

Redefining the way work is done



EDMSuite OnDemand for AIX and NT Version 2.2

Highlights

IBM Software for enterprise storage and presentation of business related documents

Internet and intranet access to your stored documents, using standard Internet browsers

Easy to use Client interfaces for accessing stored documents

Direct cost savings through elimination or reduction of microfiche production and distribution

Strategic IBM subsystems for the scalability and manageability demanded by critical applications

CD-ROM Distribution

Report Mining

A key component of IBM EDMSuite

Year 2000 ready

Network computing, customers, and technology are driving new requirements

The sheer volume of information required to run a successful business is growing daily by leaps and bounds. Correspondence and business documents, such as letters, customer statements, contracts, and policies, are generated by the thousands every day. And, there's an ever-increasing requirement to retain this information for later reference.

Customer service representatives are expected to quickly access a customer statement that can be days, weeks, months, or even years old. In a world of network computing, customers are Internet-ready and want their data presented at their homes or businesses. Researchers need access to documents that may be several years old to satisfy audit or investigative requirements. Information technology (IT) organizations are expected to manage and secure



e-business



years' worth of valuable and confidential customer-related documents.

To that end, IBM has created a family of powerful, easy-to-use document management solutions that operate across its strategic platforms, including OS/390™, AS/400®, AIX®, and Windows NT®.

IBM's enterprise archive access and management solution for your business

IBM OnDemand for AIX or NT is available to help you provide better customer service through quick and easy access to archived documents. With OnDemand for AIX or NT, you can automatically capture, index, archive, search, retrieve, present, and reproduce stored computer-generated documents and other business-related data.

And you also get improved document management and control through enhancements in accuracy, access, and security. With OnDemand for AIX or NT, there is one central source for information, eliminating problems associated with information distribution, lost, or misfiled documents. OnDemand also tracks document usage, keeping a record of everyone who searches, retrieves, and prints documents.

Whenever there is a requirement to provide improved customer service through dependable, fast access to business documents, OnDemand for AIX or NT is the answer. With OnDemand,

you can start small and expand as your storage and access requirements change. Your customers are ready for their data. OnDemand can help you give it to them. Additional features are available to address expanding business needs.

An IBM solution for your strategic business application

OnDemand is a key component of IBM Enterprise Document Management Suite, EDMSuite, integrating with other strategic IBM workflow, image, and document management solutions. EDMSuite allows you to take advantage of your existing information assets by adding advanced technologies to dramatically streamline your business processes. Accessing these new technologies through the World Wide Web can energize your workforce and make them more productive and efficient by providing immediate access to vital documents.

Complete access and management for archived documents

OnDemand provides all the tools you need for complete and secure capture, storage, retrieval, and viewing of all your online documents. You benefit from expanded storage capacity and advanced archive management to improve customer service and cut costs. With OnDemand, you can reduce or eliminate the cost of paper, microfiche, or magnetic storage; improve information management with retrieval and presentation on demand; and automate

management of report storage requirements across magnetic, optical, and tape devices.

Investment Protection

OnDemand is a true open system application, compatible with industry-standard hardware. It provides a powerful client/server solution for storing and retrieving large volumes of computer-generated data. OnDemand is also highly scalable across the entire range of RS/6000s and Intel-based NT servers from small office environments to large enterprise installations, so you can protect your investment as your company grows.



Document Indexing

The OnDemand Capture System automatically extracts index information, such as customer name and account number, from reports and documents during the capture process and then builds a relational table. These index values are used to segment the reports into logical information units, such as a customer statement or policy. Each of these report segments is individually indexed to allow direct access to the data required without retrieving the entire report file. Ondemand also provides an easy to use graphical indexing interface that allows an administrator to define the indexes for a report by simply highlighting the values on a sample page of the report.



Document Viewing

OnDemand supports OS/2®, Windows® 3.1, Windows 95, Windows NT®, 3270, and optional Internet browser interfaces for document retrieval and viewing. Multiple documents from different applications can be displayed seamlessly on the screen. These documents can be of multiple formats including AFP, line data, PDF, and standard image formats. An electronic forms capability is supported through AFP overlays. This allows a single electronic form to be used for viewing, printing, and faxing. Also, unlike other systems, there is no need to create a special image or vector form just for viewing.



Logical Views and Folders

With logical views, you can customize the view of a document. For example, you can define and save a report as a specialized view for a particular user or group of users. You can delete, replicate, and rearrange columns to enhance viewer productivity. You can also use this feature to provide additional security filtering.

With folders, you can create logical groupings of archived information. Documents that relate to a specific customer or topic, and share a common index, may be grouped together within a folder. This arrangement provides the capability to search across a broad range of documents and to dynamically organize information based on common attributes.



