

Technology is just the start

A major competitive factor in modern business today, is the ability to manage and use data effectively. Companies are more reliant than ever on maintaining information about all aspects of their business performance, their customers, their competitors and the marketplace. That's why you choose best of breed content management solutions from IBM.

But is choosing the right technology enough?

Any technology solution is only as good as the way it is employed, and how it is tailored to match your current and future requirements. Once you've selected the best options for your business, IBM Software Services can combine a range of Content Manager OnDemand tools and "know how" to help you ensure that its potential is fully realised.

Optimising solutions and Adding value

IBM Software Services can analyse your current and future needs, and keep your content management solutions running at optimum effectiveness. With worldwide expertise in the design, implementation and optimisation of IBM Data Management technology, we provide valuable insight into how your business uses its solution throughout the life of your projects.

We identify and address issues associated with satisfying your specific business requirements, leveraging IBM Content Manager OnDemand to enhance the capability of your implementation of Content Management technology.

Do you experience any of the following business requirements:

- *Do your customers and employees need to know when information relevant to them becomes available within your Content Manager OnDemand repository?*
- *Do you also need to capture paper based content for faster and more efficient processing, storage and retrieval?*
- *Do you need to publish some of your business information for mass distribution?*
- *Do your customers and employees need online access to your stored statements, invoices, customer reports, etc?*

If you answered yes to any of the above questions then you should consider engaging one of the following service offerings.

E-mail Notification and Delivery.

Do your customers and employees need to know when information relevant to them becomes available within your Content Manager OnDemand repository?

The Content Manager OnDemand E-mail Notification and Delivery offering gives you the ability to notify a customer/employee, via e-mail, that a document has been archived. Additionally this document can be delivered as an attachment. Options available with this offering include the ability to convert the attachment to PDF, or HTML and include custom text in the E-mail for each user receiving a notification. An e-mail link to the Content Manager OnDemand Web site can also be included.



Kofax Ascent Capture Integration

Do you also need to capture paper based content for faster and more efficient processing, storage and retrieval?

Kofax Ascent Capture integration is an IBM offering that extends the capability of Content Manager OnDemand for AX, HP-UX, Sun Solaris, and Windows NT/2000. This offering provides a production-level, Windows-based document capture application. Included in the capabilities are scanning, OCR, document indexing, and storage management. The use of common indexes, enables users to dynamically search, retrieve and view, multiple document types from Content Manager OnDemand. This offering provides the integration of Kofax Ascent Capture software, with industry standard document scanners to automate document scanning, indexing and archive storage in Content Manager OnDemand.

Production CD-ROM

Do you need to publish some of your business information for mass distribution?

This service offering enables the creation of CD-ROMs that includes the Content Manager OnDemand client software, the indexes, and documents. The Production Data Distribution (PDD) feature is designed to support high-volume batch processing of report/statement data files and documents to produce multiple copies of an image suitable for CD-ROM or multiple CD-ROMs.

Introducing AFP2WEB Transform

Do your customers and employees need online access to your stored statements, invoices, customer reports, etc.?

The AFP2WEB Transform offering provides AFP documents, stored in Content Manager OnDemand to be dynamically transformed to HTML or PDF for viewing purposes.

From the browser, the user can request to view a stored AFP document, and as it is retrieved from the archive have it dynamically transformed, via the AFP2WEB transform, to either Dynamic HTML or PDF.

The offerings detailed in this brochure contain software and services delivered by IBM Software Services.

* All Service Offerings detailed in this brochure relate only to IBM Content Manager for Multi-platforms.



Benefit from IBM Experience

IBM Software Services has the breadth and depth of skills available to help you through your content management solutions. These offerings are just some of the many advanced solutions available from IBM Software Services - which brings you a full portfolio of services designed to help you get the most out of your IBM Software.

Please contact your IBM Software Services Representative for more information.



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