

DB2 Data Management Software



Content Management Service Offerings

Overview

The IBM Content Management Portfolio provides the enterprise content management infrastructure to manage the full spectrum of digital information. Large collections of scanned images, facsimiles, electronic office documents, XML and HTML files, computer output, audio, and video can be stored and accessed. Integrating content with line of business, customer service, ERP, digital asset management, distance learning, Web content management or other applications can accelerate benefits across the enterprise.

Does your organisation need IBM Content Management?

- *Would you like to reduce the administrative costs in your organisation?*
- *Would you like improve customer service by having easy access to all customer related documents or even extend the access to customers?*
- *Would you like to implement search of e-mails and company documents and implement archiving procedures to meet your legal requirements?*
- *Do you have continually expanding e-mail disk storage problems ?*

If you answered "yes" to any of these questions, you could benefit from one or more of our Content Management Service Offerings.

The Benefits

The benefits for the organisation in choosing our service offerings are :

- *Rapid deployment of the IBM Content Management technology*
- *Competent skills transfer to administrators and end users*
- *Increased revenue, higher processing speeds can translate into improved response times to business opportunities*
- *Better document and workflow control, resulting in improved professionalism, compliance with regulations and best practices*

With these benefits in mind the following Service offerings will assist you to realise maximum value from the IBM Content Manager range of Products. The portfolio consists of the following service offerings:

- *IBM Content Manager QuickStart*
- *IBM Content Manager OnDemand QuickStart*
- *IBM Content Manager CommonStore for SAP QuickStart*
- *IBM Content Manager CommonStore for Domino (CSLD)*

IBM Software Services approach the delivery of these services in the following manner:

Value Frame 1	Value Frame 2	Value Frame 3	Value Frame 4
<p>Define Business Requirements</p> <p>Planning Workshop</p> <p>Analysis and Design Workshop</p> <ul style="list-style-type: none"> ✓ Confirmed requirements ✓ Configuration Document 	<p>Installation and Configuration</p> <p>Assess Current Infrastructure</p> <ul style="list-style-type: none"> ✓ High level infrastructure assessment <p>Install Software</p> <ul style="list-style-type: none"> ✓ Installation of single test archive server and single client workstation ✓ Customisation of Commonstore for Domino/SAP* ✓ Integration with Domino/SAP* <p>Installation Verification Testing</p> <ul style="list-style-type: none"> ✓ Customer to perform testing ✓ IBM to implement changes 	<p>Conduct Training</p> <p>Conduct Admin Training</p> <ul style="list-style-type: none"> ✓ Condensed on-site Admin Training <p>Conduct User Training</p> <ul style="list-style-type: none"> ✓ Limited User Training 	<p>Perform Post Implementation Activities</p> <p>Provide Scheduled Support</p> <ul style="list-style-type: none"> ✓ Provide scheduled support during agreed pilot period <p>Project Review</p> <ul style="list-style-type: none"> ✓ Conduct post implementation review ✓ Document review ✓ Perform Next Step discussion

*applies to CommonStore Quickstarts only

IBM Content Manager QuickStart

IBM Content Manager for Multiplatforms is a core component of the Content Manager portfolio. It is a datastore for a broad spectrum of digital business information -- from scanned images, facsimiles, and PC files to XML and rich multimedia, and web content. It also provides document workflow and version control.

This offering includes:

- *High level analysis and design workshop to identify and verify application and storage requirements, volumes and access control, archiving duration, workflow and indexing requirements*
- *Installation of prerequisite products such as DB2, C++ compiler and WebSphere Application Server*
- *Installation of Content Manager Version 8 System Administration and Client for Windows software on a single workstation*
- *Training of one key user*
- *Training of one administrator*
- *Limited scheduled support during the test/pilot period*

Installation of Tivoli Storage Manager (TSM) can be purchased as an additional service.

IBM Content Manager OnDemand QuickStart

IBM Content Manager OnDemand is high performance middleware to automatically capture, index, organise, store, retrieve, and present any formatted computer output. It provides enterprise report management (ERM) for storage management and report distribution. Electronic statement presentment supports customer service and Internet enabled self-service.

This offering includes:

- *High level requirements and system design workshop to identify the essential archival requirements (report types, archiving and requests methods, volume handling, definition of keyword fields for document search, data format for archive storage)*
- *Installation of a single IBM Content Manager OnDemand Server and OnDemand Client software on a single work station*
- *Training of up to 10 end user(s) and one administrator*
- *Limited support during start up period*
- *Configuration documentation*

Installation of Tivoli Storage Manager (TSM) can be purchased as an additional service.

IBM Content Manager CommonStore for SAP QuickStart

IBM Content Manager CommonStore for SAP integrates documents into SAP applications. It's an SAP recommended method to offload data, trim the size of the operational database, and improve system performance. It is an SAP certified solution, it manages database volume problems and integrates documents into SAP applications and the SAP R/3 Document Finder support gives SAP users (at 4.6c or higher) access to documents stored in Content Manager.

This offering includes :

- *Planning and requirements workshop*
- *Installation of CommonStore for SAP software on a single test server*
- *Basic customisation of the SAP archive link for one SAP system*
- *SAP R/3 Archivelink Customisation for Print Lists Viewing*
- *Connection of CommonStore for SAP to an SAP application server and setup 1 SAP client/system*
- *Verify configuration by single retrieval / viewing of Print lists via R/3 SAP GUI OnDemand*
- *Limited support during start up period*
- *Configuration documentation*





Additional Services can be purchased to implement support for SAP Outgoing Documents and to implement the Kofax Ascent Capture (document scanning) for Incoming Documents.

IBM Content Manager CommonStore for Lotus Domino (CSLD) QuickStart

IBM Content Manager CommonStore for Lotus Domino archives e-mail documents, attachments, or entire databases for a secure, enterprise solution.

Most large Lotus Domino Notes customers share a common problem of managing the growth of their Notes mail database due to increasing volumes of mail and mail attachments. CommonStore solves this by providing a full-function archive and retrieval system for Notes customers.

This offering includes:

- *A basic implementation in a Domino test or pilot environment for the archiving of Lotus Notes e-mail and attachments to an OnDemand or Content Manager server*
- *Requirements assessment*
- *Integration of Lotus scripts (a single e-mail template, search form, hit list, archive and retrieve button and CSLD menu)*
- *Testing and validation*
- *Administrator training covering the operation and configuration of the archiving solution*
- *End User training covering the use of e-mail archiving functions (max 10 attendees)*
- *Limited support during test period*
- *Configuration documentation*

Support for Domino.Doc can be purchased as an additional service to the standard offering.

Benefit from IBM Experience

IBM Services has the breadth and depth of skills available to help you through your e-business project. Through every phase of your project, let IBM's proven and robust methodologies pave the way to success.

Contact your IBM Software Sales Representative.

Find out more

For more information, contact your IBM representative or IBM Business Partner, or visit the IBM Content Manager CommonStore
Web site at: ibm.com/software/data/commonstore/lotus

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