Document Retrieval

You can use the document retrieval function of OnDemand to perform selective retrieval of reports and report segments. User interfaces allow you to enter "fill-in-the-blanks" queries with a minimum of keystrokes. The results are assembled and displayed in a document list. You can select the documents from the list to view, annotate, print, or fax.

The image displays four overlapping screenshots of the OnDemand software interface:

- Search Criteria and Document List:** A window titled "OnDemand - Search Criteria and Document List" with search filters for "Object ID", "Object Name", "Document Type", and "Date". Below is a table of document results.
- Open a Folder:** A dialog box showing a list of folders and files, including "Master My Credit", "Check Images", "Credit Card Statements", etc., with "Open", "Cancel", and "Find" buttons.
- Document Preview:** A window showing a document preview for "BAXTER BAY BANK". It includes a header with the bank logo and name, and a table with financial data.
- Document List Table:** A table with columns: "Date", "Statement ID", "Document Type", and "Statement Page #".

Date	Statement ID	Document Type	Statement Page #
08/24/94	128 63 3690	BILLS	MILLER, GARY S.
08/26/94	140 33 4878	BILLS	MURPHY, MARK F.
08/26/94	325 33 3878	BILLS	SCHILLING, JEFF S.
08/26/94	342 63 3268	BILLS	MARCIS, TOM F.
08/26/94	308 43 3393	BILLS	MATTHEWS, TOM D.
08/26/94	364 38 2330	BILLS	



Document Storage

OnDemand uses IBM ADSTAR Distributed Storage Manager (ADSM) to provide hierarchical storage management across magnetic, optical, and tape devices. Each application defined to the server can specify the length of time report data will be stored on magnetic disk and the life of the data. For example, a statement application may require three months of data to be stored on magnetic disk and have a life of seven years. ADSM provides device support, which includes optical libraries from IBM, Hewlett-Packard, ATG Cygnet, Kodak, DISC, and Phillips/LMS. Tape libraries from IBM and StorageTek are also supported along with many other devices. ADSM also provides facilities for migrating data between storage devices, such as tape and optical, and managing backup or disaster recovery of copies of the data.

All reports and documents are compressed before they are stored on magnetic disk or optical. Compression ratios will vary from 4:1 to 30:1 depending on the type of data.

Security and Administration

OnDemand has built-in security that lets administrators control access to the system. A userid and password are always required to initially access the archive system. Access to reports and documents can be limited by type of report or by section of a report. For example, a user can be restricted to statements for specific account numbers, and individual functions, such as printing, can also be restricted.

OnDemand provides an easy to use Windows NT or Windows 95 graphical user interface (GUI) for administering the system. Configuring the system, defining reports and documents, and managing security are easily performed with this intuitive interface. In addition, OnDemand system statistics are written to a system logging facility to allow charging for the use of the system and maintaining an audit trail. The system log can be accessed online with the OnDemand clients.



Optional Features for specialized functions and needs

OnDemand is a powerful server for document and report capture, storage, and retrieval. In addition to the Base Server System, you'll have the choices of clients to interact with the system, as well as other options for specialized functions. These features provide you with maximum flexibility to start small and grow your system function by function. This enables you to minimize your initial investment as required, yet provides you with flexibility to extend the reach of your OnDemand system. Optional features for specialized functions include the following:



Internet Access

This optional extension to OnDemand enables users on the Internet to access documents stored in OnDemand. This feature contains three components. The first is the OnDemand Internet client, which is a collection of executable routines that allows a company's web pages to retrieve documents from an OnDemand server for delivery to the user's web browser. The second is a plug-in that allows users to seamlessly view and navigate AFP and line-data documents that have been retrieved from OnDemand by the Internet Client. The third is a plug-in that allows users to seamlessly view and navigate image data that has been retrieved from OnDemand by the Internet Client. The plug-ins can be used with the Netscape or Microsoft browsers.



CD-ROM Distribution

Another optional feature of OnDemand allows standalone CD-ROMs to be created from data stored in the OnDemand system. The documents to be placed on the CD-ROM can either be selected from OnDemand clients or can be batch selected prior to being loaded into OnDemand. OnDemand will build a CD-ROM with the selected documents. All software needed to access the documents placed on the CD-ROM, including the database, retrieval, and viewing software, is also stored on the CD-ROM.



CICS/ESA Client

To provide access to OnDemand from host environments with 3270 terminals, an optional CICS/ESA client is available. This interface allows users to retrieve and view documents that are stored on the server and has many of the same capabilities as the other client programs. The CICS client provides support for line-data viewing and text-based viewing of AFP documents.

