IBM FileNet Image Manager Active Edition

Overview

■ **Make** all of a customer's contracts, emails and account information immediately accessible to facilitate self-service and improve customer satisfaction.

■ **Capture and review** an insurance policy in minutes and automate the flow of the policy through different departments to increase employee productivity.

■ **Move** tax return cases from filing to settlement effectively by simplifying and extending access to relevant documents.

The effectiveness of your business is determined by making the right decisions. And these decisions are determined by having access to the right information. Much of this information is contained in a physical format that makes immediate access impossible – including paper documents, images and other objects. Capturing this content, making it readily available, and the information contained within easily accessible, is critical to ensure that the right decisions are being made at every level of your business.

Reducing operating costs and improving business performance begins with making it easier for people to find the information they need to do their job. When thousands of users can quickly find and access the information they need within millions – or even billions – of documents, your entire enterprise can make better

decisions. In addition, securely storing this content and safeguarding it from disaster protects the integrity of your vital business information while fully leveraging its value over the long term.

However, certain challenges must be overcome before these objectives can be realized. The majority of information cannot be accessed by critical business applications – making it nearly impossible to fully exploit the value of those existing investments. One reason is that a vast amount of this information still exists in paper documents. These are costly to manage and store and cannot be easily located and shared across a geographically dispersed enterprise. In addition to being expensive and cumbersome, paper documents are highly vulnerable, are difficult to access, and in the case of disaster, are lost forever. This dramatically reduces customer service levels and negatively impacts the success of your business.

Companies using proven Image Management capabilities are conquering these challenges and realizing a true competitive edge by improving their responsiveness and lowering their document retrieval and operating costs. They are doing so with IBM FileNet Image Manager Active Edition.

Overview

- **Efficiently link** *electronic content – paper files, archives, emails and office documents – with business transactions to improve operational efficiency.*

- **Improve productivity** *by dramatically reducing the time associated with searching and locating documents.*

- **Capture** *electronic business documents during business activities and link to the appropriate business system to streamline critical business processes.*

Why Do We Call It Image Manager Active Edition?

Because it's not just like every other 'scan, digitize and store' solution. Image Manager Active Edition allows you to link content with business processes, activating that content so that it drives workflows within your organization. This level of integration activates your business, enabling you to work with content that makes a positive impact within seconds of a document image reaching your system, rather than the weeks it can take with paper or other software solutions.

At The Moment of Decision

Image Manager Active Edition provides unrivaled power, scalability and performance, delivering rapid access for thousands of users to billions of fixed objects. Companies can securely and permanently store immense volumes of fixed information in a robust and highly available environment. Image Manager Active Edition provides comprehensive image management that helps organizations control, share and quickly access critical business information. It extends the reach of critical information to all constituents to ensure information accuracy, consistency and timeliness. By integrating critical content with business applications and processes, Image Manager Active Edition makes the right information immediately available to the people who need it, helping them make better decisions, faster.

Image Manager Active Edition includes high-performance information retrieval and the ability to integrate seamlessly with other enterprise applications and systems. Advanced caching and page level access to large objects makes business information immediately available to customers, partners and employees around the globe. With integrated business process management capabilities, Image Manager Active Edition gives your company the ability to increase operational efficiency by routing the right information to the right user at the right moment – thereby streamlining business processes and supporting the moment of decision making.

These capabilities are helping our customers realize a significant return on their investment. With Image Manager Active Edition, they are:

- Quickly accessing millions of pages of case records and managing a greater case load with fewer resources

- Reducing decision times by more than 60 percent in order to respond faster to customers

- Handling 95 percent of customer inquiries on the first call

Immediate Decision Making

The decisions that are made every day across your business need to be accurate and timely. Image Manager Active Edition puts the right information at the fingertips of the people who need it the most to help them make better decisions faster while:

- Delivering high-performance information retrieval to thousands of global customers, partners and employees

- Storing and safeguarding large volumes of critical documents and other unstructured business information in a highly available environment
- Integrating content with the vital business applications and processes that define your organization
- Providing proven scalability, flexibility and performance by distributing software services across an unlimited number of servers transparently

Combining Content & Process for Competitive Advantage

Robust, High-Performance Repository Makes content highly available by storing billions of objects and accommodating thousands of users.

