Edition software*
- *IBM FileNet Email Manager software*

- *IBM FileNet Business Process Manager software*
- *IBM FileNet Services for IBM Lotus® Quickr™ software*
- *IBM FileNet Connectors for Microsoft SharePoint software*
- *IBM FileNet Content Collector software*
- *IBM FileNet eDiscovery Manager/ Analyzer software*

Why IBM?
ECM solutions from IBM are part of a unified content, process and compliance platform designed to accelerate application deployment, increase operational flexibility and help lower total cost of ownership (TCO). IBM solutions provide interoperability to a wide selection of database, operating system, storage, security and Web server environments. FileNet Content Manager is an ECM solution that can help organizations manage complex documents and control, share and quickly access virtually any form of content in a security-rich and highly scalable environment. It activates critical business content to deliver the right information when it matters most.

For more information
To learn more about IBM FileNet Content Manager software, contact your IBM representative or IBM Business Partner, or visit:
ibm.com/software/ecm

IMD14060-USEN-01