IBM Content Navigator

Enhance workforce effectiveness, collaboration and mobility by uniting enterprise content access

Highlights

- Provides an "experience platform" that enables rapid application development through an open, industry-standard, visual toolkit with reusable components

- Offers a native iOS mobile app and includes open-standard–based IBM® Worklight® mobile development tools and sample projects

- Integrates IBM QuickFile capabilities, providing secure content sharing and transfer of ECM documents

- Works with other solutions such as IBM Case Manager to provide a pluggable framework that facilitates rapid development and deployment of broader content solutions

Forward-thinking organizations realize that insightful content interactions help drive better business outcomes. These businesses demand a high degree of content usability, including mobile content access and management, as well as platform extensibility. Users require ways to rapidly access and use data and content that resides across multiple systems and ECM repositories.

The latest version of IBM Content Navigator software can dramatically improve the ways users interact with and manage content. It offers rich, user-initiated capabilities for line-of-business (LOB) users, and it combines powerful, out-of-the-box functionality for diverse use cases with the flexibility to address specialized content applications. Users can access, manage and work with enterprise content directly from desktops, laptops, tablets and other mobile devices anytime, anywhere. And they can securely share enterprise content with anyone in the world.

Content Navigator creates a modern, collaborative user experience through which users can comment and see download activity on documents. It offers simple, unified control, and it provides access to multiple content sources through virtually any modern browser or mobile device. Intuitively designed tools make it easy to customize functionality, create security-rich team collaboration "teamspaces" and provide custom views based on user roles. Content Navigator drives increased productivity and can transform the way your organization puts content in motion to enable better business outcomes.

Offering cross-repository insight at a glance

Content Navigator works across IBM content management systems and solutions—including IBM FileNet® Content Manager, IBM Content Manager and IBM Content Manager OnDemand software—to provide simple, seamless access to and interaction with your critical data. Support for open standards such as HTML5, JavaScript and Cascading Style Sheet 3 (CSS3) enhances client and platform interoperability. The latest version of Content Navigator takes this interoperability a step further by delivering an "experience platform" that provides customers and partners with a visual toolkit, modeling layer and set of reusable components ideal for rapid application development.

Content Navigator allows users to work with any CMIS–compliant content repository. Ultimately, Content Navigator can be used as a single interface atop virtually all repositories of content in an organization.