Page-level Access, Pre-fetching & Cache Services Provides the fastest response times for document images and data retrieval for greater responsiveness.

Scalable, Distributed Architecture Flexibly grows as business needs dictate by accommodating an unlimited number of users, locations, volumes and various types of content.

Event-Driven Architecture Improves business agility and overall organizational efficiency by immediately reacting to internal and external business events.

Comprehensive Content Management Library Services manages unstructured content (includes paper documents, HTML, XML, PDF, documents, email, images, video and audio streams) and supports complex document management application requirements.

Layered Data Integrity & Redundancy Protects data at all times from corruption and recovers automatically from unexpected environmental disruptions.

Store Any Fixed Digital Asset Flexibly captures, stores, and accesses objects in any format, including documents, faxes, PDFs, email, COLD, audio/video, images and graphics.

Classification Framework Enables auto-classification of content through preconfigured XML classification framework and the ability to build custom classification for other types of content.

Fully Integrated, Centralized & Remote Capture Environment Remote image import and indexing wherever a remote worker is located, saving time and money.

Computer Generated & Print Stream Data (COLD) Support Accommodates storage and access of computer-generated reports in a single solution to better serve constituent needs through greater information access.

Optical Storage Device Support (WORM) Ensures content integrity and permanency to meet regulatory and legal mandates by providing tamper-proof, unalterable storage capabilities.

Extended Storage Support Leverage existing corporate data storage devices such as magnetic, magnetic WORM, CAS, and tape.

Single Document Storage Method Provides powerful tools for managing document-level retention as part of your overall compliance strategy, even with documents that span IBM and 3rd-party storage environments

Automatic Online & Unattended Backup Delivers higher levels of availability of critical content through online and unattended enterprise backup, including incremental backups and data compression.

Report & Statement Management Maximizes customer self services initiatives and reduces the costs of doing business with Web-based statements and reports.

Image Manager Active Edition securely and permanently stores critical business information in a high-performance, highly available, and secure environment. Expanded ECM capabilities can be integrated for managing critical content, enhanced process management, and Web content management.

Platform

Operating Systems

IBM AIX 5.3, 61; Windows 2003, Sun Solaris 10, 11; HPUX 11v1, v2, v3 on HP PA Risc, HPUX 11i v2, v3 on HP Integrity; Windows 2003 and 2003 R2 SP1 and SP2, Windows Vista IS RAC

Databases

IBM DB2 v8.x, 9, Microsoft SQL Server 2000, 2005; Oracle 9iR2, 10gR2

Security Services

IBM Tivoli Access Manager, IBM Tivoli Directory Server, CA eTrust SiteMinder, Microsoft Active Directory, Novell eDirectory, Sun Java System Directory Server, Kerberos

J2EE App Servers

IBM WebSphere, BEA Weblogic, JBoss

Enterprise Portals

IBM Websphere, BEA WebLogic, Microsoft SharePoint, SAP NetWeaver

Storage Systems

IBM, EMC, Hitachi, HP, NetApp, Sun

System Management

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

Base

Content

- Library Services
- Event-Driven Architecture
- Lifecycle Management Capabilities

Process

- Document Review & Approval
- Process Tracking

IBM FileNet Expansions

- Remote Capture Services
- Capture Professional
- Application Connector for SAP
- Application Connector for Siebel
- Storage Options (magnetic disk, WORM disk, optical, and tape)
- Report Manager
- Image Services Resource Adapter
- Business Process Manager
- Records Manager
- Email Manager

As the clear market leader in Enterprise Content Management (ECM), IBM's ECM solutions help organizations make better decisions, faster by managing content, optimizing business processes and enabling compliance through an integrated information infrastructure. IBM's ECM portfolio delivers a broad set of capabilities and solutions that integrate with existing information systems to help organizations drive greater value from their content to solve today's top business challenges. The world's leading organizations rely on IBM enterprise content management to manage their mission-critical business content and processes.

Image Manager Active Edition is an ECM solution that supports critical business functions by delivering rapid access to billions of objects for thousands of users, providing customers, employees, and partners with the information they need to make informed and accurate decisions.

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