Application Programming Interfaces (APIs)

APIs dramatically improve the enterprise value of OnDemand by providing direct linkage to existing customer information systems or other mission-critical applications. A typical use of the APIs would be to enable a line of business application to request OnDemand to display archived documents related to the current transaction.

Report Mining with Monarch Integration

This feature allows OnDemand users to harness the power of the information contained within reports stored in OnDemand. OnDemand users can identify a list of reports that they want to analyze. These reports are then retrieved by OnDemand and automatically passed to Monarch, where the user can query, sort, analyze, and chart all of the data contained within the reports. In essence, the reports have become live databases that are easily accessible through OnDemand.

Professional Services

An optional, installation service support package is available for customers who want assistance from IBM to install OnDemand. Typical services are: conducting a requirements study of the customer's environment and use of OnDemand; defining a backup strategy; installing and configuring OnDemand software; defining a specific number of reports to the system; providing consultation on using application programming interfaces (APIs) and integrating OnDemand with customer applications; and providing technical education to administrators and users.

Xerox Datastream Support

This optional feature allows users to store Xerox Metacode and DJDE datastreams within OnDemand. Xerox metacode and DJDE datastreams are automatically indexed and converted to AFP, then loaded into OnDemand.

Kofax Ascent Capture Integration

Kofax Ascent Capture Integration provides a unique extension to the standard Kofax Ascent capture capabilities and the OnDemand archive capabilities. This optional feature provides the capability to capture and archive paper-based information with other data types archived within OnDemand.

Product Availability

OnDemand is available in Brazilian Portuguese, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Norwegian, Simplified Chinese, Spanish, and Traditional Chinese.



Contact your IBM representative or the IBM Printing Systems Company at the following Web site:

<http://www.printers.ibm.com/ondemand.htm>

OnDemand server requirements

Server requirements

The exact server configuration depends on the volume of data being managed and the number of concurrent users.

A minimum AIX Server configuration would include:

- RISC/6000 Model 250 or later with at least 128 MB of memory
- AIX V4.1.4 or later (5765-393 or 5765-C34), AIX V4.2 (5765-655 or 5765-C34), or a subsequent compatible release of AIX V4
- DB2 for AIX V2.1.1 or later (41H2128 or 5801-AAR, #0608)
- ADSM for AIX V2.1.5 or later and the AIX administrative client
- Token Ring or Ethernet connection
- Minimum of 9 GB of DASD spread over at least two disks plus sufficient storage for documents

The minimum OnDemand for NT server is:

- 133 MHz Pentium Pro PC with at least 128 MB of RAM
- Token Ring or Ethernet connection
- Minimum of 8 GB of DASD spread over at least two disks plus sufficient storage for document storage
- CD-ROM for program installation and tape for backup (both required)

Minimum NT configuration (server and client) is:

- Windows NT V4
- DB2 Universal Database Enterprise Edition V5 (included with OnDemand for NT) or Microsoft SQL Server 6.5
- A client workstation/PC with Windows (Windows NT or Windows 95 required for Administrator functions)



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Boulder, CO
USA

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Printed in the United States of America on recycled paper containing 10% recovered post-consumer fiber.



G544-5546-00



Printed in USA

OnDemand client requirements

- General Requirements
- An 80386 or faster processor; an 80486 is recommended for viewing
 - A super-VGA and adapter with at least 800x600 resolution recommended
 - 50 MB of free hard disk space
 - 16 MB of RAM and an additional 8 MB of RAM to view PDF documents

Any one of the following choices for the clients:

- OS/2 Client
- OS/2 Warp V3.0 with IBM OS/2 TCP/IP V2.0
 - OS/2 Warp V3.0 Connect with standard Warp Connect TCP/IP support
 - OS/2 Warp 4.0 with IBM TCP/IP V4.0 for OS/2
 - OS/2 Warp 4.0 Connect with the standard Warp TCP/IP support
- Windows Client
- Microsoft Windows 3.1 or 3.11 or Window for Workgroups 3.11 and a TCP/IP package (100% compliant with the Windows Socket API, such as IBM DOS TCP/IP Version 2.1.1)
 - Microsoft Windows NT 4.0 and standard Windows NT TCP/IP support
 - Microsoft Windows 95 and standard Windows 95 TCP/IP support
- Internet Access
- Netscape Navigator V3.0 or greater for Windows NT or Windows 95 or Microsoft Internet Explorer V3.0 Level 4.70.12.15 or greater for Windows NT or Windows 95
 - Netscape Navigator V2.02 for OS/2
 - HTTP Web server which supports the CGI protocol. Current platforms support AIX V4.1.4 or later, Windows NT V4.0 or above, and Sun Solaris V2.6 or later