Through Content Navigator, business users can quickly bring a team together in real time, granting them access to libraries, folders and content. Team members can easily organize folders and manage content such as images, documents and spreadsheets (see Figure 1).
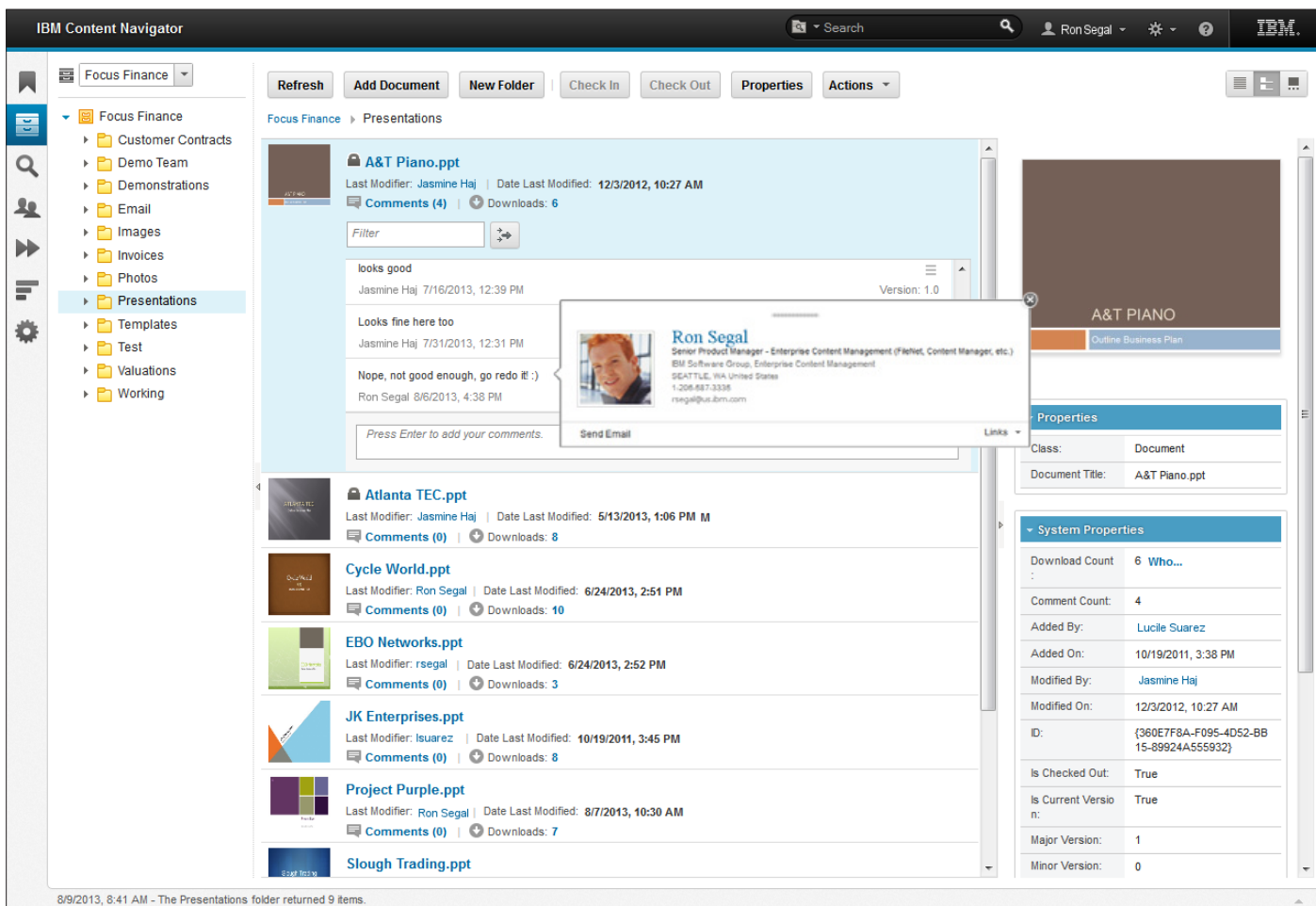
Figure 1. IBM Content Navigator enables users and teams to quickly browse, download and comment on documents from within a standard web browser. It also facilitates interaction and collaboration with team members via integrated social capabilities.

Collaboration can be enhanced through the dynamic creation of teamspaces, which allow LOB and information workers to create, edit, share and review content. Teamspaces can eliminate the need for legacy file shares and other unmanaged content repositories.

With Content Navigator, content is more interactive. Users can gain an understanding of context through comments, see when content is downloaded and identify which content is used for collaboration most frequently. In addition, users can create and share templates, and quickly add and edit documents and references. These capabilities encourage innovation and help speed project completion. A rich set of management tools provides clear views into members' activities and enables users to define roles, with leveled security permissions and access rights assigned by role, group or individual.

Key content management capabilities include versioning, side-by-side comparisons and a "filmstrip" view for visually and quickly identifying content. Content Navigator also provides review and approval capabilities, in-line and multi-select property editing, check-in and check-out functions, and the ability to apply and edit metadata.

Content Navigator makes content easy to find by allowing users to create, save and share searches with team members. Out-of-the-box enterprise content search capabilities allow users to search across multiple repositories. Type-ahead discovery functionality is similar to functionality provided by today's Internet search engines. Advanced cross-repository search enables users to conduct metadata searches, full-text searches, faceted search and search refinement within a result set. The ability to dynamically view, annotate, redact and initiate document workflows to users and selected teams also helps organizations enhance productivity.

Improving usability across today's business environments

Content Navigator provides a rich and flexible feature set that can help your organization more effectively use information for streamlining business processes. The following use cases illustrate several of these scenarios.

Collaborative document management
General document actions

Content Navigator enables a full range of document actions:

- Self-provision content teamspaces to easily share content while adhering to corporate guidelines
- View document thumbnails, as well as edit and update documents in their original applications
- Visually identify relevant document, image and other formats via multiple viewing options, including a filmstrip view
- Create, update and view version history; download or view version-specific properties; and view or edit security
- Find filed documents and move or add them to multiple folder locations using drag-and-drop or document actions
- Comment on documents and securely share files globally

Content authoring

Manage electronic content with preferred productivity tools and a familiar folder-based taxonomy:

- Browse the folder hierarchy; add, check-in, check out or modify ECM properties and access control to content directly from Microsoft Office applications
- Add and update documents with drag-and-drop functionality from outside of the web browser
- Support an add and check-in process for location, class, properties and security
- View and edit document properties and security
- Multi-select and send documents, or links to documents, to content contributors

Content navigation via hierarchical folders

Support for structured folder hierarchies enables collaborators to organize documents in an easily understood way:

- Navigate folder structures with tree views, folder drill-downs and breadcrumbs
- Organize the folder structure with drag-and-drop functionality
- Display folder contents in list, magazine and filmstrip views showing individual document metadata
- Browse folders, documents and searches with URLs that go directly to an object or location in the hierarchy

Content Navigator now ships with IBM QuickFile

Content Navigator provides secure file delivery and sharing via IBM QuickFile. These capabilities are integrated into the Content Navigator user experience, providing business users with a highly secure and seamless mechanism to transfer and share files—regardless of file size—inside and outside their organizations. QuickFile extends the reliability, security and governance capabilities of the IBM Managed File Transfer portfolio to person-to-person file transfers.

QuickFile features a simplified file transfer environment that helps reduce the need for IT involvement. Flexible deployment models help you design a file transfer system that meets your organization's specific needs. Data loss prevention, virus scanning, data encryption and user authentication features help protect sensitive data.

Review and approval processes

Content Navigator helps streamline review and approval processes:

- Manually or automatically launch defined review processes on attached documents
- Provide descriptive information about processes to be performed from either manual user entry or automatic mapping from document properties
- Retrieve and execute work items as part of workflow processes through role-driven in-baskets
- Sort and filter in-baskets to locate and execute specific work items

Advanced case management
IBM Case Manager 5.2 is now part of the Content Navigator user experience

IBM Case Manager offers efficient ways to manage high-value case-based work by proactively providing all the information needed for knowledge workers to meet their goals. All the case data, documentation, analytics and third-party applications are tied to a single case, customer or Social Security number. In Case Manager 5.2, the user interface is powered by Content Navigator, allowing case workers to interact with documents in a more controlled, feature-rich fashion and as a mobile (iOS) app that will display the full Case Manager feature set for mobile users

In addition to content and process management, Case Manager incorporates advanced analytics, business rules and collaboration capabilities so you can maximize the value of case information. Reusable templates and industry-specific partner solutions capture best practices to empower knowledge workers and accelerate time-to-value.

Content search and analytics
Document search
IBM Content Navigator expands on traditional relational database searches:

- Provide out-of-the-box multiple repository searching of IBM FileNet Content Manager, IBM Content Manager and IBM Content Manager OnDemand (see Figure 2)
- Share saved searches, including "favorite" searches, with defined full or partial criteria
- Sort results by properties
- Retrieve large result sets quickly
- Navigate document lists, view and edit metadata and documents, and perform advanced ECM functions against results

As an added benefit, the included enterprise search functionality from IBM Content Analytics lets users find content across FileNet Content Manager and Content Manager with thumbnails, facets, summaries and term highlighting. Plus, third-party repositories can be added by purchasing add-ons.
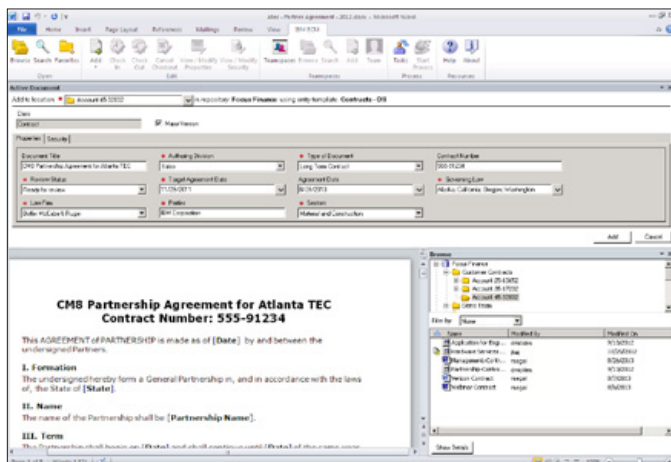
Figure 2. IBM Content Navigator provides out-of-the-box searching across IBM FileNet Content Manager, IBM Content Manager and IBM Content Manager OnDemand, and enables users to add documents with field mapping

Business self-provisioning
Content Navigator provides a rapid deployment mechanism that enables business users to deploy a document collaboration teamspace without assistance from IT.

Best-practice templates
- Create simple or elaborate folder structures
- Add new or existing documents to templates
- Select predefined searches from the global repository and create new ones for each template
- Build multiple entry templates for various document classes
- Define individual team roles and security rights

Teamspaces
- Select access for users and groups
- Use predefined templates based on access rights
- Add or remove documents to be included in the template from the user's workstation or repository
- Use role-based participation criteria to establish reusable best practices and speed creation of future collaboration areas

Production imaging
Workflow tasks and processes
Production imaging requires structured workflows that effectively manage the processing of large volumes of scanned documents. Content Navigator enables users to launch defined workflow processes—manually or automatically—with practically any document, descriptive information included. Users can sort, filter and process work items from role-driven in-boxes.

Document viewing and annotation
Content Navigator makes it easy to annotate compiled documents by highlighting areas of special business interest. These visual overlays include:

- Arrows, boxes, circles and polygons
- Transparent highlights
- Text annotations and watermarks
- Redactions (for users licensed to use IBM Production Imaging Edition)

Users can manipulate a broad array of production imaging formats, including PDF, TIFF, BMP, PNG and JPEG. For these formats, users can:

- View and annotate common images without additional software
- Navigate large documents quickly
- View multiple documents with side-by-side comparisons

Content Navigator supports hundreds of additional file formats; in fact, you can store and manage documents in virtually any format with Content Navigator. For licensed users of FileNet Content Manager, Content Navigator also includes a no-cost file viewer.

Report management with Content Manager OnDemand
High-performance electronic statement retrieval

Content Navigator fully supports Content Manager OnDemand when accessing computer output and printed reports, including statements, invoices and electronic information, for easier report management. The intuitive Content Navigator experience platform includes several key Content Manager OnDemand features, including:

- Favorites for searches and documents
- Customizable interface (skins)
- Multi-search predicates
- Parametric search
- Multiple and single selection for viewing and emailing via icons and a toolbar
- Multiple open document windows from a single viewer framework
- All search results viewable by scrolling to the bottom of the result set
- Bidirectional column sorting (ascending/descending) from the search results list
- Attribute value updates
- Server print from the search results list
- Annotations (view, add, print)

Content Navigator also includes the standard Content Manager OnDemand viewing technology:

- Consistent UI across viewers (icons, layout and so on)
- Applet viewer
- Thin viewer

- Enhanced interaction using AJAX technology
- OD viewers
- AFP plug-in and Line data applet from ODWEK

Building custom applications

With people continuing to consume content and applications in new ways, Content Navigator provides the tools to deliver rich, next-generation experiences. The software features a powerful and intuitive toolkit that can be used to quickly create custom experiences, modify functionality and build custom elements. The toolkit adds tremendous flexibility and dramatically extends value through the addition of third-party or user-created components and plug-ins. The ability to modify toolbars and develop custom layouts and menus makes it easier for workers to shorten project timelines and improve decision making to more effectively work with content.

External data services

Content Navigator can leverage external data services in add dialogs, document check-in dialogs, property editing dialogs, search dialogs, and workflow process launch and task dialogs. Content Navigator allows you to share external data services across the web, mobile platforms and the Microsoft Office suite. In addition, other IBM ECM components, such as Case Manager, can use those data services. You gain consistency and the ability to reuse data throughout your organization. External data services can include:

- Property choice lists on data fields
- Dependent property choice lists where a selection in one will affect the choices in another—for example, a selection for country in one property can provide a set of choices for a state property
- Property prefills where an environmental or prior property setting can cause one or more other properties to be populated with values
- Property validation where the user is required to enter a value that must be validated to exist in an external source
- Property format constraints where the input format is advised and controlled by the external service, such as a Social Security number (where dashes are required in specific places in the property) or an account number (where a specific number of digits are required)

Providing a rich experience for mobile users

Content Navigator enables users to access content when and where they want, with a full-featured, engaging user experience on mobile devices. The solution works out of the box on current mobile device browsers and supports a native iOS app, which provides a rich mobile experience (see Figure 3). With the iOS app, users can search for, browse, view, edit and create documents; access cases in Case Manager; and upload photos to the repository or to IBM Datacap for advanced capture use cases. Giving workers mobile access to content can enhance productivity and provide the insight for better-informed decisions.
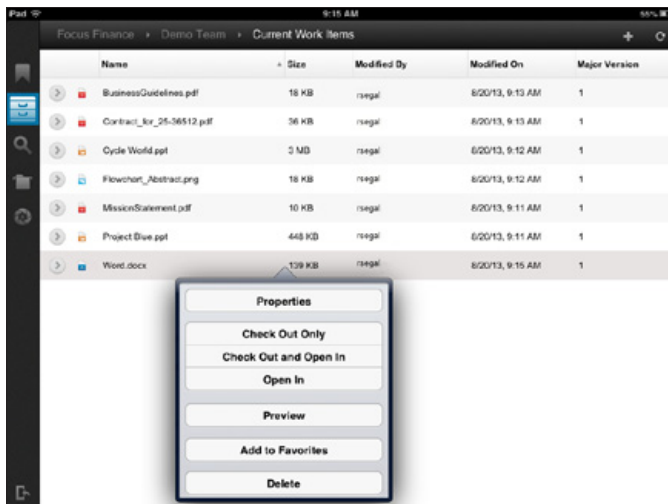
Figure 3. The iOS app offers a full-featured experience on mobile devices.

Content Navigator now includes IBM Worklight

To help your organization extend its business to mobile devices, Content Navigator includes Worklight, along with a sample mobile application written using Worklight. This software provides an open, comprehensive and advanced mobile application platform for building, running and managing mobile apps.

With Worklight, you can efficiently develop, run and manage HTML5, hybrid and native apps. It helps you reduce your development cost, improve time-to-market and enhance mobile app governance and security. The standards-based technologies help you avoid code translation, proprietary interpreters and unpopular scripting languages, and offers other benefits:

- Support multiple mobile operating environments and devices with the simplicity of a single, shared code base
- Easily connect and synchronize with enterprise data, applications and cloud services
- Safeguard mobile security at the device, application and network layer
- Govern the mobile app portfolio from one central interface

About IBM ECM software

IBM Enterprise Content Management solutions help organizations harness the value of unstructured information for new insights and better business outcomes. Organizations that discover, recognize and act on the most relevant content can achieve breakthrough results. By putting the right content in motion—capturing, activating, socializing, analyzing and governing—organizations across all industries can transform their business with informed, timely decisions. More than 13,000 organizations around the world are succeeding with smarter content solutions from IBM.

For more information

To learn more about IBM Content Navigator and IBM enterprise content management solutions, please contact your IBM representative or IBM Business Partner, or visit: **ibm.com**/software/products/us/en/content-navigator